

Five9 Intelligent Virtual Agent

Self-service made easy with fast and accurate conversational AI

Five9 Intelligent Virtual Agent (IVA) leverages the latest AI-based technology to deliver intuitive resolution for common questions and advanced use cases involving multi-turn conversations. The Five9 IVA can deliver a remarkably fast return on investment with smart automation that deflects routine and repetitive conversations currently handled by live agents, freeing them to provide value where they are needed most. When a live agent is needed, context such as customer identity, intent, and other CRM data can be used for routing to the right individual. Details of the interaction with the IVA can also be transferred to the live agent through a screen pop, helping the agent to quickly address the customer issue.

Deliver the Customer Experience Your Customers Expect

Customers today want quick and easy solutions to their problems, and the newest generation of AI-based voice self-service from Five9 does just that. From small businesses to Fortune 500 enterprises and government institutions, organizations of all types need an easy and reliable way to streamline inbound and outbound customer communications.

In recent years, machine learning has produced a new generation of AI technology. AI-powered automation is now easier to

deploy and just as impactful to the bottom line. Five9 IVA helps customers quickly and easily resolve simple problems through a natural language conversation without engaging live agents. Interactive voice response (IVR) self-service was originally deployed to reduce costs. But now IVAs enable businesses to provide a much more conversational and personalized self-service experience that can be deployed as part of their digital transformation initiatives.

Intelligent Virtual Agents are Better than the Previous Generation of Automation

Natural Language Processing

NLP makes it easier for your customers to get support through your automated system because the complexity of the interaction can be dramatically simplified. It also increases the percentage of inquiries that can be automated, helping reduce costs. NLP lets you eliminate complex IVR menus and go beyond speech-enabled, directed dialog systems. Our virtual agents help you embrace NLP by packaging and integrating the most advanced NLP engines, including Google DialogFlow and Amazon Lex.



Features

- Natural language processing (NLP)
- Speech recognition with accuracy measurement
- Natural language generation or text-to-speech
- Customer sentiment analysis
- Easy access to customer information for self-service
- No code, Intuitive visual builder for building, managing, and deploying IVAs
- Create advanced self-service applications for:
 - Voice
 - Messaging (chat, SMS, social)
 - Mobile
- Intelligently route interactions based on channel, customer need, and agent skill
- Seamless context transfer between IVAs and agents
- Analytics
 - Get detailed reports that help you improve your IVA usage rates
 - Collect and utilize customer intent from self-service interactions

“When COVID-19 hit, we needed a way to handle the massive influx of calls. Five9 Intelligent Virtual Agent, which uses Google CCAI, allowed us to coordinate callback times, collect information, and then automatically schedule a callback. It was easy to set up quickly, handling 87% of the calls without an agent being involved. In one week, it scheduled over 65,000 callbacks.”

Thomas Kulp, Colorado Department of Labor and Employment

Sentiment Analysis

Conversations aren't just about the words you use; it's how you use them. That's why any good conversational AI system requires an understanding of tone and sentiment. Five9 IVA integrates with IBM Watson's Tone Analyzer, allowing our virtual agents to detect user sentiment. Our IVAs recognize seven sentiments in customer calls, all in real time, to control call behavior on the fly. Detect joy, fear, sadness, anger, analytical, confident, and tentative tones. You can then tailor your IVA's response to improve the interaction.

Speech Recognition Language Support

By embracing cloud-based speech platforms, Five9 IVA supports more than 120 languages and multiple underlying core speech engines.

Human-like Text-to-Speech

Enable text-to-speech in over 40 languages with hundreds of different voices. Our virtual agents can also send text messages in different languages, providing a two-way multilingual chat interface.

Speech Synthesis Markup Language (SSML)

Five9 IVA includes support for SSML, which allows fine-grained customization of pronunciation and emotion support. SSML gives you ultimate control of the way your virtual agents communicate. For example, you can control the rate, pitch, volume, or emphasis of your text-to-speech.

Five9 Inference Studio: One Platform to Build, Manage, and Analyze IVAs

Five9 Inference Studio is a cloud-based platform (Figure 1) with a no-code development interface that enables you to easily build, manage, and deploy IVAs across voice and digital channels. The easy-to-use, intuitive visual builder with drag-and-drop capabilities enables non-technical users to deploy conversational workflows in just a few hours, accelerating time to market.

Businesses can use the latest conversational AI services from providers like Google, IBM Watson, and Microsoft, and are free to switch from one engine to another and embrace new solutions as they come to market without vendor lock-in. Five9 Inference Studio is a secure and compliant platform that is PCI and HIPAA compliant.

Build

The Build section of the Studio interface enables users to create and maintain engagement workflows. From this section, you can create IVA tasks for voice, messaging, workflow, chatbot, and WhatsApp customer journeys. You can build tasks using the Task Library or create your own from scratch by selecting a blank canvas and adding nodes to fit perfectly with your business.

- The Five9 Task Library (Figure 2) offers pre-built IVA application templates you can use as blueprints to perform common tasks or customized IVA deployments. You get unparalleled choice, flexibility, and control in launching IVAs with available tasks specific to various industry verticals.
- Nodes (Figure 3) are the building blocks that instruct the IVAs how to react to customer interactions. Users can drag and drop nodes to design a dialog flow. There are dozens of nodes available for users to build interactions; for example, a Prompt node allows you to play pre-recorded prompts or text-to-speech to the user, and a Standard Form node allows you to collect information that a user submitted through touch-tone or spoken word. Other nodes include Biometrics, Blind Transfer, Datastore, Form, Integration, Keyword Finder, and Payment.

Analyze

The Analyze section of the Studio interface lets you monitor applications running in the platform and discover actionable insights to optimize IVA performance. Users can analyze data and generate reports to check historical virtual agent usage, track virtual agent usage in real time, and check Studio user activity.



Benefits

- Improve customer engagement by easily resolving frequently asked questions
- Solve customer problems quickly without an agent
- Improve CSAT and NPS with faster, more effective service
- Reduce the number of calls that need a live agent
- Provide a more human experience with an easy-to-use AI-powered virtual agent
- Reduce abandonment rates
- Provide global access to company information and problem resolution
- Centralize your AI investment with common AI models across voice bot, chatbot, and Five9 Agent Assist

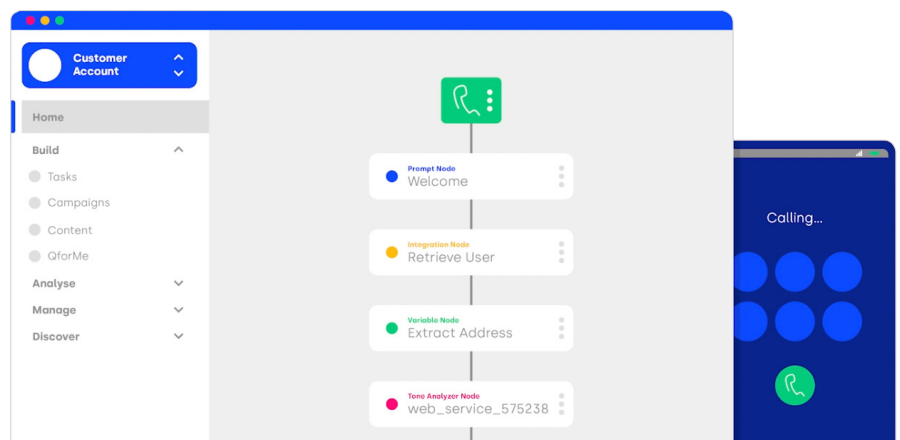


Figure 1:

Five9 Inference Studio

Manage

The Manage section of the Studio interface offers tools for user onboarding, account provisioning, and management, managing the application life cycle and provisioning phone numbers.

Choose the Best IVA Plan for Your Business

It's easy to get started with Five9 IVA with simple and flexible pricing models. Five9 offers the following plans that help you quickly acquire IVAs and expand capabilities as you need.

- The Silver Plan is for businesses to get started with IVAs and build directed dialog applications using Speech-to-Text (STT) and Text-to-Speech engines.
- The Gold Plan is for businesses looking to optimize conversational experiences with premium AI capabilities such as NLP to allow open-ended questions and call steering.
- The Platinum Plan unlocks additional value by adding more advanced features including voice biometrics authentication.

For more detailed pricing and features offered under each subscription level, please reach out to us.

Learn More

Want to learn more about how Five9 IVA can help you reimagine customer experience? To get started, **visit www.five9.com** or call **1-800-553-8159**.

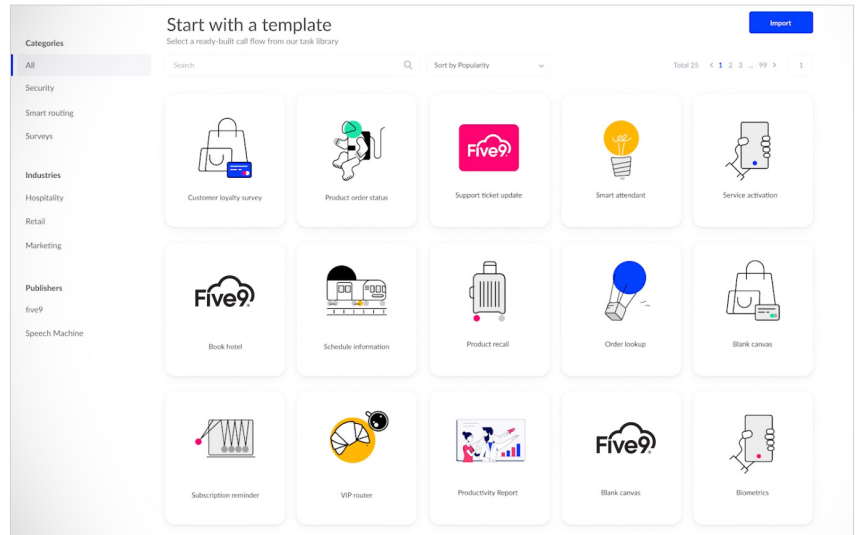


Figure 2:
*Inference Studio
Task Library*

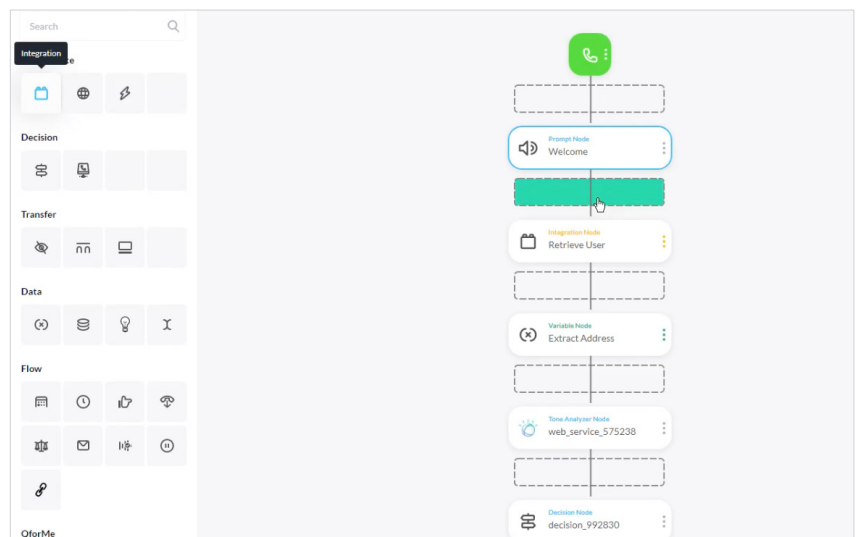


Figure 3:
*Inference Studio nodes
for designing dialog flow*

About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating billions of customer engagements annually. Five9 provides end-to-end solutions with digital engagement, analytics, workforce optimization and AI to increase agent productivity and deliver tangible business results. The Five9 platform is reliable, secure, compliant and scalable. Designed to help customers reimagine their customer experience, the Five9 platform connects the contact center to the business while delivering exceptional customer experiences that build loyalty and trust.

For more information visit www.five9.com or call **1-800-553-8159**.

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