

# contact center services

For over 25 years, Concentrix has been providing contact center services to clients just like you. Whether you need a customer support and retention program, or simply a team of agents to handle and process incoming orders, we'll work with you to develop your program, determining which options and elements are most beneficial to your company.

## On call to support all your sales and marketing needs.

### FIRST, TALK TO THE RIGHT PEOPLE.

To ensure your program is targeted properly and can be evaluated for success, we offer list acquisition, analysis, and data cleansing. Analytics are especially powerful when combined with account profiling and can help you evaluate the most cost-effective way to convert prospects to leads and ultimately, customers.

### NEXT, MAKE SURE YOU SPEAK THEIR LANGUAGE

As your company grows, so will your market. Why limit your prospect universe to the English speaking world? Our multilingual contact center services facilitate communication in some of the world's most commonly spoken languages, including Mandarin, Cantonese, Spanish, Portuguese, Japanese, German, French, Korean, and many more.

### TAKE A FLEXIBLE APPROACH.

A one-size-fits-all approach to campaign planning won't work for your prospects or your company. For example, our scalable programs let you start small and ramp up once you've evaluated your pilot. You can cut costs by incorporating Internet delivery such as e-mail and chat into your voice-based customer support. Blended onshore, near-shore, and offshore delivery models let you take advantage of the strengths and efficiencies of each location.

Our sites throughout the world are seamlessly integrated by a U.S.-based dedicated program manager — giving you a single point-of-contact. Depending upon your target market segment and the functions required, your account manager can help you choose and combine the locations with the most appropriate workforce and cost-effective business environment. We can also test your blended model on various market segments and for specific contact center functions.

Learn how partnering with a global leader can benefit your organization.

Call Concentrix at 1.800.747.0583 today.



- Contact discovery
- Account profiling
- Response center
- Teleprospecting
- Appointment setting
- Event recruitment
- Telesales
- Messaging

### FEATURED PROGRAM: A PERFECT BLEND OF PRICE AND QUALITY

**Business situation:** A business software provider needed a cost-effective but high-quality response center and lead qualification program for their entry level products, targeting the SMB market. The client was particularly drawn to our blended models.

**Concentrix solution:** We blended onshore and offshore resources by hiring and training a highly qualified, cost-effective contact center team in the Philippines and managing the program domestically. Training, database management, reporting, and a dedicated service representative were all based in the U.S., ensuring quality and accountability.

**Results:** We have generated hundreds of qualified leads each month with a high rate of acceptance. Impressed with the balance of price and performance the blended model provides, our client continues to expand the program.

*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 SYNEX Corporation (NYSE: SNX), a Fortune 500 company.



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