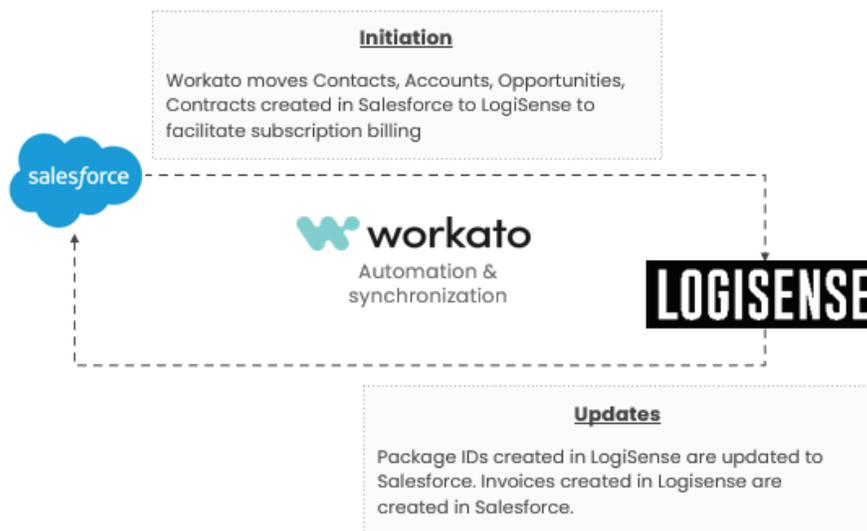# CriticalRiver helps Five9 eliminate manually billing and invoicing, automates processes, reducing costs, increasing operational efficiency and ROI significantly.

The Customer

Five9 is a leading provider of cloud contact software, with over 2000+ customers worldwide, Five9 is helping its customers with 7 Billion+ customers interactions annually.

The Challenge

Five9 was using LogiSense for billing and the billing data transfer was done manually. There were no real-time updates resulting in delays in processing.

The Solution

CriticalRiver integrated LogiSense, a specializing billing software with Salesforce that created a seamless, automated process across the entire ecosystem.

Besides, LogiSense Billing for Salesforce empowered Five9 to send real-time updates and provide end-to-end visibility into customer account details without ever having to leave the Salesforce platform.

Initiation

Workato moves Contacts, Accounts, Opportunities, Contracts created in Salesforce to LogiSense to facilitate subscription billing

Updates

Package IDs created in LogiSense are updated to Salesforce. Invoices created in Logisense are created in Salesforce.

Solution Results/Benefits

- Eliminated billing, invoicing bottlenecks, increased operational efficiency
- Quick, easy invoice processing minimized processing time, increased efficacy
- Superior accuracy led to eliminating errors
- Automated enabled higher resource optimization
- Reduced costs, increased ROI significantly
- 360-degree visibility into customer billing and invoices

Technology Components: Workato, LogiSense, Salesforce.