

Five9 Global Voice

Deliver unparalleled voice quality globally.

Global Voice

Previously, if you wanted to deploy a voice infrastructure for multiple geographic locations, you would have to pay millions of dollars in capital expenses, property, energy, IT, and services.

Five9 Global Voice makes it easier and more desirable than ever for you to move your contact center infrastructure to the cloud. Five9 Global Voice delivers unparalleled voice quality. It leverages regional Five9 points of presence (PoPs) to connect customers and agents with low-latency, rich, quality audio.

Foundational Voice Architecture

The Five9 class 5 softswitch supports carrier-grade voice quality at global enterprise scale. The softswitch, deployed in Five9 data centers, or within the public cloud, is made up of a set of microservices. These microservices compartmentalize functionality, making future updates faster. It fits seamlessly into our existing microservices-based architecture and leaves the door open for rapid innovation.

Superior Voice Quality for Great Customer Conversations

We realize that to have a great conversation, you need superior voice quality. That's why we enhanced our service to provide the highest quality voice connections — free from jitter, voice gaps, delay, or line noise. Your customers will think your agents are in the next room, while in reality you can have agents located anywhere around the globe. Now, you can focus on agent training, resource costs, and all the other elements that go into building a great customer service operation.

Enterprise Ready

Enterprises require both reliability and scalability. Five9 Global Voice provides both. To support more agents, we can add softswitch instances in a voice cluster. To allow for variations in usages such as rapid calls in short bursts, we can scale vertically by increasing processing and memory capacities.

These capabilities give us the additional headroom to continue scaling our service as our customers around the world move their contact center capabilities to the Five9 cloud.

Public Cloud: Five9 Voice PoPs

Five9 avoids areas of congestion on the internet by strategically deploying voice PoPs around the world. This ensures customers and agents are close enough that there's no perceived delay in voice communication. By

setting up voice PoPs in carefully selected locations, we can ensure the distance between a customer and an agent is as short as possible. Time-sensitive resources such as announcements, DTMF, TTS, voice prompts, voice recording, answering machine detection, speech recognition, and regional carriers are all local.

Five9 Global Voice makes it easier and more desirable than ever for enterprises to move their contact center infrastructure to the cloud. Use it to deliver extraordinary customer experiences anywhere in the world with carrier-grade voice quality.

Features

- Enterprise scalability to support thousands of contact center agents
- Clustering of voice media resources for unparalleled uptime
- Carrier-grade voice quality
- Strategically placed Five9 Voice PoPs to ensure the shortest distance between agent and customer
- Deployment in Five9 datacenters and public cloud to maximize country coverage worldwide
- Reduced deployment cycles from years to months as compared with on-premises solutions
- Time-sensitive services such as DTMF, TTS, voice prompts, voice recording, answering machine detection, and speech recognition, all operated within the PoPs
- All interactions managed globally from a centralized engagement center platform
- Optimized routing to agents in region or globally, based on business objectives
- Contact center service models and follow-the-sun models

We leverage Amazon Web Services to build in-region voice PoPs. As a result, we leverage existing infrastructure to deliver enhanced reliability through the use of multiple availability zones/regions when deploying our Global Voice Architecture.

- Five9 Telco Edge Data Centers
- Future Telco Edge Data Centers



Route Customer Interactions to the Right Resource Anywhere in the World

Global Voice extends high-quality voice to the right agent by leveraging the Five9 Intelligent CX Platform. Its intelligent routing capabilities provide your organization control over inbound interactions including chat, social, and email. Also, our skills-based routing gives you the tools to channel each customer contact to the right queue and agent. You can use variables like closest agent, language skillset, and how quickly an in-region agent can answer the caller. These enhancements give you the power to increase first contact resolution, resulting in more satisfied customers.

Agents, Supervisors, and Administrators Located Anywhere in the World

Use Five9 to manage multiple physical contact centers, agents who work from home, or a combination of agents around the globe as a single virtual contact center. Leverage our web-based administration to optimize customer IVR and routing strategies. This allows you to take advantage of agent resources globally and find the best possible match for a customer based on that customer's needs at that time of day, in that part of the world. Also, our single administration portal simplifies all aspects of customer service management.

The Five9 platform comes with comprehensive supervisor capabilities. Monitor, whisper, or barge in from any location. It no longer matters where your agents or supervisors are located — at home, in a physical contact center, or halfway around the world.

"The biggest issue for our business was the fact that we're dealing with so many different countries, and you run into so many issues when you're dialing into 30 different countries. We selected Five9 because we wanted a solution that could handle everything that goes into getting a call to a customer, no matter what country we're working in."

Open English

One Platform for a Seamless Experience

When using Five9 for inbound, outbound, and blended contact center operations, you benefit from unified real-time and historical reporting applications that deliver performance results across all your campaigns and agents. You can listen to agents' calls in real-time and review the intraday performance of your campaigns for key metrics such as sales volumes. You can use historical reports for additional insight into agent performance across call types. You can also view unified customer history across your operations.

Five9 offers a highly configurable real-time dashboard that contact center supervisors and administrators can use to keep track of KPIs and SLAs.

Five9 provides more than 120 standard reports for agents, calls, call segments, ACD queues, campaigns, IVR scripts, and more. Reports can be customized, scheduled, exported to calling lists, or exported to a variety of file formats for further review and archiving.

Learn More

Discover how to deliver extraordinary customer experiences anywhere in the world with [Five9 Global Voice](#).



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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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