

Why Integrate Zendesk and Your Contact Center

Customers



#1

Phone is the number one preferred channel of choice across all age groups of customers (56%), followed by email (19%) and chat (14%).*

97%

of customers say that a **positive customer service experience** is at least somewhat likely to make them do business with a company.*

87%

of customers say that **great customer service is important** when deciding whether to do business with a company.*

Agents



34%

of customers are willing to wait longer if it means the agent gets the answers right.

Providing agents with the tools they need to answer customers' questions correctly is the MOST important thing businesses can do to provide a positive customer experience.*



72%

of customers expect agents to resolve their customer service issues in **15 minutes or less**.*

Business



74%

of customers say it's **important for companies to have information** about their past interactions when they contact them.*

59%

of customers are **unlikely to continue to do business with a company** if it requires a lot of effort to resolve an issue. However, companies that offer positive customer experiences through great service are more likely to have loyal, repeat customers.*

37%

of enterprises still have not integrated their CRM. A poll conducted by Five9 during a No Jitter webinar found that 37% of enterprises still have not integrated their CRM into their contact center experiences. No Jitter webinar, 2018



2000+

customers worldwide

4000+

integrations with Zendesk

NPS score of

80+

for Professional Services
implementation

4+ years of
integration
into

Zendesk product with deep
relationships and alignment
with Zendesk product team.

Fortune 1000 accounts across industries:

- Financial Services & Banking
- Healthcare
- Pharma
- Higher Education
- Manufacturing
- Retail
- Technology



zendesk

Why Five9 and Zendesk

The Five9 Adapter for Zendesk combines contact center controls to provide a single-pane customer service platform that enables your agents to focus on the customer experience through voice, email, SMS, chat, and social messaging apps (WhatsApp, Facebook Messenger, Twitter DM). By uniting the Five9 Intelligent Cloud Contact Center with ServiceNow, Five9 provides the ability to engage with customers from a single environment. Capture and manage conversation details with greater ease and speed to increase agent productivity and improve the customer experience.

About Five9

Five9 is a leading provider of intelligent 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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