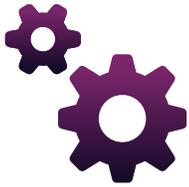


Inside the Five9 Cloud

A Technical Overview of the Five9 System



To manage millions of calls every day, Five9 relies on a combination of redundant data centers, state-of-the-art server architecture, 24/7 traffic monitoring, and security measures that far exceed industry standards. The result—powerful, scalable, and secure cloud solutions that some of the biggest names in business trust to run their contact center.

About Five9 Data Centers

- Geographically dispersed for maximum disaster preparedness
- State-of-the-art server technology
- Failover within minutes (after diagnosis)

Networking/Connectivity Options

- Public Switched Telephone Network (PSTN)
- Voice over Internet Protocol (VoIP)
- Virtual Private Network (VPN)
- Internet Protocol Security (IPSec) tunnel
- Session Internet Protocol (SIP) trunks
- Private Connection via Ethernet, Multiprotocol Label Switching (MPLS), or Direct Connect
- Secure Realtime Transport Protocol (SRTP) encryption
- SIP gateway

Introduction

The Five9 service runs in state-of-the-art data centers guided by a fully staffed, 24/7 network operations center and the strongest security protocols in the contact center industry.

By leveraging our cloud technology, Five9 data centers are able to handle an enormous amount of applications and information much faster and more safely than centralized, premise-based contact center systems—many of which frequently experience capacity issues and are prone to disaster.

With scalability on demand, the Five9 system eliminates the need to upgrade hardware or software or hire dedicated IT staff. The platform is safely guarded in the cloud and constantly monitored with multiple layers of protection to offer clients strong defense from disasters, large or small.

Five9 also makes it easy to get started by offering a variety of options that fit your network and connectivity needs. Whether it's working with your existing carriers or utilizing new toll-free numbers by Five9, we give you the flexibility you need to stay focused on your business.

Five9 Data Centers

For organizations that rely on high-volume contacts, nothing is more important than uptime. For years, Five9 has relentlessly upgraded its data centers to process billions of inbound and outbound calls for some of the biggest names in the financial services, insurance, healthcare, consumer, and government services industries—companies that cannot afford interruptions in service, let alone system failure.

Five9 data centers are designed to provide contact center solutions that are available when you need them, with sophisticated architecture that is fast, secure, and infinitely scalable. Geographically dispersed on opposite US coasts, our data centers operate 24/7 and provide the architecture to support any organization's specific connectivity and application needs—including integration with third-party customer relationship management (CRM) programs, sales and marketing software, accounting tools, and more.

Five9 clients have the option of utilizing more than one data center to ensure access to its contact center operations and maintain their own redundant and failover requirements. Our fault-tolerant data centers continue operating even in the event of a partial failure, while enabling incoming and outgoing calls to be intelligently routed to a separate facility.

Speed and Scalability

Five9 utilizes the latest server technology in its data centers from the most trusted names in cloud infrastructure and technology. By employing only proven, state-of-the-art solutions, Five9 data centers keep contact centers running smoothly and seamlessly, with no interruptions.

Five9 data centers deliver unlimited application and storage capacity. Utilizing the latest server technology, Five9 can scale its architecture rapidly on demand and nimbly shift resources in response to an outage or disaster.

Because we only run Five9 software and hardware our data centers, and because our data centers are accessible at any time of day or night with only an Internet connection, a PC, and USB headset, Five9 clients can

scale operations as quickly as necessary. Five9 gives any organization the power to create a virtual contact center on short notice from anywhere in the world, with tremendous flexibility in the number of locations and number of agents.

Five9 Network Operations Center (NOC)

The Five9 NOC serves as the information hub of the entire Five9 platform. Enhanced in 2012 to adjust to a 24-hour, “follow the sun” strategy, our NOC provides detailed visibility into the volume and distribution of billions of calls traveling through the cloud. As a result, Five9 clients get real-time network reporting tools when they need them and potential problems are resolved before they become real.

‘See’ What’s Happening

The Five9 NOC is powered by a leading provider in the field of network monitoring and delivers advanced surveillance of all Five9 systems, servers, and applications. Visual and audible alarms automatically alert specific NOC personnel to specific issues as they occur.

Additional monitoring and reporting tools provide short- and long-term trending data in a visual format. With these solutions in place, NOC team members can literally “see” network activity as it happens and remedy problems before they develop.

These tools are not just available to Five9. Our NOC provides client with a view of the network connectivity, giving them a 360-degree window into their network through the cloud, with no software installations or maintenance involved.

Other features of the Five9 NOC include:

- Incident management
- Root cause analysis and reason for incident reporting
- Issue escalation and resolution
- Carrier management
- Alarm monitoring
- Trouble reporting
- Escalation and SLA adherence
- Software defect reviews and tracking to resolution

If there is an issue within the Five9 system, our NOC not only knows where and why—as it happens—but it knows what to do about the issue. Ensuring first-level response 24/7, our NOC gives clients the knowledge and peace of mind that someone is always at the controls.

Five9 Security and Privacy

Before organizations place their contact center operations in the cloud, they need the confidence that comes with knowing their business is in safe hands. Five9 is committed to the confidentiality, integrity, and availability of our client’s data and uses best-in-class solutions, processes, and people to make certain the trust our clients place in us is well-earned.

That commitment begins with the Five9 Cloud Security Office, which delivers peace of mind by constantly guarding, monitoring, and maintaining the Five9 services so clients have the tools to run their business—anywhere, anytime.

Every Five9 business process has a security component. The Five9 platform itself consists of a three-tiered network architecture complete with firewalls, intrusion prevention, and a vulnerability-management system designed to protect your data. Five9 Information Security is managed based on ISO 27001 standards and adheres to Cloud Security Alliance and PCI DSS standards.

Privacy

As a result of our heavy lifting, Five9 clients gain operational efficiency and the ability to satisfy many more specific privacy directives than if they did the work themselves.

Five9 strives for the highest levels of privacy for our customer data. We always seek to collect the minimum amount of information required to fulfill the specific business purpose. Formal approval by the Privacy Officer is required before any information is collected. Five9 privacy policy always takes into the account the privacy regulations and laws applicable to the jurisdictions we serve.

System Requirements

Engage with Five9 and it takes very little to put your contact center in the cloud. At the minimum, clients need:

- PC Workstation with fairly conventional configuration (minimum Pentium IV processor, 1500Mhz)
- High-speed Internet connection
- USB headset with DSP

Five9 provides everything else, virtually eliminating any client investments in hardware and software.

For technical questions and more information on operating your call center through the Five9 cloud, Give us a call at **1-800-553-8159**.

