ENABLING TECHNOLOGY LEADERSHIP

2023
FROST & SULLIVAN
BEST PRACTICES AWARD

The company demonstrates a strong overall performance

Best Practices Criteria for World-Class Performance

Technology Leverage

Commitment to Innovation

Commitment to Creativity

Stage Gate Efficiency

Commercialization Success

Application Diversity

Customer Impact

Price/Performance Value

Customer Purchase Experience

Customer Ownership Experience

Customer Service Experience

Brand Equity

" The North American Enabling Technology Leadership Award in the cloud contact center industry is awarded to Five9.

Five9 VoiceStream radically reduces implementation times and barriers to entry. It also enables cloud-to-cloud deployment and eliminates formal integrations altogether, inspiring countless smaller third-party providers to enter the market with sophisticated, verticalized AI-powered applications that make agents more effective and provide a better experience to customers.

- Alexander Michael, Vice President

In the half-century since its founding, Frost & Sullivan has become a widely recognized leader in the growth consulting industry - A Global Growth Partnership Company.

Best Practices Award Recognition

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The Enabling Technology Leadership Award recognizes the company that applies its technology in new ways to improve existing products and services and elevate the customer experience.