

# CONCENTRIXCX

## Solicited Feedback

### Reimagine the Customer Experience

ConcentrixCX captures feedback anytime, in any language, across every customer and employee touchpoint. Increase response rates and transform boring surveys into engaging, branded experiences with our modern approach to measurement and cutting edge UX design.



#### GET RICH INSIGHT, QUICKLY

Connect with customers in the most relevant channel, immediately after their experience



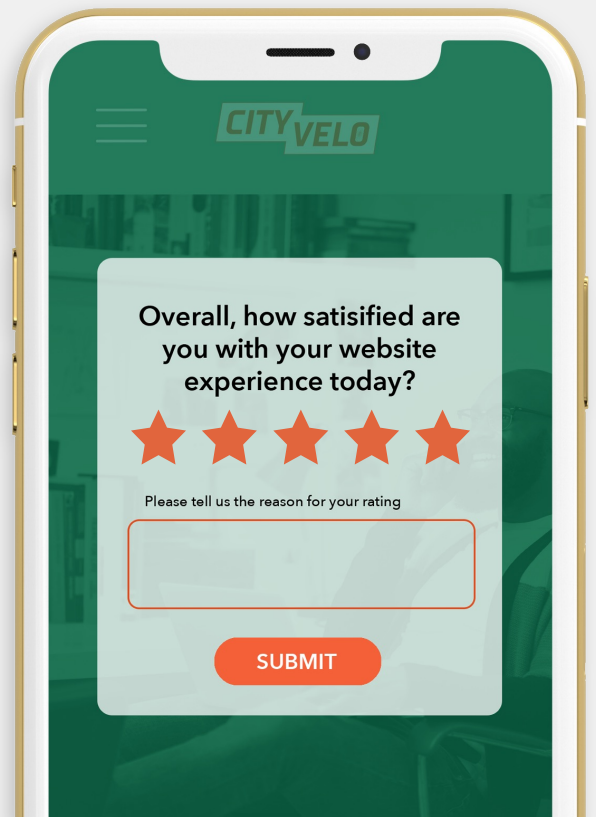
#### BOOST RESPONSE RATES

Leverage modern survey methods and innovative UX design to lift response rates as much as 40%



#### INCREASE REVENUE

Use the survey to drive lucrative outcomes including product purchase, call elimination and brand promotion



# Capture Methods

Connect with customers at any point in their journey, through a world-class any-channel feedback experience. Gain visibility into more opportunities using a software that can collect feedback from customers using any approach.



## EMAIL

Send a personalized request for feedback



## DIGITAL INTERCEPT

Capture feedback from customers browsing your website or mobile app



## IVR

Connect immediately after the customer's experience



## DIGITAL FEEDBACK TAB

An “always on” option to capture ideas, suggestions and pain points



## SMS

Start an interactive, 2-way feedback conversation



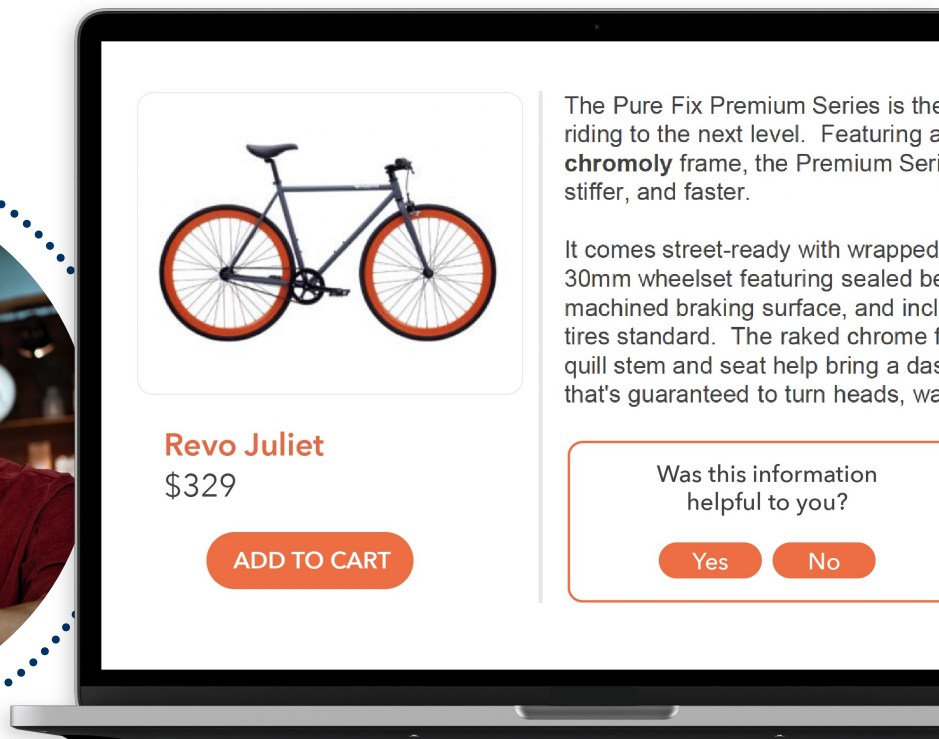
## CONNECT (IoT)

Capture feedback through any digitally connected device



## TELEPHONE

Get feedback “live” from high-value segments and those with sensitive issues



# UX Design Features

The ConcentrixCX data collection infrastructure is state-of-the-art, enabling cutting-edge design and enhanced features that revolutionize the feedback experience. Increase your customers' willingness to engage, transform the survey experience and unleash the power of feedback.



## CUSTOM LOOK & FEEL

Extend your brand with colors, fonts, logos and imagery



## SPEECH TO TEXT

Allow customers to speak their responses instead of typing them



## QUICK START

Ask your first question inside the survey invitation



## AUTO-ADVANCE

Automatically take customers to the next applicable question



## RICH MEDIA

Integrate video and audio into your surveys



## DRIVE

Predictive analytics routes customers to targeted post-survey landing pages

# Timing is everything

ConcentrixCX integrates with survey channels in real time, reaching customers and employees during –or within –their experience, collecting feedback when it matters most. In-the-moment feedback helps you quickly understand the unique needs of your customers and take immediate action to improve their experience.



**40%**

increase in  
response rates

**\$1.7M**

program savings  
from moving to  
digital surveys

**110k**

promoter reviews  
in less than 13  
months



# CONCENTRIXCX

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

***Contact us today!***

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