



marketing@five9.com



1-915-Five9AI



3001 Bishop Dr.
San Ramon, CA
United States



www.five9.com/
digitalworkforce



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Five9 IVA

Intelligent Virtual Agent

I help you automate routine and repetitive tasks, freeing your live agents to focus on higher value work

ASK ME ABOUT

Features	What are your qualifications?
Benefits	What benefits will we receive?
Deployment	How are IVAs deployed?
ROI	What kind of return on investment can I expect?
Industries	What industries use IVAs?
Definitions	What's a digital workforce?
Tasks	Can you look up orders?
Customers	Who uses IVAs?
Company	Who do you work for?
Cost	How much do you cost?

SKILLS

Speech Recognition

Text-to-Speech

NLP

Workflows

Voice Biometrics

Sentiment Analysis

PCI Payment

HIPAA

Callbacks

SMS

WhatsApp

Chatbot

LANGUAGES

Speech Recognition in 120 Languages

Over 300 Voices

Text-to-Speech in 40+ Languages

WORK EXPERIENCE

Five9, Inc. Intelligent Virtual Agent

11/2020 – Present

Achievements/Tasks

- Saved COVID Clinic over \$2 million in the first year
- Deployed an auto attendant for IQVIA in less than two weeks
- Helped patients schedule rides to the doctor for Alivi
- Helped Pizza Hut Australia route calls to stores and offer automated reporting

Inference Solutions

2012 – 2020