

Speech & Text Insights



**ACTIONABLE
INSIGHTS**

Customers Are Telling You What They Want. Are You Listening?

Concentrix Speech & Text Insights listens to what customers are saying and watches what they are doing across their myriad touchpoints. We develop insights to help you understand and improve customer experience, reduce effort, and increase loyalty, while driving costs down and revenue up.

Software Alone Isn't Enough

Technology vendors would have you believe that a software investment is all that is needed. But their software tools can be difficult to use, lacking in needed functionality, and time-intensive to learn—all of which slows progress and straps smaller teams.

And the software is just step one. Our technology specialists, analytics experts, and tenured professional services team have global experience across all industry verticals. That lets us drive best practices, shortening time to ROI. We find meaningful insights in the ever-increasing data about your customers, and identify actionable recommendations to meet your objectives, complete with business cases. Then, we can complete the process by putting those recommendations into action, delivering the outcomes you started down this path to attain.

Example Wins:

- One insurance industry client saw **CSAT increase by 13% for voice, 11% for chat, and 18% for email interactions**
- **\$11.5MM in annual savings** was identified from call deflection and reduced transfers for a Transportation client

**SOLUTION
SNAPSHOT**



Speech & Text
Analytics Technology



Professional
Services

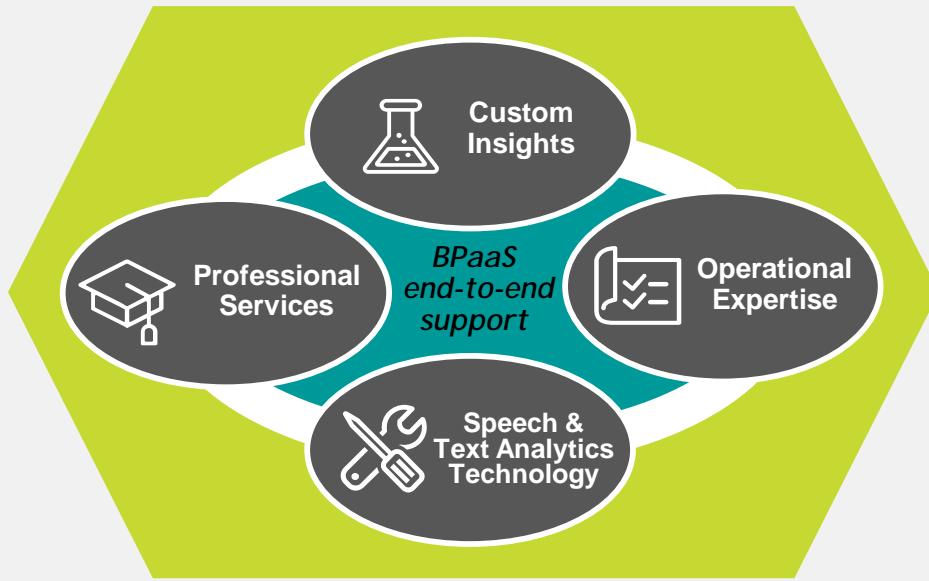


Custom
Insights



Operational
Expertise

Concentrix Speech & Text Insights Framework



Analytics technology is only one piece of the puzzle.

Our BPaaS model means that experts in technology design, deployment, and ongoing tuning work with specialists who identify custom insights and put them into action, driving meaningful outcomes for you and ensuring ROI.

Adding deep technology and industry experience to your team will drive a strategy that delivers long-term benefits.

Technology Agnostic

We enjoy partnerships with several analytics software providers, who we can engage for your project. But, we are also able to leverage your existing investment, and surround your technology stack with our experts to bring your data through to measureable benefits.

Results, Not Reports

On its own, technology can push out reports. If you only needed reports, that would be enough.

We use our industry experience to quickly glean relevant insights for you, and work with you to prioritize.

As a global leader in customer support, we know how to efficiently create a plan of action and put it into operation, measure results, and repeat, all while monitoring and improving CX.

It can be a challenge to adopt a new technology that promises exceptional results, and then get the outcomes you expected.

Our model provides experts who will obtain the full benefit of the technology investment, but then move beyond that first step to complete the process and actually deliver results that move the needle.

It's not a technology purchase, but a results-oriented solution.

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