Creating Experiences that Customers Love

Five9 Solution Overview and Proposal

Five9
The Intelligent Cloud Contact Center

Henry Ford College

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Date: 3/5/2020

Company Overview

Since 2001, Five9 has built and delivered an organic, cloud-based contact center solution. Five9 delivers the most trusted and reliable cloud contact center proven to unlock the customer intelligence and insights that empower agents and organizations to deliver extraordinary customer experiences in a digital era.

Five9 GeniusTM the Intelligent Cloud Contact Center is a comprehensive suite of services for inbound, outbound, and blended contact centers. The Five9 solution includes Automatic Call Distribution (ACD), and Five9 Interactive Voice Response (IVR), along with powerful automated dialers to help you make more customer connections and drive more sales through outbound voice campaigns. Five9 offers a unique mix of inbound and outbound capabilities that work together seamlessly to create Active Blending. With Active Blending, inbound agents can switch to placing outbound calls on a call-by-call basis during inbound traffic lulls, thus increasing the number of productive contacts-per-hour by each agent.

Five9 Engagement Workflow enables you to engage with your customers through applications for social, mobile, email, and chat. The Five9 Intelligent Cloud Contact Center includes a Natural Language Processing (NLP) engine to eliminate spam, categorize interactions, and determine caller sentiment. Engagement Workflow uses a business-rules engine to prioritize and route interactions to the appropriate agent and powers a unified suite of agent tools that allow agents to move seamlessly between voice, social, email, and live web chat interactions.

Five9 CRM Adapters are much more than the typical CTI adapter. The Five9 Intelligent Cloud Contact Center embeds a smart, simple, superior agent experience into market-leading Customer Relationship Management (CRM) applications including Salesforce, Microsoft Dynamics 365, ServiceNow, Oracle, NetSuite, and Zendesk. Contact Center agents have turnkey contact center capabilities optimized for the user interface of Henry Ford College
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Five9 Genius Engagement Workflow enable you to engage with Henry Ford College customers through native applications for social, mobile, email, and chat customer engagement. Five9 Genius includes a Natural Language Processing (NLP) engine to eliminate spam, categorize interactions, and determine sentiment. NLP uses a business-rules engine to prioritize and route interactions to the appropriate agent and powers a unified suite of agent tools that allow agents to move seamlessly between voice, social, email, and live web chat interactions.

Five9 is recognized as a market leader by leading analyst firms. **Gartner** has named Five9 a Leader in the **Gartner Magic Quadrant**, for Contact Center as a Service (CCaaS), North America for four consecutive years.

Five9 Solution and Component Overview

The Five9 Intelligent Cloud Contact Center includes everything you need to run a powerful inbound and outbound contact center. It offers everything you might expect in a feature-rich, on-premises system without all of the hardware, software, and equipment to purchase and maintain.
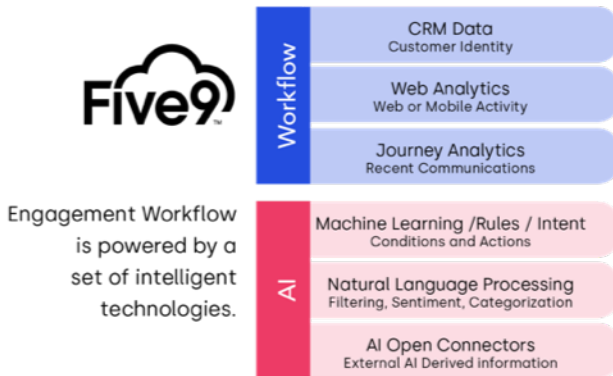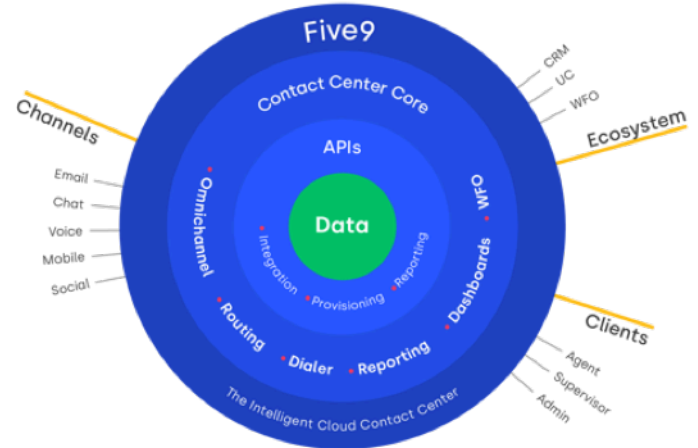

Five9 Engagement Workflow is what makes it possible to create and execute a customer engagement strategy that recognizes customer intent and provides the best customer experience every time. Controlling the customer journey can be difficult. By using tools to interpret unstructured data, customer data and context, with Engagement Workflow you can understand the customer intent and deliver service or sales that help the customer with their goals. Engagement Workflow does this by collecting a rich set of customer data and interaction context to identify customer intent and drive assisted service interactions where agent assistance is needed.

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Five9 offers a best-in-class, **comprehensive integrated contact center and WFO solution** all delivered in the Cloud. The Five9 Intelligent Cloud Contact Center is deeply integrated with leading WFO solutions including Verint, Calabrio, CSI, CallMiner and Authority. They are offered as a core part of the Five9 service – run and managed from the Five9 cloud. This allows for simpler, more elegant experiences and minimal overhead, enabling you to get up and running quickly. Five9 WFO consists of Call Recording, Quality Management, Workforce Management, Performance Management, and Speech Analytics. This transforms the contact center into a customer engagement center and a valuable source of customer insight. The result is the most comprehensive set of integrated tools that supervisors and contact center managers need to manage agents and effectively calibrate operational efficiencies with customer satisfaction goals.
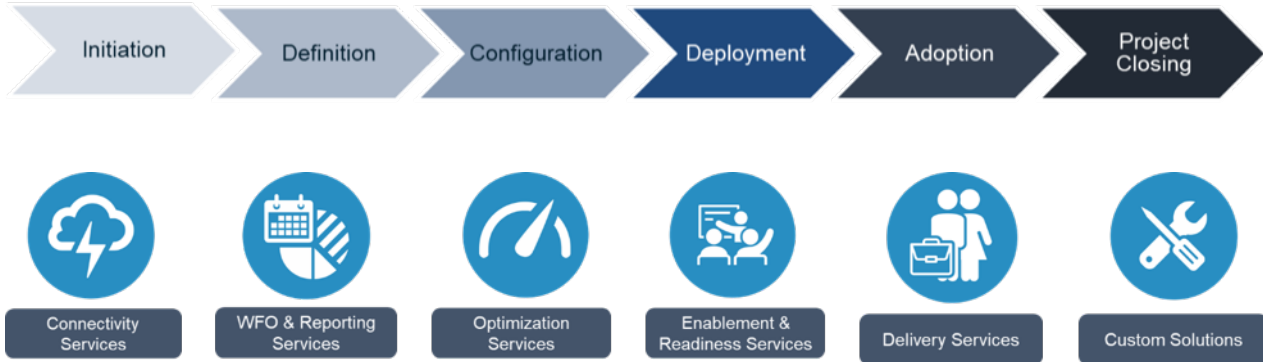
Delivery Methodology

Henry Ford College will benefit from a world class delivery methodology developed and implemented by the Five9 professional services team that has led over 3,000 successful implementations. Using a consultative strategy Five9 will work with Henry Ford College's needs and key performance metrics to assure a successful and efficient deployment.

- **Initiation** — The Initiation Phase of the engagement is focused on activating the necessary resources for implementing the Five9 VCC, CRM Integration, Genius, and/or WFO solutions.

- **Definition** — The Definition Phase of the engagement produces a Project Charter Document that will govern the direction of the implementation engagement.

- **Configuration** — The Configuration Phase of the engagement is focused on design, build and test activities resulting in a VCC, CRM Integration, Genius, and/or WFO solution environment that aligns with the Customer's requirements as documented and approved during the Definition Phase.

- **Deployment** — The Deployment Phase of the engagement marks the activation of the VCC, CRM Integration, Genius, and WFO solution applications in Customer's production environment.

- **Adoption** — The Adoption Phase of the engagement provides regular checkpoints to review solution performance in the production environment and mentoring of Customer resources in use of the VCC and all accompanying solution set features and functionality.

- **Closing** — The Closing Phase of the engagement establishes formal Customer acceptance of the Five9 agreed upson Solution.

Our people are the key to success and this is consistently why Gartner Rates Five9's Ability To Execute highest in the industry!

Budgetary Quote

Customer Information	Order Information
Customer Name: Henry Ford College	**Order Type:** New Domain
Account Number: 128496	**Order Term:** 12 Months **Renewal Term:** 12 Months
Company Address:	**Billing Frequency:** Monthly
United States	**Payment Method:** Credit Card
Primary Contact Center Address :	
Business Contact: **Business Phone:** **Business Email:**	
Billing Contact: **Billing Phone:** **Billing Email:**	**Five9 Account Executive:** Parker U'u **Phone:** (925) 206-3022 **Email:** parker.u'u@five9.com

Quote/Order #: Q-101396-v9
Quote Expires: 3/31/2020

MONTHLY SUBSCRIPTION SERVICES	CATEGORY	UNIT	QTY	UNIT PRICE	EXTENDED
VCC Agent Seat - Blended	1.00 VCC Call Center Seat	Concurrent User	10	USD 145.00	USD 1,450.00
Connector - Web Based CRM	1.01 VCC Seat Adapter	Concurrent User	10	USD 0.00	USD 0.00
Agent Desktop Plus Option	1.01 VCC Seat Adapter	Concurrent User	10	USD 0.00	USD 0.00
100% Recording	1.02 VCC Seat Recording	Concurrent User	10	USD 10.00	USD 100.00
VCC Call Recording - Encrypted Storage	1.03 VCC Seat Storage	Concurrent User	10	USD 2.00	USD 20.00
Geographic Redundancy	1.04 VCC Seat Geo-Redundancy	Concurrent User	10	USD 0.00	USD 0.00
VCC Supervisor	1.10 VCC Admin/Supervisor	Concurrent User	2	USD 75.00	USD 150.00
Administrator License	1.10 VCC Admin/Supervisor	Concurrent User	1	USD 75.00	USD 75.00
SoftPhone IDs Subscription	1.12 VCC Options	Each	30	USD 0.00	USD 0.00
Secure RTP (sRTP)	1.16 VCC Connectivity	Domain	1	USD 250.00	USD 250.00
Five9 Chat Agent	1.21 VCC Multi-Channel	Named Agent	10	USD 75.00	USD 750.00
Five9 Email Agent	1.21 VCC Multi-Channel	Named Agent	10	USD 15.00	USD 150.00
				TOTAL:	USD 2,945.00

ONE-TIME/ACTIVATION SERVICES	CATEGORY	UNIT	QTY	UNIT PRICE	EXTENDED
Agent Seat Activation	1.00 VCC Call Center Seat	Concurrent User	10	USD 0.00	USD 0.00
Email Implementation	1.11 VCC Multi-Channel	Domain	1	USD 2,000.00	USD 2,000.00
Chat Implementation	1.11 VCC Multi-Channel	Domain	1	USD 2,000.00	USD 2,000.00
Five9 Chat Activation	1.11 VCC Multi-Channel	Domain	1	USD 0.00	USD 0.00
Five9 Email Activation	1.11 VCC Multi-Channel	Domain	1	USD 0.00	USD 0.00
VCC Call Recording Encrypted Storage Activation	1.12 VCC Options	Domain	1	USD 250.00	USD 250.00
Blended-In Service	1.13 VCC Domain Options	Domain	1	USD 0.00	USD 0.00
Geographic Redundancy Activation	1.13 VCC Domain Options	Domain	1	USD 0.00	USD 0.00
Secure RTP (sRTP) Activation	1.16 VCC Connectivity	Domain	1	USD 250.00	USD 250.00
Telecom Deposit	1.17 VCC Telecommunications	Concurrent User	10	USD 35.00	USD 350.00
VCC Implementation (up to 50 hours, remote)	3.00 Five9 Professional Services	Project	1	USD 7,500.00	USD 7,500.00
				TOTAL:	USD 12,350.00

Prices reflected herein are budgetary and are not final until fully executed by both Five9 and Customer.