

## **NTI Selects Five9's Market Leading On-Demand Call Center Software as Platform for Delivering Virtual Call Center Staffing Solutions for Work-at-Home Call Center Market**

*By selecting Five9, the fastest-growing on-demand call center software vendor, NTI, the leading non-profit virtual call center staffing firm, has created a 'just-in-time' virtual call center workforce solution that includes highly qualified work-at-home call center agents and virtual call center technology packaged together in an affordable, efficient, easy-to-deploy package specifically targeted at call centers with seasonal or campaign-driven resource requirements.*

**Boston, MA – December 2nd, 2009** – The National Telecommuting Institute, Inc. (NTI), a non-profit organization that provides work-at-home jobs for Americans with physical disabilities has begun offering call center customers an all-in-one package based on NTI's work-at-home call center agents and Five9's Virtual Call Center technology that provides an ideal solution for any call center looking for a highly qualified outsourced work-at-home expertise. Five9's on-demand call center software enables NTI to offer an out-of-the box solution that requires no capital investment, no lengthy implementation and provides rapid time-to-market to realize the cost savings and additional revenue from deploying a highly qualified work-at-home call center workforce.

Dr. M.J. Willard, Executive Director of NTI, stated "We were already using Five9's platform internally for segments of our own virtual workforce, which is dispersed across the United States. We had started with Five9 for a special project and found that using on-demand call center software was much easier and more cost-efficient compared to the premise-based solutions we had been using in-house. "By basing their service on Five9, NTI can offer a flexible end-to-end solution to customers from the outset and let them leverage highly skilled call center expertise that NTI brings to the table without the high costs and complexities otherwise involved in deploying a call center software," said Jim Dvorkin, CTO of Five9. "Unlike premise based solutions, Five9 has been designed from the ground up to provide our customers a virtual call center with geographical independence, while providing seamless management and administration of this environment", added Dvorkin.

Five9 pioneered the on-demand call center software market in 2001 and with the largest engineering team in the on-demand call center industry continues to enhance its call center product portfolio based on market demand, customer and partner feedback, and a promise to offer companies of all sizes access to sophisticated and innovative call center solutions quickly, at a cost of ownership far lower than traditional premise-based solutions. Today, customers

across a range of industry verticals that includes financial services, online retail, education, marketing services, telecom and high-tech use Five9's robust on-demand call center software worldwide to increase productivity in Customer Service, Support, Sales, Marketing, Finance and Collections, and other applications.

### **About Five9**

[Five9, Inc.](#) is the leading global provider of on-demand [call center software](#) for telemarketing, customer service, and business continuity. The award-winning Five9 [Virtual Call Center](#) and [Predictive Dialer](#) serves customers of all sizes on five continents. Customers profit from Five9's reliable, robust functionality that is fast, easy, and affordable to deploy. For more information, visit <http://www.Five9.com/>. Become a fan of Five9 at: [www.Facebook.com/CallCenterSoftware](http://www.Facebook.com/CallCenterSoftware)

### **About NTI**

NTI, a 501(c)(3) non-profit disability organization, pioneered staffing virtual call centers with individuals with physical disabilities who must or who strongly prefer to work from home. Established 15 years ago, it provides highly qualified American-speaking agents to both commercial and government organizations, such as the IRS. For more information, visit [www.NTIcentral.org](http://www.NTIcentral.org).

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