

Supercharge your customer experience with AT&T Cloud Voice with Five9



AT&T voice and collaboration solutions **provide the foundations** for modern business

Business-grade voice connectivity for your cloud applications lets you route calls reliably and securely

As a business, you want to provide exceptional customer service. Perhaps you're offering voice solutions, digital, and self-service tools to give your customers more choice in how they interact with you. But at the end of the day, many folks "just want to talk to a human." In fact, 59% of customers prefer the phone as a service channel.¹ That's why it can really pay to offer robust voice service.

Legacy voice solutions, however, may no longer make the cut. The shift toward hybrid/remote work and rising customer expectations may render them obsolete.

On-premises voice solutions have a series of challenges that restrict or even prohibit business growth and improved customer experiences. These include:

- **Limited functionality:** Legacy voice systems often have limited functionality compared to newer systems, making them less able to manage complex tasks or integrate with other technologies.
- **Compatibility issues:** They may not be compatible with newer technologies such as smartphones or cloud-based services, making it difficult to access or transfer data.

Features

- Usage-based calling plans with bundled minutes and per-agent calling plans
- 24/7 proactive technical support
- AT&T Consulting options, concierge services available
- AT&T Network is secure, resilient, and fully managed

Benefits

- Manage your service 24/7 on a web portal
- Pre-built transport of SIP trunking and AT&T IP Toll-Free enables faster contact center deployment
- Single point of contact for support
- Easily add sites, phone numbers

¹ "State of the Connected Customer, Fifth Edition" Salesforce, 2022, www.salesforce.com/resources/research-reports/state-of-the-connected-customer

- **Lack of scalability:** Legacy voice systems may not be able to handle large volumes of traffic or users, making them less suitable for growing businesses or organizations.
- **High maintenance costs:** Legacy systems may require specialized hardware or software, which can be costly to maintain and update.
- **Security vulnerabilities:** Legacy voice systems may not have the same level of security as newer systems, making them more vulnerable to hacking or other security breaches.
- **Outdated technology:** They may be based on outdated technology that is no longer supported or developed, making it difficult to find replacement parts or knowledgeable personnel to maintain the system.

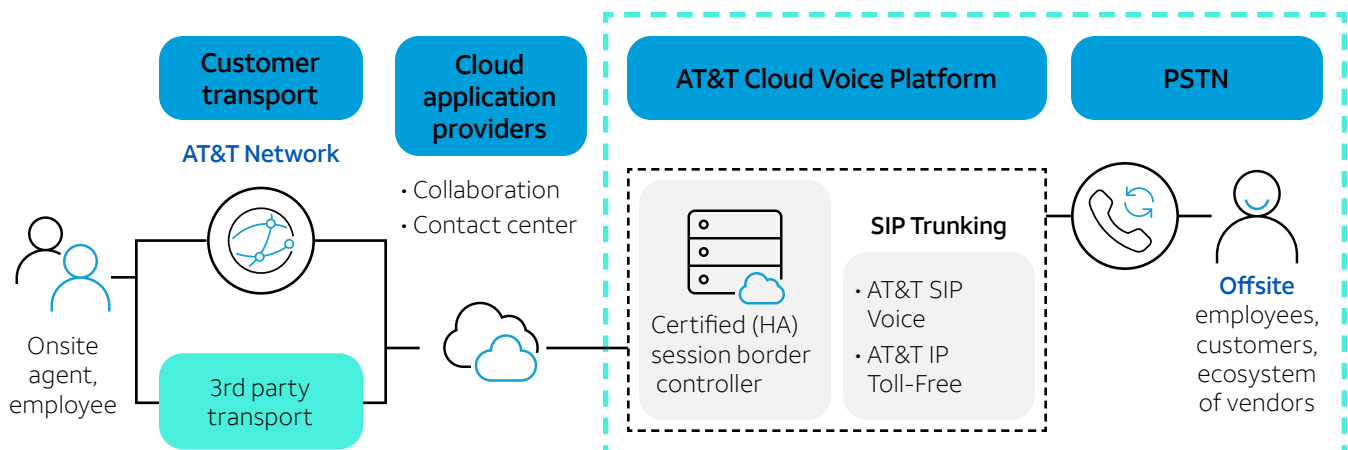
Get to know AT&T Cloud Voice

By moving to a cloud voice solution, organizations can mitigate the challenges they face with on-premises legacy services.

Today, most organizations have deployed a wide range of cloud-based applications to improve either the productivity or experience of their employees and customers. With applications such as collaboration software and contact center platforms being commonplace, a reliable, robust, and secure voice connection is paramount to getting the most value from your investment.

AT&T Cloud Voice delivers business-grade, global voice connectivity to organizations that are reliant on cloud applications such as collaboration or contact center platforms. AT&T Cloud Voice can even become the foundation to accelerate cloud adoption by integrating with existing PBXs and analog devices.

AT&T Cloud Voice: Voice connectivity for your cloud-enabled applications



AT&T Cloud Voice with Five9

AT&T Cloud Voice with Five9 provides a resilient, high-quality voice connection for cloud contact center environments. It lays the foundation for transformative business models such as remote and hybrid working, artificial intelligence (AI), automation, and self-service functionality, while bolstering omnichannel capabilities.

Contact center environments have historically been seen as a cost center for the business, although with executive-level focus on customer experience, those organizations who get it right stand to benefit significantly, and in turn, transform the contact center into a revenue engine

Modernize voice for your
cloud contact center,
call 844.799.0541

So how does AT&T help?

- **AT&T Cloud Voice with Five9 effectively connects the contact center platform to the Public Switched Telephone Network (PSTN)** to provide secure and high quality inbound, outbound, and intelligent virtual agent experiences for customers and agents, regardless of location.
- **Existing AT&T IP Flexible Reach and AT&T IP Toll-Free can be re-purposed**, and you won't be required to move any other Session Initiation Protocol (SIP) trunks as part of the migration. This results in cost savings and improved call quality.
- **Connections are scalable in line with the number of agents you have.** If your organization experiences seasonal fluctuations, then AT&T Cloud Voice with Five9 can scale with demand, and you only pay for what you need.
- **Pre-built transport enables faster contact center deployments.** Through pre-built AT&T VPN connectivity, migration of customer telephone numbers (Toll Free or Direct Inward Dialing) and cloud adoption can be implemented faster and more efficiently. This enables the spin up of additional services such as virtual assistants, enhanced omnichannel options, or self-service tools.
- **Improved security:** Connections to the contact center are carried on the AT&T Multiprotocol Label Switching (MPLS) network and provide customers with a secure network foundation. Connections are redundant with built-in failover to alternate data centers, ensuring always-on connectivity and quality of service.
- **Single point of contact for technical support:** AT&T customer care teams monitor and maintain your service on a 24/7 basis.

Why AT&T

We work with top companies in the Forbes Global 2000 and many other U.S. and global market leaders. Our flexible suite of world-class solutions can help you optimize your business communications.

Contact AT&T Business at 844.799.0541 to find out how AT&T Cloud Voice can improve business productivity and boost customer satisfaction.