

# CONCENTRIXCX

## Employee Notifications

### Accelerate Adoption of Customer Feedback.

One of the biggest challenges VOC leaders face is getting the organization to embrace the CX mission and engage with customer feedback.

Employee Notifications powered by ConcentrixCX is designed to accelerate platform adoption through tailored digital notifications and alerts.



### Faster Business Impact.



Drive employee engagement

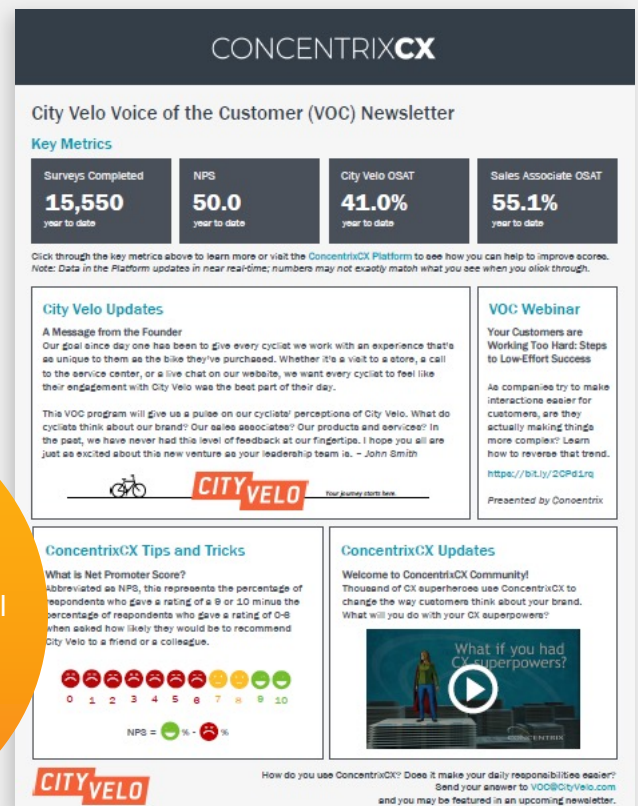


Improve adoption of ConcentrixCX



Align employees to the CX mission

**11pt** lift in employee engagement immediately after they received a digital newsletter, with sustained **3x** improvement, even months later.



# Key Features



## WELCOME EMAILS

Greet new users on Day One and encourage early adoption



## HIGH ACTIVITY EMAILS

Praise employees after a series of consecutive logins



## REMINDER EMAILS

Prompt new users to login



## TIPS & TRICKS

Share relevant information with employees who are slow to adopt new features



## CLOSED LOOP EMAILS

Notify closed loop owners of new alerts and SLA risks



## DIGITAL NEWSLETTERS

Socialize updates about your VOC program through interactive digital newsletters



## COACHING ALERTS

Connect managers to coaching opportunities within the platform



## CX RELEASE UPDATES

Publicize new features or enhancements to the ConcentrixCX platform



## NON-ACTIVITY EMAILS

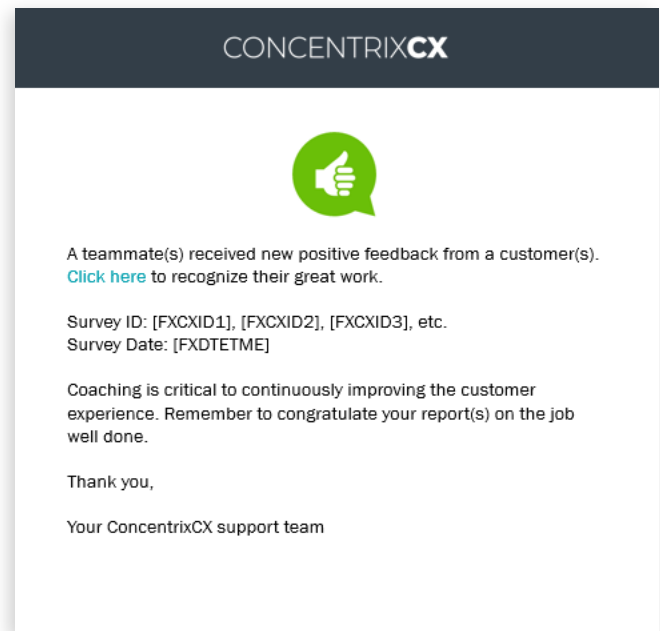
Send a gentle reminder to employees after a period of non-activity in ConcentrixCX



## Recognize Good Performance

A common barrier to CX employee engagement is a lack of urgency to change routines and habits. CX leaders are constantly fighting this battle within their organizations.

The key to embedding CX across the enterprise is to consistently recognize and reward performance. Employee Notifications by ConcentrixCX is scalable and connects managers directly to emerging coaching opportunities.



## Supplement with Smart Notifications

Let ConcentrixCX software do the work for you! Send smart automated emails to your ConcentrixCX user community to encourage employees to login, take action on CX insights, and further integrate the customer experience into their daily routine.



Kudos when an employee receives positive feedback



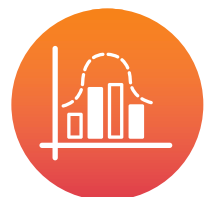
Notice when employee receives negative feedback



Reminder to login after a period of inactivity



Alert when a customer is at-risk and requires a follow-up



Tips on how to use certain platform tools are not utilized



**2x**

faster performance  
improvement from  
employees who  
accessed  
ConcentrixCX  
regularly



# CONCENTRIXCX

**Don't just measure experiences,  
transform them.**

***Contact us today!***

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