



CONCENTRIX RECOGNIZED AS A **STRONG PERFORMER** IN THE FORRESTER WAVE™: CUSTOMER FEEDBACK MANAGEMENT, Q1, 2023 REPORT.

Concentrix Received 5 out of 5 Scores in Nine Criteria

- Feedback collection, owned digital properties
- Systemic CX improvement
- Collaboration and governance
- Client experience
- Managed and professional services—during implementation
- Managed and professional services—post-implementation
- Product vision
- Pricing flexibility and transparency
- Adoption

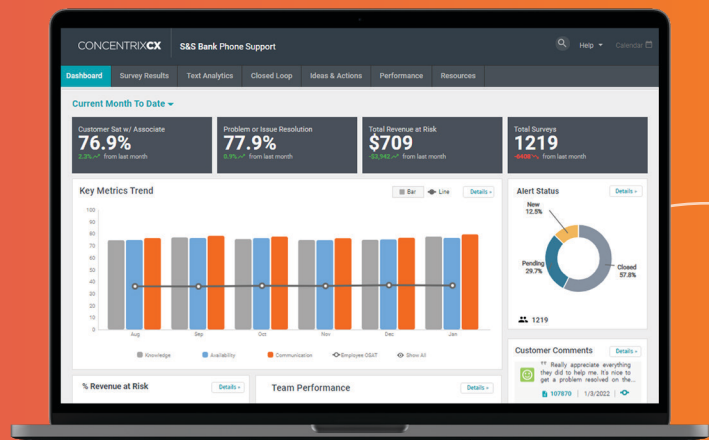


CONCENTRIXCX

“Organizations with small teams or programs looking for a strategic partner paired with solid technology should put Concentrix on their shortlists.”

FORRESTER®

The Forrester Wave™: Customer Feedback Management, Q1 2023



A No-Gap Voice of the Customer Solution with Lower Total Cost of Ownership

DESIGN.



BUILD.



RUN.

Modern Listening

- Outbound surveys
- Digital
- Social
- Messaging/chat
- Complaints
- Voice

Analytics and Native NLP

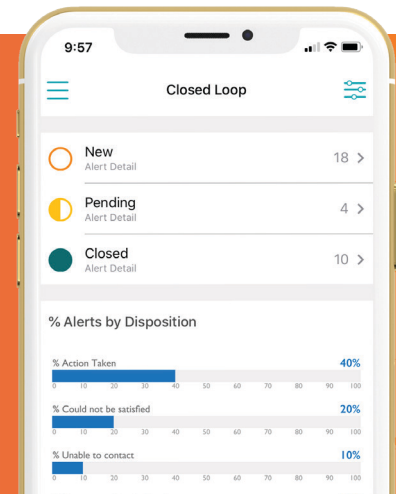
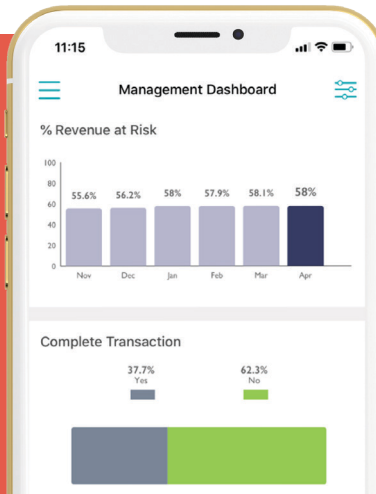
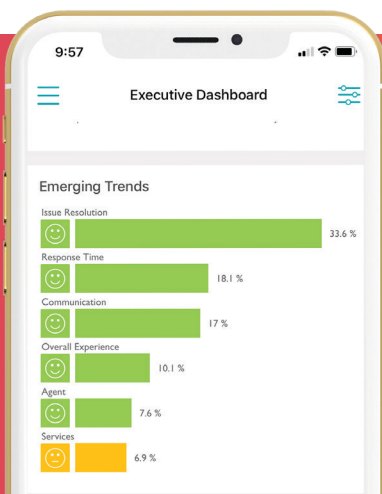
- CX journeys
- Role-based insights
- ConcentrixCX mobile
- AI and text analytics
- Analyst suite

Automated Actions

- Case management
- Messaging
- Coaching suite
- Employee ideas
- Action planner

A Different Partner

- Measurement design
- Program management
- Integrations & tech support
- Culture & adoption
- Insights & action planning
- Experience design & consulting
- Digital application development



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www.concentrix.com/solutions/voc/



/showcase/concentrix-technology-and-insights/

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