

# Veteran Call Center Software Executive Joins Five9 as Senior Vice President of Enterprise Sales

## *Dan Burkland Joins Five9 to Lead Enterprise Sales*

**PLEASANTON, Calif. – December 14th, 2009** – Five9 Inc., the leader in on-demand call center software, announced today that veteran call center software executive Dan Burkland has joined the company as Senior Vice President of Enterprise Sales and Business Development. The addition is the company's response to a growing demand from larger enterprise customers for on-demand call center solutions.

Burkland, whose résumé includes sales leadership positions at GeoTel and Cisco Systems, brings to Five9 twenty years of experience in the call center software and voice applications market and a stellar track record, having consistently delivered exponential revenue growth through both direct and indirect sales channels. At Five9, he will initially focus on enterprise sales and business development opportunities in the United States and Canada.

“We're delighted to have Dan on board” said Jim Dvorkin, CTO of Five9. “We recently introduced the industry's first cloud computing platform for call centers and Dan's leadership will drive adoption of this innovative technology by enterprise customers. Further, we have had a tremendous year of growth. Dan's proven track record with large enterprise clientele and his sales leadership will allow us to accelerate our momentum in the enterprise call center software market segment.”

Dan Burkland said “The on-demand call center software market is poised to grow significantly at the expense of traditional premise-based solutions. I believe that Five9, with an incredibly strong product and the largest engineering team in the on-demand call center industry, is well positioned to capitalize on this market opportunity.” Burkland went on to say, “Enterprise customers are increasingly looking for cloud-computing solutions to deliver a complete end-to-end inbound and outbound suite of call center applications. I'm enthusiastic about joining Five9 and helping to accelerate the company's success in this high-growth market segment.”

In addition to managing the sales of call center software at Cisco, Burkland has held positions as Sr. Vice President of Sales at Transera and IP Unity.

In 2001, Five9 pioneered the on-demand call center software market and today the company employs the largest engineering team in the on-demand call center industry and continues to enhance its call center product portfolio based on market demand, customer and partner feedback. Customers across a range of industry verticals that includes financial services, online retail, education, marketing services, telecom and

high-tech use Five9's robust on-demand call center software worldwide to increase productivity in Customer Service, Support, Sales, Marketing, Finance and Collections, and other applications.

#### 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](http://www.Five9.com). Become a fan of Five9 at: [www.Facebook.com/CallCenterSoftware](http://www.Facebook.com/CallCenterSoftware)

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