

# Five9 Announces Industry-First Cloud Computing Platform for Call Centers

*Five9 Cloud Computing Platform enables software vendors, system integrators and third party developers to extend their solutions to the call center market and deliver integrated solutions for vertical call center market segments.*

**PLEASANTON, Calif. – October 5th, 2009** – Five9, Inc., announced today an industry-first Cloud Computing Platform for Call Centers that enables building native software integrations between Five9 on-demand call center software and other enterprise software applications. Now, call centers across horizontal functions – Sales and Marketing, Customer Service and Support, Finance and Collections – can integrate Five9’s call center software with existing CRM applications, create unified agent desktops or build industry-specific solutions.

The Cloud Computing Platform for Call Centers is complemented by the Five9 Developer Program. By joining the program, software vendors, systems integrators, call center consultants, developers and I.T. professionals can gain access to a customer-grade development “sandbox” environment for the platform that supports full on-demand inbound and outbound call center capabilities, API documentation including code samples, and a dedicated developer support team.

“Five9 yet again delivers on its reputation for market leadership and innovation by introducing the call center industry’s first on-demand call center platform that will enable third-party developers to create industry-specific call center applications and integrated solutions.” said Jim Dvorkin, CTO. “Five9 Cloud APIs provide an easy way to embed virtual call center capabilities into any application, opening up many opportunities for software vendors and services organizations to provide complete solutions with tightly integrated on-demand call center software.” continued Dvorkin.

By unifying Five9’s call center software and Salesforce.com’s CRM solution for their inbound and outbound channels, TMone ensures that clients experience increased customer loyalty, consistent sales performance, financial efficiencies and diligent adherence to existing marketing communications strategy. The productivity benefits of operationally focused call center software, coupled with the sales and customer loyalty benefits of lifecycle-focused CRM software, give TMone a tremendous advantage over its competitors. The Five9 Cloud APIs consist of a CTI Web Services API and a Configuration Web Services API. The CTI Web Services API is designed for computer-telephony-integration on the desktop. The Configuration Web Services API is designed to integrate the common call center administration functions such as adding agents, configuring skills, adding new leads to lists, managing campaigns, and more. Developers may sign up online for the [Five9 Developer Program](#).

**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).

## **Media Contact**

David Van Everen  
Five9, Inc.  
[pr@five9.com](mailto:pr@five9.com)