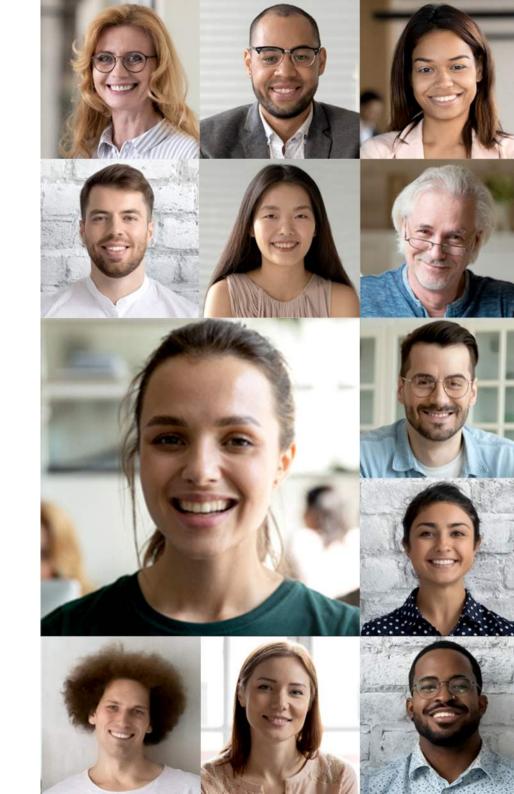# Partner Success Stories

Our partners recount their journey with Freshworks

freshworks | Five9
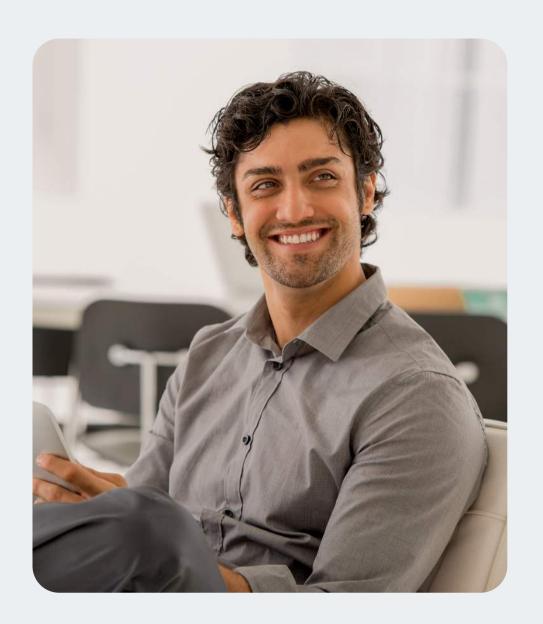
Meet Brian Jackson

Serving as Partner Development Director, Brian Jackson has been with Five9 for 5 years. He has spent 15 years in the CX industry building relationships with technology alliance partners and driving value for customers.

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The Five9 and Freshworks integration combines contact center controls natively in a single, intuitive user interface to capture, view, manage, and share every customer interaction, leveraging the power of real-time customer data to drive greater business results—increasing agent productivity and improving customer service.

Coming together with Freshworks

Organizations using the combined solutions of Freshworks and Five9 leverage the power of real-time customer data to drive business results, increasing agent productivity and improving customer service. Agents no longer need to switch between applications to find critical information. Five9 provides a consistent experience optimized for your Freshworks environment, minimizing the learning curve and empowering agents to focus on the customer rather than the technology.

Enhancing Customer Service: Integrating Five9 with Freshworks

- Combine contact center controls natively in a single, intuitive user interface to capture, view, manage, and share every customer interaction.

- Leverage real-time customer data to drive business results, increasing agent productivity and improving customer service.

- Agents no longer need to switch between applications to find important information. Five9 provides a consistent experience optimized for your Freshworks environment, minimizing the learning curve and empowering agents to focus on the customer rather than the technology.

- Screen pops blend directly into the Freshworks environment, giving agents a complete picture of the customer before they engage. Five9 sends account data to the agent's desktop, simplifying their ability to personalize and maintain the customer journey while adding over 120 contact center reports into Freshdesk.

A practical use case of the combined solutions:

A customer calls Five9 for a billing issue and is prompted with a self-service option to authenticate their password via voice using Five9's voice biometrics. Using their unique voice print, the customer authenticates their identity. Five9's Intelligent Virtual Agent (IVA) checks the customer's details in Freshdesk and responds with self-service options.

The customer opts to receive an SMS with their outstanding bill. Five9 sends an SMS with billing details. The customer requests to speak with a live agent. Five9 IVA passes all call details, including identity confirmation and interaction intent, to Five9 Agent Assist. Five9 screen pops display the matched customer record in Freshdesk.

With Five9 seamlessly integrated with Freshdesk, the agent can easily navigate call controls and ticket management within Freshdesk. Five9 Agent Assist's real-time transcription keeps the agent focused on helping the customer instead of taking notes. The agent also receives real-time guidance cards on how to address the customer's issue.

The agent resolves the customer's issue and closes the call in Five9. Five9 Agent Assist automatically summarizes the call, minimizing the agent's after-call work.

The agent's fast, effective resolution of the customer's issue with Five9 and Freshdesk helped increase contact center efficiency and provide a seamless customer experience.

About

The Five9 Intelligent CX Platform provides a comprehensive suite of solutions to engage with customers across their channel of choice, empower managers with insights and intelligence into contact center performance, and elevate your business to deliver better business outcomes and Bring Joy to CX™. Our cloud-native, scalable, and secure platform includes contact center; omnichannel engagement; Workforce Engagement Management; extensibility through more than 1,400 partners; and innovative, practical AI, automation, and journey analytics that are embedded as part of the platform. Five9 brings the power of people, technology, and partners to more than 2,500 organizations worldwide.

Learn more >

About

Freshworks products are designed around the principles of simplicity and functionality. Empower your teams with solutions that are intuitive, and provide the right data to make informed support, sales, and marketing decisions. Our products do away with complex setup and manual tasks and let you switch your focus back to growing your business the way you want.

Learn more >

freshworks.com