

Great Customer Experiences Start with Your Agents: Hear How to Support Them

VERINT®

Five9®

August 5, 2025 | CRM Xchange



Jason Valdina
Senior Director, Go To Market Strategy

VERINT.



Timothy Richter
Senior Director, Product Marketing

Five9®



Pilot Flying J is a major operator of travel centers across North America, serving both professional drivers and motorists.

Why Five9 + Verint?

Five9 Dedicated Resources for Verint

Dedicated Five9 product management, professional services, and support teams supporting Verint Cloud Applications

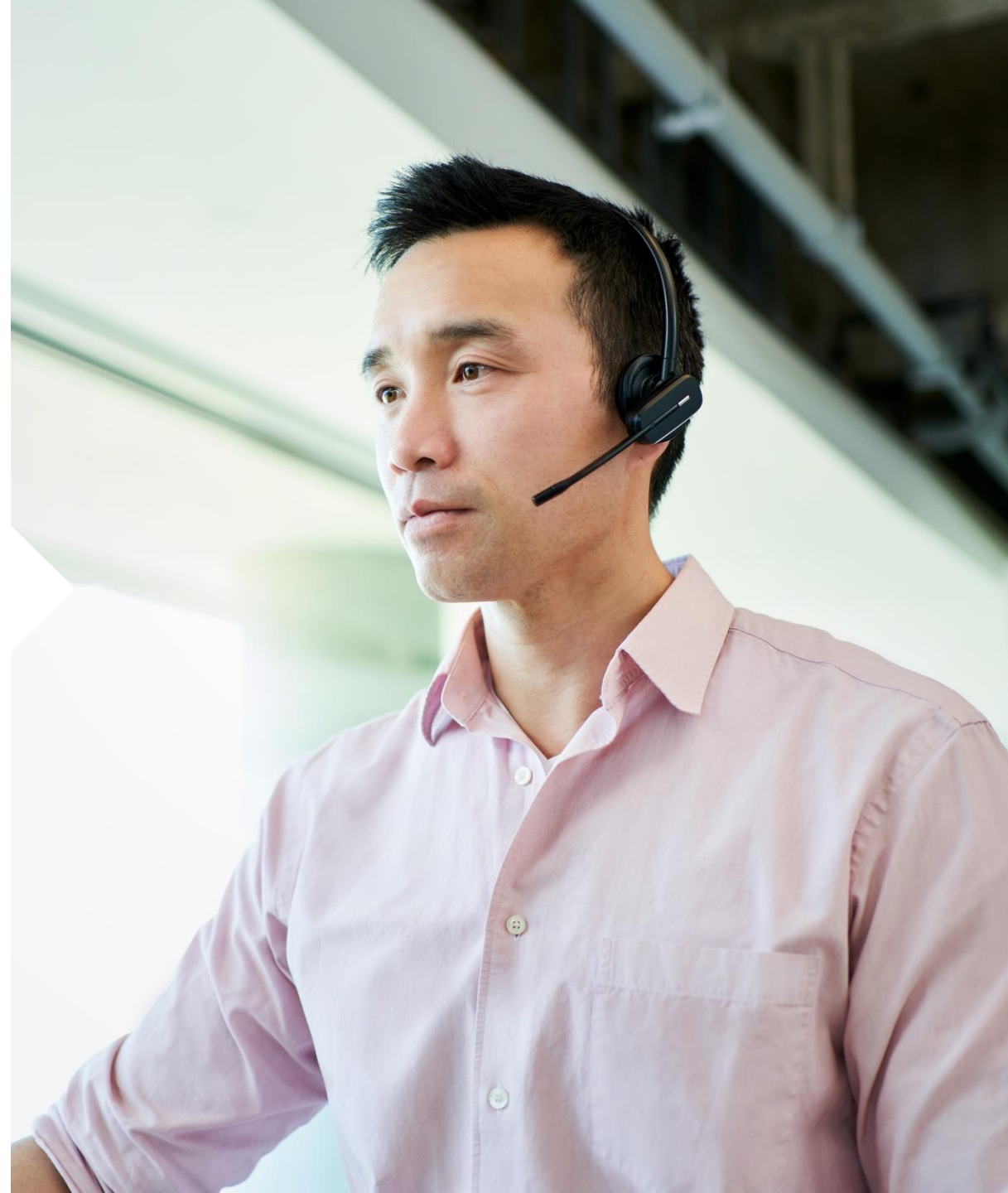
Faster Deployments

Pre-built, cloud-to-cloud integration with Five9's Intelligent CX Platform and the Verint Cloud using VoiceStream

Proven Success

- 8+ years partnership
- >300 joint customer accounts
- >800k Verint users supported by Five9

Five9



It's time to automate manual CX workflows
Reduce cost and elevate CX. Now.

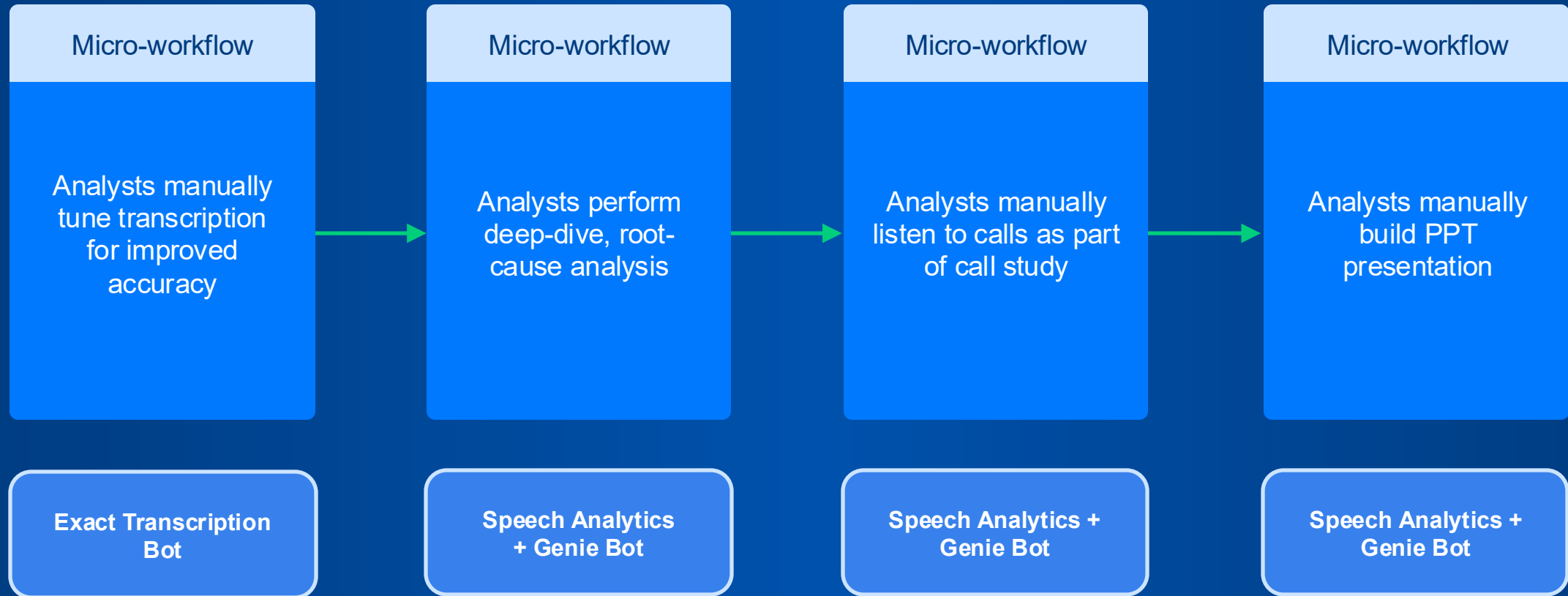
customers are reporting massive value
AI business outcomes. Now.

CX Automation and Your Manual CX Workflows

- **Your Self-Service Workflows:** power customer interactions on Web and IVA
- **Your Agents' Workflows:** assist agents during customer interactions
- **Your Other CX Workflows:** empower managers and analysts working in quality, scheduling, analytics, compliance, etc.

Business Analytics

Business analyst workflow



Stronger AI Outcomes = Greater Business Value

**Increase
Management Capacity**



Automating activities performed manually by managers, supervisors, and compliance teams

**Increase
Agent Capacity**



Automating activities performed by agents with IVAs, with Agent Copilots and other productivity tools

**Increase Revenue
Per Interaction**



Automating guidance to selling agents and enhancing offers and processes that drive incremental revenue

**Improve
CX Metrics**



Automation across the platform drives shorter interactions with faster contextual responses elevating CX scores

Customers Report Strong and Fast AI Business Outcomes

Customers Report at Least 10x ROI

VERINT

\$5M
Increased
Revenue

A bank now resolves process inefficiencies in loan applications and increases revenue

VERINT

\$8M
Saved

An insurer creates over \$8M in value from agent capacity and increased revenue from multiple call studies each year

VERINT

+14
NPS

A telco improved CX metrics while also increasing revenue by helping customers understand the best service for their needs.





VERINT

Five9

100%
Interaction
Coverage

Analyzing all customer interactions to identify opportunities for improvement at scale

Within the last year you deployed a new Five9 and Verint solution.

What features of your Five9 and Verint solution have been particularly impactful?

**What insights have you gained with
100% coverage of quality analysis
across your customer interactions?**

How has this workflow automation paved the way for other AI-assisted workflows across the business?

**How has this solution saved time for
your managers?**

What advice do you have for folks who are just starting their search for a new CCaaS and WEM provider?

What best practices can you share with us for successful rollout and training?

Why Five9 + Verint



8 Year
Partnership



Five9 sold, configured,
and supported



Pre-built cloud-to-cloud
integration



>80% of Fortune 100
are Verint Customers



>4 million agents worldwide
actively using Verint



>300 joint customers
worldwide

Five9 Wins Verint North America Partner of the Year Award

3rd Consecutive Partner
of the Year Award



3rd consecutive year!

Five9 is
proud to be named
**Verint 2024 Partner
Rising Star (CX)
Award EMEA**



VERINT

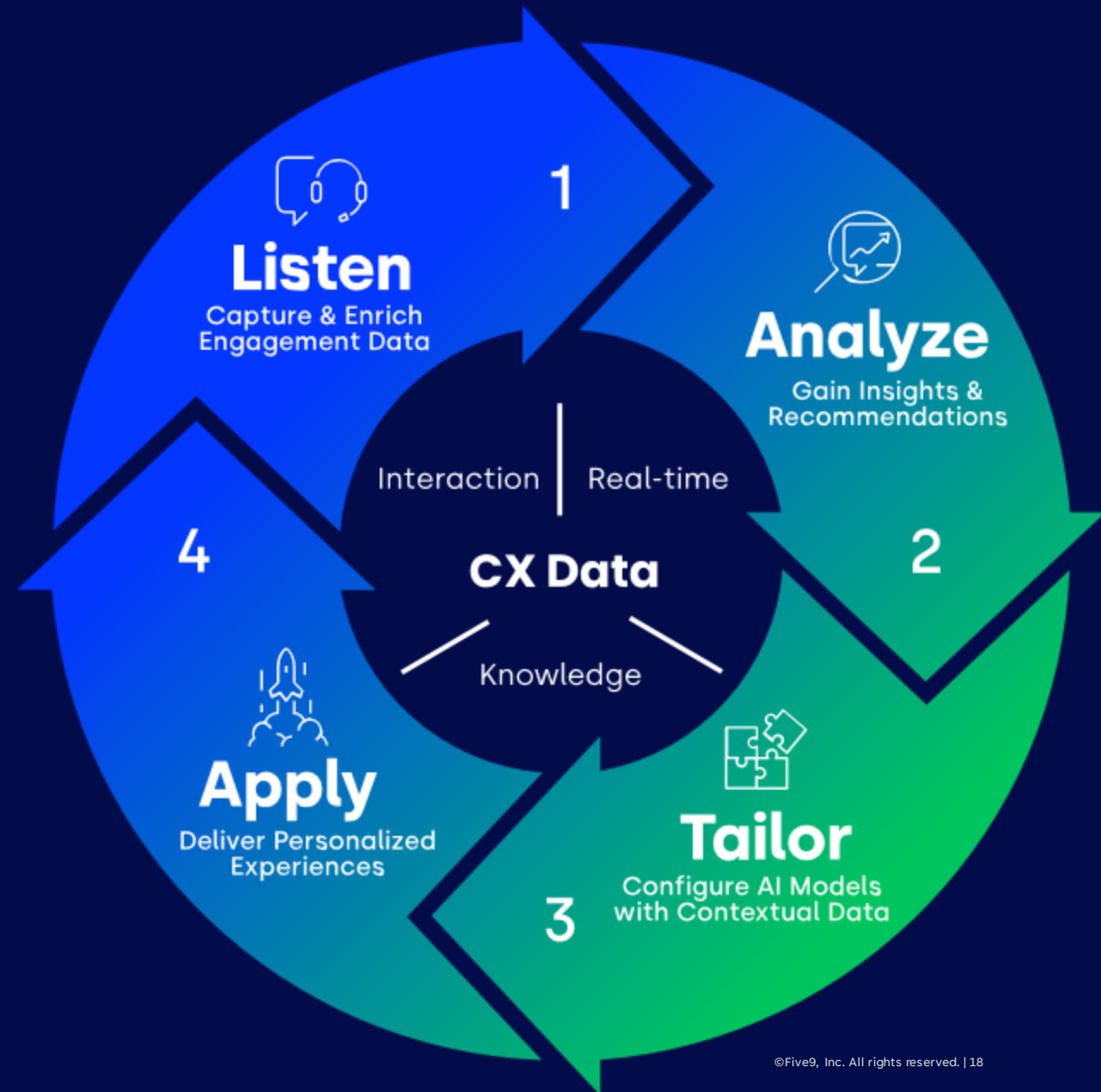
7th consecutive year!

GeniusAI

by Five9

Identify a specific challenge.

Apply AI strategically.



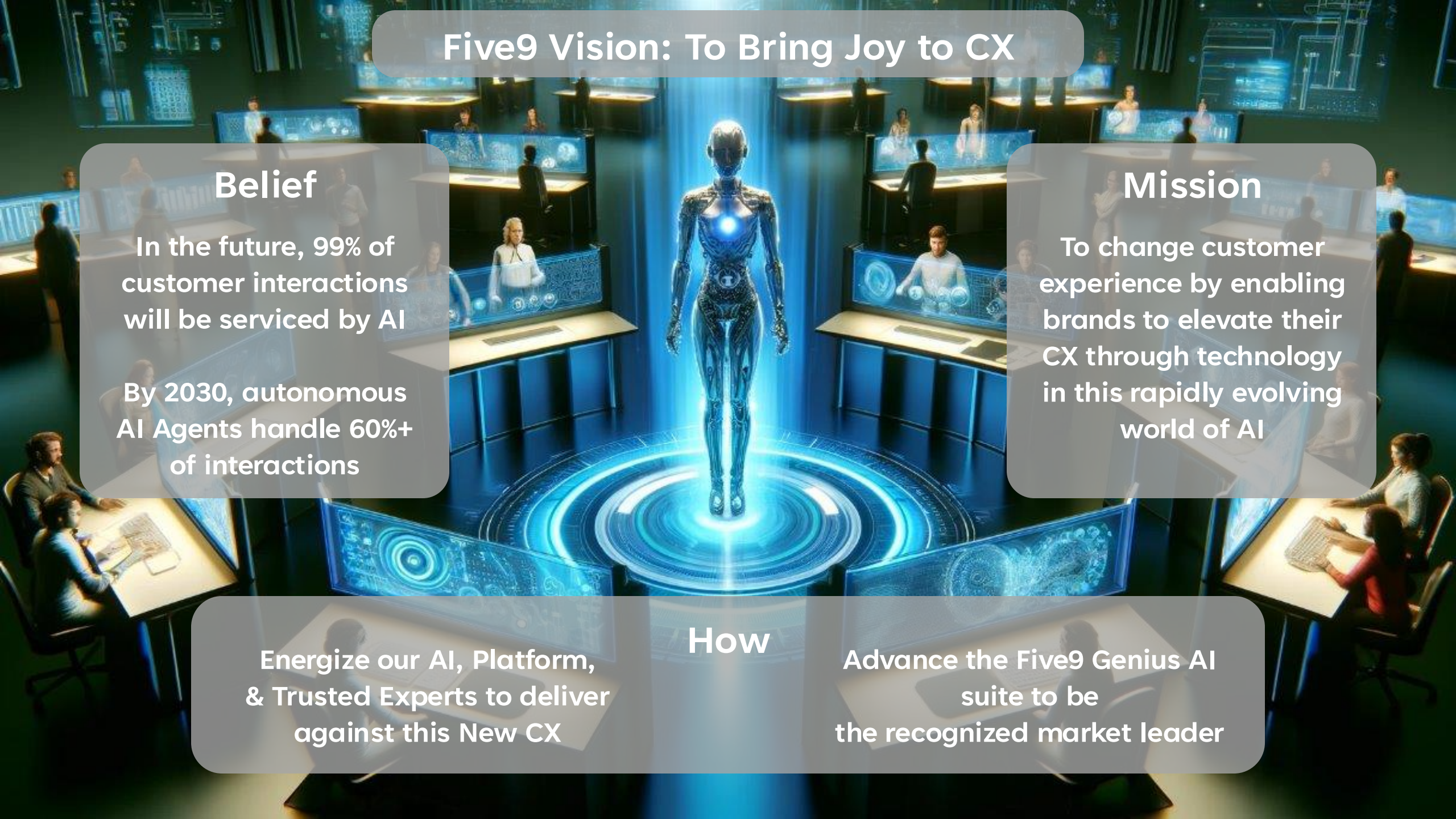
Thank You!

VERINT®

Five9®

August 5, 2025 | CRM Xchange

Five9 Vision: To Bring Joy to CX



Belief

In the future, 99% of customer interactions will be serviced by AI

By 2030, autonomous AI Agents handle 60%+ of interactions

Mission

To change customer experience by enabling brands to elevate their CX through technology in this rapidly evolving world of AI

How

Energize our AI, Platform, & Trusted Experts to deliver against this New CX

Advance the Five9 Genius AI suite to be the recognized market leader

Five9 is an Intelligent CX Platform



Scale & Presence

- Gartner CCaaS MQ Leader.
- >3,000 customers across more than 100 countries.
- +80 NPS Pro Services and Customer Support.
- 21 years of Cloud Contact Center Experience.



Innovation & Partnership

- Five9 AI Strategy Tenets: Embedded, Practical, Engine-Agnostic, and Responsible.
- 1450+ Global SIs, channel resellers, technology software partners.
- Open APIs for simple data extraction.



Enterprise Class

- Global Data Centers and POPs.
- 6 out of the top 25 Fortune companies use Five9.
- 99.995+% rolling uptime on the world's largest CCaaS deployments – global stability and security – HIPAA & GDPR compliant.

What is Five9 VoiceStream?

Description

- A RESTful API that provides real-time audio streams and metadata for agent and customer call interactions.

Features

- Highly secure: uses OAuth authorization flows and encryption, HIPAA compliant.
- Easy to configure and deploy via Five9 Admin Console.

Benefits

- Five9's native integration with Verint cloud solution utilizes VoiceStream for delivering real time audio streams, ensuring security, quick deployments, and effective utilization of Verint Bots.



Verint Bots Solution Overview

Leverage ideal Verint Bots based on specific business goals

<u>Business Goals</u>	<u>Recommended Bots</u>	<u>Core Features</u>
<ul style="list-style-type: none">• Safeguard sensitive customer data	PII Redaction Bot	<ul style="list-style-type: none">• Automated PII redaction from call recordings and transcripts
<ul style="list-style-type: none">• Achieve impartial, comprehensive agent scoring	Quality Bots (Compliance, Performance, Template)	<ul style="list-style-type: none">• Perceptive, automatic scoring of all voice and digital interactions
<ul style="list-style-type: none">• Lower agent attrition• Increase agent autonomy	Timeflex Bot	<ul style="list-style-type: none">• Agent shift ownership• AI schedule-management guardrails
<ul style="list-style-type: none">• Create effective capacity plans	Workload Forecasting Bot	<ul style="list-style-type: none">• Accurate, long-term workload-demand forecasting
<ul style="list-style-type: none">• Upgrade customer insight accuracy	Transcription Bots (Playback, Tuning)	<ul style="list-style-type: none">• Verint claims >90% transcription accuracy• Post-call interaction summary
<ul style="list-style-type: none">• Improve access to timely, actionable data	Engagement Data Insights Bot	<ul style="list-style-type: none">• Searchable, shareable insights• Automatic trend surfacing
<ul style="list-style-type: none">• Reduce AHT• Improve agent response consistency	Knowledge Management Bots (Creation, Suggestion)	<ul style="list-style-type: none">• Refined & compiled knowledge• Relevant content presented during customer interactions