



Five9 & Aceyus

Five9 provides Intelligent Cloud Contact software. Aceyus contributes VUE—the ultimate data-visualization platform. Together, we deliver a complete solution that serves enterprise contact centers with real-time visualization, reporting, analytics, and insight needed to make sound business decisions.



Our Aceyus Platform

- Aceyus Vault Enterprise Data Warehouse
- Real-time reporting and dashboard applications
- Query tools for end-to-end call detail reporting
- Reporting API enables data exports to other systems
- Standard/out-of-the-box Five9 reports and dashboards
- Connections provides detailed view of customer journey
- IVA dashboards and reporting measures KPIs like Containment & CES
- Gamification increases agent engagement and morale

Our Value Statement

Aceyus VUE is the cornerstone solution for advanced AI visualizations, analytics, reporting, and dashboards that helps Five9 customers drive CX and elevate their businesses. Agents, supervisors, managers, and executives can all benefit from the insights Aceyus provides.

Five9 and Aceyus VUE can connect to a wide variety of vendor platforms, which is critical for customer transitions from legacy solutions.

A Five9-Aceyus VUE deployment supports multiple domains whether in-cloud, on-premises, or with hybrid models.

The VUE from Aceyus



Legacy-to-Cloud Transition

Aceyus VUE aggregates, centralizes, and normalizes large volumes of data. It eliminates data silos, integrates multi-domain solutions, and addresses hierarchy, BI, and all AI needs for organizations that support tens of thousands of agents.

These are only a few reasons why Aceyus executes smooth transitions from legacy environment to Five9's VCC platform.



Large Scalability

Aceyus VUE supports enterprise contact centers worldwide, with the scalability to provide large organizations with end-to-end reporting and analytics.

Aceyus is the best solution to support the Five9 brand and to help Five9 expand its sales model.



Seamless Data Integration

Aceyus VUE integrates data from disparate data sources including email, chat, SMS, IVA, IVR, WFM, voice, and from existing Five9 ISV partners.

With the most valuable information in a single platform, we simplify reporting, streamline operations, and improve both agent and customer experience.