

# Five9 AI Agents

Smarter automation with faster, hyper-personalized self-service across voice and digital channels.

Customers today expect more from service—especially self-service. Static menus, scripted bots, and rigid workflows no longer cut it. Impersonal interactions, limited responses, and disjointed handoffs leave customers frustrated. Meanwhile, businesses face high development costs, low containment rates, and growing operational inefficiencies.

## Five9 AI Agents: Powering a new era of CX

By blending Agentic and Generative AI with NLU, [Five9 AI Agents](#) power intuitive, hyper-personalized customer experiences across voice and digital channels. So you can deliver autonomous [self-service](#) with confidence—at scale, with flexibility, and with humans always in the loop. These AI Agents reason, decide, and take action that adapts to your business

With natural, context-aware conversations, AI Agents guide customers to fast resolutions—reducing escalation loads on your team and boosting satisfaction for your customers. And when complex issues require a human touch, Five9 ensures seamless handoffs to a live agent—preserving full context.

Equipped with an intuitive, low-code/no-code interface built with reusable components and natural language prompts, teams can move faster and spend less time maintaining and updating virtual agents.

## Deliver hyper-personalized CX

Customers expect all interactions, even automated ones, to feel tailored to them. By combining intent detection, entity extraction, and knowledge integration, our AI Agents can swiftly identify and resolve customer needs—even complex, fuzzy requests.

## Increase Smart Automation

Earlier virtual agents relied on static rules, limiting issue understanding and resolution accuracy. Five9 AI Agents use generative AI to deliver nuanced, context-aware responses—improving intent recognition to resolve customer issues without escalation.

## Reduce Development Costs and Complexity

In the past, businesses had to upload vast amounts of conversation data, train models for each intent, and conduct rigorous testing—an exhausting and resource-intensive process. [AI Agent Studio](#) lets you easily design AI Agents using a new, intuitive zero-training paradigm that accelerates time to value. AI Agent templates come with out-of-the-box building blocks like intents, actions (APIs and workflows), knowledge, instructions, guardrails, persona, and tone—all designed to speed up development and improve service consistency.

## AI that's built for you—unlock a full spectrum of use cases designed for your business needs

Rather than offering a one-size-fits-all automation solution, AI Agents provide a complete spectrum of self-service use cases. At the informational level, they respond to straightforward questions by pulling precise answers from trusted knowledge sources—ideal for FAQs or account status lookups.



## BENEFITS

Improve CX with natural, context-aware conversations

Maintain control with flexible trust-based automation

Increase self-service containment with AI-driven personalization

Reduce development time with zero-training design

## FEATURES

Enhanced intent detection with LLMs for human-level entity recognition

Automatic summaries for voice and digital customer interactions

Real-time contextual answers based on enterprise knowledge

Agentic Experience Engine for intelligent orchestration

FIVE9 AI AGENTS

At the next level, they can perform tasks like booking, updating, or sending notifications, drawing on context and history to respond dynamically. At the agentic level\*, AI Agents reason, plan, and takes actions in real time—executing tasks across systems while learning and improving from every interaction.

**Gain Granular AI Control**

Let AI Agents engage in dynamic conversations autonomously, or fine tune their behavior with pre-defined scripts. Balance personalized interactions with consistent, reliable responses based on your use case.

**Increase Autonomy with Your Trust**

Maintain full control over when, where, and how generative AI is applied in customer interactions. Depending on your trust level, you can adjust autonomy and customize AI Agent behavior to suit your specific needs.

**Move Towards Agentic with Our Agentic Experience Engine**

At the core of Five9 AI Agents is the Agentic Experience Engine—a powerful orchestration framework that turns customer intent into intelligent, real-time action.

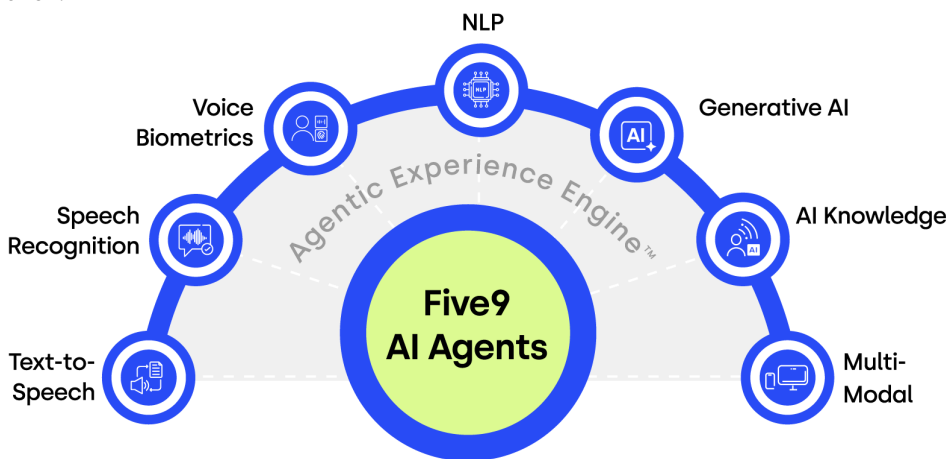
The Journey Orchestrator detects real-time intent and routes customers to the appropriate agent, while the Reasoning Core evaluates context, aligns inputs with goals, and applies logic to determine next best actions.

Built-in Process Automation capabilities execute workflows across systems, and Agentic Learning ensures continuous optimization—with a human in the loop.

**Responsible AI Framework for Development**

At Five9, [responsible AI](#) means keeping people in control—at the core of every decision and automation. AI Agents leverage contextual data while mitigating risks like hallucinations and maintaining fine-grained dialog control. Multi-turn conversations are rigorously tested using an embedded prompt tester in our design environment. To prevent unintended actions, AI Agents are guided by strong guardrails set by you—including intent-based restrictions that ensure responses stay within approved parameters.

The result: AI that behaves predictably, performs reliably, and acts with human oversight built in.



Turn customer intent into intelligent action—so you can deliver faster, more personalized self-service at scale.

**FEATURE HIGHLIGHTS**

**Generative AI**

Large language models:

- Auto Summarization
- Intent detection and entity extraction
- Personalized knowledge
- Dynamic responses

**NLP**

Choice of engines for Natural Language Processing:

- Intent matching
- Entity extraction
- Fulfillment

**Omnichannel Engagement**

Seamless support for customers' preferred communication channels:

- Digital
- Voice

**Speech Recognition**

High accuracy for a wide range of use cases including:

- Alphanumeric
- Open and closed grammars
- Domain specific models

**Text-to-Speech**

Wide variety of languages, voices, and high audio quality:

- Hundreds of languages
- Hundreds of Voices
- Custom Voice Avatars

**Voice Biometrics**

Engines for voice biometrics:

- Enrollment
- Authentication
- Fraud Detection

FIVE9 AI AGENTS

**Seamless Integration and Escalation**

Built into the Five9 Intelligent CX Platform, AI Agents work in sync with human agents to ensure smooth, context-rich collaboration across every interaction. When a conversation needs a human touch, escalation is seamless—with no loss of context.

AI Agents also integrate effortlessly with the full Five9 [Genius AI](#) suite to power unified, scalable service operations across your organization. And with everything accessible from one design environment, teams can build, manage, and optimize AI-driven journeys without jumping between tools.

**Contextual Knowledge-Based Answers**

AI Agents deliver precise, context-aware answers by drawing from trusted enterprise knowledge. Powered by advanced [AI Knowledge](#), they identify the core intent of each customer inquiry and respond with relevant, effective information in real time. With [Knowledge Node](#), agents can access the same enterprise knowledge, allowing them to provide consistent answers that drive resolutions and boost customer satisfaction.

**Understand true customer intent**

Enhance your intent detection with large language models (LLMs) to achieve human-level entity recognition and language comprehension within your AI Agent. This lets AI Agents engage in more natural, intuitive conversations—interpreting nuance, identifying goals, and delivering resolutions for customers with speed and precision.

**AI Agent Interaction Summary**

Automatically summarize customer interactions across voice and digital channels. With advanced call and chat summarization capabilities, AI-generated summaries boost efficiency by capturing essential information from interactions between AI Agents and customers. These summaries can aid live agents during escalations, providing quick context, or be stored in CRMs for future reference. Choose your preferred language for summaries, ensuring localized support and streamlined communication.

**Proven enterprise-grade reliability, immediate impact**

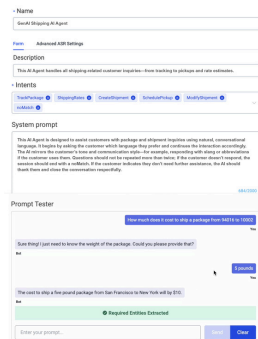
Five9 AI Agents help businesses compete smarter—reducing service costs, accelerating time-to-market, and enhancing customer satisfaction. Trusted by businesses around the world and supporting millions of conversations every year. AI Agents deliver at scale with reliability you can count on.

And with fast, flexible deployment and customizable launch options, you can start seeing measurable results before you know it.

With Five9 AI Agents, we're seeing a 45% containment rate on all carrier pickup calls. It now takes about 60% less time than before to schedule a carrier pickup.

Automating this piece of the process has been great for us and for the patients.

[EXACT SCIENCES](#)



From describing what you need to delivering contextually-powered resolutions in no time.

[Learn more](#)

The New CX Starts Here. Serve faster, personalize deeper—[discover Five9 AI Agents.](#)

**About Five9**

Five9 empowers organizations to create hyper-personalized and effortless AI-driven customer experiences that deliver better business outcomes. Powered by Five9 Genius AI and our people, the Five9 Intelligent CX Platform is trusted by 2,500+ customers and 1,400+ partners globally. The New CX Starts Here and it's at the heart of every winning experience.

For more information, [visit www.five9.com](http://www.five9.com)

Five9 and the Five9 logo are registered trademarks of Five9 and its subsidiaries in the United States and other countries. The names and logos of third party products and companies in this document are the property of their respective owners and may also be trademarks. The product plans, specifications, and descriptions herein are provided for information only and subject to change without notice, and are provided without warranty of any kind, express or implied. Copyright ©2025 Five9, Inc. 07025