



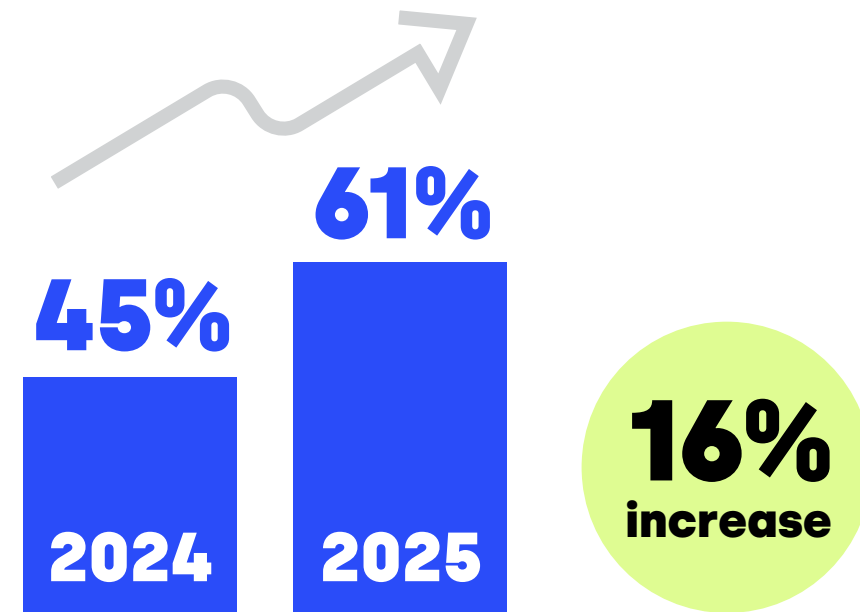
AI Drives ROI in the Healthcare Space

Five9 drives ROI by improving the patient care journey with the right data and AI-powered self-service.



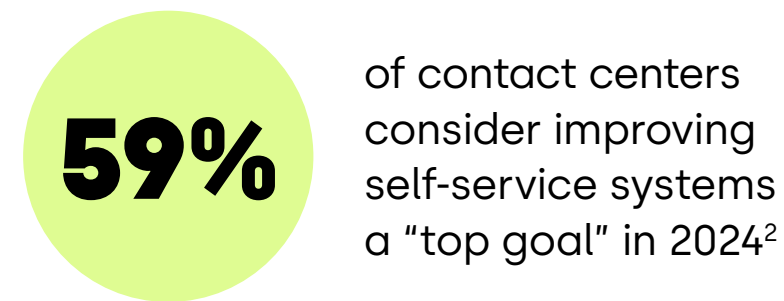
More AI

Contact centers will apply AI to solve more customer transactions in 2025 than in 2024.¹



Better Self-Service

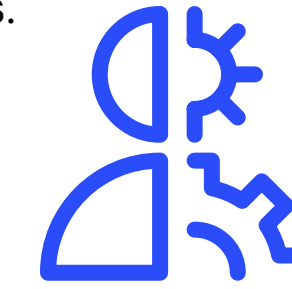
Enhancing your self-service systems (AI Agents, IVR, web, mobile) can improve both CX and PX.



of contact centers consider improving self-service systems a "top goal" in 2024²

Evolving Expectations

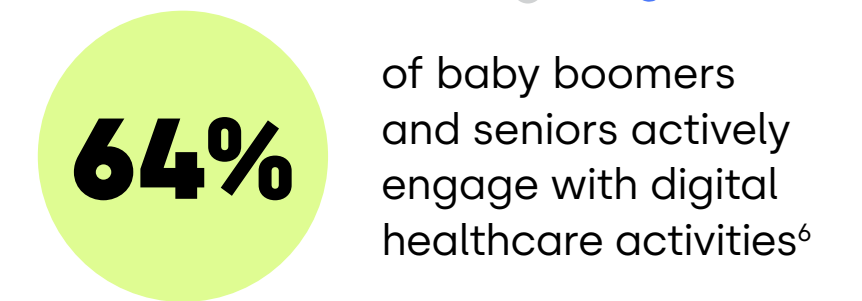
Healthcare customers expect more self-service with their choice of channels.



92% of respondents believe AI & ML are the top industry-leading technologies most likely to be implemented by 2025³

Tech-Savvy Boomers

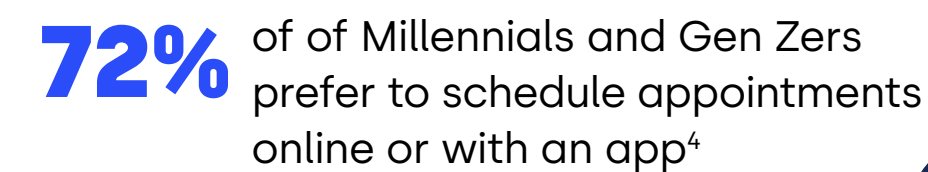
A large segment of your patient base wants to engage your practice with the most advanced technology possible.



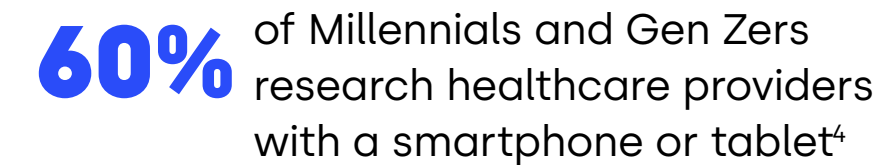
of baby boomers and seniors actively engage with digital healthcare activities⁶

Modern Preferences

Lack of online and app access to a healthcare operation is a dealbreaker for the 150 million Millennials and Gen Zers in the US.⁴



of Millennials and Gen Zers prefer to schedule appointments online or with an app⁴



of Millennials and Gen Zers research healthcare providers with a smartphone or tablet⁴

Thorough Research

Always assume that anyone who contacts your healthcare practice has done their research and chosen you from a pool of providers.

When a patient evaluates healthcare providers, online reviews are the #1 factor in their decision-making process⁷

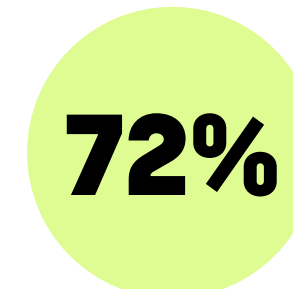


Empathetic Personalization

Healthcare and life science organizations must show empathy toward patients, members, and providers to create trusted, personalized relationships.



of patients want personalized care that's tailored to their individual clinical needs — and most believe that technology is the answer⁵



Now is the time to deliver the AI-powered customer care experience that your patients expect with Five9 for Healthcare.

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¹ "AI in the Contact Center: A Roadmap to Success and Transformation," Metrigy Research Corp., 2024.
² DMG Consulting, LLC Contact Center and AI Goals and Investment Priorities for 2024 Summary of Findings
³ Gartner 2023 CIO Agenda Insights for Healthcare Providers infographic
⁴ "Prioritizing Online Patient Scheduling Is Imperative In Today's Retail World," Forbes, May 2023.
⁵ "What Patients Want: Personalized Healthcare Experiences," Rendia.
⁶ "Digital Healthcare Adoption Surges Among Baby Boomers, Defying Stereotypes," The Healthcare Technology Report, December 20, 2023.
⁷ "Healthcare Provider Reviews Drive Patient Acquisition," Press Ganey, 2024.