



# Leading the Way

Unified Omnichannel  
Agent Desktop  
on Lightning™

Single Engagement  
Workflow Across  
All Channels

AI Driven Contact Center

Sales Optimization

Service Efficiency

Lightning Experience

Five9 and Salesforce® lead the way in amazing customer experiences. The jointly developed solutions operate within:

- Lightning™
- Classic
- Console
- Service Cloud®
- Sales Cloud®

Our single engagement workflow drives efficiency in support and sales environments. Whether you are using Einstein lead score insights or Five9 customer journey analytics, you engage customers with the most appropriate agent and provide the right recommended action every time.

## About Five9

Five9 is the leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2000 customers worldwide and facilitating more than three billion customer interactions annually.

Five9's solution helps contact centers create exceptional customer experiences, increase productivity, and boost revenue.

For more information visit [www.five9.com](http://www.five9.com) or call **1-800-553-8159**.