

Five9 for Service Cloud Voice BYOT

Boost contact center efficiency with real-time intelligence and automation.

Provide agents with the tools to boost productivity and improve customer service interactions. **Five9 for Service Cloud Voice BYOT** delivers the power of Five9 telephony seamlessly within the Salesforce Omni-Channel widget to empower contact centers with Einstein AI, boosting efficiency with real-time intelligence and automation.

Single Agent Desktop View

Equip agents with all the tools they need to ensure high-quality, personalized customer interactions. Through the Service Cloud Voice environment, agents receive inbound screen pops, the ability to search for previous interactions, and call logging. As a result, agents no longer need to switch between applications.

Seamlessly integrated into your Salesforce Service Cloud platform, the Five9 solution provides agents with powerful call controls for inbound, outbound, and blended calls, as well as campaigns, in a single environment across all channels.

Elevate CX with Salesforce Einstein AI

Leveraging Einstein AI, Five9 for Service Cloud Voice BYOT provides agents with real-time transcription to reduce contact handle time and after-call work (ACW). Real-time transcription eliminates the distractions of note-taking, helping agents to keep their focus on the customer without asking them to repeat anything.

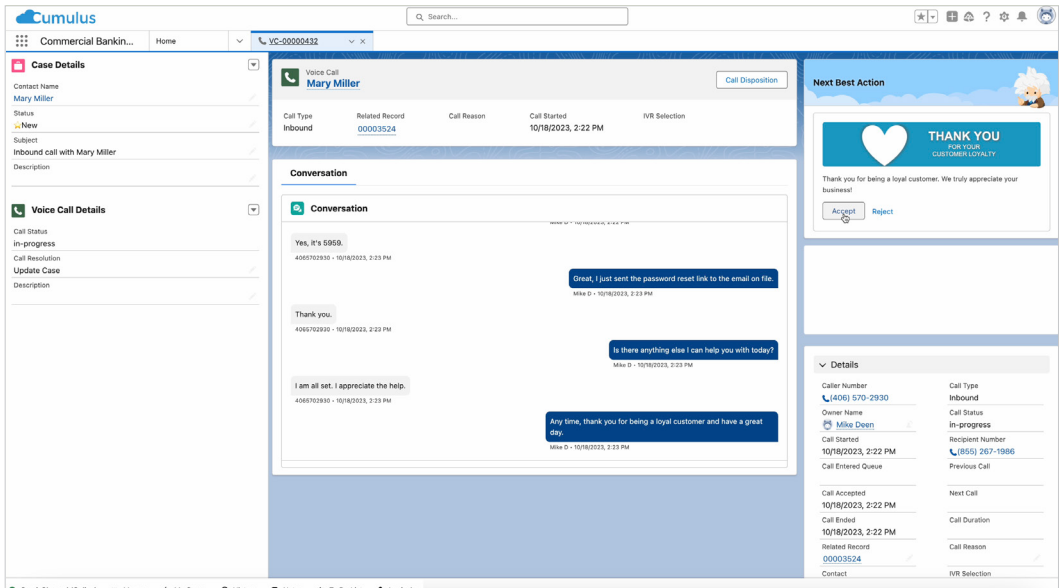
Benefits

- Utilize Five9 telephony within the Salesforce Omni-Channel widget
- Empower agents with real-time intelligence and automation leveraging Einstein AI
- Enable supervisors to improve quality assurance and customer resolution

Features

- Five9 telephony seamlessly integrated
- Intelligent self-service across voice and digital channels
- Real-time call transcription to reduce manual note-taking

A single view enables the agent to utilize features such as real-time transcription and next-best action to provide a seamless customer experience.



The screenshot displays the Cumulus agent desktop interface. The top navigation bar includes the Cumulus logo, a search bar, and user controls. The main interface is divided into several sections:

- Case Details:** A sidebar on the left showing contact information for Mary Miller, including status (New), subject (Inbound call with Mary Miller), and description.
- Voice Call Details:** A sidebar on the left showing call status (In-progress), call resolution (Update Case), and description.
- Conversation:** A central pane showing a real-time transcription of the call. The transcript includes the agent's greeting, the customer's request for a password reset, and the agent's response. The transcription is timestamped and includes a 'Next Best Action' suggestion.
- Next Best Action:** A pane on the right showing a 'THANK YOU' message and buttons for 'Accept' and 'Reject'.
- Details:** A pane on the right showing call metadata, including caller number, call type, call status, call started/ended times, and related records.

Salesforce Einstein AI

- Real-time transcription
- Next-best action
- Einstein Conversation Insights

Intelligent Virtual Agent (IVA)

- Intelligent self-service for voice interactions
- Seamless handoff from self-service to live agents

Supervisor Desktop

- Real-time agent monitoring
- Embedded call recordings
- Omnichannel visibility and monitoring

Digital Engagement

- Voice (inbound/outbound)
- Self-service (IVR/IVA)
- Messaging (chat, SMS, social)
- Email

Based on the real-time transcription, the customer's intent and requests are analyzed to present the agent with the next-best action to give the right recommendations, reducing their response time while helping them more effectively navigate the conversation and achieve the best outcomes.

With Einstein Conversation Insights, organizations can leverage AI to understand, engage, and delight customers more effectively. Conversations are analyzed in real time, providing agents with customer sentiment to quickly understand how the interaction is going — positive, negative, or neutral. Based on the interactions, actionable recommendations are provided to the agent to resolve the issue and bring the customer back to a positive state.

Equip agents with all the tools they need to ensure high-quality, personalized customer interactions.

Engaging Self-Service

Five9 Intelligent Virtual Agent (IVA) enables self-service that delivers a more conversational and engaging experience across voice and digital channels. Five9 IVA supports a wide range of use cases without involving live agents, from simple interactions like password resets and status inquiries, to more sophisticated tasks like setting appointments and booking accommodations. Free up agents to focus on more high-value interactions that not only make their jobs more interesting and rewarding, but also drive customer satisfaction and loyalty.

Powerful Outbound Dialer

Help improve sales performance and boost agent productivity with support for multiple outbound dialer capabilities. Integrated into Salesforce, [Five9 Outbound](#) features dialer options including predictive and progressive.

Once an agent connects on an outbound call, Five9 Outbound creates an appropriate contact, case, opportunity, or lead. Each displayed phone number becomes a clickable link to make an outbound call, and all calls and notes get automatically saved within Service Cloud Voice.

Connect Across Channels

Streamline customer interactions and reduce training requirements with a single interface for all interactions across voice, email, SMS, chat, and social. Enable agents with the tools needed to communicate with customers across all channels, escalate between channels, and have visibility and insight into previous interactions with agents or via self-service.

Automated Call Dispositions

Five9 call dispositions are enabled for agents to access within the Salesforce Omni-Channel widget or Voice Call page. This configuration enables organizations to automatically update call dispositions within the Five9 call database, to ensure reporting accuracy across the integration.

Simplify Supervisor Tasks

Streamline the ability for supervisors to monitor and communicate with agents while helping them develop their agents' skills through observation and guidance. With call recordings embedded directly within Service Cloud Voice, supervisors can identify customer sentiments, intents, and topics driving call volume. Enhance agent training and improve resolution of customer issues with thorough quality assurance measures.

Global Cloud Contact Center

As the Five9 Intelligent CX Platform operates globally, the need for Service Cloud Voice BYOT grows more essential. Whether your organization is based in the US or across the globe, Five9 can enable a solution to fit your contact center needs.

Learn More

Discover how you can achieve your unique business goals with [Five9 for Service Cloud Voice BYOT](#).



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About Five9

The Five9 Intelligent CX Platform provides a comprehensive suite of solutions to engage with customers across their channel of choice, empower managers with insights and intelligence into contact center performance, and elevate your business to deliver better business outcomes and Bring Joy to CX™. Our cloud-native, scalable, and secure platform includes contact center; omnichannel engagement; Workforce Engagement Management; extensibility through more than 1,400 partners; and innovative, practical AI, automation, and journey analytics that are embedded as part of the platform. Five9 brings the power of people, technology, and partners to more than 2,500 organizations worldwide.

For more information, visit www.five9.com.

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