

The Total Economic Impact™ Of Five9

Through four customer interviews and data aggregation, Forrester concluded that the implementation of Five9 solutions has the following three-year financial impact:

SUMMARY OF BENEFITS

Three-year risk-adjusted

Savings from call containment with IVA	\$15.8M
Reduced average handle time of agent-handled calls	\$4.5M
Legacy environment savings	\$3.6M
Avoided costs of system downtime	\$3.4M
Accelerated agent ramp savings	\$242.1K



NPV

\$18.78M



ROI

213%



PAYBACK

<6 months

FLEXIBILITY

Collaboration with Five9 customer service team for new product features.

Not all technology vendors are open to feedback, which often dampens the customer and product relationship. With Five9, however, interviewees shared that the customer service team welcomed feedback on the product design.

UNQUANTIFIED BENEFIT

Streamlined business operations by consolidating domains and global locations.

By consolidating multiple physical contact centers into a single virtual contact center, interviewees said their respective contact centers communicated about customers' needs more quickly.

VOICE OF THE CUSTOMER

“We are making our agents more effective by automating the front-end support by bringing in the chat bots and the IVAs.”



IT manager, automotive retail

“They brought the best plan forward of how they were going to get us from these legacy platforms to the cloud.”



IT manager, automotive retail



Read the full study

This document is an abridged version of a case study commissioned by Five9 titled: The Total Economic Impact Of Five9, July 2022.

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