The Contact Center of the Future

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Five9™

The Intelligent Cloud Contact Center

Safe Harbor

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The Intelligent Cloud Contact Center

Five9

Where are we?

Five9 has been VERY successful at replacing legacy on-prem ACDs and their basic functionality

Step 1: replace my current on-prem functionality with Five9 Cloud

Five9 has been VERY successful at integrating the Five9 Intelligent Routing Platform with CRM

Step 2: Integrate Five9 with my Customer Database/CRM (aka "CRM+Telephony") for self-service, more intelligent, accurate routing of our calls, and seamless, process-driven tools for our agents

Customers are in process of digital transformation – Five9 Cloud makes it easy to add new channels –

Step 3: Give my customers more options to interact, use same Five9-CRM routing intelligence used on voice calls, and enable (or expand) my agent tools with an Omnichannel view of all customer interactions

Now that we did all that, where can we add efficiency?

Step 4: Automation

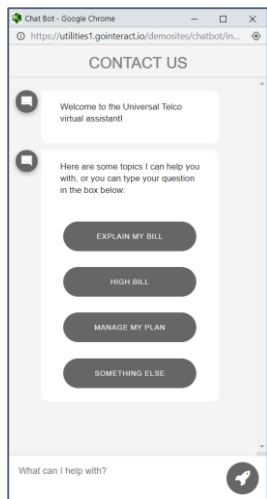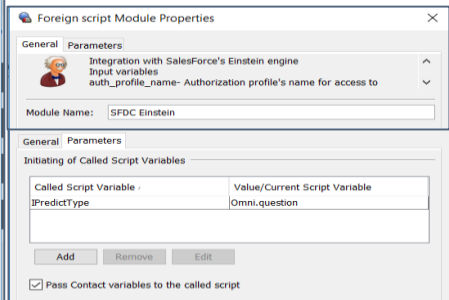# Where can technology Help - Example Automation Points

Flexible Customer Touch Points, all managed via single Five9 Routing engine

Five9 Engagement Workflow (Service Creation Environment)
- AI Queries
- IVAs
- Self Service/Automation

Five9 Desktop
- Unified, OmniChannel Agent Experience
- Interaction History
- Context-based Screen Pops
- Five9 Genius Sidekick (Agent Assist)

Post-Interaction Data (recordings and associated details) consumed by **AI Engine** and output Post Interaction **Analytics** (What's happening in my contact center right now!?"

APIs - capturing all real-time events

Supervisor Apps and Dashboards can subscribe to **Analytics** for real-time KPIs, Alerts, and more based high level trends or down to individual agent emotion)

Quality Optimization is automated based on data feeds directly from **AI-Driven Analytics** into CRM Tasks, Cases, Dashboards

Voice
Chat
email
Mobile
Social
Web
"WhatsNext"

Five9 Admin

Five9

Engagement Workflow

Routing

ACD/ Self Service

In-house Agents

Work-at-home Agents

Five9

Integrations

salesforce
servicenow
ORACLE
zendesk
Microsoft

Five9

Five9 Data Services

REST API

Five9 FDS Stream – Complete Interaction Data

Five9 FDS Stream

Managing Applications

Supervisor

Dashboards
Reporting & Analytics

Supervisor/ CC Manager

Five9 FDS Stream

Management Applications

Quality Management

Workforce Management

Scheduling/ Forecasting Manager

Coaching/ Evaluation/ Analytics

Automation Points with AI

Five9 Engagement Center – Automation Points with AI
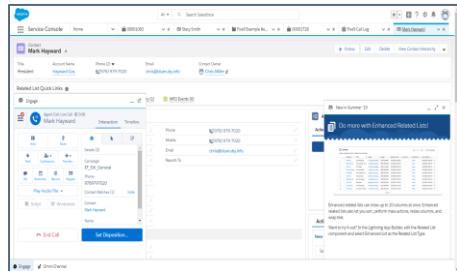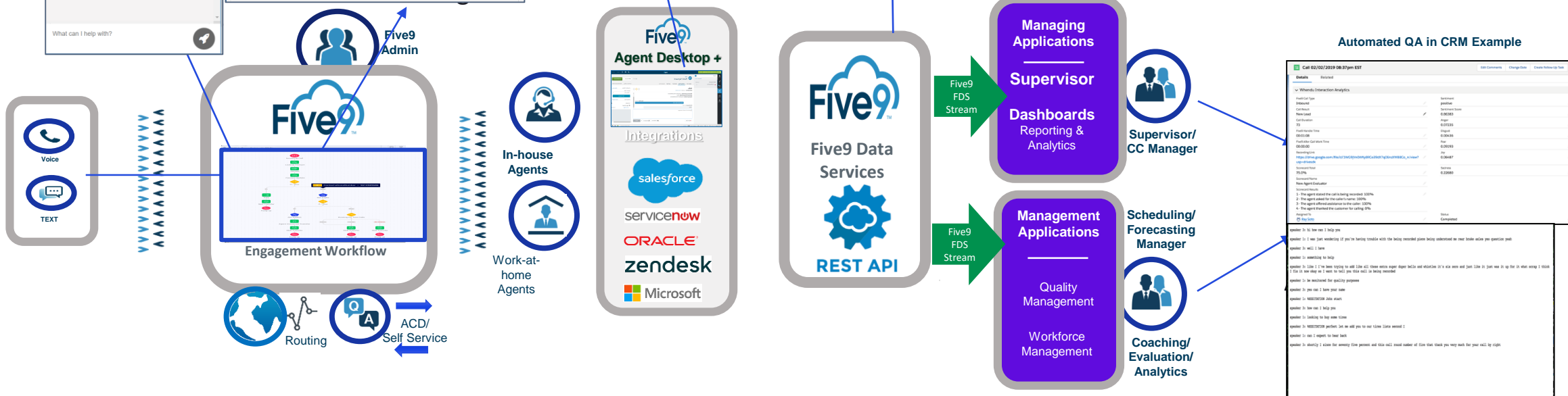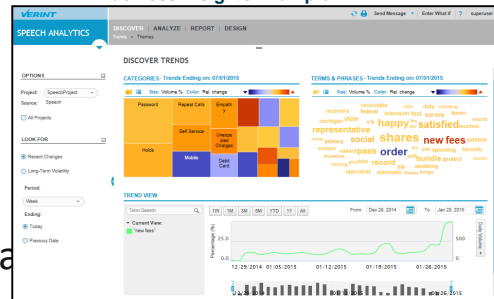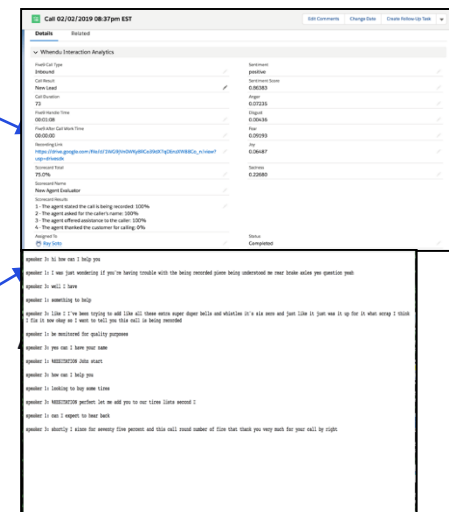
Customer Examples:
Automation in the Contact Center

Example #1:
Genius Sidekick

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Problem Statement

Slow Resolution

Doesn't know what to do

Doesn't know what to say

Quick Resolution

Knows what to do

Knows what to say

Problem Statement

How do we shorten the time from Entrant to Expert?

Slow Resolution

Doesn't know what to do

Doesn't know what to say

Quick Resolution

Knows what to do

Knows what to say

Compliance

FAQs

Product Comparisons

Voice Based Form Auto-Fills

Wrap Up Automation

Agent Assistance

Search...

Natalie Young ▾

Conversation Transcript 2:31   Show Keywords (5)

Thanks so much for your help!

Katie 1 min ago

Its been my pleasure helping you. Have a great day!

now Me

Transcript

Wrap Up Content

Topics

Support X   DVR X   Success X

Firmware X   +

Summary

Customer called about DVR problem. Customer had rebooted the DVR already. Agent suggested firmware update. Firmware update completed. Customer issue resolved.

Attachments

transcript.txt X   +

Submit

Related Suggestions   0

Product Delivery FAQ

Share Design Studio Link

Saved (2)

Tesla Roadster Pre-Order Form

→ Transfer to Support

Not helpful   Great suggestion!   Save for later

WE (YOU!) HAVE THE DATA

What is happening in the contact center?

- What data do we have to answer that question?

- *Five9 has interaction performance data ..*
- *Five9 has call transcript, recordings and chat and email transcripts*

Behind the Curtain…
Example Insights with Five9 Call Data

Five9™

The Intelligent Cloud Contact Center

(Standard Five9 Call Detail Report)

Five9

Home   Dashboard   Reports   📞 1-800-553-8159   🌐 English - United States   🔒 Log Out

Call Tracking Analysis - Call Log

Report Generation Status: Complete   Total Elapsed Time: 1 s

Report Options:
Order information by:
CALL TYPE ▼ Ascending ▼
--None-- ▼ Ascending ▼

Time Frame
Time Zone: (UTC-05:00) Eastern Time (US & Canada) ▼
Interval: Date Range ▼   Start: 12/17/2018 12:00 AM
                                 End: 1/8/2019 11:51 PM

[Run Report] [Customize] [Save] [Save As] [Delete] [Export Details] [Schedule] [Add Chart] [Edit Chart] [Delete Chart] [Exit]

Generated Report:

RECORDINGS	TIMESTAMP	CAMPAIGN	CALL TYPE	AGENT	AGENT NAME	DISPOSITION	ANI	CUSTOMER NAME	DNIS	CALL TIME	IVR TIME	QUEUE WAIT TIME	RING TIME	TALK TIME	PARK TIME	AFTER CALL WORK TIME	TR
13:58:38(30:38)	Mon, 17 Dec 2018 13:57:59	BlueRubyEngage	Inbound	daniel@blueruby.info	Daniel Cartmell	General Support Questions	7143754378	Harold Cartmell	8883125356	00:31:19	00:00:40	00:00:33	00:00:09	00:30:39	00:00:00	00:00:00	
12:35:34(0:52)	Tue, 18 Dec 2018 12:35:21	BlueRubyEngage	Inbound	daniel@blueruby.info	Daniel Cartmell	New Sale	7143754378	Harold Cartmell	8883125356	00:01:07	00:00:14	00:00:07	00:00:07	00:00:53	00:00:00	00:00:00	
13:19:11(48:09)	Tue, 18 Dec 2018 13:18:34	BlueRubyEngage	Inbound	daniel@blueruby.info	Daniel Cartmell	General Support Questions	7143754378	Harold Cartmell	8883125356	00:48:47	00:00:38	00:00:30	00:00:11	00:48:10	00:00:00	00:00:00	

```
agent: hi thank you for calling blue ruby
caller: this is bob need help with flux capacitor
agent: okay, is it the blue 5000 or 6000
caller: 7000
agent: okay, one second.  How is your day going so far
caller: good, but the 7000 has been frustrating to work with
agent: well, the new 7000 does not use a capacitor for flux, it uses a bi-piphicator.
caller: aha, I did nto even try that.  let me try and call back.
agent: glad i could help.  callback and your call wi come back to me, as long as I am available, if you need more help
```

Call 52B88821D1FC4D4599C3AE39D66DDA1A has finished transcript analysis. You can listen to the recording at
https://drive.google.com/uc?id=16GCcpmNIghwt2tw_pNrACq_JEDuqz6ln&export=download.

Campaign: Big_Dans_Internets_Queues
Skill: VIP_Priority
Agent: Brandon.Isaloser@five9.com
Disposition: Paid via CC
The call seemed to be positive, scored at 0.646914.
Emotions detected:
   Anger: 0.217834
   Disgust: 0.007156
   Fear: 0.196901
   Joy: 0.38538
   Sadness: 0.2883...

Keywords detected
[{count=1.0, relevance=0.815913, text=high bill}, {count=1.0, **relevance=0.710449**, text=time travel}, {count=1.0, relevance=0.643368, text=Flux Capacitor}, {count=1.0, relevance=0.63836... ...kind of stuff}, ...nt=1.0, relevance=0.637028, text=recording surveil}, {count=1.0, relevance=0.562052, text=first name}, {count=1.0, relevance=0.545212, text=...le bit}, {count=1.0, relevance=0.544295, text=stuff}, {count=2.0, relevance=0.530428, text=sales}, {count=1.0, relevance=0.523238, text=sentiment}, {count=1.0, relevance=0.523035, text=campaign}, {count=1.0, relevance=0.522474, text=tax}, {count=1.0, relevance=0.522435, text=axe}, {count=1.0, relevance=0.522396, text=transcription}, {count=1.0, relevance=0.522349, text=results}, {count=1.0, relevance=0.522282, text=place}, {count=1.0, relevance=0.522266, text=gonna mess}, {count=1.0, relevance=0.521844, text=skills}, {count=1.0, relevance=0.521121, text=agents}, {count=1.0, relevance=0.520919, text=motions}, {count=1.0, relevance=0.504677, text=bus}, {count=1.0, relevance=0.490498, text=call}, {count=1.0, relevance=0.423459, text=recording}] Concepts detected [{text=Dance-pop songs, relevance=0.916689, dbpedia_resource=http://dbpedia.org/resource/Dance-pop_songs}, {text=Going-to future, relevance=0.85974, dbpedia_resource=http://dbpedia.org/resource/Going-to_future}, {text=Transcription, relevance=0.857956, dbpedia_resource=http://dbpedia.org/resource/Transcription}]

Categories discussed
[{label=/technology an... ...uting/internet technology/web search/people search, score=0.71271}, {label=/art and entertainment/shows and events, score=0.6814}, {label=/business and industrial/business operations/business plans, score=0.64663}]

The transcript:
thank yeah hi hi k... so it's also his it so we're doing all this stuff so sorry what's happening there is a place for the axe right so when the call comes in it's going to upload drive for rec... ...urveil then to to transcribe it then it's going to analyze the tax for calling sentiment then it's going to email out the results and I was you can see is that you know you could update sales force to transfer you could update sales first name for the recording do the drive you could add a transcription to

Example AI-Driven Analytics, combining Call Data, Transcript, and AI Analysis

The Intelligent Cloud Contact Center.
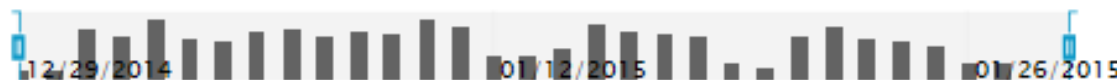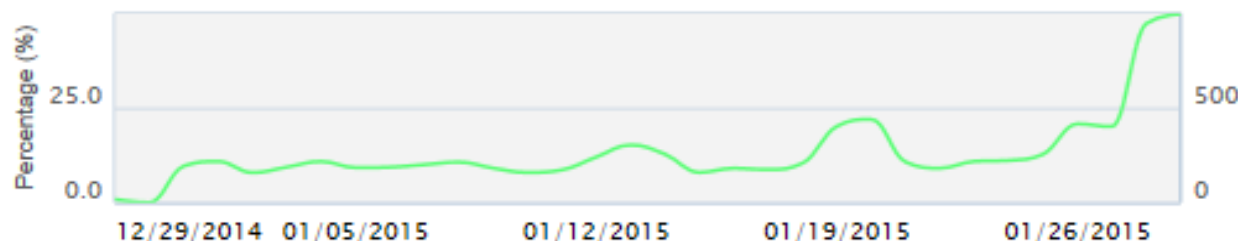
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Analytics automatically updated in CRM (Salesforce) Task

Task
Call 01/29/2019 05:30am PST

Edit Comments | Change Date | Create Follow-Up Task

Name
Related To
Frank Black

Details | Related

Interaction Analytics

Five9 Call Type
Agent

Five9 Sentiment
Positive 64%

Call Result
Sale

Five9 Emotion
Joy 38%

Call Duration
13

Five9 Keywords
High Bill

Five9 Handle Time
00:00:10

Five9 Keyword Relevance Score
81%

Five9 Recording
https://drive.google.com/uc?id=16GCcpmNIghwt2tw_pNrACq_JEDuqz6ln&export=download
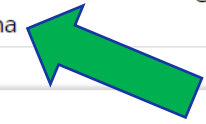
Five9 Transcript
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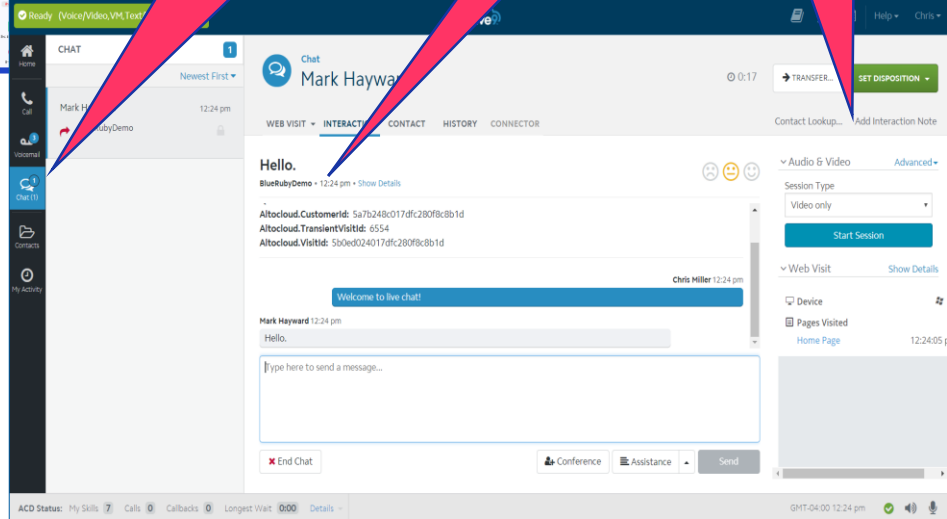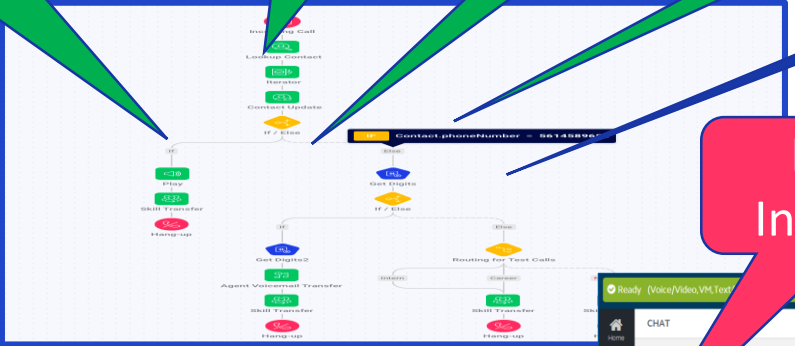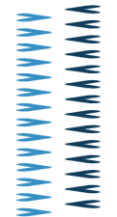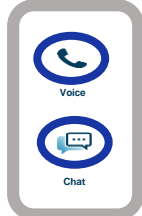
Assigned To
Status

Exposing the Magic in Flow:

Identify ANI/email/SID For Db Query

Authenticate 2-Factor or Voice Biometrics

Understand Context, Recent History, DB Query

Serve Self Service, case Creation/Updates, Payments...

Route

Deliver Interacton

Context

Tools

Questions?

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