

# Five9 Workforce Optimization, powered by Verint

Five9 Workforce Optimization (WFO) solution is powered by Verint, helping organizations of all sizes reach their strategic goals by providing better insight into one of your most valuable enterprise resources – the contact center.

## Best-in-Class Cloud Solution

Five9 and Verint provide a best-in-class, comprehensive contact center and WFO solution in the cloud. The Five9 virtual Contact Center (VCC) is deeply integrated with the Verint suite and offered as a core part of the Five9 service out of the Five9 cloud. This allows for simpler, more elegant experiences and minimal overhead, allowing you to get up and running quickly. Whether your team is small or large, Five9 WFO, powered by Verint, scales to your needs and grows with you.

## Workforce Optimization (WFO)

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. This allows Five9 to deliver the most comprehensive set of integrated tools that supervisors and contact center managers need to manage agents and effectively calibrate operational efficiencies with customer satisfaction goals.

## Workforce Management (WFM)

Five9 WFM provides unified applications designed specifically to help organizations gain visibility into the work they perform, the activities of people who perform it, and the processes used to accomplish it. The solution offers a single view into all employees, including their respective skills, proficiencies, rank, and availability to handle workload. By leveraging this information, you can quickly align your workforce with your workload and deliver a more consistent customer experience.

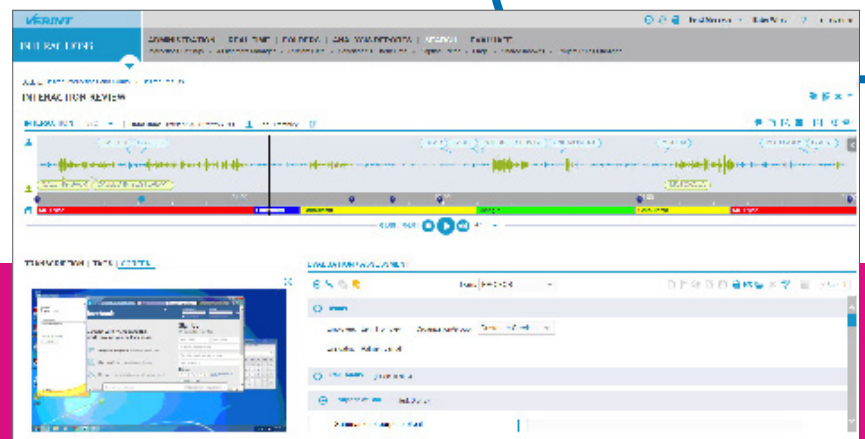
### Workforce Management functionality includes:

- Forecasting and Scheduling
- Strategic Resource Planning
- Resource Utilization
- Operational Analytics
- Employee Portal

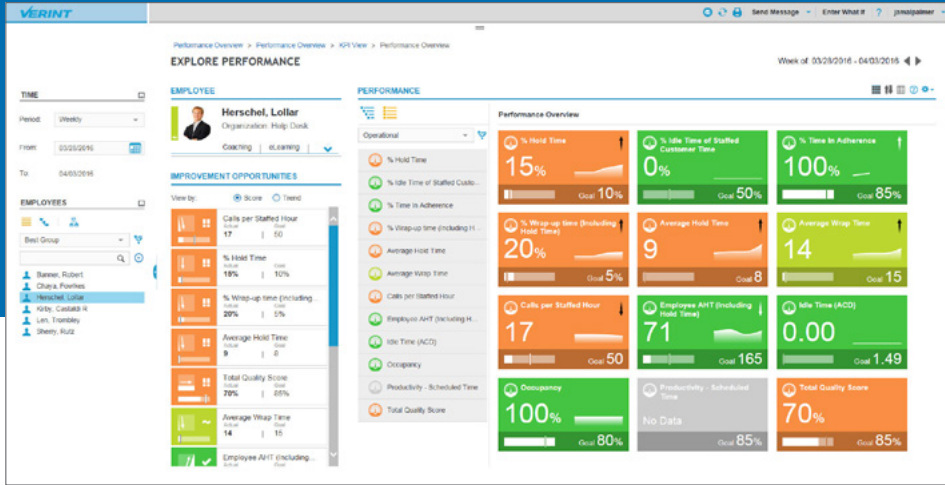


### Five9 WFO, powered by Verint

- Call and Screen Recording
- Quality Management
- Workforce Management
- Performance Management
- Speech Analytics
- Advanced Desktop Analytics



Quality Management  
with Speech Analytics



## Performance Management

Figure 2: Five9 WFO powered by Verint provides a modern, intuitive interface that makes it easy to analyze performance and identify improvement opportunities across employees and key performance indicators.

## Quality Management (QM) with Speech Analytics

Using Speech Analytics as part of your Quality Management practices can help companies focus on statistically relevant agent or customer issues. While traditional quality management can help, it can miss key insights or over correct for statistically insignificant issues. By sampling calls within each category, the solution can show trends or outliers – something that might otherwise be difficult or take extended periods of time to detect using random samples.

With speech analytics, you can process up to 100 percent of calls and provide results within seconds. Search for an unlimited number of terms by keyword, phrase, or business category. The solution can categorize call content, including accents, dialects, and slang, and can be customized to accommodate specialized words, such as industry terminology. Taking the quality of your contact center service to the next level.

## Performance Management

Performance Management helps you make better data-driven decisions to protect and grow your business. The solution provides scorecards, coaching and eLearning capabilities and can capture and aggregate data across multiple systems while providing a single framework for tracking, managing, and improving team and organizational performance.

With Performance Management, you can gain insight into what employees are doing, how they are performing, and where they excel or need to sharpen their skills. The solution can even trigger coaching and training sessions to help them do so.

## A Perfect Fit

It's no secret that a great customer experience leads to customer advocates and higher revenue. The Five9 WFO solution, powered by Verint, enables more meaningful interactions and a more memorable customer experience.

**To schedule a live demo or find out more information, visit [www.five9.com](http://www.five9.com) or call 1-800-553-8159.**

“So what happens often with an on-premises solution is that after a year or two, so much custom development has been done that the products become unstable. They are unsupported. Upgrades become extremely painful, because we have just written so much custom code and then Microsoft upgrades something or another vendor upgrades it and it's not compatible. Then we're re-writing instead of spending our time enabling the business. **Why not let an organization like Five9 who specializes in call centers, telephony, and IVRs own that piece and you benefit from the economies of scale?**”

Marc Flaum, Senior Information Architect  
Citrix Systems



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## About Five9

Five9 is the leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than five billion call minutes annually. Five9 helps contact centers increase productivity, boost revenue, and create customer loyalty and trust.

For more information visit [www.five9.com](http://www.five9.com) or call 1-800-553-8159.

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