

# Five9 Blended Contact Center

Improve your productivity while providing extraordinary customer experiences

## The Contact Center Dilemma

Today's customers demand more: faster service, knowledgeable agents, and new ways to communicate. It's tough to keep up. We know you need to reduce your operational costs, increase revenue and conversions, cross-sell and upsell, and still provide your customers with extraordinary experiences.

## Improve Agent Productivity with Active Blending

Ensure the optimal mix of agent productivity and customer experience by taking full advantage of the peaks and valleys in contact center traffic.

Active Blending adjusts to your traffic as it ebbs and flows, enabling automatic adjustments of outbound calling based on inbound call volumes.

Based on your business rules, Five9 automatically moves outbound agents on a per call basis to inbound queues when traffic volume peaks.

Then, when there are no inbound calls in queue, Five9 shifts them back to outbound call campaigns.

Inbound service levels are maintained and agents can switch to outbound calls on a call-by-call basis during inbound traffic lulls, which greatly increases the number of productive contacts per hour by each agent.

## Active Blending for Active Service

Let your customer service or inside sales organization respond proactively to your customers with Five9 Active Blending technology. Active Blending uses business rules to schedule outbound calls for any type of interaction. For example, use Active Blending to:

- Schedule "thank you" or other follow-up calls for sales orders or service calls
- Let your customers know when their product has been shipped or when a problem is resolved
- Manage queue callbacks
- Follow up on abandoned calls
- Call back negative survey responses
- Flag any interaction that needs future outbound follow-up

With our unique approach to adaptive routing and Active Blending your contact center will experience gains in productivity and improved KPIs, while increasing customer satisfaction.



**Five9 combines all the features and benefits of our leading inbound and outbound suites, including:**

### Inbound

- ACD
- IVR
- CTI and Screen Pop
- Speech Recognition
- Text-to-speech

### Outbound

- Predictive Dialer
- Progressive Dialer
- Power Dialer
- Preview Dialer
- TCPA Manual Touch Mode
- Campaign and List Management
- Local number options Management
- DNC Compliance
- Web Callback

### Common Platform

- Agent Scripting
- Voicemail
- Call Conferencing
- Toll-free Numbers

### Administration

- Call Recording
- Historical Reporting
- Real-Time Reporting
- Cloud APIs

Finally, your contact center can move as fast as your business. The Five9 Intelligent Cloud Contact Center gives your agents the tools they need to make powerful customer connections while delivering the results your business requires.



## Insight Into Your Entire Contact Center

When using Five9 for both inbound and outbound contact center operations, you benefit from unified real-time and historical reporting applications that deliver performance results across all your campaigns and agents. In real time, you can listen to agents for both inbound and outbound calls and review the intraday performance of your campaigns for key metrics such as sales volumes. Historical reports offer additional insight into agent performance across call types and unifies customer history across your operations.

## One Platform for a Seamless Experience

Five9 Blended contact center components work together on the cloud platform as a single system, eliminating the gap between inbound ACD functionality and outbound dialers. And, with the integration of CTI and CRM capabilities, you've got a seamless solution for both your agents and customers. There's no toggling back and forth between inbound and outbound calls. It's all unified for your agents to manage inbound and outbound programs simultaneously.

## Agents Anywhere, Supervise Everywhere

Whether you have one contact center, multiple contact centers around the globe or hundreds of agents working from home, Five9 has you covered as you need to scale your business.

The Five9 solution comes with comprehensive supervisor capabilities. Monitor, whisper, or barge in from any location. It no longer matters where your agents or supervisors are located – at home, in a physical contact center, or half way around the world.

**"Our reps love the ease of use. We are handling about 25% more calls. I cannot begin to explain how much more efficient we are."**

Brad Dockter, Director Digital Customer Experience Operations, Allegion

## Now Your Contact Center Can Move as Fast as Your Business

Business conditions change every day. Call volumes go up and down, new products are released, new service issues are discovered. The Five9 Blended Contact Center will help you adapt quickly and stay ahead of the game with:

- Agent licenses, IVR ports, and line capacity as you need it
- Intuitive interfaces that make it easy for non-technical users to make their own moves including easy adds and changes in routing strategies, agent skills, and IVR call flows
- Easy professional services lead setup
- Accessible dashboards for agents and supervisors anywhere



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### About Five9

Five9 is a leading provider of intelligent cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than five billion call minutes annually. Five9 helps contact centers increase productivity, boost revenue, and create customer loyalty and trust.

For more information visit [www.five9.com](https://www.five9.com) or call (866) 587-2287.

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