

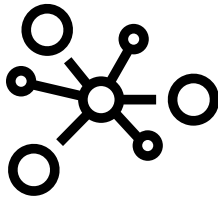


The Top 5 Roadblocks to Contact Center Excellence

How to break through them with Five9 Performance Dashboard

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Roadblock 1: Disparate Data

Problem: Disparate Data

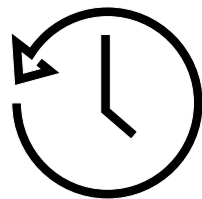
- Canned reports
- Manually exported data
- Lengthy Excel sheets and pivot tables

Solution: Data Aggregation

- Aggregate all of your raw data, including ACD/IVR, CRM, QM, WFM, LMS, SURVEY, and more
- One-stop-shop for all of your reports in customizable formats that are meaningful and useful to the end user
- User-friendly dashboards highlight an intuitive design that displays endless KPI combinations
- Choose and personalize only the data, modules, and metrics you want to see



User-friendly dashboards highlight an intuitive design that displays endless KPI combinations



Roadblock 2: Delayed Access

Problem: Delayed Access

- Supervisors unable to solve problems in real-time
- Gamification allows you to reward agents by giving them
- Immediate recognition for their daily achievements

Solution: Real-Time Access

- Access to real-time, near-real-time, and historical data can be viewed at every level of the organization
- Tools that allow flexible integration capabilities can be used to ingest and display data and reports in-real-time
- Gamification allows you to reward agents by giving them immediate recognition for their daily achievements
- Multi-slide wallboards show agents how they match up to their peers in real-time – motivating them instantly
- Billing is simple and there is no downtime in adding virtual agents.



Access to real-time, near-real-time, and historical data can be viewed at every level of the organization

Accountability for metrics can be generated from agent-to-agent, team-to-team, floor-to-floor, or site-to-site.



Roadblock 3: Limited Visibility

Problem: Limited Visibility

- Executives can't access all back-end metrics
- Agents unable to see their performance
- Supervisor's job involves too much guesswork

Solution: Enterprise Visibility

- Dashboard sharing and subscriptions allow enterprise uniformity
- Holistic visibility from executive to agent level giving employees access to the information that is vital to better performance gives you insurance so that you'll never run out of virtual agents to support your customers.
- Wallboards allow you to display the most important information on one interface – enabling your contact center team to operate more cohesively
- Accountability for metrics can be generated from agent-to-agent, team-to-team, floor-to-floor, or site-to-site



Roadblock 4: Reactive Management

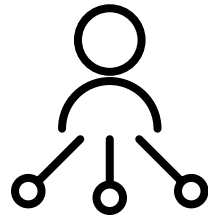
Problem: Reactive Management

- Supervisors being reactive rather than proactive
- Agents quitting because of reactive management
- Unnecessary escalations

Solution: Behavioral Intelligence

- Wallboards publicly display the metrics and KPIs that drive agent behavior – motivating them with an automated slideshow of rankings, awards, and achievements
- Schedule-based report subscriptions and metric monitoring alerts can be utilized to identify an issue as it is happening and alert the necessary parties to take corrective action
- Gamification incentivizes agents to improve behavior with games, challenges, coins, badges, gems, avatars and a customizable Marketplace
- Access to sleek dashboards that display understandable, real-time data drives awareness and accountability among individual agents

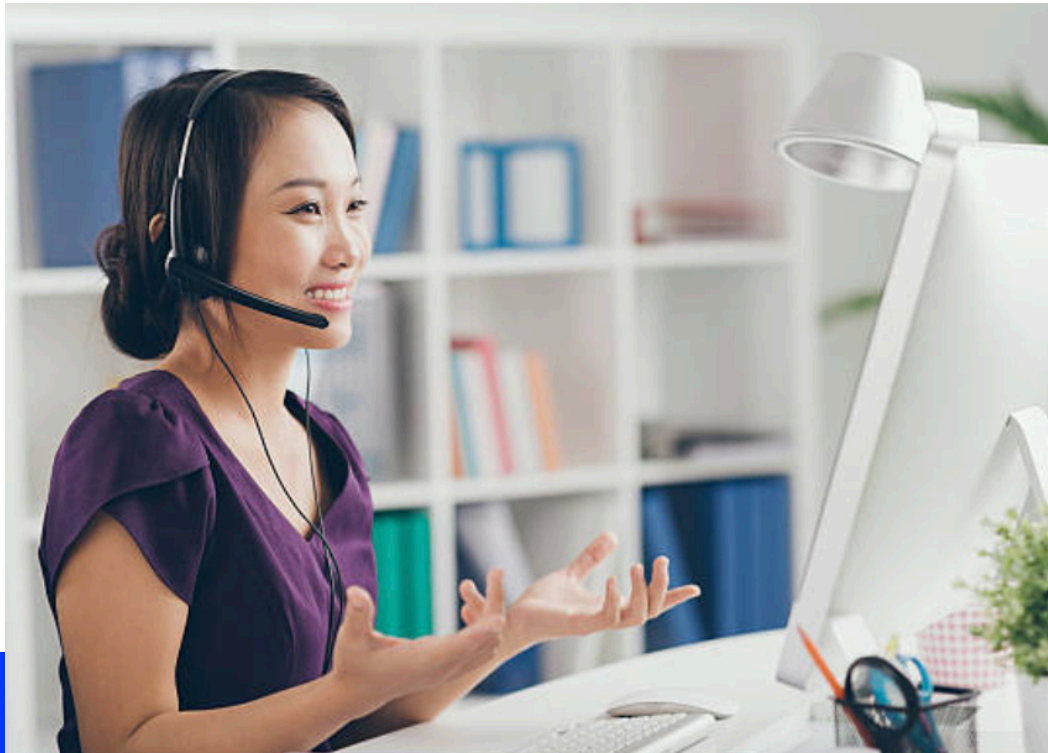




Roadblock 5: Detached Employees

Problem: Detached Employees

- Unmotivated employees
- High turnover rate
- Low productivity rates



Solution: Prescriptive Analytics

- Give agents clear, trackable goals and immediate feedback to help them concentrate on the task at hand
- Challenges can be used to boost performance during critical time-periods or agents can initiate their own motivating competitions
- Motivate agents with relevant comparisons to their team, group, or entire organization
- Incentivize agents with custom rewards and bonuses that align with the KPIs and metrics most important to a company's goals to influence adherence and motivation

Incentivize agents with custom rewards and bonuses that align with KPIs and metrics

Break Through Contact Center Roadblocks to Deliver an Excellent Customer Experience

With the introduction of the Five9 Performance Dashboard, it is now easier than ever for contact centers to have visibility into the agent and customer experience throughout the customer journey.

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Real-time performance dashboards



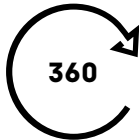
Social working environment



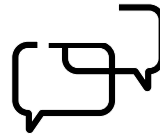
Vibrant wallboards keep every agent attentive



Cloud-optimized



360 degree view – from executives to agents



Messaging, chat, announcements, work aids



Data aggregation and business intelligence



Gamification motivates agents



Next Steps

Anything here?

To learn more about Five9 solutions visit www.five9.com or call 1-800-553-8159.



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