ULAP Services Offering Summary

ULAP Platform Coverage

ULAP Services provides consulting, implementation, and support across the core Five9 product suite, most commonly used in contact center environments. Our expertise focuses on the operational and configuration layers of Five9's Virtual Contact Center (VCC) platform and its directly related applications.

Supported Five9 Components:

- Five9 VCC – Inbound and Outbound Voice, Email, Chat, SMS, and Reporting
- Five9 Agent Assist – Configuration, deployment guidance, and operational tuning
- Five9 IVA Studio (Basic) – Simple voice and digital IVA call flows designed and supported within Studio

Scope Notes: ULAP specializes in the contact center administration, automation, and optimization layers of Five9. We do not cover advanced AI IVA design, Workforce Optimization (WFO/WFM), or third-party partner modules outside of supported integrations unless specifically scoped during discovery.

Five9 Implementation

Overview

End-to-end implementation services for new Five9 customers. ULAP guides you from initial discovery to full production launch, ensuring a smooth transition, clean configuration, and best-practice alignment.

Areas Covered

- Discovery and requirements gathering
- Campaign and list configuration
- Skills and routing design
- IVR script development and call flow mapping
- User provisioning and permissions setup
- Reporting and dashboard configuration
- Testing, training, and go-live support

Deliverables

- Implementation plan and configuration workbook
- Completed Five9 environment ready for production
- End-user and admin training sessions
- Go-live support and early life monitoring

Engagement Model

- Pricing options
    - Time And Materials
    - Fixed-scope implementation based on discovery findings
- Collaborative design and configuration with client stakeholders
- ULAP project lead assigned from start to finish

Pricing Options

- Pricing determined after discovery session based on level of effort (LOE)
- Each implementation is scoped individually according to business size, integration needs, and number of queues or departments

Ideal For

New Five9 customers or organizations migrating from another platform who want a professional, turnkey implementation managed by certified experts.

Five9 Configuration Audit

Overview

A focused review of your Five9 domain to uncover inefficiencies, misconfigurations, and missed opportunities. ULAP's engineers evaluate your setup against industry best practices and provide an actionable roadmap for optimization.

Areas Covered

- Inbound and outbound campaign setup
- IVR scripts and call flows
- Skills, routing, and user permissions
- Dispositions, lists, and ANI configuration
- Reporting and scheduled reports

Deliverables

- Configuration audit report with detailed findings
- Recommended improvements and LOE (Level of Effort) estimates
- One-hour walkthrough session with a ULAP engineer

Engagement Model

- Conducted remotely via temporary admin access
- Read-only review; no live configuration changes made
    - 3-5 reports will be created as part of the review
- Turnaround time: document delivered typically within 5-7 business days after review is complete

Pricing Options

- Focused Engagement – Designed for smaller environments or targeted reviews covering core Five9 components and high-impact opportunities - $2000
- Comprehensive Engagement – A broader assessment that includes additional routing logic, IVR flows, and reporting alignment across multiple business units - $4000
- Enterprise Engagement – A full-scale review spanning complex configurations, multi-tenant or global deployments, and integrated applications - $6500
- Custom Engagement – Tailored programs exceeding standard enterprise scope, often including advanced integrations, cross-platform data mapping, or multi-phase initiatives

Ideal For

Organizations preparing for optimization projects or those who suspect outdated routing, unused objects, or legacy configurations.

Five9 Admin Support
Overview

Ongoing administrative support for your Five9 platform, ensuring consistent performance, clean configuration, and rapid response to daily operational needs. ULAP functions as an extension of your internal team.

Areas Covered

- Campaign, list, and disposition management
- IVR script updates and routing adjustments
- User provisioning, skills, and permissions
- Report scheduling, dashboards, and exports
- Troubleshooting and vendor escalation

Deliverables

- Dedicated ULAP administrator assigned to your account
- Monthly activity report summarizing changes and issues
- SLA-based response times for all service requests

Engagement Model

- Monthly retainer or prepaid hourly blocks
- Work performed remotely through secure access
- Optional shared Slack or Teams channel for collaboration
- Pricing Options
    - Starter Plan – Includes base-level support for smaller environments
    - Growth Plan – Expanded hours and faster response times
    - Enterprise Plan – High-volume or 24/7 coverage
    - Hourly Option – Available for ad-hoc or overflow support
- These engagements may be billed by invoice, or the Hourly Option may be paid by credit card

Ideal For

Contact centers without a full-time Five9 admin or those seeking expert oversight to maintain stability and compliance.

Five9 Automation & Integration

Overview

Enhance efficiency and reduce manual effort by connecting Five9 with your existing systems. ULAP designs and implements automation workflows, data synchronization, and API-driven integrations tailored to your environment.

Areas Covered

- API-based data exchange (CRM, ERP, or custom apps)
- Automated campaign management and contact uploads
- Real-time data pushes to analytics or ticketing systems
- Event-based triggers and notifications (webhooks, n8n, Make, etc.)
- Secure credential handling and error monitoring

Deliverables

- Integration design document and architecture diagram
- Configured workflows or middleware deployments
- Test plan, validation results, and go-live assistance

Engagement Model

- Fixed-scope projects with defined milestones
- Optional managed automation hosting (ULAP-maintained)
- Project duration: typically 2–4 weeks

Pricing Options

These engagements are scoped and priced following one or more discovery sessions to ensure alignment with business goals and technical requirements.

Ideal For

Businesses aiming to connect Five9 with Salesforce, ServiceNow, HubSpot, or internal systems to eliminate repetitive tasks and improve data consistency.

Five9 Consulting Expertise

Overview

Strategic consulting for organizations seeking to evolve their CX ecosystem. ULAP's experts provide guidance on platform architecture, process alignment, and modernization strategies grounded in real-world Five9 experience.

Areas Covered

- Platform health assessment and optimization roadmap
- Migration planning (from legacy systems or on-prem)
- IVR redesign and customer journey mapping
- KPI alignment and performance analytics
- Governance, documentation, and change-control guidance

Deliverables may include

- Consulting engagement plan and discovery summary
- Recommendations report with strategic priorities
- Optional executive presentation and implementation roadmap

Engagement Model

- Advisory sessions via Zoom or onsite workshops
- Short-term or ongoing engagements available
- Collaborative process with internal stakeholders

Pricing Options

- Engineer Call – Pay-by-the-hour consultation with a senior ULAP engineer (ideal for quick technical questions or platform guidance)
- Advisory Block – Multi-session engagement for roadmap development or project strategy
- Executive Engagement – Custom-scoped consulting for large-scale transformation planning
- These engagements may be billed by invoice or paid by credit card

Ideal For

Leadership teams seeking expert input on how to get more from their Five9 investment or plan large-scale transformations.

Next Steps

If you are interested in any of these services, please contact ULAP Services at the link below or email marc@ulapservices.com to schedule a discovery discussion.

We will help you determine the right level of engagement and create a tailored plan that meets your organization's specific needs.

https://ulapservices.com/contact.html