

Five9 Reporting

Enhance customer experiences by changing how you visualize and act on contact center metrics.

Get a complete picture of your contact center performance and gain actionable insights that let you consistently achieve operational and strategic goals. [Five9 Reporting](#) provides a suite of real-time and historical reporting tools based on best practices from hundreds of contact centers.

Give contact center managers everything they need to monitor and measure performance, gain insight, and share successes with executive management. Dashboards and wallboards provide real-time insights into developing situations to allow proactive adjustments before they get out of control. Historical reports offer additional insights into agent performance across call types and unify customer history across your operations.

Provide Easy Access to Information

Reports are available anywhere using an internet connection and web browser. Export information for more detailed analysis in a variety of formats including HTML, PDF, XLXS, RTF, and CSV. You can run reports on demand or as scheduled. It's easy to share

information with key stakeholders using FTP or sharing features. A reporting API also provides programmatic access to Five9 data for use in external business intelligence systems.

Benefits

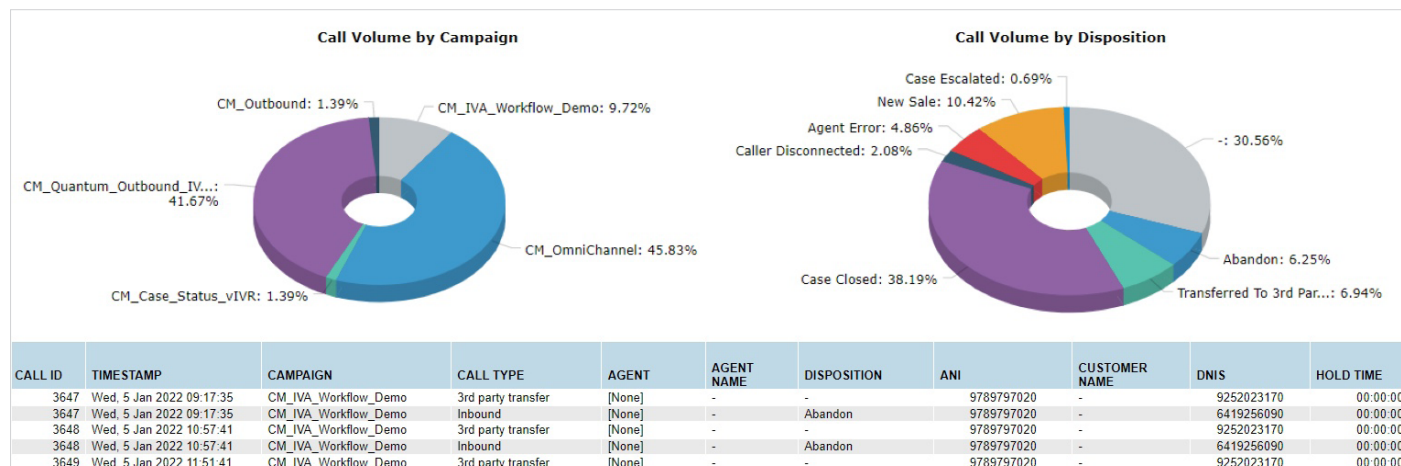
- Immediate insights out of the box without the need for customization
- Easily tailor reports to support your specific business needs
- Respond in real time as situations evolve
- Enable data-driven decisions

Features

- Over 120 standard reports based on best practices
- Robust graphical visualizations and flexible layout options
- Dashboards for real-time monitoring and alerts
- Flexible scheduling, sharing, and export options

Figure 1:

The configurable Call Log report gives you details into call activity by campaign, disposition, and many other categories.



Five9 Standard Reports

Standard reports are pre-defined reports based on operational and business best practices from hundreds of contact centers. Each report is designed to answer a business question, such as "How effectively do I meet my quality-of-service objectives?" Options and filters easily fine tune standard reports to focus on specific performance areas.

Five9 provides over 120 standard reports covering:

- ACD
- Agents
- Call logs
- Campaigns
- Contacts
- Omnichannel
- Do Not Call lists
- IVR and Visual IVR
- Lists
- Worksheets

Five9 Custom Reports

Five9 custom reporting capabilities let you tailor information to meet your unique needs. An easy-to-use report creation wizard guides non-technical users through the steps required to customize standard reports or create completely new ones. Whether you are part of a standalone business unit or operating as a business process outsourcer, data slicing functionality lets you see just the data that matters to your business.

Data Visualization

Five9 Reporting provides several standard data visualizations to create intuitive, easily understood reports including:

- Speedometers
- Charts
- Line charts
- Cluster bar charts
- Stacked column charts
- Grid charts

Learn More

Ready to learn more about Five9 Reporting and gain a more complete picture of your contact center operation? To get started, visit [five9.com/reporting](https://www.five9.com/reporting) or call **1-800-553-8159**.

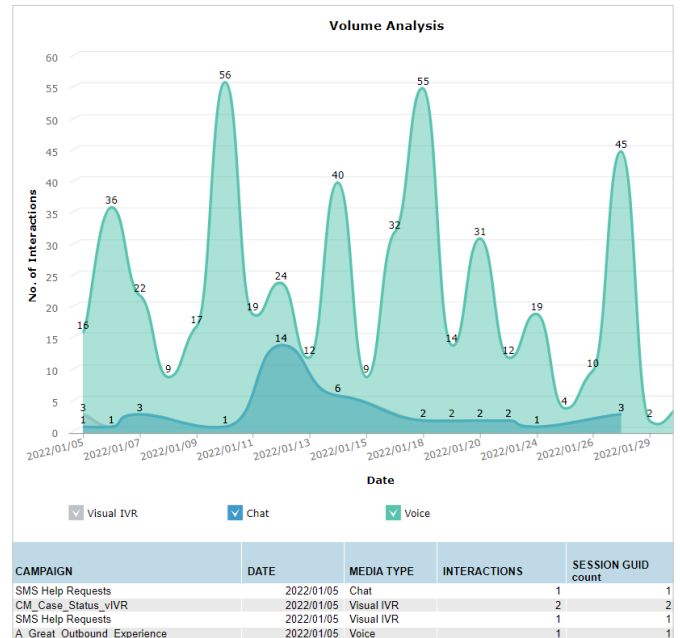


Figure 2:

The Volume Report shows the volume of incoming interactions across different channels.



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About Five9

The Five9 Intelligent CX Platform provides a comprehensive suite of solutions for orchestrating fluid customer experiences and empowering agents. Our cloud-native, multi-tenant, scalable, reliable, and secure platform includes contact center; omnichannel engagement; Workforce Engagement Management; extensibility through more than 1,000 partners; and innovative, practical AI, automation, and journey analytics that are embedded as part of the platform. Five9 brings the power of people, partners, and technology to more than 2,500 organizations worldwide. Through this combination, Five9 supports customer needs from Day 1 to forever and delivers on our customer commitment: We keep our CX promise, so you can keep yours.

For more information, visit www.five9.com.

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