

January 28, 2020

MindTouch Now a Five9 Independent Software Vendor Partner

Partnership gives Five9 Intelligent Cloud Contact Center customers scalable and extensible knowledge management capabilities designed to increase agent productivity, reduce costs and improve the customer experience

SAN DIEGO — MindTouch, a provider of enterprise-grade, AI-powered [knowledge management solutions](#), has achieved Five9's Accredited Independent Software Vendor Partner status.

[Five9](#) is a leading provider of cloud contact center software. As an [Accredited ISV Partner](#), MindTouch can now offer Five9 customers a proven integration that lets contact center agents quickly access relevant, expert knowledge so they can help customers faster.

“Industry research indicates that agents spend up to 35 percent of their time each day searching for knowledge to resolve customer issues,” said Stephen Schultz, vice president of strategic alliances. “With the combined Five9 and MindTouch solution, contact centers can virtually eliminate this time for dramatically improved first call resolution and faster call handle time. The net result is increased productivity, reduced costs and a vastly improved customer experience.”

In addition to giving agents the advantage of immediate access to knowledge, Five9 customers can also use MindTouch to extend this same knowledge for their self-service initiatives.

“Our Google-optimized knowledge can quickly and easily be extended from internal to external use for customer self-service,” Schultz said. “This increases case deflections while giving customers a more convenient 24/7 option for finding what they need even after hours, during outages, or when disaster strikes. This results in additional cost savings and an enhanced service experience.”

MindTouch has also optimized its content for chatbots and other AI-driven virtual assistants.

“AI-based initiatives like chatbots are consistently a top priority for contact centers,” Schultz said. “But these projects will fall short without the right knowledge in the right format to feed them. We understand how to optimize, structure and format knowledge to best help chatbots guide customers to the right knowledge fast. This ensures that Five9 customers realize the full potential of their AI-driven projects.”

Features of the combined Five9 and MindTouch solution include the following:

- **Integrated Knowledge.** Agents can find and view content from within their Five9 Agent Desktop Plus application for faster call handle time.

- **Rapid Access to Relevant Content.** Agents can rapidly find the most relevant content in one or two clicks for increased first call resolution.
- **Customer Self-Service.** Extend the same knowledge agents use to external-facing websites, communities and Google searches for reduced costs and an improved self-service experience.
- **Customer Insights.** MindTouch gives agents a direct view into what content the customer has searched for and viewed prior to the interaction for increased productivity and improved customer satisfaction.

“We’re thrilled to have MindTouch join the Five9 App Marketplace,” said Walt Rossi, Five9 vice president of business development. “This is another example of how our partner community extends value to our customers. As the Five9 ISV ecosystem continues to grow, we look forward to working with MindTouch to bring its solution to our mutual customers.”

For more information about the combined Five9 and MindTouch solution, visit the Five9 App Marketplace at: <https://www.five9.com/partners/isv/app-marketplace/mindtouch>.

To learn more about the MindTouch knowledge management platform, visit <https://mindtouch.com/product>.

About MindTouch

MindTouch is a leading provider of enterprise-grade, AI-powered [knowledge management solutions](#) for mid-size to large organizations looking to increase their customers’ lifetime value. Its knowledge management platform includes solutions for [customer self-service](#), [agent assistance](#) and [departmental knowledge](#). MindTouch is trusted by some of the largest global brands to dynamically serve up relevant content wherever a user’s journey starts or ends for a more consistent, personalized and effortless customer experience. MindTouch was included in Frost & Sullivan’s 2019 Companies to Watch in Customer Contact, North America report, was a winner of KMWorld’s 2019 Readers’ Choice Award, and was named by *Inc.* magazine one of America’s 2019 fastest growing companies. The company serves millions of users worldwide. It was founded in 2005 and is headquartered in San Diego, California. Visit [MindTouch](#) on [LinkedIn](#), [Facebook](#), [YouTube](#), [Twitter](#) and the [MindTouch blog](#).

Visit [MindTouch](#) on [LinkedIn](#), [Facebook](#), [YouTube](#), [Twitter](#) and the [MindTouch blog](#).

©2020 MindTouch, Inc. All rights reserved. MindTouch and the MindTouch logo are trademarks and/or registered trademarks of MindTouch, Inc. All other company names and logos may be registered trademarks or trademarks of their respective companies.

Contact

Christine Holley
Sr. PR Account Executive
MindTouch
christineholley@mindtouch.com
804.986.7184