

Five9 Adapter for ServiceNow®

Engage with customers through voice, email, and chat – all within a single ServiceNow desktop.

What is It?

The Five9 Plus Adapter for ServiceNow combines contact center controls with the ServiceNow solution to provide a single environment for agents to help customers. This single-pane, customer service environment enables your agents to focus on the customer experience and not on finding customer information on multiple screens.

Together Five9 and ServiceNow transform customer experiences into customer loyalty and trust

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.

Single-Pane Agent Solution

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

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

Five9 Genius™ the Intelligent Cloud Contact Center has intelligent routing capabilities that give your company control over inbound interactions including calls, chat, and email. 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 desktop, giving agents a complete picture of each problem before they engage the customer. Five9 also puts 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.



Five9 and ServiceNow® Features

Works with

- Classic and Agent Workspace
- CSM and ITSM

Five9 Genius

- Omnichannel
- Voice, chat, and email
- Skills-based routing

Agent Desktop

- Single-pane Agent Desktop
- Configurable "screen pops" for ServiceNow objects and custom context
- Click-to-dial functionality
- Call history and recording
- Interaction handling controls such as priority over preview, pending state, voicemails, and more

- Single sign-on

Outbound

- Predictive, power, and preview dialing

Administration

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



One Platform for a Seamless Experience

Five9 delivers customer intent and journey context, along with the customer interaction, giving agents the insights they need to upskill their service, orchestrate the right experience, and accelerate the customer journey to the right outcome.

"I've leveraged Five9 as the backbone of a call center across two companies and have had an excellent experience working with both the software itself and Five9's implementation and support staff."

Alissa Stanley, Executive Operations Analyst
HomeWorks Energy



Support for Agent Workspace

Five9 is an early supporter of the new Agent Workspace for ServiceNow.

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 triples the amount of time your agents spend talking to customers. Great for proactive customer communication at scale.

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

Workforce Optimization

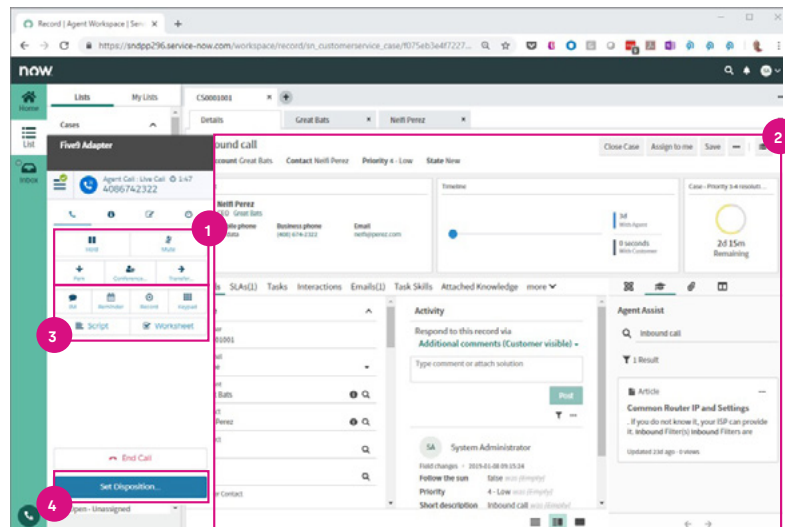
Five9 provides a best-in-class, comprehensive contact center and WFO solution in the cloud. Five9 Genius is deeply integrated with leading WFO providers and is run in our data centers as a core part of the Five9 service.

Better Insights

Contact center managers can create customized reports at regular intervals, or on an ad hoc basis, in real time.

Powerful analytics keep everybody on the same page. Agents can understand business expectations and their performance. Supervisors can use real-time data to adjust queues and make smarter, more informed decisions.

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



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

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 or call 1-800-553-8159.



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