

Five9 Intelligent Virtual Agent

Deploy a conversational and engaging self-service experience across voice and digital channels.

Customers are increasingly looking to self-service options to get quick and easy solutions to their issues. Businesses that provide these self-service contact options are positioned for success, while those that ignore them are likely to struggle with customer satisfaction.

Five9 Intelligent Virtual Agent (IVA) lets you deploy self-service that delivers a more conversational and engaging experience across both 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.

Anytime, Anywhere Self-service

Customers not only expect your business to be available when they need it, but also in the channels they want to use to interact with you. Five9 IVA operates as a 24x7 always-on digital workforce across voice and digital channels at a fraction of the cost of live agents.

Human interaction is conversational by nature. It's an easier, more natural way for customers to ask their questions, express their needs, and get resolution. Five9 IVA delivers a similar conversational experience for automated interactions. It also lowers service costs by handling interactions typically managed by live agents. When self-service works, it delivers an experience that customers appreciate and come back to again.

Integrated Virtual and Live Agent Support

Five9 IVA offloads the low-value, repetitive interactions that do little to boost agent engagement and satisfaction. This frees agents to focus on more high-value interactions that not only make their jobs more interesting and rewarding, but drive customer satisfaction and loyalty.

“When the whole concept of the IVA came up, I was excited because I knew that we would be able to do something that hadn't been done.”

Alivi

If a live agent is needed during an IVA session, the system uses context such as customer identity, intent, and other CRM data to find the person best equipped to resolve the issue. Five9 IVA transfers details of the IVA interaction with the customer to help the live agent understand the context so they can continue seamlessly where the IVA left off. Five9 IVA can also collect information from customers before sending them to live agents to reduce handle time.

One Platform for Voice and Digital IVAs

Five9 IVA Studio is a single, cloud-based, no-code development platform that lets you quickly build, deploy, and manage Five9 IVAs across voice, web chat, SMS, social messaging, and other interaction channels. You can quickly create visual conversational workflows by dragging-and-dropping tasks that define the IVA flow. Or you can use a task library of pre-defined templates for common and industry-specific actions.

Benefits

- Reduce service costs by offloading low-value interactions
- Expand service capacity without increasing hiring
- Provide anywhere, anytime access to intelligent self-service

Features

- Intelligent self-service across voice and digital channels
- Seamless handoff from self-service to live agents
- Single, unified platform to build, deploy, and manage all your IVAs

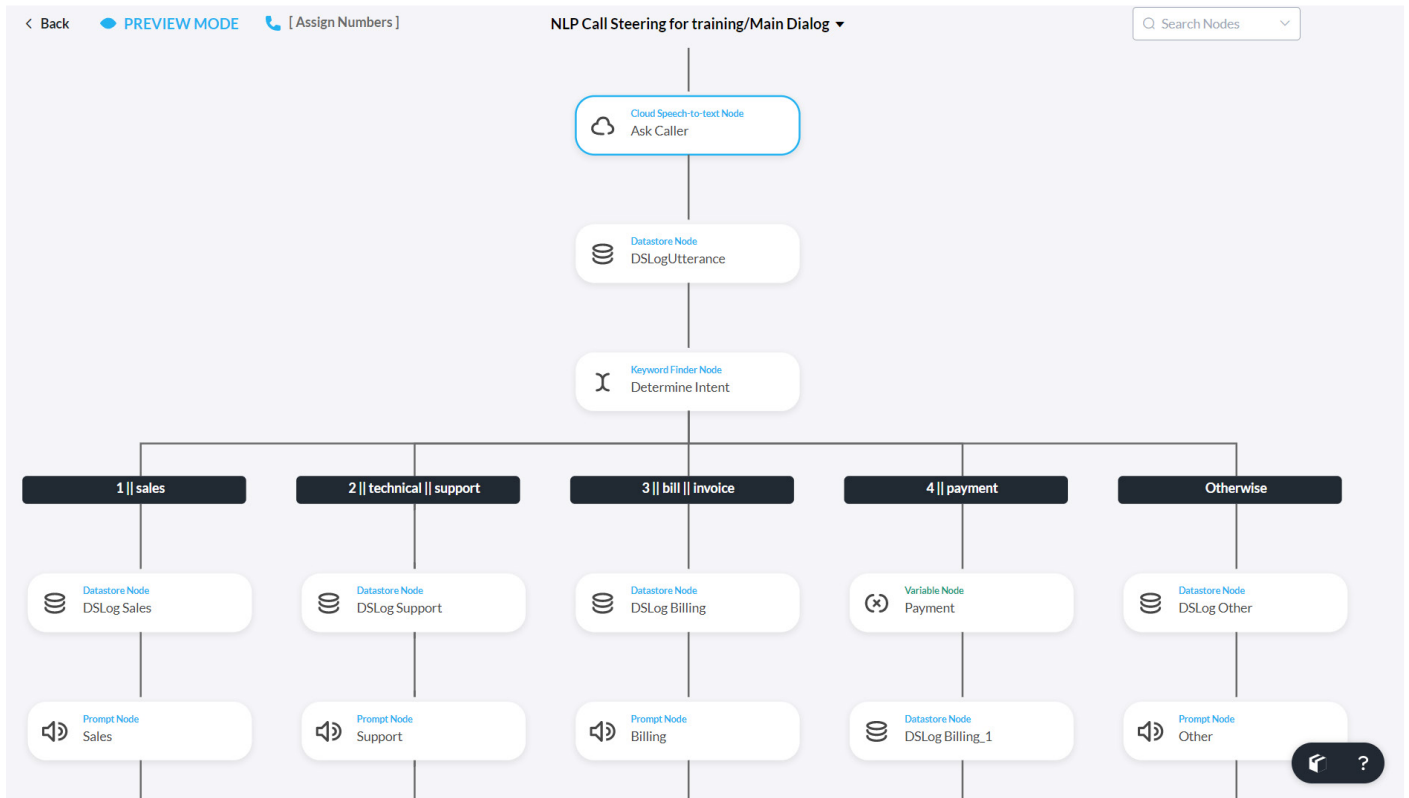


Figure 1:
Five9 IVA uses a visual, drag-and-drop approach to workflow design.

Five9 IVA Studio helps you monitor IVA execution and discover actionable insights to help optimize IVA performance and continually improve the self-service customer experience. Unparalleled flexibility and control simplify deployment of engaging workflows that address your unique business needs and rapidly deliver business benefits.

Voice Self-service with a Human Touch

It’s critically important for conversational AI systems to understand verbal cues like tone and sentiment in addition to words. Five9 Voice IVA detects these verbal cues in real time during voice interactions. Detecting cues for joy, fear, sadness, anger, analytical, confidence, and tentative allows Five9 IVA to tailor responses on the fly, which enhances the experience.

Five9 Virtual Voiceover includes a library of 25 voice avatars for Five9 Voice IVAs using advanced synthetic text-to-speech technology that is incredibly human-sounding. This eliminates the need for costly voice talent and studio time to modify or create new voice prompts. It’s as simple as typing in or editing text for the avatar to speak. Select a voice that best reflects your company’s brand, or the Five9 team can help you create a custom brand voice at a fraction of the time and cost of using traditional voice talent.

Call 1-915-Five9AI to experience Five9 Intelligent Virtual Agent firsthand.

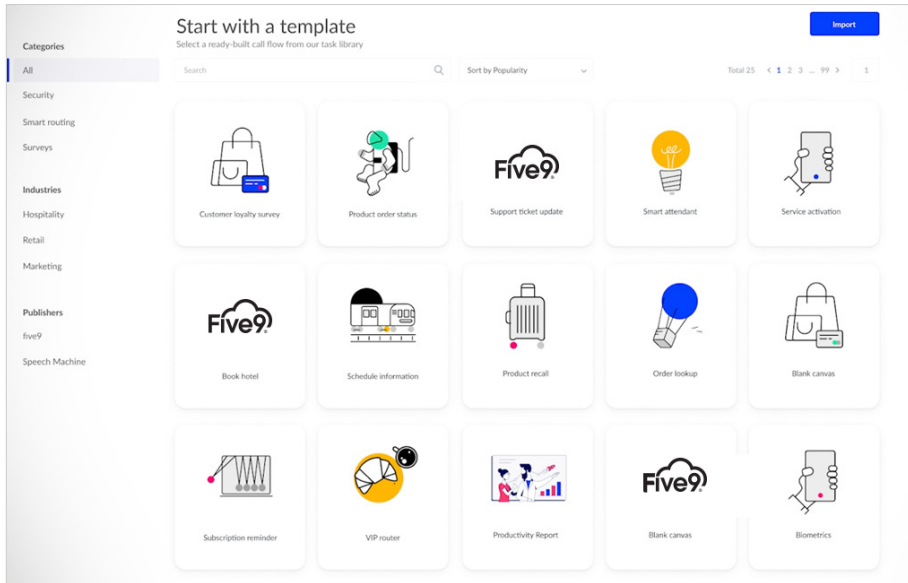


Figure 2:

Five9 IVA's quick-start workflow design includes pre-built task templates.

Intelligent Self-service for Digital Channels

Customer preference for using digital channels increased 26% in the last year to 43%, according to the annual Five9 Customer Service Index report. Five9 Digital IVA extends intelligent self-service to digital channels to help you meet this increasing demand.

A unified approach to messaging for web chat, SMS, and social channels lets you reuse a single IVA workflow across channels. This allows you to provide consistent

customer experiences and eliminates the need to develop and support channel-specific workflows. Tight integration between Five9 IVA and agent-assisted channels ensures that your customers enjoy a seamless, continuous experience whether working with a virtual or live agent.

AI-Driven

- Natural language processing (NLP)
- Sentiment analysis
- Speech recognition
- Natural human sounding, synthetic voice library

Intelligent Self-service

- Seamless IVA to live-agent transfer
- Intelligent interaction routing
- 24x7 access
- Multi-language support

Single, Unified Platform

- Voice and digital channels
- No-code, visual workflow designer and pre-built template library
- Detailed IVA performance reports
- Secure and compliant



About TELUS International

TELUS International (NYSE & TSX: TIXT) is a leading digital customer experience (CX) innovator that designs, builds and delivers next-gen digital solutions for global and disruptive brands.

Learn how CCaaS from TELUS International can help transform your contact center from a cost center to a revenue source. For more information, visit telusinternational.com/ccaaS.



About Five9

Five9 is an industry-leading provider of cloud contact center solutions for more than 2,500 customers worldwide, facilitating billions of customer engagements annually. The Five9 Intelligent CX Platform provides end-to-end solutions with digital engagement, analytics, WEM, and AI to enable businesses to deliver joyful CX, increase agent productivity and deliver tangible business results. For more information, visit www.five9.com.

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