Inbound Cloud Contact Center

Business moves fast. So should your contact center. With the simplicity of the Five9 Inbound Cloud Contact Center, you can configure your contact center in as little as an hour.

Contact Center in the Cloud: No Hardware, No Boundaries
The Five9 Inbound Cloud Contact Center gives you everything you expect in a feature-rich, on-premise system and a lot less—no hardware. All you need is the agent, a computer, a headphone, and an Internet connection. We take care of everything else. And, your agents can be located anywhere—distributed across multiple contact centers, working at home, or in branch offices.

Better Tools, Better Outcomes: ACD Cloud Software
Five9 Inbound Contact Center is built on the skills-based routing capabilities of our Automatic Call Distribution (ACD) software that gives your contact center the flexibility to intelligently route inbound contacts. The Cloud ACD software is your solution for delivering highly responsive customer service that channels each contact to the right queue and agent resource in an instant to create better business outcomes—and happier customers.

Leveraging real-time intelligent and conditional routing, your inbound operations can use data from business systems or context-based criteria to dynamically make routing decisions that deliver personalized customer service. As a result, it's easier to achieve first contact resolution, prioritize high-value customers for special treatment, and respond to time-of-day needs.

Don’t Keep Your Customers Waiting
The flexibility of Five9 Cloud ACD software allows agents to work on calls from multiple ACD queues, and optionally log into specific queues throughout the day. You can easily add pre-built messages to alert callers to estimated wait times based on current queue times and agent availability. You can even give callers the option to receive an agent callback when their position arrives in queue, or to leave a voicemail for subsequent follow-up when a particular agent is unavailable for last-agent routing. For web-based contacts, the Five9 Cloud ACD integrates with your website to capture requests from visitors and routes them immediately for proactive outbound engagement.

IVR with Speech Recognition
Five9 Interactive Voice Response (IVR) provides intuitive, visual design tools for contact center administrators to create the optimal experience for customer self-service or guide customers efficiently through prompts for connection to the best available agent. Robust IVR functionality can retrieve data from an external web server to verify customers’ information and provide self-service options, such as review bank balances or open support cases.

With the Five9 Call Variables feature, your administrators can design sophisticated IVR script logic that retrieves and attaches call data. This ensures that each caller's self-service or agent-assisted experience is uniquely tailored to both the customer’s goals as well as the business goals of the contact center. And with Speech Recognition and text-to-speech capabilities, your IVR is transformed into a more natural user experience for automated voice processing.

CTI Screen Pop
Configure the Five9 Inbound Cloud Contact Center with custom contact and call fields that store relevant customer information. That way, when fields such as an account number are used in the IVR to uniquely identify the customer, all of the customer's data is automatically presented to the agent with each connected inbound contact.

When it's not possible to find an exact match in the contact database, agents can easily choose from likely matches to load the correct contact record. Your
Virtual Contact Center Platform

You supply the agent, computer, headset and an Internet connection; we provide everything else.

“This beauty of the Five9 system is that you can always be ready. With Five9, we got exactly what we wanted in terms of the phone system features, the flexibility, and how easy it was to manage the ebb and flow of calls with our partners. It was flawless.”

Laura Zink Marx, Executive Director
New Jersey 211

customers will be happier because they don’t need to repeat information, and agents will be more productive because they don’t need to re-enter information.

CRM Integrations
When you migrate to the Five9 Cloud, your agents have built-in contact management functionality to access customer history and update records as they interact with customers.

Or, migrate to the Inbound Cloud Contact Center and take your Salesforce, Microsoft Dynamics, Oracle/RightNow, or NetSuite application with you. Many companies already rely on one of these market-leading, on-demand CRM applications, and through our prepackaged integrations, your agents work seamlessly and productively in their familiar customer management interface.

Quality Monitoring
While agents are handling calls, supervisors can monitor them to ensure high-quality customer service. Supervisors can silently listen in on calls, and if needed, provide whisper advice to the agents, or barge into the call to speak to the agent and customer.

Quality Monitoring also provides an excellent tool for supervisors to remotely monitor home-based agents and agents distributed across multiple contact centers. Supervisors have real-time visibility into the activities of all agents across the enterprise, along with instant messaging and chat capabilities to communicate individually or in broadcast mode.

Workforce Management Powered by NICE
Our partnership with NICE extends the advantages of their leading Workforce Management (WFM) software to support Five9 customers in tightly managing their agent resources. Automated management of staffing levels and schedule adherence tied to forecasts of call volumes helps contact centers achieve the optimum balance of resources to meet service level performance goals. WFM ensures that agents with the right skills are scheduled at the right times, and for multisite contact centers, centralized forecasting and scheduling manages staffing at the enterprise level.

Real-Time, Historical and Custom Reporting
By leveraging the real-time data available from the Five9 Supervisor Application, supervisors can monitor contact center statistics for ACD queues and service objectives, personalize their views and alerts, and view real-time dashboards.

Five9 provides over 100 standard reports on agents, calls, call segments, ACD queues, campaigns, IVR scripts, and more. Reports can be customized, scheduled, viewed in the Supervisor Application, exported to calling lists, or exported to a variety of file formats for further review and archival.

Want to Know More? Schedule A Demo
See for yourself how the Five9 Inbound Cloud Contact Center helps you balance cost containment and customer satisfaction. Give us a call at 1-800-553-8159 and we’ll schedule an in-depth demo just for you.