



# Transform your customer experience with Five9 Cloud Contact from BT

Whether you're looking to make the step to a cloud contact centre for the first time, or seeking to unlock the benefits of state-of-the-art AI, Five9 Cloud Contact from BT can help you on your journey. Engage with customers on the channel of their choice and give them a brilliant experience that keeps them coming back to you again and again.

## How can we help?



### Trusted migration partner

With over a decade of experience migrating contact centres to the cloud, which includes over 200 successful cloud migrations, we have the expertise to make it happen. We'll support you in life and provide user adoption services that'll get your agents skilled up fast.



### AI capabilities

BT and Five9 leverage the latest AI to create efficiencies that improve the experience of customers and agents.



### Collaborate with ease

Integrate BT and Five9 with collaboration platforms such as Microsoft Teams, so agents are connected with your back-office.



### Expand your ecosystem

We have a roster of partners we can seamlessly integrate to expand your contact centre ecosystem – empowering your agents with the features they need to work effectively.



### A secure, global presence

With a presence in over 180 countries worldwide, we're where your customers are. We also have the personnel to ensure that customers' data is handled securely and is compliant with all relevant regional regulations.

## Why Five9 Cloud Contact from BT?

- End-to-end 'solution-as-a-service', including connectivity, Payment Card Industry (PCI) compliance, voice, security and managed services.
- Intimate understanding of global customers, offering a tailored contracting framework, billing and global service desk.
- Recognised 'Leader' status from Gartner, Forrester, and Frost & Sullivan for an all-in-one omnichannel Customer Experience (CX) platform.
- Open, configurable, highly customisable platform with 90+ NPS Pro services and flexible ecosystem of 400+ global systems integrators and channel and technology software partners.



**80%**

of consumers say they buy more from organisations that offer brilliant customer experiences

**89%**

of consumers believe organisations need to make it easier to contact them via phone, email, web-chat, messaging and social media

**83%**

of customers would like to have questions answered by a real person when using digital channels such as websites or apps

Contact your account manager to learn more about Five9 Contact Centre from BT, or [visit our website](#).

#### Offices worldwide

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