

Vendor case studies

These are the vendor's claims, not an audit. Confirm before relying. Mason Companies Vendor claims: 95% CSAT; 45% call containment with AI agents; 93% quality score within a year; 4,000+ agent hours and \$60,000 labor moved, as the page states. Case study Wyndham Hotels & Resorts Vendor claims: 40,000+ monthly password resets automated; 80% of booking cancellations streamlined; Call abandonment under 1%, as the page states. Case study Lumexa Imaging Vendor claims: Salesforce named on the page; Abandonment under 4%; 25% more call volume and about 15 FTEs; \$4M new revenue and 24% higher appointment conversion, as the page states. Case study ALDO Group Vendor claims: 40% lower contact-center systems cost; Attrition down 20%; CES 80%, up from 60%, as the page states. Case study

Sources and go deeper

Case study. vendor. <https://www.five9.com/resources/case-study/mason-companies>. last checked 2026-10.

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Case study. vendor. <https://www.five9.com/resources/case-study/aldo-group>. last checked 2026-10.