

Five9 FastTrack Deployment

Accelerate remote agent deployment in emergency situations

Your contact center is mission critical to your business. Any downtime directly impacts your bottom line and, more importantly, affects your customers' ability to reach out to your company.

A well thought out disaster recovery plan involves the ability to quickly deploy a remote workforce to keep your contact center online and your customers happy. The easiest way to enable remote agents is with a cloud-based solution.

You understand all of the benefits of a cloud-based contact center and have a plan in place to make the move. However, situations change quickly and time is not always on our side. Whether it's a fire, flood, snowstorm, or any other situation out of your control, you need to move to the cloud so you can move quickly to enable a remote workforce and keep your contact center online.

Five9 FastTrack Deployment

When faced with this type of emergent situation, rest assured that we have your back. With the Five9 FastTrack Deployment package we can stand up your contact center with voice, chat, and/or email in as few as two weeks – or even faster depending on your specific requirements.

Leveraging the Five9 industry-leading Professional Services methodology, we can get you up and running using our FastTrack Deployment to get your workers back to taking calls quickly. In subsequent phases, with other Five9 deployment options, you can obtain the full suite of functionality you have in your current system or to address your future needs.

All work in our FastTrack Deployment package is performed remotely and includes discovery, solution design, configuration, support for User Acceptance Testing (UAT), supported rollout, training, and fine-tuning the solution. For any future phases you can take advantage of our onsite packages, deep integrations, and other suites of applications for back office operations or customizations.

The Five9 FastTrack Deployment offer is comprised of three options:

- Voice with basic screen pop (25 professional services hours)
- Basic chat (10 professional services hours)
- Basic email (10 professional services hours)

You can choose to roll out one, two, or all three options based on your immediate needs.

The goal of Five9 FastTrack Deployment is to deliver basic functionality to support your business-critical operations and quickly deploy your workforce to the Five9 cloud.



Our FastTrack Deployment* option provides you with:

- Remote-based deployment
- Use of forwarding any toll-free numbers (We can port/RespOrg your numbers at a later time with our carriers and yours when we have the time to coordinate)
- Basic screen pop with use of a connector

**Integrations, some data dips, custom reports, connectivity options, and WFM/QM need to be follow-on activities to achieve the rapid pace stated above.*



A well thought out disaster recovery plan involves the ability to quickly deploy a remote workforce to keep your contact center online and your customers happy.

“One of big abilities that Five9 enabled us to do was to work from anywhere. That wasn't something that we had agents doing before.”

Devlin O'Neil, Manager, Contact Center Technology, lululemon athletica



Post Five9 FastTrack Deployment Implementation

Upon completion of FastTrack Deployment, your contact center is now in the cloud and your agents are remotely deployed to address whatever emergency situation arises.

We know your business is impacted by all sorts of unforeseen events and you need to move quickly. At Five9 we bring agility to the contact center for just that reason. Whether you need to stand up a cloud contact center in two weeks or rapidly scale up and down based on any situation, we are ready to work with you.

To learn more about the Five9 FastTrack Deployment package, visit www.five9.com or call **1-800-553-8159**.

About Five9

Five9 is the leading provider of cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than five billion call minutes annually. Five9 helps contact centers increase productivity, boost revenue, and create customer loyalty and trust.

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

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