

Why Integrate Microsoft Dynamics 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 as long as 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 know who they are** and 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

3500+

integrations with
Microsoft Dynamics CRM

NPS score of

80+

for Professional Services
implementation

5+ years of
integration
into Microsoft

Dynamics product with
deep relationships and
alignment with Microsoft
Dynamics product team

Fortune 1000 accounts across industries:

- Higher Education
- Financial Services
& Banking
- Manufacturing
- Healthcare
- Pharma
- Hi Tech



Why Five9 and Microsoft Dynamics 365

The Five9 Adapter for Microsoft Dynamics 365 combines contact center controls to provide a single environment for agents to help customers through voice, email, SMS, webchat, and social messaging apps (WhatsApp, Facebook Messenger, Twitter DM). By uniting the Five9 Intelligent Cloud Contact Center with Microsoft Dynamics, Five9 provides the ability to solve customer issues quickly, sell more effectively, and empower agents with the relevant information exactly when they need it.

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**.



4000 Executive Parkway, Suite 400
San Ramon, CA 94583
925.201.2000

www.five9.com



Five9 and the Five9 logo are registered trademarks of Five9 and its subsidiaries in the United States and other countries. Other marks and brands may be claimed as the property of others. The product plans, specifications, and descriptions herein are provided for information only and subject to change without notice, and are provided without warranty of any kind, express or implied. Copyright © 2020 Five9, Inc.