

Five9 Debuts Call Center Software Community on TMCnet

PLEASANTON, Calif. – September 2nd, 2008 – Five9 today announced the launch of the Call Center Software community with Technology Marketing Corporation (TMC) as the newest addition to the TMCnet global online community program.

The Call Center Software community is designed for decision-makers from service providers, SMBs and enterprises seeking information about call center software—including call center services and solutions. Information on the Call Center Software community addresses issues important to decision-makers in the call center market. Visitors to the Call Center Software community can find valuable resources such as free product trials, feature articles, white papers, industry news and free consultations.

The Call Center Software community can be found at:

call-center-software.tmcnet.com/

TMCnet's communities are editorial platforms pertaining to specific topics in the IP communications, call center, customer relationship management, and information technology industries. These communities are repositories for a variety of information in different formats, including original bylined articles, forums, e-newsletters, videos and podcasts, blogs, white papers and case studies.

“Five9 is pleased to join forces with TMC, the leader of communications and technology media,” commented Tracy Tuffiaro, Vice President of Marketing, Five9. “Offering content-driven channels with TMC provides decision-makers relevant information to software choices and industry practices. Coupled with our other information resources, customers gain a wealth of data and insight into building and improving call center performance.”

In an increasingly-competitive global business landscape, advanced call center solutions drive improvements in call center performance and business results. And as organizations change their shapes, call centers must respond to new challenges and demands—multiple staffing locations, agent training, productivity and satisfaction, new regulatory compliance, and detailed business metrics. Five9's Call Center Software Global Online Community is designed to enable call centers to stay up-to-date on the latest news that's important to their business.

“TMCnet welcomes Five9's Call Center Software community into our program,” stated Dave Rodriguez, Vice President of Publications and Conferences, TMC. “Five9 is a well-respected call center technology leader that shares our vision of advancing new technologies. Our global online community program is a robust vehicle that helps partners build their brands, while contributing to the vast array of valuable content that

drives traffic to TMCnet, the most-visited communications and technology Web site in the world.”

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.

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About TMC

Technology Marketing Corporation (TMC) is an integrated global media company helping our clients build communities in print, in-person and online. TMC publishes Customer Interaction Solutions, INTERNET TELEPHONY, Unified Communications, and IMS Magazine. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. According to Quantcast*, TMCnet reaches nearly one million U.S. unique visitors each month. TMCnet serves over three million unique visitors globally each month according to Webtrends. In addition, TMC produces INTERNET TELPHONY Conference & EXPO, Call Center 2.0 Conference and Communications Developer Conference. (*Quantcast is an independent Web site that monitors U.S. Web traffic)

For more information about TMC, visit www.tmcnet.com.

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