

China customer support services



To learn more about how China Customer Support Services can help you speak to the Mandarin-speaking market, call **Concentrix** at **1.800.747.0583** today.

There are millions of Mandarin-speaking consumers in the United States and Canada — and countless more in Asia. In fact, Mandarin is the most widely spoken language in the world and the fourth most common language in the United States. These valuable consumers demand convenient care and effective support, with quick, effective issue resolution. However, language barriers can lead to miscommunication, making even simple calls time consuming and frustrating.

Concentrix makes it easy for you to speak to one of the world's largest markets

Both positive and negative customer service can greatly impact a company's reputation, profitability, and ultimately its future. Concentrix China customer support services help your company eliminate language and cultural obstacles, increase customer satisfaction, and deliver support in the language your customers are most comfortable with.

THE CONCENTRIX CHINA SOLUTION

For over seven years, Concentrix has been delivering best-in-class outsourced services from our state-of-the-art facilities in Chengdu, Shenzhen, and Beijing, China. Flexible scheduling and a solid infrastructure allow your company to offer outstanding customer service support 24-hours a day, every day of the year. Our call center agents read, write, and speak Mandarin, Cantonese, and English at the highest levels, and are held to the same stringent training and quality assurance standards as our agents in the United States.

KNOWLEDGE — THE KEY TO CUSTOMER SERVICE SUCCESS

Your agents are thoroughly educated with the most up-to-date information on your products

and services and are given efficient tools and strategies to deal with various cases and issues. Training tracks include soft skills, problem resolution and case handling procedures, and product training — everything agents need to successfully represent your company.

To assure quality and improve user satisfaction, agents are routinely recorded and evaluated, then provided with constructive feedback and one-on-one coaching. Concentrix also maintains numerous industry certifications and affiliations addressing quality, process improvement, and technical competency.

THE IDEAL SOLUTION WHEN YOU'D LIKE TO:

- Quickly and clearly understand customer questions
- Increase customer satisfaction and loyalty
- Extend customer support services
- Improve customer retention
- Build product loyalty and customer affinity
- Differentiate from the competition
- Improve billing and collections

About Concentrix. Concentrix maximizes the long-term value of our clients' customers with solutions that support the entire customer life cycle. Delivering from 25 world-wide locations, in 12 languages, and supporting over 14 million interactions a year, we give our clients the global voice and reach essential for business success. Concentrix is a wholly-owned subsidiary of SYNnex Corporation (NYSE: SNX), a Fortune 500 company.



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A HUGE
(OPPORTUNITY)
IS IN FRONT
OF YOU

