

USCB Leverages Five9 to Transform Call Center Operations and Deliver Positive Cash Flow for Clients

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PLEASANTON, Calif. – May 7th, 2008 – Five9, Inc., a leader in on-demand call centers, announced that medical and financial receivables company, USCB Inc., implemented the Five9 Virtual Call Center to provide patient credit services for premier hospitals throughout California. In business since 1915, USCB is responsible for patient billing, revenue recovery, and customer service to some of the region's largest hospitals.

As a long-time Five9 customer, USCB uses the application to execute inbound and outbound campaigns as needed. "Flexibility is key," said IT Manager, Pedro Guijarro. "At any given time, we run multiple campaigns in several departments.

Patients contact our call centers for account inquiries and invoice questions. We broadcast payment alerts and account status. Five9 is very effective and reliable for our operations. With management reporting tools, we measure our productivity each day. By analyzing call volume data, we re-direct agent queues to follow-up on the most critical collections. Delivering positive cash flow early in the account cycle impacts our clients' bottom-lines."

According to Five 9's Chief Technical Officer, Jim Dvorkin, "Our solutions are used in the critical processes of collections and revenue recovery as well as patient inquiry, self-service, and invoice alerts. Through the years, USCB has fine-tuned its use to design and execute campaigns at a moment's notice. Our easy-to-use, easy-to-manage system makes campaign operations productive and profitable."

"We look forward to continuing our partnership with Five9. With each campaign, we find more ways to serve our hospital accounts to advance their patient contact and payment goals, said USCB's Pedro Guijarro. Our business depends on effective tools in our call centers. We provide the highest level of medical and financial receivable services to our clients."

The on-demand Five9 Virtual Call Center enables companies to build a comprehensive, feature-rich contact center without any hardware, software, or upfront capital expenditures. In addition to the cost savings, Five9's on-demand service allows for easy set-up and administration at single-site or distributed, multi-site centers. Built from the ground up with VoIP, any business with a PC and a broadband connection can access an affordable suite of applications including: Automatic Call Distribution (ACD), Predictive Dialer, Auto Dialer, Interactive Voice Response (IVR), Computer Telephony (CTI),

Remote Agent Capabilities, Skills-based Routing, Voice Recording, Quality Monitoring, Real-time Reporting, Chat, and Centralized Management.

About USCB

USCB Inc. was originally named United States Credit Bureau and was founded in Los Angeles in 1915. Currently USCB, Inc. has over 350 employees working all stages of accounts receivable in the state of California, making USCB one of the largest independent receivable and resource management companies in the state of California. They provide the highest level of both medical and financial receivable services by partnering with clients to achieve superior results. For more information, visit, www.uscbinc.com.

About Five9

[Five9](#) is the leading global provider of on-demand [call center software](#) for telemarketing, customer service, and business continuity. The award-winning Five9 [Virtual Call Center](#) and [Predictive Dialer](#) serves customers of all sizes on five continents. Customers profit from Five9's reliable, robust functionality that is fast, easy, and affordable to deploy. For more information, visit www.five9.com.

To learn more about how Five9 helped fuel business growth for USCB, read the complete [call center case study](#).

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