

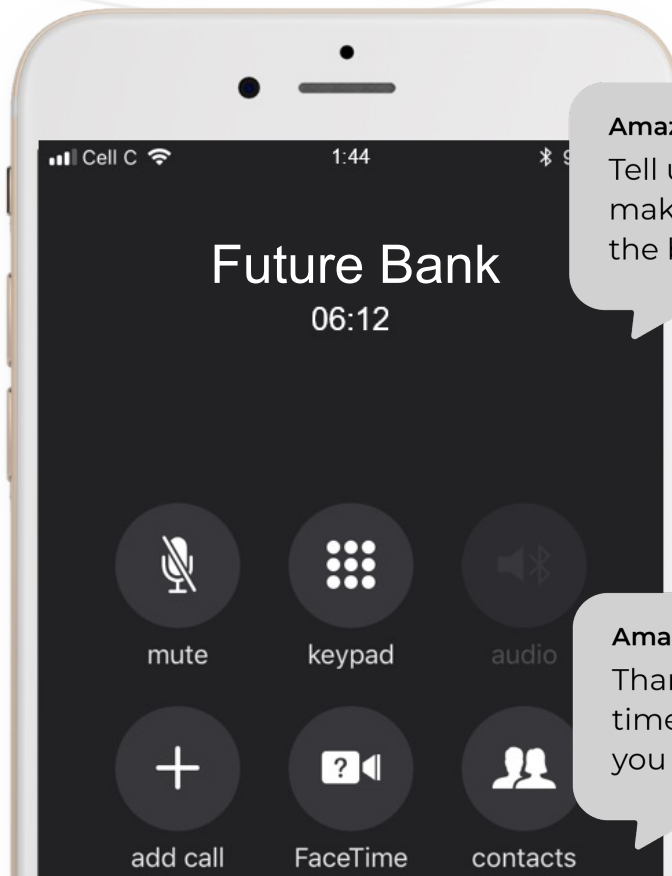
CONCENTRIX[™]CX

VOC Essentials for Amazon Connect

Instant feedback post-conversation.

When customers call your contact center, it's critical to capture their feedback immediately – when recall and participation are at their highest.

VOC Essentials for Amazon Connect captures post-conversation feedback immediately following each call – transferring customers directly from the advisor discussion to a feedback experience with Amazon Polly.



Amazon Polly

Tell us what we can do to make your experience the best possible.

Customer



Amazon Polly

Thank you for taking the time to let us know what you think!



Key Features

SURVEYS POWERED BY POLLY

Customers are immediately transferred to a post-conversation survey powered by Amazon Polly

REAL-TIME SMART SAMPLING

Instantly recognizes which customers should be surveyed based on previous interactions

BEST PRACTICE SURVEY TEMPLATES

Surveys can include up to six questions – guided by best practice design templates

LIVE-TIME REPORTING

Access to ConcentrixCX via desktop and app – putting insights in the palm of your hand

REAL-TIME SPEECH-TO-TEXT

Customer responses to open-end survey questions will be immediately transcribed into text for analysis

AI-POWERED TEXT ANALYTICS

Analysis of customer comments using market leading NLP technology to surface trends

AT-RISK CUSTOMER ALERTS

Alert triggers and workflow tools to follow-up with unhappy customers

INSIGHTS & ACTION REPORTS

Quarterly insight reviews led by CX experts including actionable improvement recommendations

Meet CONCENTRIXCX

Customer feedback is instantly analyzed in ConcentrixCX, a market leading enterprise feedback platform with the power to combine data from multiple channels and deliver a single view of the experience.

Key features include:

- Live-Time Reporting
- AI-Powered Text Analytics
- At-Risk Customer Alerts





Amazon Polly

How would you rate your satisfaction with the knowledge of your advisor today?

Customer



CONCENTRIXCX

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

Contact us today!

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