Five9

Five9 Analytics

Maximize the business value of your contact center data to better meet the unique needs of your customers.

Overcome the vast complexity and volume of data in your contact center to identify improvement opportunities and use them to optimize performance. Five9 Analytics is a contact center intelligence platform that complements and expands standard Five9 reporting functionality. This platform delivers powerful business intelligence capabilities tailored to the unique needs of contact centers.

Track Metrics That Matter

Your business has unique needs that require you to be able to identify and track unique metrics. Five9 Analytics not only comes with a comprehensive set of predefined metrics based on contact center best practices, it's also flexible to meet your needs. It's easy to modify metrics — or create new ones — to align with your specific requirements. Use the platform to track whatever metrics are important to your business.

Develop Data Wizards, Not Data Scientists

You don't need a team of data scientists to unlock the immense business value in your data. Built on modern business intelligence technology, Five9 Analytics guides you through large amounts of complex information. A curated data warehouse eliminates siloed data and provides a single source of truth. Examine data in multiple ways and uncover correlations, even ones you weren't looking for. A 13-month default for data retention lets you discover and track long-term trends.

Create Visual Dashboards and Reports

People aren't wired to draw conclusions from long lists of numbers. We are by nature visual learners. Five9 Analytics offers more than 30 data visualization options to use in dashboards and reports. Visualizing information makes it quick and easy to process. Create custom dashboards and reports using the Five9 Analytics data exploration feature or modify current ones by arranging information tiles. Leverage pre-built dashboards and reports based on contact center best practices to get up and running quickly.

> "Now we can route calls appropriately, know who is calling in, stay on top of KPIs easily, understand where call metrics are, and provide systems where managers can step in, listen to a call, and provide support when needed."
>
> **Agilysys**

Benefits
- Track and manage performance for your unique business needs.
- Foster a culture of data-based decision-making.
- Discover operational issues and corrective actions.
- Share valuable insights across your business.

Features
- Business intelligence tailored for the contact center
- Analytics-ready, curated data repository
- Out-of-the-box metrics, reports, and dashboards
- Custom dashboards, reports, and metrics

Encourage Data-Based Decisions

Informed decisions are better decisions. Employees at all levels — from agents to executives — can benefit from having information that's relevant to their roles. Five9 Analytics simplifies sharing useful information in dashboards and reports. Share them directly or as files and schedule them for regular execution and delivery. Viewers can drill down into underlying data to investigate root causes and identify corrective actions. Give everyone in your organization information they need to optimize performance.

Learn More

Gain the power and flexibility to track and manage performance for your unique business needs with Five9 Analytics.
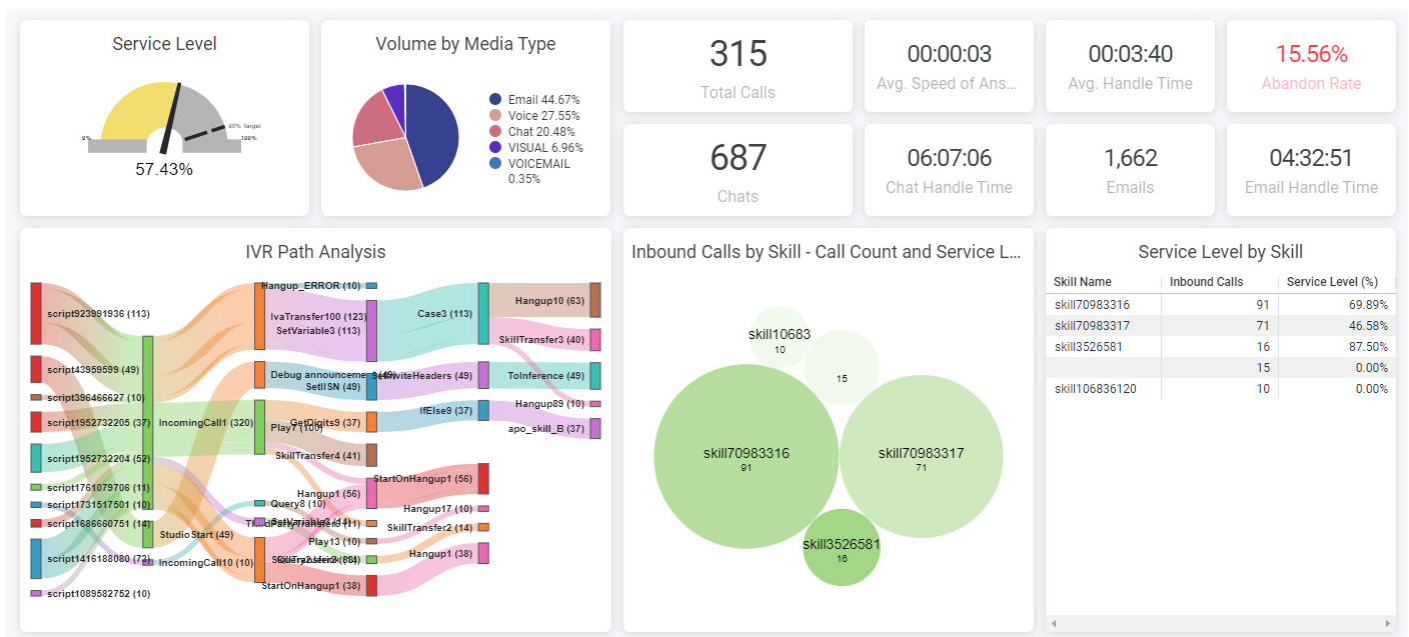
Figure 1:

Process information quickly and easily with intuitive, visual dashboards.