

# Five9 University: Training for Your Five9 Cloud Contact Center

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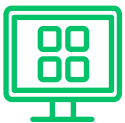
Five9 University provides engaging training to help you get the most out of your Five9 solution, get up to speed quickly, and achieve results.

## A Total Training Program

Access to training in a timely and convenient format allows you to get the most out of your Five9® service. Five9 University offers training in five delivery methods:

- Online training modules to help you get started whenever you need them
- Live training webinars for brief getting-started introductions
- Instructor-led classes for a hands-on engaging training experience
- Train-the-trainer sessions to support implementation
- Custom end-user training built to your specific requirements

Your training is supported by Five9 University, an easy-to-use online learning site where contact center managers, administrators, agents, supervisors, and others can access relevant training on Five9 products and services.



### Online Training

Online training is a suite of eLearning training videos covering core applications and integrations. The content is comprised of short modules categorized by role, allowing you to quickly find topics of interest or view courses from beginning to end. The online training includes Administrator assessment exams to test your Five9 knowledge.



### Training Webinars

Training webinars cover introductory content for learners who need a quick overview or a lead-in to more advanced training. Participate with access to a trainer in group sessions where questions are encouraged.

We will work with you to identify the right training or customized materials to meet your needs.



### Instructor-Led Training Courses

Take your training and contact center to the next level by attending instructor-led training courses. The interactive, hands-on approach in a small class setting helps solidify concepts and demonstrates the practical how-to that you need to maximize your Five9 solution.



### Train-the-Trainer

Train-the-Trainer sessions during implementation provide your training staff with a foundation for conducting end-user/agent training, including customizable training materials.



### Custom Training

We offer direct training to your agents and supervisors and various adoption services for enabling your teams. We will work with you to identify the right training or customized materials to meet your needs. This training is tuned for your employees and contact center ecosystem.



### Get Started Now

Five9 University helps you find ways to fully leverage the Five9 solution and more easily achieve your business goals.

Access Five9 University from [login.five9.com](https://login.five9.com) using your Five9 login or contact your Account Manager for more information.



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#### About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,500 customers worldwide and facilitating billions of customer engagements annually. Five9 provides end-to-end solutions with digital engagement, analytics, workforce optimization, and AI to increase agent productivity and deliver tangible business results. The Five9 platform is reliable, secure, compliant, and scalable. Designed to help customers reimagine their customer experience, the Five9 platform connects the contact center to the business while delivering exceptional customer experiences that build loyalty and trust.

For more information visit [www.five9.com](https://www.five9.com) or call **1-800-553-8159**.

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