

Five9 Performance Dashboard Overview

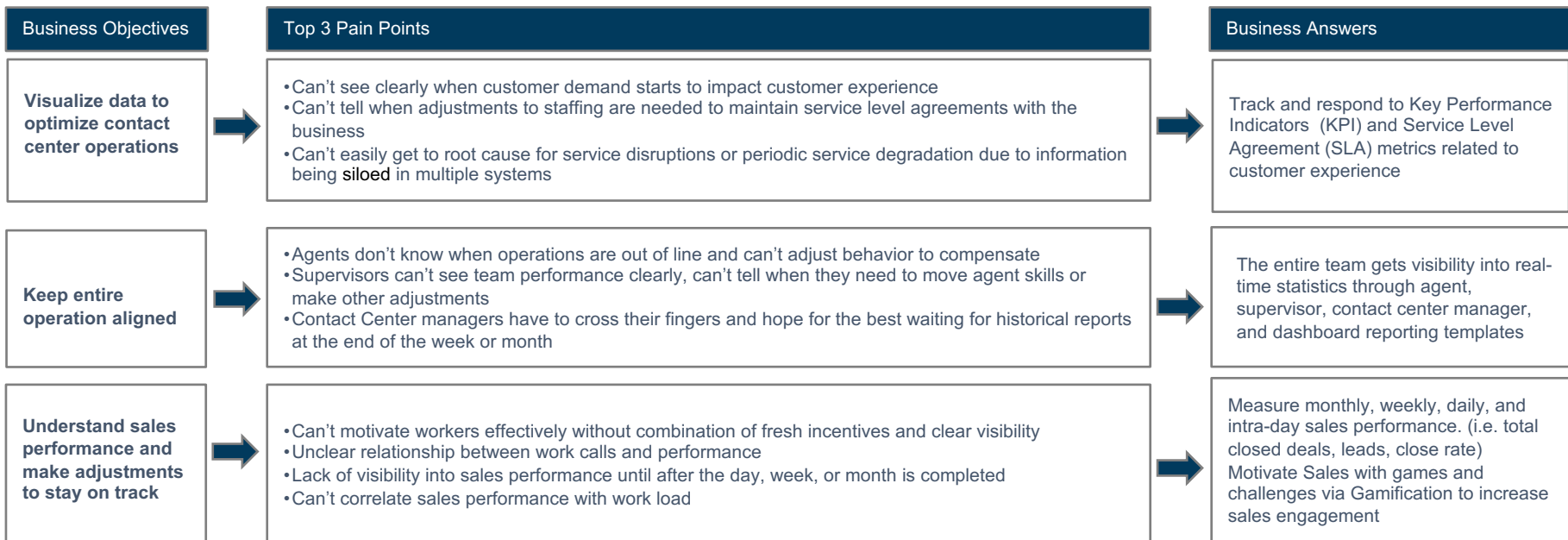
Key Contacts
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Description: With Five9 Performance Dashboard, deliver amazing customer experiences by changing the way you visualize and act on customer experience metrics, in real time.

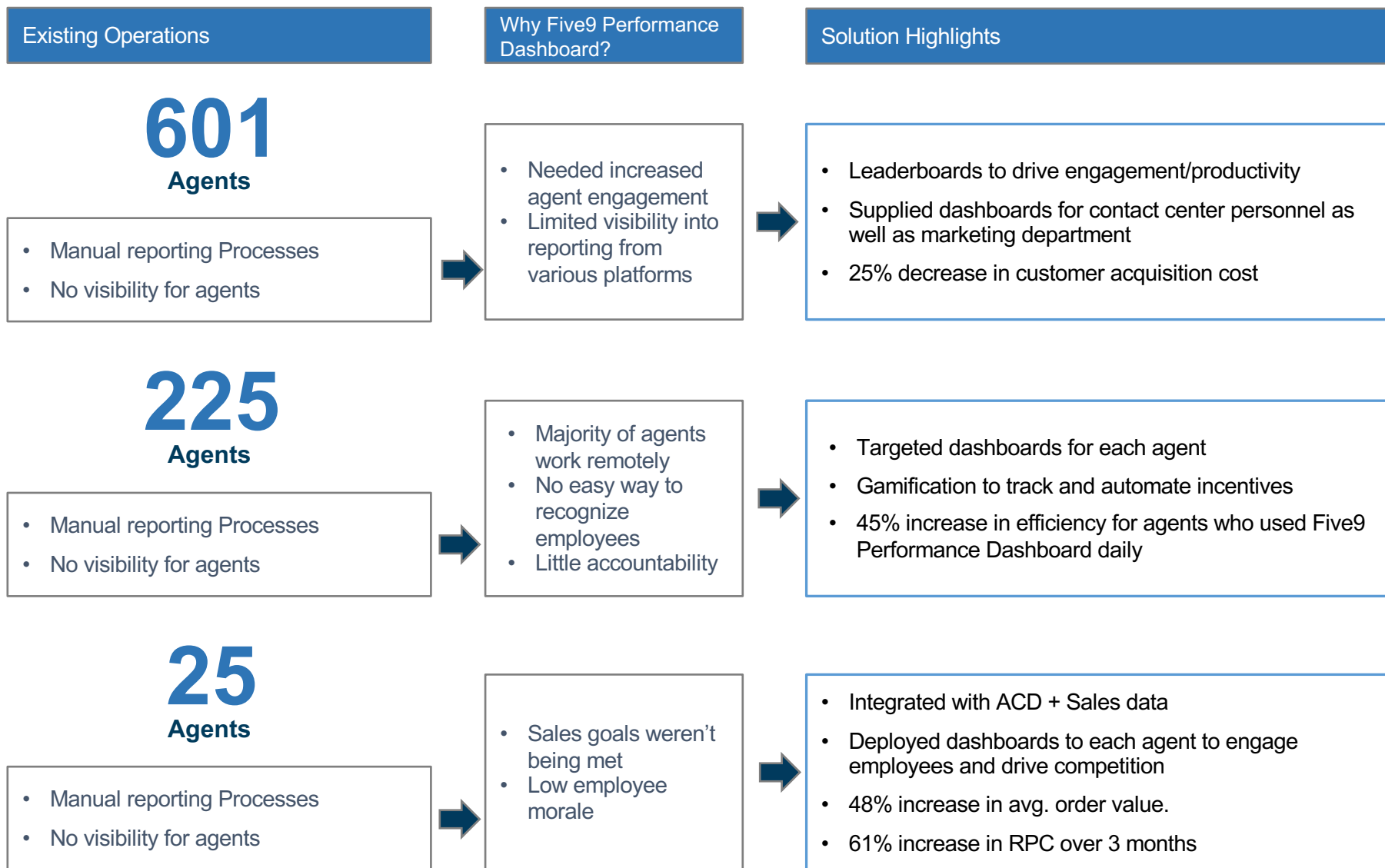
Target Accounts: New – Commercial <input checked="" type="checkbox"/> New – Enterprise <input checked="" type="checkbox"/> Existing Customer* <input checked="" type="checkbox"/>	Top Verticals: All	Target Contact Center Types: Inbound <input checked="" type="checkbox"/> Outbound <input checked="" type="checkbox"/> Blended <input checked="" type="checkbox"/> Omnichannel <input checked="" type="checkbox"/>	Top 3 Buyer Personas: <ul style="list-style-type: none"> • VP Customer Service • Head of Contact Center • Contact Center Supervisor 	Customer Deployments: <ul style="list-style-type: none"> • Seibels Insurance • Minted • PillPack
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Ideal Customer Profile Summary: Contact centers with between 25 - 1000 named agents who want to view historical and real-time data that includes both Five9 and other data sources.	Ideal Customer Profile Attributes: <ul style="list-style-type: none"> • Sales or Service Voice Only Call Centers • 25 to 1000 named agents • Using English as their primary language
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See Content folder on Salesforce for the following product kit elements: product data sheet, customer facing presentation, sales training deck, FAQ and overview "cheat sheet"

Five9 Performance Dashboard Customer Results



Five9 Performance Dashboard Qualification Questions

General Business Discovery Questions

- Tell me more about your business...is this a sales team, customer service team, tech support, collections, other?
- What do the agents do, describe the basic responsibilities – what does a normal day look like?
- Are your agents maximizing every single customer interaction that they have?
- Do you think there are opportunities to improve service, sales conversions, increase customer satisfaction and loyalty?
- Do you know what your competitors are doing regarding their contact centers?
- What specifically do you seek to accomplish?

Agent Empowerment

- Are your goals and targets clear and visible to your agents?
- Do your agents compete with each other or themselves to continuously improve?
- What information is visible to agents today that allows them to understand their performance?

Solution Specific Qualification Questions

- When would you like to be live with the project?
- Which teams are looking at this solution and how many named agents are there for each?
- Is there a budget established?
- Who is the project lead and what is their/your role in the organization?
- Who is the ultimate decision maker/signor of contract? Are they aware of the due diligence and are they supportive of the project now? Can we involve them in the process, demo, etc.?

What are the top issues you NEED solved now?
If I could snap my fingers and immediately fix your issues what would the solution look like?

Solution Specific Discovery Questions

- How do you measure agent productivity?
- What KPIs do you use to measure success for your organization?
- Are your supervisors challenged getting the most out of agents?
- What is your agent turnover like? How is the moral generally?
- Can you measure your agent performance?
- Who are your top performers? Why?
- How often are your agents on the phone in a given hour, shift, day?
- What is your current turnover rate? What is the cost associated with recruiting new agents?

Analytics

- What has prevented you from trying to get good analytics in the past?
- Have you tried to establish good analytics in the past? If so, why didn't that work?
- What solutions are you using to track agent performance? (i.e. Five9, SFDC, BI solutions, etc.)
- What data is required for reporting today? Do we need to pull data from your CRM or other information systems?
- What types of tools do you use to visualize data today?

Sales

- Do you cross sell? How often do your agents cross sell today?
- Are there groups that are better at cross sell than others? Why?
- How do you reward for cross selling today?