Five9

Five9 Intelligent Virtual Agent

Self-service made easy with fast and accurate conversational AI

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Five9 Intelligent Virtual Agent (IVA) leverages the latest AI-based technology to deliver intuitive answers to common questions and solve customer problems. The Five9 IVA can deliver a remarkably fast return on investment by deflecting routine and repetitive conversations currently handled by live agents, freeing them to provide value where they are needed most. When an agent is needed, context, such as customer identity and intent, can be used for routing to find the right agent and guide the agent on customer next steps.

"When COVID-19 hit we needed a way to handle the massive influx of calls. Five9 Intelligent Virtual Agent, which uses Google CCAI, allowed us to coordinate callback times, collect information, and then automatically schedule a callback. It was easy to setup quickly, handling 87% of the calls without an agent being involved. In one week, it scheduled over 65K callbacks."

Thomas Kulp, Colorado Department of Labor and Employment

Deliver the Experience Your Customers Expect

Customers today want quick and easy solutions to their problems. The newest generation of AI-based voice self-service from Five9 does just that. From small businesses to Fortune 500 enterprises and government institutions, organizations of all types need an easy and reliable way to streamline inbound and outbound customer communications.

In recent years, machine learning has produced a new generation of artificial intelligence (AI) technology. AI-powered automation is now easier to deploy and is just as impactful to the bottom line. Five9 IVA helps customers quickly and easily resolve simple problems through a natural language conversation without engaging live agents. IVR self-service was originally deployed to reduce costs. IVA self-service is increasingly being deployed as part of customer experience digital transformation initiatives.

Intelligent Virtual Agents Are Better Than the Previous Generation of Automation

Natural language processing (NLP) makes it easier for your customers to get support through your automated system due to its ability to better understand complex interactions.

NLP increases the percentage of inquiries that can be automated, which helps you further reduce costs. NLP eliminates complex IVR menus and goes beyond speech-enabled, directed dialog systems. Five9 IVA uses the most advanced technologies from companies like Google and IBM, the same advanced technologies that power Five9 Agent Assist.

Features

- Speech recognition with accuracy measurement
- Natural language processing (NLP)
- Natural language generation or text-to-speech
- Customer tone analysis
- Easy access to customer information for self-service
- No code workflow for building robust self-service
- Create advanced self-service applications for:
  - Voice
  - Messaging (chat, SMS, social)
  - Mobile
- Intelligently route interactions based on channel, customer need, and agent skill
- Agent guidance
  - Gather data from a broad set of customer information systems
  - Collect and utilize customer intent from self-service interactions
  - Build automated workflows to automate tasks
  - Analytics
  - Get detailed reports that help you improve your IVA usage rates

When Was the Last Time You Updated Your IVR?

Virtual assistants are rapidly becoming a part of life. In fact, many households regularly use virtual assistants to look up information or take specific actions. Companies like Apple, Amazon, Google, and IBM have invested heavily in machine learning to push the envelope in machine to human interaction.

Businesses are increasingly adopting this technology to help customers find answers to frequently asked questions and as replacements to existing IVR systems.

Language Support

By embracing cloud-based speech platforms, Five9 IVA supports more than 120 languages and multiple underlying core speech engines.

Amazing Human-like Speech Based on WaveNet

We also offer text-to-speech in 17 languages with hundreds of different text-to-speech voices. Our virtual agents can also send text messages in different languages, providing a two-way multilingual chat interface.

Elevate Customer Experience with Agent Guidance

It's no secret that great customer experiences lead to customer advocates and higher revenues. With Five9 you can immediately deploy powerful tools for agents to solve customer issues quickly, sell more effectively, and empower agents with the relevant information exactly when it's needed.

Agent guidance creates more meaningful interactions by letting agents focus on communicating and helping the customer, instead of asking questions to understand the problem. Providing relevant customer information at the exact moment it is needed gives your agents a complete picture of each customer situation before they start interacting. Five9 also places the customer's entire contact history at the agent's fingertips so your agent can better understand customers' needs and fulfill their expectations.

Learn More

Want to learn more about how Five9 IVA can help you improve agent performance and provide excellent customer service? To get started, **visit www.five9.com** or call **1-800-553-8159.**

Benefits

- Improve customer engagement by resolving frequently asked questions easily
- Solve customer problems quickly without an agent
- Improve CSAT and NPS with faster, more effective service
- Reduce calls that need a live agent
- Provide a more human experience by solving customer issues with an easy-to-use AI-powered virtual agent
- Reduce abandonment rates
- Provide global access to company information and problem resolution
- Centralize your AI investment with common AI models across voice bot, chat bot, and agent assist
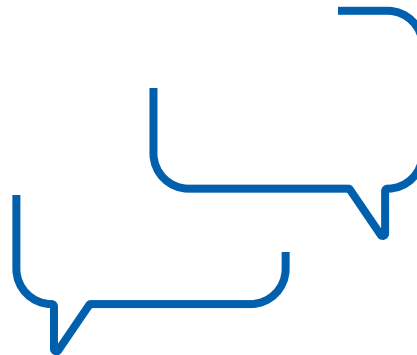
About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating more than six billion call minutes annually. The Five9 Intelligent Cloud Contact Center provides digital engagement, analytics, workflow automation, workforce optimization, and practical AI to create more human customer experiences, to engage and empower agents, and deliver tangible business results. Designed to be reliable, secure, compliant, and scalable, the Five9 platform helps contact centers increase productivity, be agile, boost revenue, and create customer trust and loyalty.

For more information visit **www.five9.com** or call **1-800-553-8159**.