

customer support

Every day, Concentrix expertly handles thousands of customer interactions — both business-to-business and business-to-consumer — over multiple channels from diverse locations in many languages, 24/7, 365 days a year.

Your customers. Our priority.

When Concentrix becomes your customer support partner, we also become your voice. We incorporate your organization's culture, brand, training, quality, technology, language and security requirements into your program. Flexibility is key — we work with you to continually evaluate and improve all aspects of your program and its performance. And, we'll make technology and process improvement recommendations from start to finish. The result: improved customer experience and satisfaction, increased support capacity, and reduced costs.

YOUR AGENTS — THE FOUNDATION OF YOUR CUSTOMER SUPPORT PROGRAM

Perhaps the most important aspect of your customer service program is the person who speaks directly to your customers. From the beginning, your dedicated agents will receive custom training built to your specifications. In fact, we encourage our clients to participate throughout the training process.

On-going quality control measures include disciplined contact center management and detailed measurement of agent performance, ensuring that you and your customers are receiving support that consistently exceeds expectations.

MULTICHANNEL SUPPORT

Today's customers expect convenient support — by telephone, e-mail, chat, and Web self-service. Every day, Concentrix expertly handles thousands of customer interactions over multiple channels. You can use our technology, tools, and expertise to design an appropriate, cost-effective solution for your customers. To ensure that you and your customers are receiving cost-effective support that exceeds expectations, we offer:

Program options — pre-sales support, up-sell, cross-sell, and retention programs

Comprehensive training — your designated agents are immersed in and tested on your organization's culture, branding, technology, quality standards, and more

Accountability — variable pay at all levels throughout the organization

Certifications — Microsoft, Avaya, Cisco, HDI, and Linux certified agents; ISO 9001-2000 certificated facilities

Management — COPC metrics are applied; programs are managed to surpass service level targeted; 10:1 agent to team captain ratio; custom reporting available

Learn how you can start building strong client and customer relationships with Concentrix customer support services. Call 1.800.747.0583 today.



Scalability — add 100 FTE per program, per site, per month domestically; over 100 FTE per month offshore

"Best shore" delivery — two domestic, two near-shore, and nine Asian locations provide true business continuity and value with 24-7-365 support in 12 major languages