

# AI is simplified with our turnkey solutions.

## CDW Deployed Five9 IVA Options



### AI Simplified: Five9's AI Turnkey Program

Five9's Turnkey AI Jumpstart Program allows partners to offer Studio7 as a standalone product. The program consists of pre-packaged IVA (Intelligent Virtual Agent) templates that can be scoped, sold and implemented exclusively by CDW. Deployments take days, not weeks and each template offers a clear ROI. Because they require no changes to existing infrastructures, contact centers can finally utilize AI to significantly enhance their customer experience in a matter of months — not years.

CDW Deployed Five9 IVA Options can help you achieve:



**Operational Efficiencies**



**Increased Performance**



**Faster Innovation**

### Finding the Right Solution

In the market for 2024, CIO's are being tasked with an increased demand in delivering business value from technology initiatives without additional resources. CDW's turnkey packages allow for CIOs to bring the value and improve the experience customers will have. Deployed in days not weeks helping you receive the benefits faster and more affordably.

What do Voice bots, Digital bots and Call Steering bring to businesses?

- Voice FAQ or Digital FAQ bots (English only) allow customers to call in (voice) or utilize chat (digital), reducing time to resolution to interact with the contact center. This allows your customers to have the most known information, self-serving and reducing the simple questions to your agents. Along with bringing better customer experience and self-service.
- Call Steering takes the complexity out of the interactive voice response (IVR). Using natural language your customers can just say what they want to do and get to the right person first. Customer experience is greatly enhanced by removing all those layers of pressing digits to get places. This gives customers the satisfaction of getting to where they want to go quickly and effortlessly.

These packages make it easier for a business to try new ways to improve the overall experience.

CDW's full lifecycle of Services can support your organization no matter where you are on your journey



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based

### CDW + FIVE9

CDW partners with Five9 to help you radically improve the way you communicate with your customers and coworkers. With our deep expertise in Five9 solutions and a team of experienced collaboration experts, we can help your organization connect anywhere, on any device with a complete Contact Center as a Service (CCaaS) solution.

#### Strong Partnership

- CDW is a Five9 GOLD Partner
- Certified Implementation Partner
- Early Partner Enablement Contributor
- CDW-badged team dedicated to supporting Five9

#### CDW Capabilities

- 4,000+ CDW sellers
- 500+ professionals focused on end-user experience
- 24x7 CDW Network Operations Center
- 100+ solution architects
- Nine dedicated Contact Center Enterprise solution architects
- 80+ Managed Services professionals
- Dedicated Customer Experience practice

#### Services

- 20+ years experience delivering contact center solutions
- 100,000+ contact center agents deployed
- 40+ analysts and engineers
- Dedicated project management
- Conversational AI designers
- Customer Experience developers and architects
- Customer Experience Program Management

To learn more about CDW Deployed Five9 IVA Options, contact your account manager or call 800.800.4239.

