

# THE PATH TO BETTER CUSTOMER EXPERIENCES

Modernize your contact center with the cloud

Contact centers are key to creating the overall customer experience. In the modern age, they need the agility and scalability to move beyond on-premises and legacy solutions and shift to more nimble work-from-anywhere and omnichannel scenarios. Amazon Connect makes it possible to set up a cloud-based contact center quickly and easily, scale to meet demand, and enable advisors to deliver superior customer experiences from anywhere.

## ACCELERATE CUSTOMER EXPERIENCE EVOLUTION

**2**  
WEEKS

to deploy an omnichannel cloud contact center

**20**  
MINUTES

to train a new advisor for increased efficiency and performance

**UP TO**  
**80%**

savings over traditional contact center solutions

## REIMAGINE EVERYTHING CX

Concentrix can empower your organization to deliver better customer experiences

## PROVIDE QUALITY CUSTOMER SERVICE AT ANY SCALE – FROM ANYWHERE

### SMALL TO MEDIUM - SIZED BUSINESSES

### ENTERPRISE - CLASS BUSINESSES

### Quickly set up a virtual contact center

#### Work remotely

All an advisor needs is an internet connection, a headset, and a laptop

#### Set up quickly

In 20 minutes, an advisor can be trained and ready

#### Operate efficiently

A simple, browser-based interface delivers all the information and functionality they need

#### Communicate clearly

XP Contact Center offers high-quality audio capabilities, natural interactive voice response (IVR), and interactive chatbots

## THE MODERN CONTACT CENTER

Concentrix XP Contact Center improves experiences for customers, advisors, and managers

### 1 Streamlined experiences

Create seamless omnichannel experiences through a single unified contact center for voice, chat, and task management.

### 2 Faster customer insights

Understand customer needs better and in real time with full speech-to-text search, sentiment, trend analysis, and alerts.

### 3 Automated task tracking

Easily prioritize, assign, and track all contact center advisor tasks to improve productivity and quickly resolve customer issues.

### 4 Personalized customer service

Give advisors all the customer information they need in a single pane of glass to customize interactions and resolve calls faster.

### 5 Improved customer experience

End frustrating manual and repetitive questioning by analyzing a caller's unique voice characteristics.

### 6 Deeper advisor knowledge

Advisors are able to quickly navigate and search multiple sources of information enabling them to resolve issues faster and more completely.

## MAKING THE MOVE TO CLOUD WITH XP CONTACT CENTER

Concentrix delivers deployment and optimization services, enabling you to get up and running quickly and integrate with existing platforms to keep all your data connected. We also provide services for CX journey consulting and analytics, voice of the customer, business messaging, staff augmentation with skilled CX advisors, as well as experience design and engineering.

### DELIVER TRUE OMNICHANNEL CX

We enable full integration and data sharing between multiple channels including voice, messaging, social media, email, chatbots, virtual assistants and more, for seamless experiences across all channels.

### INTEGRATE YOUR APPS

Integrate your business-critical apps, CRM, IVR, WFM/WFO, EMR/EHR, web and mobile applications –for real-time insights, faster resolution, increased efficiency, and happier customers.

LEARN MORE

