



Review of Five9.com

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Introduction

This report provides a review of the key factors that influence the SEO and usability of your website.

The homepage rank is a grade on a 100-point scale that represents your Internet Marketing Effectiveness. The algorithm is based on 70 criteria including search engine data, website structure, site performance and others. A rank lower than 40 means that there are a lot of areas to improve. A rank above 70 is a good mark and means that your website is probably well optimized.

Internal pages are ranked on a scale of A+ through E and are based on an analysis of nearly 30 criteria.

Our reports provide actionable advice to improve a site's business objectives.

Please contact us for more information.

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Good



To Improve



Errors



Not Important



Hard to solve



Little tough to solve



Easy to solve



No action necessary



Title Tag



Call & Contact Center As A Service (CCaaS) Provider | Five9

Length: 59 character(s)

Ideally, your title tag should contain between 10 and 70 characters (spaces included).

Make sure your title is explicit and contains your most important keywords.

Be sure that each page has a unique title.



Meta Description



Five9 delivers the most reliable cloud contact center that empowers organizations to deliver extraordinary customer experiences. Request a demo!

Length: 144 character(s)

Meta descriptions contains between 100 and 300 characters (spaces included).

It allow you to influence how your web pages are described and displayed in search results.

Ensure that all of your web pages have a unique meta description that is explicit and contains your most important keywords (these appear in bold when they match part or all of the user's search query).

A good meta description acts as an organic advertisement, so use enticing messaging with a clear call to action to maximize click-through rate.



Meta Keywords



No Keywords

Meta Keywords are a specific type of meta tag that appear in the HTML code of a Web page and help tell search engines what the topic of the page is.

However, google can't use meta keywords.



Google Preview



[Call & Contact Center As A Service \(CCaaS\) Provider | Five9](#)

[five9.com/](#)

Five9 delivers the most reliable cloud contact center that empowers organizations to deliver extraordinary customer experiences. Request a demo!

This is an example of what your Title Tag and Meta Description will look like in Google search results.

While Title Tags & Meta Descriptions are used to build the search result listings, the search engines may create their own if they are missing, not well written, or not relevant to the content on the page.

Title Tags and Meta Descriptions are cut short if they are too long, so it's important to stay within the suggested character limits.

<H1> Containment rate looks good, but CSAT tells a different story? </H1>

<H2> Make CX Your New Competitive Advantage </H2>

<H2> Trusted and used by 3,000+ global customers </H2>

<H2> See How AI-Powered CX Delivers More—For Your Business and Your Customers. </H2>

<H2> Backed by Customer Wins and Analyst Research </H2>

<H2> News & Announcements </H2>

<H3> Five9 AI Day </H3>

<H3> AI Innovation </H3>

<H3> Intelligent CX Platform </H3>

<H3> Trusted Expertise & Partnership </H3>

<H3> See The New CX in Action </H3>

<H3> More Care, Less Complexity: Alaska Airlines' CX Transformation </H3>

<H3> Central Bank Gains Efficiency with Smarter, Optimized Support </H3>

<H3> Exact Sciences Cuts Patient Time by 60% with Smarter CX </H3>

<H3> Lumexa Imaging Improves Patient Care While Unlocking \$4M in Revenue </H3>

<H3> More Care, Less Complexity: Alaska Airlines' CX Transformation </H3>

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<H3> Exact Sciences Cuts Patient Time by 60% with Smarter CX </H3>

<H3> Lumexa Imaging Improves Patient Care While Unlocking \$4M in Revenue </H3>

<H3> Five9 named a Gartner® CCaaS Leader Again </H3>

<H3> Five9 Recognized in MetriRank 2025 </H3>

<H3> Five9 Earns MetriStar for WEM Excellence </H3>

<H3> The Future of CX: Smarter, Faster, More Human </H3>

<H3> The Future of CX: Smarter, Faster, More Human </H3>

<H3> Human-Centered AI </H3>

<H3> AI-Elevated CX </H3>

<H3> Intelligent CX Platform </H3>

<H3> Trusted Partner </H3>

<H3> Five9 Blog </H3>

<H3> Five9 Events </H3>

<H3> Experience the New CX in Action </H3>

<H3> AI Blueprint: See What Your Data Is Really Telling You </H3>

<H3> New Era of CX Awards 2026 </H3>

<H4> Hear from Forrester and Real Five9 Customers. </H4>

Use your keywords in the headings and make sure the first level (H1) includes your most important keywords. Never duplicate your title tag content in your header tag.

While it is important to ensure every page has an H1 tag, never include more than one per page. Instead, use multiple H2 - H6 tags.

Keywords Cloud

menu 21 expand 20 case 17 image 14 contact 10
customer 10 view 10 partner 9 deliver 8 center 7
trust 7 agent 7 workforce 7 intelligent 7 through 7

This Keyword Cloud provides an insight into the frequency of keyword usage within the page.

It's important to carry out keyword research to get an understanding of the keywords that your audience is using. There are a number of keyword research tools available online to help you choose which keywords to target.

Keyword Consistency

Keywords	Freq	Title	Desc	<H>
menu	21	×	×	×
expand	20	×	×	×
case	17	×	×	×
image	14	×	×	×
contact	10	✓	✓	×
customer	10	×	✓	✓
view	10	×	×	×
partner	9	×	×	✓
deliver	8	×	✓	✓
center	7	✓	✓	✓
trust	7	×	×	✓
agent	7	×	×	×
workforce	7	×	×	×
intelligent	7	×	×	✓
through	7	×	×	×

This table highlights the importance of being consistent with your use of keywords.

To improve the chance of ranking well in search results for a specific keyword, make sure you include it in some or all of the following: page URL, page content, title tag, meta description, header tags, image alt attributes, internal link anchor text and backlink anchor text.

Alt Attribute



We found 49 images on this web page
 2 ALT attributes are empty or missing.

<https://play.vidyard.com/xmGejrLRq2wQhh5cj5rArE.jpg>
<https://play.vidyard.com/xmGejrLRq2wQhh5cj5rArE.jpg>

Alternative text is used to describe images to give the search engine crawlers (and the visually impaired).
Also, more information to help them understand images, which can help them to appear in Google Images search results.

Text/HTML Ratio



HTML to Text Ratio is: **3.62%**
Text content size 10164 bytes
Total HTML size 280465 bytes

Code to text ratio represents the percentage of actual text on a web page compared to the percentage of HTML code, and it is used by search engines to calculate the relevancy of a web page.
A higher code to text ratio will increase your chances of getting a better rank in search engine results.

GZIP compression



Wow! It's GZIP Enabled.
 Your webpage is compressed from 274 KB to 50 KB (81.6 % size savings)

Gzip is a method of compressing files (making them smaller) for faster network transfers.
It allows to reduce the size of web pages and any other typical web files to about 30% or less of its original size before it transfer.

 **IP Canonicalization** No your domain IP 23.185.0.3 does not redirect to five9.com
  

To check this for your website, enter your IP address in the browser and see if your site loads with the IP address.
Ideally, the IP should redirect to your website's URL or to a page from your website hosting provider.
If it does not redirect, you should do an htaccess 301 redirect to make sure the IP does not get indexed.

 **URL Rewrite** Good, all URLs look clean and friendly
  

Your site's URLs contain unnecessary elements that make them look complicated.
A URL must be easy to read and remember for users. Search engines need URLs to be clean and include your page's most important keywords.
Clean URLs are also useful when shared on social media as they explain the page's content.

 **Underscores in the URLs** Oh no, you are using underscores (these_are_underscores) in your URLs
  

Great, you are not using ?underscores (these_are_underscores) in your URLs.
While Google treats hyphens as word separators, it does not for underscores.

✓ **WWW Resolve** Great, a redirect is in place to redirect traffic from your non-preferred domain.



Redirecting requests from a non-preferred domain is important because search engines consider URLs with and without "www" as two different websites.

✓ **XML Sitemap** Good, you have XML Sitemap file!



<http://five9.com/sitemap.xml>

A robots.txt file allows you to restrict the access of search engine robots that crawl the web and it can prevent these robots from accessing specific directories and pages. It also specifies where the XML sitemap file is located.

You can check for errors in your robots.txt file using Google Search Console (formerly Webmaster Tools) by selecting 'Robots.txt Tester' under 'Crawl'. This also allows you to test individual pages to make sure that Googlebot has the appropriate access.

✓ **Robots.txt** Good, you have Robots.txt file!



<http://five9.com/robots.txt>

A sitemap lists URLs that are available for crawling and can include additional information like your site's latest updates, frequency of changes and importance of the URLs. This allows search engines to crawl the site more intelligently.

We recommend that you generate an XML sitemap for your website and submit it to both Google Search Console and Bing Webmaster Tools. It is also good practice to specify your sitemap's location in your robots.txt file.



Embedded Objects

Perfect, no embedded objects has been detected on this page



Embedded Objects such as Flash. It should only be used for specific enhancements.

Although Flash content often looks nicer, it cannot be properly indexed by search engines.

Avoid full Flash websites to maximize SEO.



Iframe

Oh no, iframe content has been detected on this page



Frames can cause problems on your web page because search engines will not crawl or index the content within them.

Avoid frames whenever possible and use a NoFrames tag if you must use them.



Domain Registration

Exactly how many years and months



Domain Age: 24 Years, 315 Days

Created Date: 18th-Sep-2001

Updated Date: 10th-Sep-2023

Expiry Date: 18th-Sep-2029

Domain age matters to a certain extent and newer domains generally struggle to get indexed and rank high in search results for their first few months (depending on other associated ranking factors). Consider buying a second-hand domain name.

Do you know that you can register your domain for up to 10 years? By doing so, you will show the world that you are serious about your business.



Indexed Pages



Indexed pages in search engines

0 Page(s)

This is the number of pages that we have discovered on your website.

A low number can indicate that bots are unable to discover your webpages, which is a common cause of a bad site architecture & internal linking, or you're unknowingly preventing bots and search engines from crawling & indexing your pages.



Backlinks Counter



Number of backlinks to your website

0 Backlink(s)

Backlinks are links that point to your website from other websites. They are like letters of recommendation for your site.

Since this factor is crucial to SEO, you should have a strategy to improve the quantity and quality of backlinks.



URL

http://five9.com
Length: 5 characters

Keep your URLs short and avoid long domain names when possible.

A descriptive URL is better recognized by search engines.

A user should be able to look at the address bar and make an accurate guess about the content of the page before reaching it (e.g., http://www.mysite.com/en/products).



Favicon

F9 Great, your website has a favicon.

Favicons improve a brand's visibility.

As a favicon is especially important for users bookmarking your website, make sure it is consistent with your brand.



Custom 404 Page

Great, your website has a custom 404 error page.

When a visitor encounters a 404 File Not Found error on your site, you're on the verge of losing the visitor that you've worked so hard to obtain through the search engines and third party links.

Creating your custom 404 error page allows you to minimize the number of visitors lost that way.



Page Size

274 KB (World Wide Web average is 320 Kb)



Two of the main reasons for an increase in page size are images and JavaScript files.

Page size affects the speed of your website; try to keep your page size below 2 Mb.

Tip: Use images with a small size and optimize their download with gzip.



Load Time

0.57 second(s)



Site speed is an important factor for ranking high in Google search results and enriching the user experience.

Resources: Check out Google's developer tutorials for tips on how to make your website run faster.



Language

Good, you have declared your language
Declared Language: English



Make sure your declared language is the same as the language detected by Google

Also, define the language of the content in each page's HTML code.

Domain Availability

Domains (TLD)	Status
five9.net	Already Registered
five9.org	Already Registered
five9.biz	Already Registered
five9.io	Already Registered
five9.info	Already Registered

Register the various extensions of your domain to protect your brand from cybersquatters.

Typo Availability

Domains (TLD)	Status
cive9.com	Already Registered
dive9.com	Already Registered
eive9.com	Already Registered
rive9.com	Already Registered
tive9.com	Already Registered

Register the various typos of your domain to protect your brand from cybersquatters.



Email Privacy

Email address has been found in plain text!



We don't recommend adding plain text/linked email addresses to your webpages.

As malicious bots scrape the web in search of email addresses to spam. Instead, consider using a contact form.



Safe Browsing

The website is not blacklisted and looks safe to use.



Safe Browsing to identify unsafe websites and notify users and webmasters so they can protect themselves from harm.



Mobile Friendliness



Oh No! This page is not mobile-friendly.
Your mobile friendly score is 0/100

Mobile Friendliness refers to the usability aspects of your mobile website, which Google uses as a ranking signal in mobile search results.



Mobile Compatibility



Bad, embedded objects detected.

Embedded Objects such as Flash, Silverlight or Java. It should only be used for specific enhancements.
But avoid using Embedded Objects, so your content can be accessed on all devices.

Mobile View

⚙ ⚙ ⚙

The number of people using the Mobile Web is huge; over 75 percent of consumers have access to smartphones. ??

Your website should look nice on the most popular mobile devices.

Tip: Use an analytics tool to track mobile usage of your website.

Server IP



Server IP	Server Location	Service Provider
23.185.0.3	Not Available	Not Available

Your server's IP address has little impact on your SEO. Nevertheless, try to host your website on a server which is geographically close to your visitors.

Search engines take the geolocation of a server into account as well as the server speed.

Speed Tips



Tips for authoring fast-loading HTML pages:

- ✓ Perfect, your website has few CSS files.
- ✗ Too bad, your website has too many JavaScript files.
- ✓ Perfect, your website doesn't use nested tables.
- ✗ Too bad, your website is using inline styles.

Website speed has a huge impact on performance, affecting user experience, conversion rates and even rankings.

By reducing page load-times, users are less likely to get distracted and the search engines are more likely to reward you by ranking your pages higher in the SERPs.

Conversion rates are far higher for websites that load faster than their slower competitors.

Analytics



We didn't detect an analytics tool installed on this website.

Web analytics let you measure visitor activity on your website.

You should have at least one analytics tool installed, but It can also be good to install a second in order to cross-check the data.



Doc Type

Your Web Page doctype is HTML 5



The Doctype is used to instruct web browsers about the document type being used.

For example, what version of HTML the page is written in.

Declaring a doctype helps web browsers to render content correctly.



W3C Validity

W3C not validated



W3C is a consortium that sets web standards.

Using valid markup that contains no errors is important because syntax errors can make your page difficult for search engines to index.

Run the W3C validation service whenever changes are made to your website's code.



Encoding

Great, language/character encoding is specified: UTF-8



Specifying language/character encoding can prevent problems with the rendering of special characters.

Social Data

Your social media status

 Facebook:  CallCenterSoftware

 Twitter:  Five9

 Instagram:  Five9

Social data refers to data individuals create that is knowingly and voluntarily shared by them.

Cost and overhead previously rendered this semi-public form of communication unfeasible.

But advances in social networking technology from 2004-2010 has made broader concepts of sharing possible.

Traffic Rank

No Global Rank

A low rank means that your website gets a lot of visitors.

Your Alexa Rank is a good estimate of the worldwide traffic to your website, although it is not 100 percent accurate.

Visitors Localization

Your website is popular on following countries:

Popularity at	None
Regional Rank	None

We recommend that you book the domain names for the countries where your website is popular.

This will prevent potential competitors from registering these domains and taking advantage of your reputation in such countries.

Estimated Worth

\$10 USD

Just a estimated worth of your website based on Alexa Rank.

In-Page Links

We found a total of 154 links including both internal & external links of your site

Anchor	Type	Follow
Watch Live	Internal Links	Dofollow
Download Now	Internal Links	Dofollow
Download Now	Internal Links	Dofollow
Register Now	Internal Links	Dofollow
1-800-553-8159	Internal Links	Dofollow
Contact Us	Internal Links	Dofollow
1-800-553-8159	Internal Links	Dofollow
Pricing & Bundles	Internal Links	Dofollow
View Demo	Internal Links	Dofollow
No Anchor Text	Internal Links	Dofollow
Products Overview	Internal Links	Dofollow
Why Five9?	Internal Links	Dofollow
Why Cloud?	Internal Links	Dofollow
Contact Center Software	Internal Links	Dofollow
Best of CX	Internal Links	Dofollow
Trust Office	Internal Links	Dofollow
Core Cloud	Internal Links	Dofollow
Global Voice	Internal Links	Dofollow
Agent Desktop Plus	Internal Links	Dofollow
Supervisor Plus	Internal Links	Dofollow
Engagement Workflow	Internal Links	Dofollow
CRM Integrations	Internal Links	Dofollow
UC Integrations	Internal Links	Dofollow
APIs & SDKs	Internal Links	Dofollow
Administration	Internal Links	Dofollow
Advanced Campaign Manager	Internal Links	Dofollow
AI & Automation	Internal Links	Dofollow
AI Agents	Internal Links	Dofollow
AI Agent Assist	Internal Links	Dofollow
AI Summaries	Internal Links	Dofollow
AI Insights	Internal Links	Dofollow
AI Trust & Governance	Internal Links	Dofollow
AI Knowledge	Internal Links	Dofollow
GenAI Studio	Internal Links	Dofollow
Workflow Automation	Internal Links	Dofollow
Reporting & Analytics	Internal Links	Dofollow
Employee Engagement	Internal Links	Dofollow
Workforce Engagement	Internal Links	Dofollow
Agentic Quality Management	Internal Links	Dofollow
Workforce Management	Internal Links	Dofollow
Interaction Analytics	Internal Links	Dofollow
Performance Management	Internal Links	Dofollow
Gamification	Internal Links	Dofollow
Customer Engagement	Internal Links	Dofollow
Inbound	Internal Links	Dofollow
Outbound	Internal Links	Dofollow
Blended	Internal Links	Dofollow

Digital Engagement	Internal Links	Dofollow
Email	Internal Links	Dofollow
Mobile	Internal Links	Dofollow
Chat	Internal Links	Dofollow
Social	Internal Links	Dofollow
SMS/Text	Internal Links	Dofollow
Video	Internal Links	Dofollow
Healthcare	Internal Links	Dofollow
Financial Services	Internal Links	Dofollow
Retail	Internal Links	Dofollow
Higher Education	Internal Links	Dofollow
Government	Internal Links	Dofollow
Sales & Telemarketing	Internal Links	Dofollow
Customer Services	Internal Links	Dofollow
Outsourcing	Internal Links	Dofollow
Collections	Internal Links	Dofollow
Enterprise	Internal Links	Dofollow
Mid-Market	Internal Links	Dofollow
Interactive Voice Response	Internal Links	Dofollow
Intelligent Virtual Agent	Internal Links	Dofollow
Artificial Intelligence	Internal Links	Dofollow
Overview	Internal Links	Dofollow
Professional Services	Internal Links	Dofollow
Training	Internal Links	Dofollow
Support	Internal Links	Dofollow
Customers	Internal Links	Dofollow
Partner Overview	Internal Links	Dofollow
Partner Locator	Internal Links	Dofollow
Resource Library	Internal Links	Dofollow
Case Studies	Internal Links	Dofollow
Data Sheets	Internal Links	Dofollow
E-books	Internal Links	Dofollow
White Papers	Internal Links	Dofollow
Webinars	Internal Links	Dofollow
Events	Internal Links	Dofollow
FAQs	Internal Links	Dofollow
Overview	Internal Links	Dofollow
News	Internal Links	Dofollow
Blog	Internal Links	Dofollow
Executives & Board	Internal Links	Dofollow
Careers	Internal Links	Dofollow
View Demo	Internal Links	Dofollow
Register Now	Internal Links	Dofollow
Genius AI at Work	Internal Links	Dofollow
Download TEI Study	Internal Links	Dofollow
View Case Study	Internal Links	Dofollow
View Case Study	Internal Links	Dofollow
View Case Study	Internal Links	Dofollow
View Case Study	Internal Links	Dofollow
No Anchor Text	Internal Links	Dofollow
Facebook	Internal Links	Dofollow
X	Internal Links	Dofollow
LinkedIn	Internal Links	Dofollow

No Anchor Text	Internal Links	Dofollow
No Anchor Text	Internal Links	Dofollow
How Five9 Helps You Deliver Joy	Internal Links	Dofollow
Meet Genius AI	Internal Links	Dofollow
Discover the Five9 Difference	Internal Links	Dofollow
Five9 Blog Gain new perspectives on AI, Five9, CX, and cloud technology here on our blog. See our Blog	Internal Links	Dofollow
Image Five9 Events Join Us at Our Next Event	Internal Links	Dofollow
New Era of CX Awards 2026 Submit Now Image	Internal Links	Dofollow
1-800-553-8159	Internal Links	Dofollow
Subscribe to Updates	Internal Links	Dofollow
Resources	Internal Links	Dofollow
German Site Impressum	Internal Links	Dofollow
Webinars	Internal Links	Dofollow
Events	Internal Links	Dofollow
Referral Program	Internal Links	Dofollow
Development	Internal Links	Dofollow
Legal	Internal Links	Dofollow
Terms of Use	Internal Links	Dofollow
Privacy Policy	Internal Links	Dofollow
Vulnerability Disclosure	Internal Links	Dofollow
Your Privacy Choices	Internal Links	Dofollow
United States	Internal Links	Dofollow
Canada (English)	Internal Links	Dofollow
Canada (French)	Internal Links	Dofollow
United Kingdom	Internal Links	Dofollow
Germany	Internal Links	Dofollow
Spain	Internal Links	Dofollow
Portugal	Internal Links	Dofollow
Brazil	Internal Links	Dofollow
Colombia	Internal Links	Dofollow
Australia	Internal Links	Dofollow
Get Support	External Links	Dofollow
Cloud Contact Center	External Links	Dofollow
United States	External Links	Dofollow
Europe	External Links	Dofollow
United States	External Links	Dofollow
Australia	External Links	Dofollow
United Kingdom	External Links	Dofollow
Canada	External Links	Dofollow
Support	External Links	Dofollow
CX Marketplace	External Links	Dofollow
Partner Portal	External Links	Dofollow
IVA Documentation	External Links	Dofollow
Investor Relations	External Links	Dofollow
Get Support	External Links	Dofollow
No Anchor Text	External Links	Dofollow
No Anchor Text	External Links	Dofollow
No Anchor Text	External Links	Dofollow
No Anchor Text	External Links	Dofollow
No Anchor Text	External Links	Dofollow

While there's no exact limit to the number of links you should include on a page, best practice is to avoid exceeding 200 links. Links pass value from one page to another, but the amount of value that can be passed is split between all of the links on a page. This means that adding unnecessary links will dilute the potential value attributed to your other links. Using the Nofollow attribute prevents value from being passed to the linking page, but it's worth noting that these links are still taken into account when calculating the value that is passed through each link, so Nofollow links can also dilute pagerank.



Broken Links



No broken links were found on this web page

Broken links send users to non-existing web pages. They are bad for your site's usability, reputation and SEO. If you find broken links in the future, take the time to replace or remove each one.