Five9 MediaStream APIs: VoiceStream and TranscriptStream

Power smarter agents and AI with real-time voice and transcripts from Five9

In today's competitive landscape, contact centers must balance exceptional customer service with operational efficiency, yet they are often hindered by a lack of real-time insights. Without immediate visibility into live interactions, critical trends go unnoticed, and managers lack the resources to manually monitor calls for quality assurance or regulatory compliance.

Meanwhile, agents are overwhelmed by complex inquiries and repetitive manual tasks without the benefit of live, targeted coaching. This lack of immediate support drives up handling times, fuels agent burnout and leaves contact centers stuck in a reactive posture rather than proactively optimizing the customer experience.

Five9 MediaStream APIs enhance customer experience and improve contact center efficiency by delivering real-time audio through VoiceStream and live transcription with TranscriptStream. This enables AI-powered tools to guide agents, automate quality assurance and provide managers with actionable insights to boost performance and ensure compliance, resulting in more personalized customer interactions and streamlined operations.

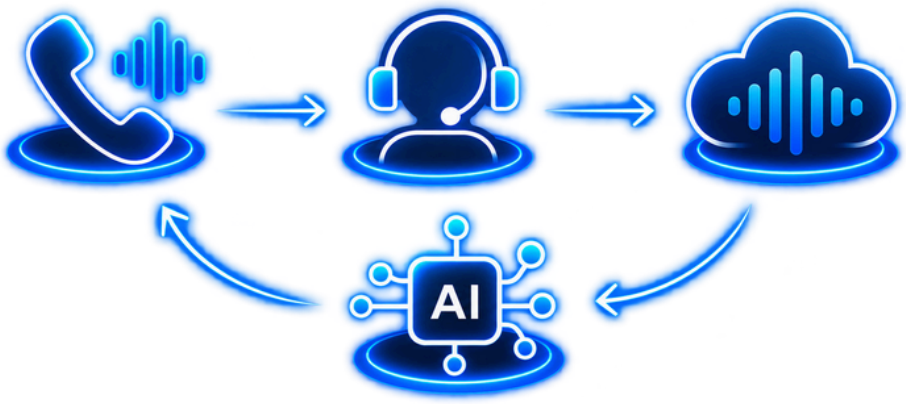


Figure 1: Bring your own downstream AI tools to power analytics and more.

BENEFITS

Equip your team with real-time, AI-driven guidance to resolve issues faster and boost first call resolutions

Reduce manual data entry and after-call work by automating transcript delivery, freeing agents to focus entirely on the next customer

Scale operational oversight by automatically monitoring 100% of call interactions for compliance and quality

FEATURES

Deliver secure, encrypted and compliant live audio streams directly to your chosen third-party AI applications for immediate processing

Provide real-time transcriptions of customer interactions, instantly routing data into CRMs like Salesforce and ServiceNow

Offer seamless integrations with a vast network of accredited partners, allowing you to easily connect your preferred downstream AI tools

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Streamline your contact center operations and agent productivity

Five9 MediaStream transforms every customer interaction into actionable, real-time intelligence. By equipping your contact center with VoiceStream and TranscriptStream, you can seamlessly integrate the advanced AI tools you need to support your agents, strengthen customer relationships and optimize your operations the exact moment conversations are happening.

Understand exactly what your customers are experiencing in the moment. Instantly analyze live call trends, agent performance and customer sentiment so you can pinpoint exactly where to adjust coaching or update business processes on the fly.

VoiceStream: unlock the value of your live audio data

Give your AI applications the secure, real-time fuel they need to thrive. Five9 VoiceStream delivers real-time audio data to your chosen third-party AI platforms through our accredited partners, allowing you to process interactions instantly and support your teams when they need it most — during the live call.

Give your agents the confidence to handle any situation by feeding live audio into your AI-driven coaching and next-best-action tools. You'll empower your teams to resolve issues faster, driving higher first-call resolution rates and boosting agent productivity.

Gain peace of mind by automating the monitoring of your live calls. You can ensure that every interaction adheres to your strict company policies and regulatory requirements without relying on tedious, manual managerial oversight.

TranscriptStream: turn your conversations into actionable data

Stop waiting for calls to end to understand what just happened. Five9 TranscriptStream provides live text transcriptions of your voice calls, instantly feeding your downstream analytics, monitoring and automation systems so you can act on customer sentiment in the moment.

Drastically reduce handle times by automating tedious post-call work. By delivering accurate transcripts directly into your CRM, you eliminate manual data entry, allowing your agents to focus entirely on providing exceptional service to the next caller.

Scale your quality assurance process and move away from only sampling a tiny fraction of your calls. Use live transcripts to automate your QA and compliance checks across all interactions, ensuring you deliver consistent, high-quality service at every single touchpoint.

Unlock potential with partner integrations

The Five9 Genius CX Platform offers a complete, powerful cloud contact center and unparalleled flexibility of integrations with a robust suite of partners. Our open platform enables you to connect with a rich ecosystem of accredited partners.

VoiceStream integrations

Integrate third-party AI-applications with our parters to bring your own downstream AI tools for analytics, real-time speech analysis and more. VoiceStream currently integrates with BirchAI, CallMiner, Cogito, Cresta, EVA by Auraya, EXL, IllumaSHIELD, Sestek, LevelAI, MiaRec, Observe.AI, SuccessKPI and XSELL.

TranscriptStream integrations

Automate post-call transcript delivery by sending transcription data directly to your Salesforce or ServiceNow CRM for reporting, automation and case management.

Learn more

Ready to power smarter agents and AI with real-time voice and transcripts? See how Five9 MediaStream APIs can turn every conversation into actionable data.

About Five9

Five9 is the proven, open cloud platform for customer experience. Cloud-native since 2001 and built by voice experts for the agentic era, Five9 powers contact centers for 4,000+ customers across 140+ countries. Powered by Genius AI, Five9 learns from every interaction to drive real outcomes, with the governance and openness the most regulated enterprises demand.
Smarter CX with every interaction.

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