

Five9 Fusion for Epic

Give agents real-time Epic access to resolve issues faster and easier.

In healthcare, time and context are everything. But disconnected systems, constant app switching, and inconsistent access to patient data slows everything down. Patients wait longer, agents struggle, and service quality suffers.

For IT teams, the challenges go even deeper. Supporting legacy middleware and one-off integrations increases maintenance overhead, raises the risk of failure, and limits visibility. It also creates compliance concerns and makes standardization nearly impossible.

Health systems need a modern, Epic-certified integration that simplifies workflows and eliminates support-heavy middleware, giving you faster, more secure, and scalable innovation across the contact center. Native connectivity to Epic modules like Cheers, Hyperdrive, Cadence and other frequently used modules, ensures fast, reliable access to patient information — without third-party workarounds. The result is a more connected experience for patients and a lighter lift for your team.

More Time for Care, Less Time on Clicks

Every second counts in healthcare — but disconnected tools and manual workarounds steal time from both patients and staff. With Five9 Fusion for Epic, agents no longer need to toggle between screens or rely on workarounds to find patient information. They log in once and gain instant access to Epic modules like Cheers, Hyperdrive, and Cadence — all from a single, unified console. Screen-pop delivers real-time patient context the moment a call connects, while click-to-dial lets agents initiate outbound calls directly from the Epic interface. These small changes add up to major gains in productivity, reducing handle time, easing cognitive load, and helping agents stay focused on care instead of clicks.

A Connected Patient Experience

Whether a patient reaches out via phone, SMS, or chat, Five9 ensures their history and preferences are instantly visible in Epic.

That means patients don't have to repeat themselves, and agents can personalize the interaction from the first "hello." The result is a smoother journey across channels — one that feels connected, thoughtful, and fast. This is omnichannel done right, with context baked in and no friction in sight.

AI That Meets You Where You Are

Many health systems are eager to embrace AI, but not every organization is ready to rip and replace what's working. Five9 makes transformation practical. AI Agents can be embedded directly into Epic, allowing patients to self-serve for common needs like scheduling, prescription refills, and appointment reminders, 24/7, without waiting in queue.

At the same time, Agent Assist supports your staff with real-time recommendations, next-best actions, and even summarizing calls directly into the EHR. This is AI designed for real-world healthcare environments — practical, secure, and flexible enough to support transformation at your pace.



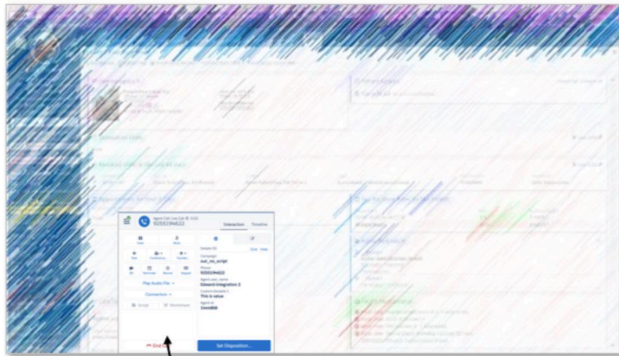
BENEFITS

- Increase agent efficiency with fewer clicks
- Deliver seamless omnichannel patient experiences
- Enable AI-driven care at scale
- Reduce IT complexity with native integration

FEATURES

- OIDC-based SSO for agent login to embedded ADT+
- Epic-native screen-pop into Cheers, Cadence, Ambulatory and more
- Click-to-dial within Epic
- Pause/resume recording via Epic API
- WebRTC phone support (no SIP Softphone, digital channel support)

FIVE9 FUSION FOR EPIC



ADT Adapter imbedded in Epic UI

Epic



Epic
TOOLBOX
2025

Built for Scale and Simplicity

This integration isn't a patchwork solution. It's the first CCaaS solution certified through Epic Toolbox, purpose-built to align with Epic's Blueprint protocols. That means no middleware, no custom code, and no costly maintenance down the road. It also means faster time to value. Health systems can scale innovation across departments, reduce IT complexity, and finally retire the burden of one-off implementations.

Five9 Fusion for Epic unlocks a smarter, more agile contact center. A contact center that drives performance while easing the load on your team.

Not just "Epic-ready." Epic-built.

First and only CCaaS vendor with Epic Toolbox Accreditation Certified alignment with Epic's Blueprint protocols Native Epic integration. No Middleware required. One console, one login, endless efficiency.

25% faster calls.
After rolling out screen-pop and click-to-dial inside Epic's Hyperdrive client, one large health system saw 25% faster calls—reducing average handle time to just 4½–5 minutes per interaction

Learn more

Learn more: www.five9.com/product (CRM page, Healthcare page)

Schedule a demo:
www.five9.com/contact

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

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