



Cloud Contact Center

Fast tracking to next-gen CX with confidence



The heart of your business is your customers, and they expect exceptional CX. Concentrix Cloud Contact Center provides the flexibility and reliability you need to ensure your customers experiences are personalized, consistent, and secure. And we do it all in the cloud!

Next-gen CX takes more than just the right software. It takes the right team to guide you in designing the environment that will meet your business and customer expectations, help you build the right set of tools to meet your business goals, and provide the services needed to ensure that solution stays running smoothly.

- At Concentrix, we live and breathe CX every day to bring you the best CX design. We'll help you design a cloud solution that drives growth and increases customer satisfaction.
- Next, we'll build that solution to drive extraordinary results that achieve your KPIs and goals.
- Finally, we'll run your uniquely designed and built contact center solution, ensuring your technology runs smoothly utilizing our depth and breadth of domain experience in managing global contact center operations.



Expected Result

Our clients have seen improvements in all areas of their contact center, including:



Reduction in average handle time



Migration of calls to messaging



Improvements of customer satisfaction

More than just a contact center solution

Our integrated solutions provide the tools you need to achieve true CX transformation.

- **Virtual Assistant:** Let your customers communicate how and where they want. Our Virtual Assistant, driven by conversational AI, will take your customer experience to the next level.
- **Asynchronous Messaging:** Communicate with your customers in the channels they use most. On the go, or at home, your customers can stay connected with you through this powerful messaging tool.
- **Secure Payments:** Let your customers make payments confidently. Our secure payment option provides the financial data security needed for peace of mind for both your customers and your business.
- **AnyPaaS:** Adapt, shift, and pivot quickly to respond to any unexpected market changes or service outages with the first CCaaS platform that enables you to choose a CPaaS vendor and cloud provider. All without your customers or staff missing a beat.
- **Feedback Management Solution:** Turn customer feedback into action that drives results.
- **Analytics:** Make data-driven decisions that fast-track your goals and meet evolving customer expectations.

Why Concentrix

Our proven engagement and deployment model walks you through every step, while we guide and advise you on the right choices to meet your unique goals. You'll enjoy a faster time to revenue with our team of experts on your side. Not only does our team know CX, we have partnered with the leading contact center and CX brands to provide you the choice and flexibility you expect to ensure your solutions meet your business needs.

Our Partners



concentrix™

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