



# Cloud Contact Center

*powered by Amazon Connect*



## Make Every Customer Connection Count

### Personalize the experience across all touchpoints

Transitioning your contact center to the cloud can deliver serious benefits, including more flexibility, lower costs, and the ability to strengthen customer relationships. Concentrix can help. We work with you to design and deliver responsive and personalized customer experiences that build trust and loyalty.

*Let us help you make every customer connection count!*

### Cloud Contact Center powered by Amazon Connect

Concentrix helps you migrate your contact center to the cloud with Cloud Contact Center powered by Amazon Connect. Our flexible managed services can keep your system running smoothly with ongoing support and the ability to integrate new Amazon Connect capabilities as they're launched, so you can focus on what's important - growing your business, not maintaining it.

### WHY AMAZON CONNECT?

#### Omnichannel CX

Amazon Connect enables a seamless experience through a single unified contact center for voice and chat.

#### Easy to deploy and scale

Set up a contact center with Amazon Connect is easy. It's so flexible that you can scale up or down to meet demand.

#### Flexible integration

Based upon an open platform, Amazon Connect allows easy integration of business-critical apps in the cloud - think CRM, IVR, WFM/WFO, EMR/EHR, web and mobile applications - for real-time insights, faster resolution, increased efficiency, and happier customers.

**Concentrix's team of dedicated professionals brings decades of experience in contact center technology to help you design and build a solution for today and the future.**



# LEVERAGE MORE AWS SOLUTIONS

Concentrix is an Amazon Connect Service Delivery Partner able to deploy and support AWS enterprise solutions such as Lex, Contact Lens, Lambda, Polly, S3, Kinesis, Dynamo DB, and many others.



## CONCENTRIX DELIVERS RESULTS

With Concentrix you have a partner focused on delivering tangible business outcomes. See how we're helping our customers deliver consistent and personalized customer engagements—and enhancing their businesses.

### Results



## RETAIL

- 41% of self-service messaging & 35% of voice engagements handled by chatbots
- 27% reduction in voice AHT in first 6 months
- 8% improvement in CSAT
- \$9m guaranteed 3-year cost-savings



## HEALTHCARE

- 85% reduction in call abandonment rate
- 40% cost savings with increased advisor efficiency
- \$500,000 annual cost savings to onboard new clinics



Amazon Lex



Amazon Polly



Amazon  
Dynamo DB



AWS Lambda



Amazon Kinesis

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