

# Five9 Blended Contact Center

Improve your productivity while providing extraordinary customer experiences.

Today's customers demand more: faster service, knowledgeable agents, and new ways to communicate. It's tough to keep up. We know you need to reduce your operational costs, increase revenue and conversions, cross-sell and upsell, and still provide your customers with extraordinary experiences.

## Improve Agent Productivity with Active Blending

Let your customer service or inside sales organization respond proactively to your customers with Five9 active blending technology. Ensure the optimal mix of agent productivity and customer experience by taking full advantage of the peaks and valleys in contact center traffic.

Active blending adjusts to your traffic as it ebbs and flows. Blending applies business rules to leverage low inbound call times to proactively reach out to customers and maximize agent productivity.

As traffic volume demands, Five9 automatically routes inbound calls to blended outbound agents. Once the inbound queue subsides, the dialer automatically resumes delivering outbound calls.

This helps maintain inbound service levels while still making the necessary headway through your dialing lists and minimizing the idle time agents spend between calls.

For example, use active blending to:

- Schedule "thank you" or other follow-up calls for sales orders or service calls
- Let your customers know when their product has shipped or when a question is answered
- Manage queue callbacks
- Follow up on abandoned calls
- Call back negative survey responses
- Flag any interaction that needs future outbound follow-up

Our single ACD approach to blending allows you to increase customer satisfaction and improve productivity without adding any management overhead.



**Five9 delivers all the features and benefits of leading inbound and outbound applications in a single, blended solution, including:**

### Common Platform

- Agent Assist
- ACD
- CTI and Screen Pop
- Agent Scripting
- Voicemail
- Call Conferencing
- Toll-Free Numbers
- Call Recording
- Historical Reporting
- Real-Time Reporting
- Cloud APIs
- Workflow Automation

### Inbound

- IVA/IVR
- Speech Recognition
- Text-to-Speech

### Outbound

- Predictive Dialer
- Progressive Dialer
- Power Dialer
- Preview Dialer
- TCPA Manual Touch Mode
- Campaign and List Management
- Local Presence
- DNC Compliance
- Web Callback

**Enable your contact center to move as fast as your business. The Five9 Intelligent CX Platform gives your agents the tools they need to make powerful customer connections while delivering the results your business requires.**

## Insight into Your Entire Contact Center

When using Five9 for both inbound and outbound contact center operations, you benefit from unified real-time and historical reporting that delivers performance results across all your campaigns and agents. Listen to agents handling both inbound and outbound calls. Review the intraday performance of your campaigns for key metrics such as sales volumes in real time. Historical reports offer additional insights into agent performance across call types and unify customer history across your operations.

## One Platform for a Seamless Experience

As a single platform, Five9 Blended Contact Center (BCC) eliminates the gap between traditional inbound ACD and outbound dialer functionality. There's no toggling between inbound and outbound calls. It's all unified; agents manage inbound and outbound programs simultaneously. Combine this with deep integrations to CRM, and you provide a seamless solution for both your agents and customers.

## Agents Anywhere, Supervise Everywhere

Whether you have a single location, multiple contact centers around the globe, or hundreds of agents working from home, Five9 has you covered as you scale your business.

The Five9 solution 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.

**"With an effective remote contact center, we are no longer limited by where we can pull talent, enabling Public Partnerships to hire from anywhere."**

Shane Moodyman, Public Partnerships

## Move as Fast as Your Business

Business conditions change every day. Call volumes fluctuate, new products are released, new service issues are discovered. The Five9 Blended Contact Center can help you adapt quickly and stay ahead of the game with:

- Agent licenses, IVR ports, and line capacity as you need it
- Intuitive interfaces that make it easy for non-technical users to make moves, adds, and changes in routing strategies, agent skills, and IVR/IVA call flows
- Easy professional services-led setup
- Accessible dashboards for agents and supervisors anywhere



### 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](https://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](https://www.five9.com).

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