

Five9 Performance Dashboard

Maximize everybody's contribution to success.

Optimize Performance with Data

Everyone makes better decisions when they are informed. Five9 Performance Dashboard is designed to make this happen. With Performance Dashboard, you can share operational metrics, key performance indicators and service-level agreement statistics. It lets everybody in your customer service or sales operation understand exactly where performance stands, moment by moment, 24/7.

Share Information People Can Use

Role-based dashboards provide useful, relevant information across all levels of your organization — agents, supervisors, managers, and line of business professionals. Powerful intuitive visualizations make data easy to consume and drive better, data-based decisions. Easily connect your employees with data relevant to their jobs where ever they work, whether a single location, spread across the globe, or at home.

Create Performance Transparency and Alignment

The larger and more dispersed your business becomes the harder it is to make sure everyone works together to achieve your strategic goals. Five9 Performance Dashboard aligns goals, increases performance transparency, and fosters collaboration to maximize everybody's contribution to your business' success.

Act Quickly and Effectively When Needed

Receive notifications when key SLAs or KPIs drift off target. Five9 Performance Dashboard lets you know when action may be needed to stay ahead of changes. Quickly dig down to discover the underlying causes and develop effective action plans to get back on track. Early action before issues can escalate ensures your operation runs smoother and lowers stress levels.

Provide a Single View of the Truth

Important information exists in multiple systems within the contact center operation. Consolidating data across

systems is time consuming and can produce conflicting information. Five9 Performance Dashboard automatically aggregates information from external sources and combines it with Five9 data to create unified metrics. Make sure everyone in your business is on the same page and working with a single view of the truth.

Benefits

- Increase agent engagement and productivity
- Decrease supervisory workload
- Drive data-based decisions across your organization
- Instill a culture of high performance and transparency
- Maximize everyone's contribution to success by aligning goals
- Foster continuous improvement with immediate feedback
- Create an enterprise-wide single view of the truth
- Focus on the metrics that make sense for your business

Features

- Multirole Dashboards — Agent, Supervisor, Manager, and Line of Business
- Customizable KPIs and metrics
- Real-time performance visibility
- Continuously updated historical trends and correlations
- Automatic notification when KPIs or SLAs change or drift
- Data aggregation from external sources, including CRM systems
- Flexible sharing options, including subscriptions
- Gamification to motivate agents and increase focus

“Five9 enabled us to automate the entire client reporting process, saving us hours of tedious work every month.”

Bernards

Create a High-Performance Culture

Five9 Performance Dashboard aligns goals, increases performance transparency, and fosters collaboration to instill a culture of high performance and accountability.

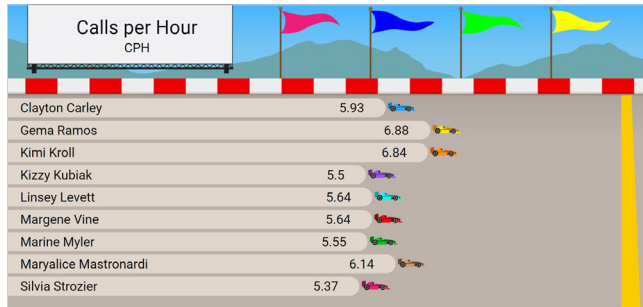


Figure 1:

Vibrant wallboard slideshows publicly display leaderboards, employee spotlights, performance metrics and KPIs, company messages, and other information to keep everybody engaged and focused.

Foster an Engaging Environment for Agents

Engaged agents create better outcomes for your customers. Five9 Performance Dashboard helps agents stay engaged by creating a collaborative, social working environment. Gamification options also make work a little more fun while self-motivating agents to improve. Create engaging games and challenges. Agents can use rewards of coins, gems, badges, or experience points to share their accomplishments, upgrade their avatar, or purchase real-life rewards in the Marketplace.

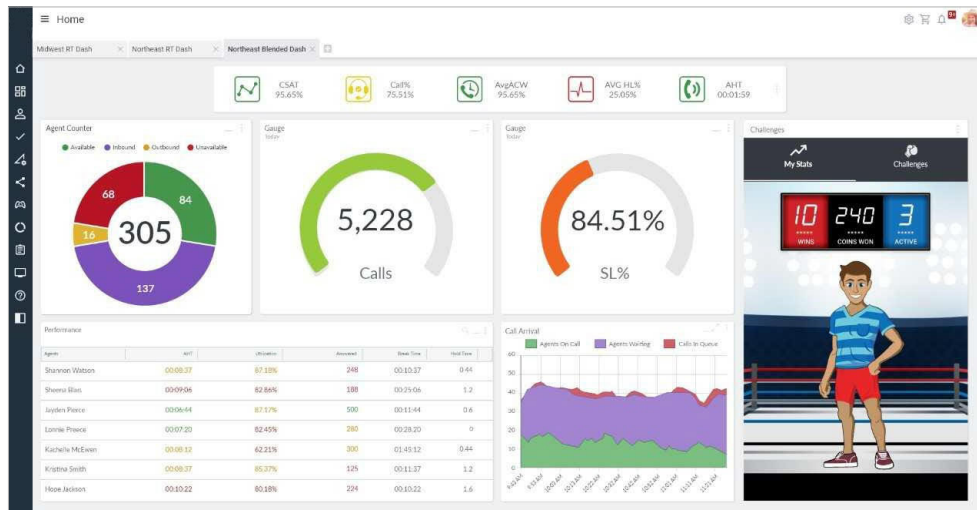


Figure 2:

Customizable, role-based dashboards keep everyone informed and engaged with their personal and your contact center's performance.



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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