

Simplify, Streamline, and Secure Your Cloud Contact Center Experience

Full integration with Five9 and Microsoft Teams together with NWN Carousel award-winning support

Our number one goal: ensure the best possible CX experience.

Whether you need to provide your agents with easy access to specialists or seamlessly move calls between Teams and the Five9 contact center, NWN Carousel's [Contact Center](#) and [Unified Communications](#) offerings - together with our white glove Managed Services - create an integrated agent and customer experience.

NWN Carousel's in-house [Contact Center](#) and [Microsoft](#) experts focus on the end-user experience to deliver a cohesive and rapid deployment of your contact center with a Teams environment. Accomplished efficiently, whether in a traditional or home office, our CC and UC experts will provide a migration path that's simple and cost effective.

We own the whole service stack to the cloud. Plus, Migration & Managed Services to support it.

NWN Carousel provides a fast migration path to deployment and adoption with comprehensive Day 2 Managed Support to fully integrate your Five9 Contact Center with Microsoft Teams. Our project management and delivery support between Five9 and Teams is available as a unified as-as-service contract for a single point-of-contact for the overall solution.

The end result? An accelerated adoption program with a consumption model allowing for quicker agent onboarding and superior customer experience.

Building an Integrated + Supported Delivery Model

Microsoft Teams combined with the Five9 Intelligent Cloud Contact Center platform provides a unified directory of Teams users for realtime presence for click-to-call features – engaging all teams to communicate across the applications.

Learn the Benefits

- Single Source for Support & Billing with Best-of-Breed Scalable Cloud Solutions
- FCR for Higher Customer Satisfaction & Net Promoter Scores
- Better Agent-Expert Consultation with the Five9 UC integration with Teams
- High Availability Teams Connect peering with Five9 Cloud-to-Cloud Integration
- End-to-End Solution & Combined Apps for a Single Pane-of-Glass view through EMP

How NWN Carousel helps clients across all industries make the most of their Teams environment



PLAN

Tools + Workshops
+ Advisory



DELIVER

Create + Pilot
+ Migrate



ADOPT

Experiment + Train
+ Scale

NWN Carousel provides the integration and functionality to make the Most of your Five9 and Teams Services



Ultimate Architecture

Combining Microsoft Teams UC Hub for Communicate, Collaborate and Customize with Five9's Intelligent Contact Center creates a network built integrated via Connect framework, guaranteeing excellent communication for your organization with no limitations.



Optimal Platform

Tailor your workspace to include the agent + customer capabilities you need every day, for faster resolution. Click-to-transfer for easy access to experts.



Superior Service

24 x 7 x 365 Service Desk for Microsoft Teams + Five9

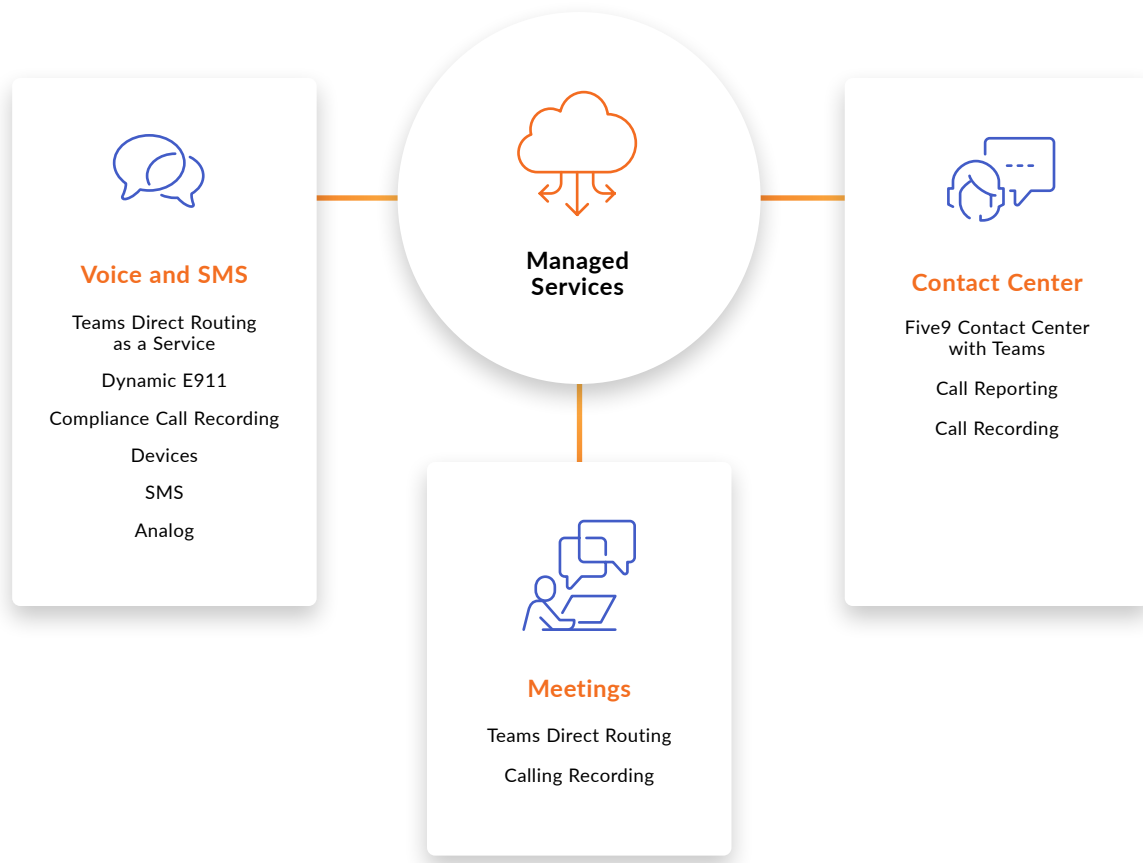
Day 2 White Glove Managed Services

Incident Management, Admin and Adoption Support

Scalable as-a-Service Cost Model

Stack Services to Provide a Variety of Integrated Solutions

Single source for supporting and billing, provided by Experience Management Platform (EMP)



Partnerships That Bring It All Together. Resulting in a Seamless CX Experience.

NWN Carousel + Five9 Partnership	NWN Carousel + Microsoft Partnership
<p>Accolades</p> <ul style="list-style-type: none"> • Partner Excellence 2021 • Five9 Gold Partner Status 2020 - 2022 • CIP Certified + CINP Certified <p>Qualified Technical Staff</p> <ul style="list-style-type: none"> • 63 Pre-Sales Engineers; 20 SMEs • 140 Account Execs <hr/> <ul style="list-style-type: none"> • Assessment & Design Services • Implementation & Managed • Experience Management Platform <p>Qualified Technical Staff</p> <ul style="list-style-type: none"> • 63 Pre-Sales Engineers; 20 SMEs • 140 Account Execs 	<p>Accolades</p> <ul style="list-style-type: none"> • Microsoft Global Partner of the Year 2022 for Teams Meetings, Calling, and Devices • Microsoft Solutions Partner – Modern Work • Gold Messaging • Gold Communications • Gold Cloud Productivity • Gold Collaboration & Content • Gold Cloud Platform <p>Qualified Technical Staff</p> <ul style="list-style-type: none"> • Advanced Specializations in Teams Calling, Teams • Meetings and Meeting Rooms, and Change • Management and Adoption