

# Announcing the Five9 Freedom Release for 2015

## The Simply Smart Cloud Contact Center

### Five9 Freedom Release 2015 Includes:

#### Agent Desktop Plus

- Multichannel
- Modern Design
- Personalized Dashboard
- Unified Multichannel History
- Next-Best Actions
- Five9 Connect

#### Salesforce Adapter

- Single Salesforce Desktop
- Single Sign-On
- Five9 Voice
- Salesforce Email
- Live Agent Chat
- Five9 Connect

#### Oracle Adapter

- Unified Presence Management
- Intelligent ACD Routing
- Channel Prioritization
- Business Rules
- Screen Pop Notification

Introducing a revolutionary new Five9 agent desktop—reimagined to maximize agent productivity, with smarter adapters for both Salesforce and Oracle, and a suite of cloud APIs architected for pure cloud integrations.



#### Agent Desktop Plus

Our new agent desktop provides an improved agent user experience with its completely redesigned, easy-to-use, modern interface. Delivered through an intuitive, browser-based UI, the new desktop dramatically increases agent productivity and work satisfaction.



#### Five9 Adapter for Salesforce

Continue to leverage your current Salesforce investment. Our new Salesforce adapter lets your agents engage with customers through voice, email and chat—all from within their standard Salesforce desktop. The new adapter takes full advantage of Five9® Connect™ to calculate relevance, detect sentiment, and classify interactions for handling by agents using Salesforce business rules.



#### Five9 Adapter for Oracle

The Freedom Release for Oracle Service Cloud enables agents to work within their familiar Oracle interface. It provides a validated integration with Oracle Service Cloud Desktop and can intelligently route live multichannel customer incidents.

### Agent Desktop Plus

#### Multichannel Readiness

The new agent desktop gives your agents the ability to support, interact with, and switch between all media channels through an easy-to-use unified interface.

#### Modern Design

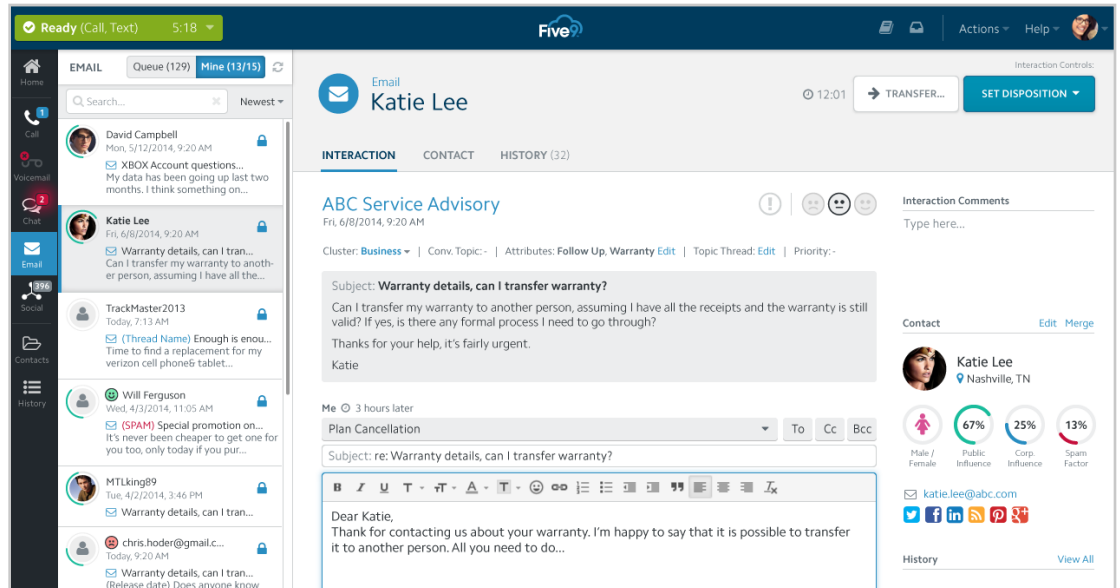
The new agent desktop was designed using the latest HTML5/JavaScript web interface design techniques. It provides a contemporary look-and-feel and a streamlined agent experience. We've taken a very intuitive, easy-to-use interface and combined it with a universal transaction model that is designed so each channel is familiar to the agent. Together, these features lead to reduced training costs and faster onboarding for new agents.

#### Agent Home Page

The agent home page gives your agent a quick summary of the information they need to start the day. It features skill group notifications and a personalized dashboard featuring an overview of pending activities. It shows important metrics like number of calls in queue, number of voicemails, and number of social inquiries.

#### Channel Context

Five9 Agent Desktop Plus provides the relevant content and tools to help your agents complete tasks as needed. For example, when an agent is responding to an email, the UI automatically adjusts to include all the relevant email response controls while removing controls related to other channels. This helps focus agents on the interaction at hand, making it fast and easy to complete tasks.



Agent Desktop Plus Screen Shot

## Adapter for Salesforce

### Multichannel Engagement Through Salesforce Desktop

Agents can engage with customers through Five9 Voice, Live Agent Chat, or Salesforce Email using traditional and console views. The agent-centric solution provides everything agents need in a single desktop while delivering rich customer insights and actionable context for issue resolution.

### Extends The Power of Five9 Connect

Our new Adapter for Salesforce extends the power of Five9 Connect Natural Language Processing, offering Sentiment Analysis, Clustering, Trending Topics, and Relevance to the Salesforce Desktop. That leads to simpler, smarter, and more productive multichannel engagement.

### Optimized for Service and Sales Cloud

The Five9 Adapter for Salesforce works seamlessly within both the Salesforce Service and Sales clouds. The softphone can be minimized or moved anywhere on the screen. It's just a click away, enabling agents to make calls, listen to voicemails and check messages—all without ever leaving the Salesforce desktop.

## Adapter for Oracle Service Cloud

### Multichannel Engagement Through Oracle

#### Unified Presence Management

With the Five9 Adapter for Oracle Service Cloud, agents can manage their presence state for voice and multichannel all within the CRM desktop.

#### Intelligent ACD Routing

The Five9 Automatic Call Distribution (ACD) software assigns email and chat interactions to agents based on skill set.

#### Channel Prioritization

The Five9 ACD prioritizes channel interactions. For example, agents are not interrupted with chat and email requests when they're on a phone call, and are not interrupted by voice calls when engaged in online chat.

#### Screen Pop Notifications

Agents can receive Five9 screen pop notifications when a new multichannel interaction is received.

#### Ease of Configuration

Administrators can easily setup Five9 campaigns, skill groups, users, and more.

## Cloud APIs

With the Five9 Freedom Release, all Five9 Virtual Contact Center APIs have now been centralized in the cloud and re-engineered using a RESTful approach. This simplifies application integration and reduces deployment time for application developers.

## About Five9

Five9 is a leading provider of cloud contact center software, bringing the power of the cloud to thousands of customers and facilitating more than three billion customer interactions annually. For more information visit [www.five9.com](http://www.five9.com).

