

Five9, Inc.

Helping Customers Succeed in Leveraging Today's Next-Generation Cloud Contact Center Technology

About Five9

Five9 is a leading Contact Center as a Service (CCaaS) provider. The company delivers cloud-based solutions for contact centers of all sizes to create powerful customer connections, fully integrated with its Five9 Genius CCaaS solution that enables organizations to manage omnichannel customer interactions including voice, SMS, chat, email, social, video, and much more.

Verint's customer engagement solutions — including Workforce Management, Quality Management and Speech Analytics — housed in the Five9 data center, provide integrated, streamlined communication and application access for Verint and Five9 customers.

Five9 is exclusively focused on helping organizations succeed in leveraging today's next-generation cloud contact center technology, by empowering them to provide exceptional experiences to their customers.

Better Together: Five9 and Verint

Verint enables Five9, with its open cloud platform, to offer complete contact center solutions. Together, Five9 and Verint provide a best-in-class, comprehensive contact center and Workforce Optimization solution in the cloud. Five9 WFO includes Call Recording, Quality Management, Workforce Management, Performance Management, Speech Analytics, and Advanced Desktop Analytics — that transforms the contact center into a customer engagement center and a valuable source of customer insight.

Five9 and Verint have over 100 joint customers with more than 75,000 subscribers.

Since the inception of the partnership in 2016, Five9 has proven itself as a distinguished Verint partner many times over. The company was named Verint's North America Partner of the Year in 2020, Cloud Partner of the Year in 2019, and was the winner of Verint's Rising Star Award in 2018.

The two companies share a strong collaborative partnership and a shared roadmap to provide powerful customer engagement technology to help solve today's critical business issues.

Verint Partner Case Study



Headquarters

San Ramon, Calif.



Website

www.five9.com

VERINT®



The Verint and Five9 names are recognized as leaders in their respective areas. We offer access to powerful technology and resources from both companies via one centralized point of purchase, making it easier to do business for our customers.



– Luis Santo Domingo, Vice President, Sales and Partner Operations at Five9.

Public Consulting Group Holdings, Inc. Gains Newfound Workforce Efficiency in the Cloud

Five9 has taken an industry leadership role in helping organizations move from on-premises-based customer engagement solutions to the cloud to gain scalability, agility and flexibility.

One Five9 / Verint joint customer achieving success in leveraging the cloud is Boston, Mass.-based Public Partnerships | PPL, a Public Consulting Group company. PPL is a Financial Management Services provider for self-directing program participants, their families and workers on behalf of states and Managed Care Organizations.

Five9 worked with PPL to deploy Verint Workforce Management in the cloud for more than 200 seats to improve its workforce efficiency. Little did PPL know how beneficial its cloud-based WFM solution would become many months later during the COVID-19 pandemic as the organization had to transition its workforce to work entirely remotely.

Why Five9 Partners with Verint

“Verint is a competitive differentiator that helps us win business,” says Luis Santo Domingo, Vice President, Sales and Partner Operations at Five9. “Combined with the resources and expertise of Five9, there’s a force multiplying effect.

“The Verint and Five9 names are recognized as leaders in their respective areas. We offer access to powerful technology and resources from both companies via one centralized point of purchase, making it easier to do business for our customers,” he said. “Working with Verint, we have shared many successes toward achieving rapid growth. Today, we offer a robust enterprise offering for our mutual customers and we are continuing to build on this value proposition by looking at expanding our portfolio of Verint offerings.

“Verint offers an exceptional level of support from a partnership perspective. Innovation, depth of technical resources and executive-level sponsorship all are hallmarks of our relationship with Verint,” he concluded.



Learn more about
Verint Customer Engagement Solutions
at www.verint.com

The Customer Engagement Company™

Americas

info@verint.com

1-800-4VERINT

Europe, Middle East & Africa

info.emea@verint.com

+44(0) 1932 839500

Asia Pacific

info.apac@verint.com

+ (852) 2797 5678



verint.com



twitter.com/verint



facebook.com/verint



blog.verint.com