

Five9 Liftoff for Cisco Users

Moving your contact center to the cloud can feel like a daunting exercise. Partnering with Five9 reduces the risk and makes it easy to move to the cloud.

Five9 is a cloud-native company that has performed thousands of successful cloud contact center implementations. Enterprises that partner with Five9 experience modern, high-touch, personalized service built upon our history and experience.

We believe that the people who deliver customer experiences must deliver superior customer experiences in return – and that is our aim at every touchpoint. Five9 makes moving to the cloud a positive, transformative experience. We empower you with the guidance, partnership, and continued support to ensure that your enterprise delivers the best possible experience to your customers and agents.

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To further reduce perceived risk for users of Cisco contact center platforms Five9 has introduced Five9 Liftoff for Cisco Users.

Move at Your Pace

Move to the cloud at a pace that makes sense for your business.

Many organizations hesitate to move their contact center to the cloud out of fear of flash-cutting such an integral part of their operation to a new technology. The Five9 Liftoff program lessens those anxieties by offering defined migration strategies tailored to Cisco solutions.

Five9 Liftoff provides useful integrations that aid users in transition and streamlines migration processes. It does this by utilizing your existing Cisco infrastructure. This provides tangible value whether you are moving an entire contact center operation or a select set of capabilities such as outbound, self-service, or moving agents from a single department (e.g., a help desk).

Operational Review

Any migration begins with an assessment of your current operating environment as well as a thorough understanding of the current and future requirements of your business. During this operational review, our business analyst will:

- Review your current contact center operation, functional capabilities, management tools, and overall business strategy.
- Identify technology gaps between Cisco and your business strategy.
- Provide a benefits statement of features enabled by Five9 that deliver on your business strategy and identify those that will be available as part of the Five9 Liftoff program.
- Deliver a training roadmap for initial users.



Operational Review

- System assessment
- Future planning

Reporting

- Historical and real-time statistics
- Agent state and performance
- Department performance
- Self-service activity
- Queues (inbound/outbound)
- Omnichannel agent and campaign performance
- Customer feedback
- Campaign management
- Workflow rules
- System status
- Role-based and operational dashboards
- ...and over 100 more

Quick Start IVR

- Share IVR between multiple systems

Quick Start Outbound

- Utilize Five9 Outbound with your Cisco system

Telephony Connect

- Connect contact center to UC experts

Reporting

Effectively managing a contact center requires access to timely operational statistics. Contact center supervisors and managers depend on their reporting system to operate their business and their contact center in order to maximize effectiveness. The Five9 Intelligent Cloud Contact Center includes dozens of the same reports offered by Cisco Unified Contact Center Enterprise and Express. This means that users won't have to learn how to use a new mix of data or combine it with their existing reports. In addition, Five9 has the experience required to rebuild any custom report your organization may have devised over the years, as well as those required to manage the needs of an evolving contact center.

Quick Start IVR

For many organizations, a customer's first point of contact with a company is via self-service, and for the contact center that is typically an IVR. For organizations moving a portion of their agents to Five9, a simple pointer can be inserted into an existing Cisco Customer Voice Portal script whereby appropriate menu trees send calls to Five9 agents.

In the reverse, those organizations wanting to support Cisco agents with a modern, highly-customizable IVR can elect to use the Five9 IVR to support those Cisco agent pools. In this scenario, calls would be treated in the Five9 IVR before being routed to the appropriate Cisco agents.

Quick Start Outbound

Whether your contact center is focused primarily on outbound communications, or if it handles a combination of inbound and outbound customer engagements, Five9 can help. Five9 began as an outbound solution provider and transitioned to offering a powerful set of inbound and blended capabilities. We have the expertise to optimize your outbound programs regardless of whether they're preview, progressive, predictive power dialing campaigns or

proactive reminders. Users of Cisco outbound with Bucher and Suter connections to Finesse and CRM can easily transition and simplify those activities to the Five9 Intelligent Cloud Contact Center to gain greater flexibility.

Telephony Connect

Cisco contact center agents requiring extensive interaction with UC users can opt to use Telephony Connect, a SIP trunk between Cisco's UCME and UCMX systems and the Five9 contact center. This telephony connection allows your agents and supervisors to engage with experts within your business as needed without outdialing and incurring charges.

Quick Migration of Agent Profiles

Contact centers of all sizes, but particularly larger ones, are right to be concerned with the time and expense of transitioning to a new solution. Five9 Liftoff streamlines the migration of agent data using automated tools that automatically transfer and rebuild agent profiles in seconds versus rekeying the information manually.

Summary

Migrating a contact center represents a big change for any operation. The longer a solution is in place, the more daunting the task seems. Five9 has migrated hundreds of Cisco contact centers. We have the experience required to minimize these understandable fears while offering an easy-to-use solution that positions your business to better support your customers. Five9 Liftoff for Cisco Users is designed with your specific needs in mind.



About SME Solutions Group, Inc.

SME's Digital Transformation Advisors are experts in the technology industry who provide guidance and advice to businesses seeking to improve their cybersecurity and customer experience (CX). They work with clients to understand their needs and objectives, then develop and implement strategies to help them achieve their goals. These advisors have in-depth knowledge of the market and can provide valuable insights into the latest technologies, trends, and pricing structures. They can help you navigate the complex landscape of various providers, negotiate contracts, and identify cost-saving opportunities.