

Delivering service that account holders demand: Five9 and Glyue™, powered by Sandbox Banking, empower banks and credit unions with a tailored integrated contact center solution.

When customers contact your financial institution, they expect immediate and knowledgeable assistance. The Five9 Intelligent Cloud Contact Center enables you to deliver omnichannel experiences while seamlessly connecting to data from your core banking provider and via Glyue™, the integration platform as a service (iPaas) that caters exclusively to banks and credit unions from Sandbox Banking.

Provide a superior contact center experience

Most banking contact center staff spend too much time redirecting calls and switching between applications. If the agent can't solve the customer or member's problem, they have to redirect the call, leading to caller frustration.

Five9 centralizes accountholder communications, regardless of channel, and uses intelligent routing to address customer or member issues more effectively. Through the integration between Five9 and Sandbox Banking, contact center agents can immediately see customer or member information in a single pane within the Five9 Agent Desktop.

"Account holders don't have the patience to be routed multiple times," says Ravi Balasubramanian, CEO of Sandbox Banking. "Because of the full-scale integrations between core banking systems and Five9, Glyue™ provides a full customer or member view with real-time data instantly so the call center reps can provide the best experience to the caller."

"There's an incredible ROI for financial institutions looking to partner with Five9, but it's the combination of the strong partnership with Sandbox Banking, coupled with the technical integration between the two platforms, that allows financial organizations to provide exceptional customer or member experiences and retain account holder loyalty."

Jessica Shea
ISV Partner Sales Manager, Five9

Five9 + Glyue™: One bank's experience

- 13,000+ calls handled per week on average
- 18,000+ account transactions completed per week

Serving customers through bi-directional core integration

Disparate systems can create friction in cloud contact center software operations. With sophisticated contact center technology like Five9, financial institutions can expect to create amazing member and customer experiences, particularly with their core banking provider.

Sandbox Banking is part of Five9's Independent Software Vendor (ISV) program. Through this program, Sandbox Banking has developed an integration that's been accredited by Five9, allowing for faster speed to deployment and enabling organizations to drive innovation and propel businesses forward.

"The real value is in the power of choice," says Jessica Shea, ISV Partner Sales Manager at Five9. "There's a strong demand for an integration like ours, and we want to give our customers options, whether their core banking provider is Fiserv, Jack Henry, or otherwise. Sandbox Banking and Five9 meet that need."

Through the integration, financial institutions can align systems to:

- Review account information and transaction information
- Make transfers between accounts
- Open new loan or deposit accounts

You can take advantage of the Five9 Intelligent CX Platform and leverage data from Glyue™ to help contact center agents make more informed decisions and solve customer problems.

Ease of deployment is one of the key differentiators and strengths of the Five9 and Sandbox Banking partnership. The cohesiveness of the integration allows both parties to provide solutions to financial institutions that can get up and running within weeks, not months.

About Five9

The Five9 Intelligent CX Platform provides a comprehensive suite of solutions to engage with customers across their channel of choice, empower managers with insights and intelligence into contact center performance, and elevate your business to deliver better business outcomes and Bring Joy to CX™. Our cloud-native, scalable, and secure platform includes contact center; omnichannel engagement; Workforce Engagement Management; extensibility through more than 1,400 partners; and innovative, practical AI, automation, and journey analytics that are embedded as part of the platform. Five9 brings the power of people, technology, and partners to more than 2,500 organizations worldwide.

Delivering value to financial institutions

Banks and credit unions can increase customer or member loyalty and retention by providing efficient customer support, whether through voice, email, messaging, mobile, or video. Five9 makes agents more productive because all the information they need is right at their fingertips, and communication is always through the channel of the customer's choice.

88% of companies believe the consumer experience is a competitive differentiator. Without seamless interactions — and the ability to meet customers or members in the channel of their choosing — you risk losing an account holder's business. Exceptional service, every time, has to be at the forefront.

"The continued growth in value of having Sandbox Banking integrated with Five9 are exponential," says Shea. "The most important benefit we see comes down to positive member experiences. Retaining a customer's loyalty is more important than ever."

Five9 and Glyue™ pre-built integration list

We are constantly building new integrations that satisfy the needs of our bank and credit union customers and augment how they go to market. Here is a list of current integrations for the Five9 Intelligent CX Platform, including the Five9 Intelligent Cloud Contact Center, Intelligent Virtual Agent (IVA), and Interactive Voice Response (IVR).

- Corelation Keystone
- FIS IBS, CodeConnect
- Fiserv DNA, CoreAPI
- Fiserv Premier, Communicator Open
- Jack Henry Symitar, SymXChange
- MeridianLink
- Encompass
- Sync1

About Sandbox Banking

Sandbox Banking is a digital transformation partner that can help unlock revenue via Glyue™, our groundbreaking Integration Platform as a Service (IPaaS) offering for banking. Glyue™ is the only major IPaaS focused solely on fintechs and financial institutions. It provides connectors between 14+ of the most popular core banking platforms and more than 50 lending, deposit, KYC/AML, data, cards, underwriting, mobile banking, and analytics solutions from the world's best providers.

Want to know more?

 [Let's talk!](#)

 [View our full integration ecosystem](#)

 [See which cores we integrate with](#)