



New Era of CX Awards Submission Form Worksheet

Download a Copy, Draft it, Refine it, and Gather Metrics Before Submitting

Once completed, you may simply email a copy to [Dustin Huffman](#) or copy and paste your answers in [the form](#) to submit.

1. Are you a:
 - o Five9 Customer
 - o Five9 Partner

2. If you said you are a partner, then please provide partner information below:

Name	
Title	
Email	
Company	
Website	

3. If you said partner, please also provide the joint customer information below:

Company	
Website	
Point of Contact Name	
Point of Contact Email	

4. If you said you are a customer, then please provide your information below:

Name	
Title	
Email	
Company	
Website	

5. Company Size (highlight your choice)

- 0-500 employees
- 500-2,000 employees
- 2,000+ employees

6. Industry (highlight your choice)

- Automotive
- Financial Services
- Healthcare
- Hospitality
- Manufacturing
- Retail
- Telecommunications
- Transportation
- Other (please specify):

7. Name of your Five9 contact, if applicable, (Account Manager, Customer Success Manager, Technical Account Manager):

8. Name of your Five9 partner, if applicable:

9. Partner website, if applicable:

10. Please share a quote or statement about how your partner assisted in selecting or implementing Five9 to strengthen your submission.

Example: "Our partner played a pivotal role in helping us evaluate and implement Five9. Their expertise and hands-on support ensured a smooth transition and set us up for long-term success." – Jane Smith, VP of Customer Experience

(Insert your quote here)

11. Describe your CX Center (highlight your answer)

- Physical
- Hybrid
- Remote

12. Please select one or more regions: (highlight your answer)

- USA
- Canada
- LATAM
- EMEA
- APAC
- Global

13. Which category do you believe fits your application? You can select more than one. (highlight your answer)

- AI-Elevated CX Trailblazer - For leaders using Five9 AI to craft standout customer and employee experiences.
- Best CX Self Service - For organizations delivering seamless, AI-powered self-service experiences.
- Best CX Platform Innovator - For those orchestrating powerful CX with Five9 and partner integrations.
- Most Trusted Expert Award - For teams mastering CX with Five9 tools like WEM, analytics, and gamification.
- Revenue Execution Impact - For those empowering your people to thrive through analytics, quality and performance management, digital interaction recording, and gamification.
- CX Leader of the Year - For visionary leaders driving CX excellence, AI adoption, and social impact.

14. Which self-service products are you currently using? (highlight your answer)

- Voice AI Agents
- Digital AI Agents
- Intelligent Virtual Agents
- Interactive Voice Response
- Engagement Workflow

15. Which agent empowerment products are you currently using? (highlight your answer)

- Agent Desktop
- Agent Assist
- AI Summaries
- Gamification
- AI Knowledge

16. Which managerial insights products are you currently using? (highlight your answer)

- AI Insights
- Agentic Quality Management
- Reporting & Analytics
- Workforce Engagement Management (WEM)
- Verint Workforce Engagement Management (WEM)
- Supervisor Plus
- Performance Dashboard
- Interaction Analytics
- Voice Insights
- Emergency Services (E911)
- Certified Caller (STIR/SHAKEN)
- Number Reputation Management
- Equinix Fabric Connection
- OneVUE

17. Which of our core platform products are you currently using? (highlight your answer)

- Workflow Automation
- Inbound Voice
- Outbound Voice
- Genius Routing
- Identity Service
- Global Voice / Telco
- Digital Engagement (Messaging)
- Digital Engagement (Web Chat)
- Digital Engagement (Email)
- Digital Engagement (Social Messaging)
- Digital Engagement (SMS/Text)
- Digital Engagement (Video)
- GenAI Studio
- Admin Console

18. Which of our open platform products are you currently using? (highlight your answer)

- Fusion for Salesforce
- Adapter for Salesforce (Open CTI)
- Fusion for ServiceNow
- Fusion for Epic
- Adapter for Zendesk
- Adapter for Oracle Service Cloud
- Adapter for Oracle Service Center
- Adapter for Oracle NetSuite
- Adapter for Microsoft Dynamics 365
- UC Integration with Microsoft Teams
- UC Integration with Nextiva
- UC Integration with RingCentral
- UC Integration with Zoom Phone
- Workforce Engagement Management (WEM) Integrations
- VoiceStream
- TranscriptStream
- Virtual Desktop Infrastructure with Citrix
- Virtual Desktop Infrastructure with Microsoft AVD
- Virtual Desktop Infrastructure with Amazon WorkSpaces

**19. What business challenges or initiatives prompted you to explore a CX solution?
(300 characters minimum)**

(insert answer)

20. Please share a brief quote or statement highlighting a key challenge your team faced prior to implementing our solution. This helps us better understand your journey and strengthen your submission.

Example: "Before Five9, our agents struggled to manage call volume spikes, leading to long hold times and frustrated customers. We needed a solution that could dynamically scale and route calls more intelligently." – Contact Center Director, Retail Industry

(insert brief quote)

21. What did you do to try to solve these challenges (if any) before discovering Five9? (300 characters minimum)

(insert answer)

22. Why did you choose Five9? (300 characters minimum)

(insert answer)

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Please answer the results portion below to the best of your ability. You may [review previous years winners here](#) for examples of great submissions.

23. Customer Experience Metrics – please provide before and after to one or more below.

CSAT Customer Satisfaction Score	
NPS (Net Promoter Score)	
Customer Effort Score	
Customer Retention	
Call Abandonment Rate	
Call Connection Rate	
Customer Wait Time	
Other	

24. Agent Experience Metrics - please provide before and after to one or more below.

ESAT	
Turnover Rate	
Agent Downtime	
After Call Work Time	
Conversion Rate	
# of Agents	
Quality Management Score	

25. Contact Center Operation Metrics - please provide before and after to one or more below.

Average Handle Time	
Average Speed to Answer	
First Call Resolution	
Call Deflection Rate	

Call Volume	
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26. Transformation Outcomes - please provide **before and after** to one or more **below.**

Time to ROI	
Increase Revenue	
Cost Savings	
Agent Productivity	
Customer Loyalty	

27. Additional results (examples: Customer review improvements, positive impact on team culture, able to be more responsive/flexible, enable remote working, what other priorities are you able to tackle that you previously struggled to do)

(insert answer)

28. Please provide any feedback you have received from customers after implementing Five9:

(insert answer)

29. We'd love to hear your final thoughts! Please share a quote from you or a member of your team about your experience with Five9. Be sure to include their name and title for attribution.

Example: "Five9 has transformed the way we connect with our customers—it's not just a platform; it's a partner in our success." – Jane Smith, VP of Customer Experience

(insert quote)

30. Optional: Upload additional documents to strengthen your submission:

(insert link to any documents you'd like to share)

31. Do you consent? (highlight your answer)

I understand that Five9 finalists/award winners could be listed in a Five9 press release and may provide a description of nomination details to the Five9 CX

community in a Press Release. You will be contacted to confirm details before a press release is issued for final approval.

- Yes, I consent
- No, I do not consent