

# Five9 Receives 2008 Product of the Year Award Presented by Customer Interaction Solutions Magazine

## *Five9 Virtual Call Center Suite Honored for Outstanding Innovation*

**PLEASANTON, Calif. – December 18th, 2008** – Five9 announced today that the Five9 Virtual Call Center Suite has received a 2008 Product of the Year Award from Technology Marketing Corporation's (TMC®) Customer Interaction Solutions magazine ([www.cismag.com](http://www.cismag.com)), the leading publication covering CRM, call centers and teleservices since 1982.

The Five9 on-demand call center software serves customers on five continents with reliable and robust functionality that is fast, easy, and affordable. "Five9 is proud to receive this award from CIS Magazine," said Mike Burkland, CEO, Five9. "It acknowledges our leadership position in the Software-as-a-Service (SaaS) market for call centers, our track record of product innovation and reliability, and our customer-centric approach. In 2008, Five9 launched a major new software release that received very positive reviews from existing and new customers alike, and this award attests to our ongoing dedication to our customers' success," continued Burkland.

"I am pleased to honor Five9 for their hard work and accomplishments. Their commitment to quality and excellence benefit the contact center experience as well as ROI for the companies that use them," said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of Customer Interaction Solutions. "For 11 years, Customer Interaction Solutions magazine has recognized the companies which demonstrate excellence in technological advancement and application refinements."

The 11th Annual Product of the Year Award winners will be featured in the January 2009 issue of Customer Interaction Solutions magazine.

For more information about the Customer Interaction Solutions' 2008 Product of the Year Awards or any of the TMC media properties, please visit [www.tmcnet.com](http://www.tmcnet.com).

## **About Five9**

[Five9](#) is the leading global provider of on-demand [call center software](#) for telemarketing, customer service, and business continuity. The award-winning Five9 [Virtual Call Center](#) and [Predictive Dialer](#) serves customers of all sizes on five continents. Customers profit from Five9's reliable, robust functionality that is fast, easy, and affordable to deploy. For more information, visit [www.five9.com](http://www.five9.com).

## **About Customer Interaction Solutions**

Since 1982, Customer Interaction Solutions (CIS) magazine has been the voice of the call/contact center, CRM and teleservices industries. CIS magazine has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, Customer Interaction Solutions strives to continue to be the publication that holds the quality bar high for the industry. Please visit [www.cismag.com](http://www.cismag.com).

## **About TMC**

Technology Marketing Corporation (TMC) is an integrated global media company helping our clients build communities in print, in person and online. TMC publishes Customer Interaction Solutions, INTERNET TELEPHONY, Unified Communications, and IMS Magazine. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. TMCnet is read by three million unique visitors each month worldwide, according to Webtrends. In addition, TMC produces INTERNET TELEPHONY Conference & EXPO, Call Center 2.0 Conference and Communications Developer Conference.

For more information about TMC, visit [www.tmcnet.com](http://www.tmcnet.com).

## **Media Contact**

David Van Everen  
Five9, Inc.  
[pr@five9.com](mailto:pr@five9.com)