

# Five9 Workforce Optimization

Engage agents wherever they work with a powerful suite of workforce optimization tools

Inspire, motivate, and engage agents with Five9 Workforce Optimization (WFO). Reinforce positive agent behaviors and provide guidance when needed using detailed insights into individual performance. Smooth out operational road bumps with staffing plans that accurately align agent resources and workloads to consistently achieve service goals. Drive positive customer outcomes by analyzing every captured interaction to better understand where breakdowns happen and how to avoid them. Five9 WFO plays a key role in helping you transform your customer engagement initiatives and create exceptional agent and customer experiences.

## Five9 Workforce Optimization

Five9 WFO helps you manage your contact center more effectively, streamline your operations, and deliver exceptional customer experiences. Five9 WFO includes voice and digital interaction recording, workforce management, quality management, performance management and gamification, interaction analytics, customer surveys, CRM connectors, and automated workflows.

## Five9 Quality Management

Five9 Quality Management (QM) includes an intuitive set of quality management tools for your contact center available in either Essentials or Enterprise versions. The quality management component gives you the ability to score customer interactions, enhance your agent review process, and shape the evolution of your contact center staff. The Essentials and Enterprise QM solutions support audio recording, digital channel transcripts, and synchronized screen capture.

## Five9 Interaction Analytics

Analyze all your captured customer interactions, both voice and digital, with Five9 Interaction Analytics. Identify where breakdowns occur, discover trends, and pinpoint areas of improvement to enhance agent performance and your customers' experience. Improve the efficiency and effectiveness of your quality program with analytic insights. Intelligently select interactions to evaluate based on business value and automatically score every agent performance across voice and digital channels.



## Five9 WFO Benefits

- Improve service consistency and drive positive customer outcomes
- Boost agent engagement, performance, and productivity
- Lower operating costs
- Achieve service goals with accurate staffing plans
- Improve first contact resolution rates
- Reduce customer effort for issue resolution
- Strengthen brand loyalty and lower customer attrition

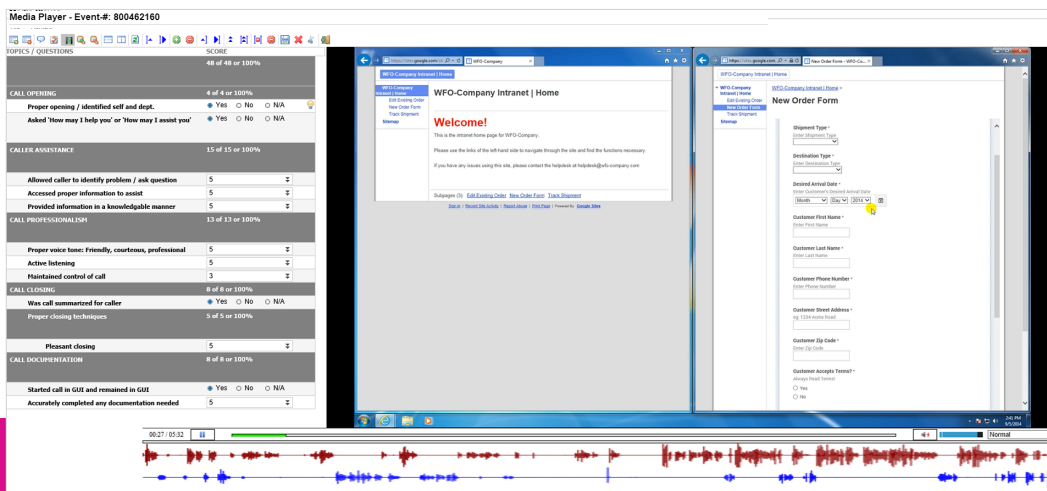
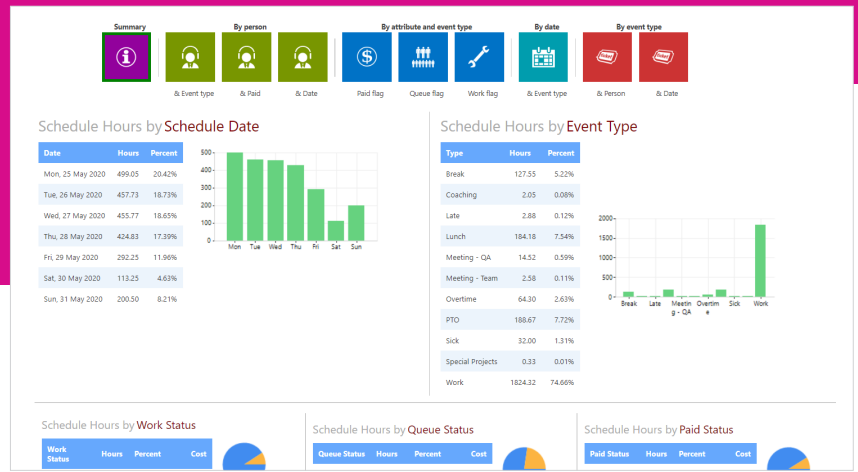


Figure 1:

Time-synced playback and evaluation of audio and screens with stereo speaker separation



**Figure 2:**  
Event Summary Report –  
on a working schedule  
or published schedule



## Five9 Workforce Management

Five9 Workforce Management (WFM) is a powerful solution available in either Essentials or Enterprise versions. They are built on the same platform so your WFM investment is easily scalable if your needs change in the future. With Five9 WFM you can plan, optimize, and manage your workforce within a single environment that's interactive and customizable.

Five9 Essentials WFM provides the core features of planning, forecasting, scheduling, and agent adherence. Five9 Enterprise WFM expands the solution to provide advanced forecasting, adaptive intraday management, adherence dashboards, shift bidding, and more. Five9 WFM strategically addresses staffing concerns using a proactive approach and ensures that agent productivity is maximized while still meeting the scheduling needs of your employees.

## Five9 WFO Recording Data Protection

Five9 WFO is deployed with true enterprise-caliber security. Recordings are encrypted to the 256-Bit Advanced Encryption Standards with key management. Every menu, program, and button within Five9 WFO is controlled at the user level providing application data security and robust program and data auditing which allows for administrators to report on a user's program usage and data access.

For additional security, Five9 WFO Recording Data Protection can be provided to ensure a more advanced, secure environment. Using the data protection API, Five9 WFO Recording Data Protection allows you to remove sensitive information from recordings preventing the storage of this information to assist with PCI and HIPAA assurances. The data protection API can be initiated manually or by a variety of inter-application triggers as a one-time integration effort.

## Five9 WFO CRM Connectors

WFO-enable your CRM digital channels and provide WFO functionality within your CRM application to operate as one seamless technology platform. Pre-built and ready to integrate, Five9 supports popular CRM systems including Salesforce, ServiceNow, Zendesk, and Oracle Service Cloud.

## Learn More

Want to learn more about how Five9 Workforce Optimization can help improve your contact center operations and provide exceptional customer and agent experiences? To get started, visit [www.five9.com](http://www.five9.com) or call **1-800-553-8159**.

## 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 billions of customer engagements annually. Five9 provides end-to-end solutions with digital engagement, analytics, workforce optimization and AI to increase agent productivity and deliver tangible business results. The Five9 platform is reliable, secure, compliant and scalable. Designed to help customers reimagine their customer experience, the Five9 platform connects the contact center to the business while delivering exceptional customer experiences that build loyalty and trust.

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

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