

Five9 Adapter for ServiceNow®

Delight customers and upskill your service organization by orchestrating amazing service experiences

What is It?

The Five9 Adapter for ServiceNow combines contact center controls natively in a single, intuitive user interface. This helps to capture, view, manage, and share every customer interaction throughout the customer journey. Organizations using the combined solution utilize the power of real-time customer data to drive greater business results – increasing agent productivity and improving customer service.

"We can now better service the customers by breaking the barriers, because we were all on different systems consolidating to one vendor helps empower our agents and brings us all to the forefront of technology."

Adam Chobany, Product Manager for Unified Communications and Collaboration Services, KAR Global

One Platform for a Seamless Experience

The Five9 Adapter for ServiceNow gives your service organization the ability to engage customers across all channels from a single environment, capturing conversation details with greater ease and speed.

Single-Pane Agent Solution

Your agents no longer have to switch between applications and ServiceNow to address customer concerns.

Information is retrieved in real time based on the customer's telephone number or on other identifiers customers may provide in the IVR. The customer information is then delivered to the agent prior to the call, making it easy for the agent to deliver personalized service and maintain the customer journey.

Five9 provides a single consistent experience optimized for your ServiceNow environment, minimizing the learning curve and empowering agents to focus on the customer rather than the screen.

Route Customer Interactions to the Right Resource – Anywhere in the World

The Five9 Intelligent Cloud Contact Center has intelligent routing capabilities that give your company control over inbound interactions including voice, email, SMS, chat, and social messaging apps. With Five9 skills-based routing and customer information from the Five9 ServiceNow integration, you can determine customer intent and route the customer to the right resource to help them continue their customer journey.

In addition, these insights are delivered to the agent so the agent understands customer intent and can begin helping from the first moment of contact.

Omnichannel

Five9 screen pops blend directly into the ServiceNow environment, giving agents a complete picture of each problem before they engage the customer. Five9 also puts



Five9 and ServiceNow® Features

Works With

- Classic and Agent Workspace
- Customer Service Management (CSM)
- IT Service Management (ITSM)

Omnichannel

- Voice (inbound/outbound)
- Self-Service (IVR/IVA)
- Messaging (Chat, SMS, Social)
- Email
- Mobile

Routing

- Engagement Workflow for self-service, routing, and agent workflow
- Skills-based routing

Agent Desktop

- Single-pane agent desktop
- Configurable "screen pops"
- Click-to-dial functionality
- Call history and recording
- Interaction handling controls such as priority over preview, pending state, voicemails, and more
- Single sign-on
- UC integration

Outbound

- Predictive, power, and preview dialing

Administration

- Single administration point for all channels
- Real-time analytics and historical reporting

Supervisor Desktop

- Embedded supervisor desktop
- Real-time agent monitoring
- Omnichannel visibility and monitoring

Workforce Optimization Connector

- Pre-built integration
- Recorded interactions
- Transcript captures of digital channels
- Collect handling data

the customer's entire contact history at the agent's fingertips so they can better understand the customer's needs and better fulfill their expectations across voice, email, SMS, chat, and social messaging apps.

Embedded Supervisor Solution

Five9 embeds key supervisor capabilities into ServiceNow to make it easy for administrators and supervisors to play an active role in the quality of ongoing operations with agents. Supervisors can now configure events such as time on break or monitor agents and launch the entire Five9 supervisor desktop for more involved situations.

Powerful Outbound Dialer

Integrated into ServiceNow, the Five9 solution brings powerful outbound dialer capabilities to bear for your service organization. The Five9 Predictive Dialer automates outbound dialing and maximizes the amount of time your agents spend talking to customers.

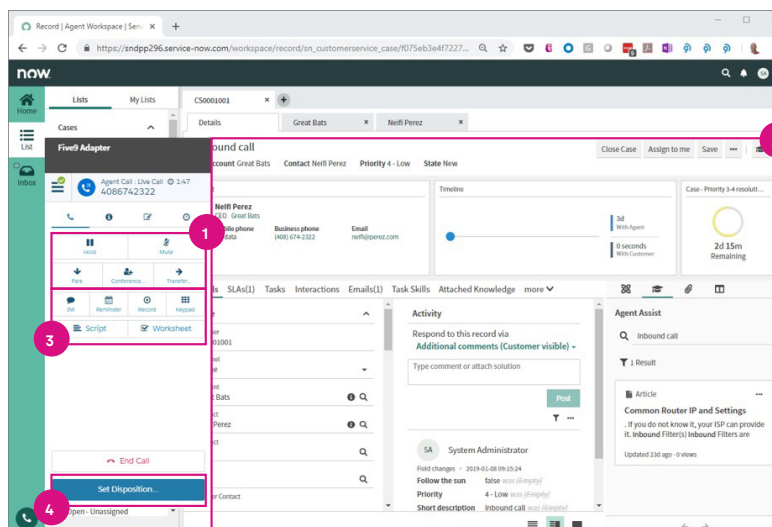
Five9 supports predictive, power, progressive, preview, and TCPA manual touch dialing.

Workforce Optimization

Five9 offers an all-in-one approach to the contact center and workforce optimization (WFO) software. We offer a native Five9 solution and partner with industry-leading WFO vendors to provide market-leading services, features, and impact for our customers. These solutions are integrated and offered as part of the Five9 platform.

Better Insights

Five9 provides real-time analytics and tracks key performance indicators (KPIs) on all customer interactions so organizations can see the results of their efforts and better manage staff resources.



1. Call Controls embedded into ServiceNow desktop so agents can focus on the customer
2. All relevant customer information is right at the agent's fingertips
3. Easy access to experts, scripting, and other tools
4. Dispositions, calls stats, and notes automatically written into ServiceNow

Contact center managers can create customized reports at regular intervals or on an ad hoc basis in real time. Agents can understand business expectations and their performance. Supervisors can use real-time data to adjust queues and make smarter, more informed decisions.

Learn More

To schedule a live demo or find out more information, visit www.five9.com or call **1-800-553-8159**.



3001 Bishop Drive, Suite 350
San Ramon, CA 94583
925.201.2000

www.five9.com

About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating more than six billion call minutes annually. The Five9 Intelligent Cloud Contact Center provides digital engagement, analytics, workflow automation, workforce optimization, and practical AI to create more human customer experiences, to engage and empower agents, and deliver tangible business results. Designed to be reliable, secure, compliant, and scalable, the Five9 platform helps contact centers increase productivity, be agile, boost revenue, and create customer trust and loyalty.

For more information visit www.five9.com or call **1-800-553-8159**.

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