

# The path to better customer experiences

Modernize the contact center with Amazon Connect

Contact centers are key to creating the overall customer experience. In the modern age, they need the agility and scalability to move beyond on-premises and legacy solutions and shift to more nimble work-from-anywhere and omnichannel scenarios. Amazon Connect makes it possible to set up a cloud-based contact center quickly and easily, scale to meet demand, and enable advisors to deliver superior customer experiences from anywhere.



## Accelerate customer experience evolution

**2 Weeks**

to deploy an omnichannel cloud contact center

**20 Minutes**

to train a new advisor for increased efficiency and performance

**Up to 80%**

savings over traditional contact center solutions

### Tap into the power of partnership

In collaboration with AWS, Concentrix can empower your organization to deliver better customer experiences.

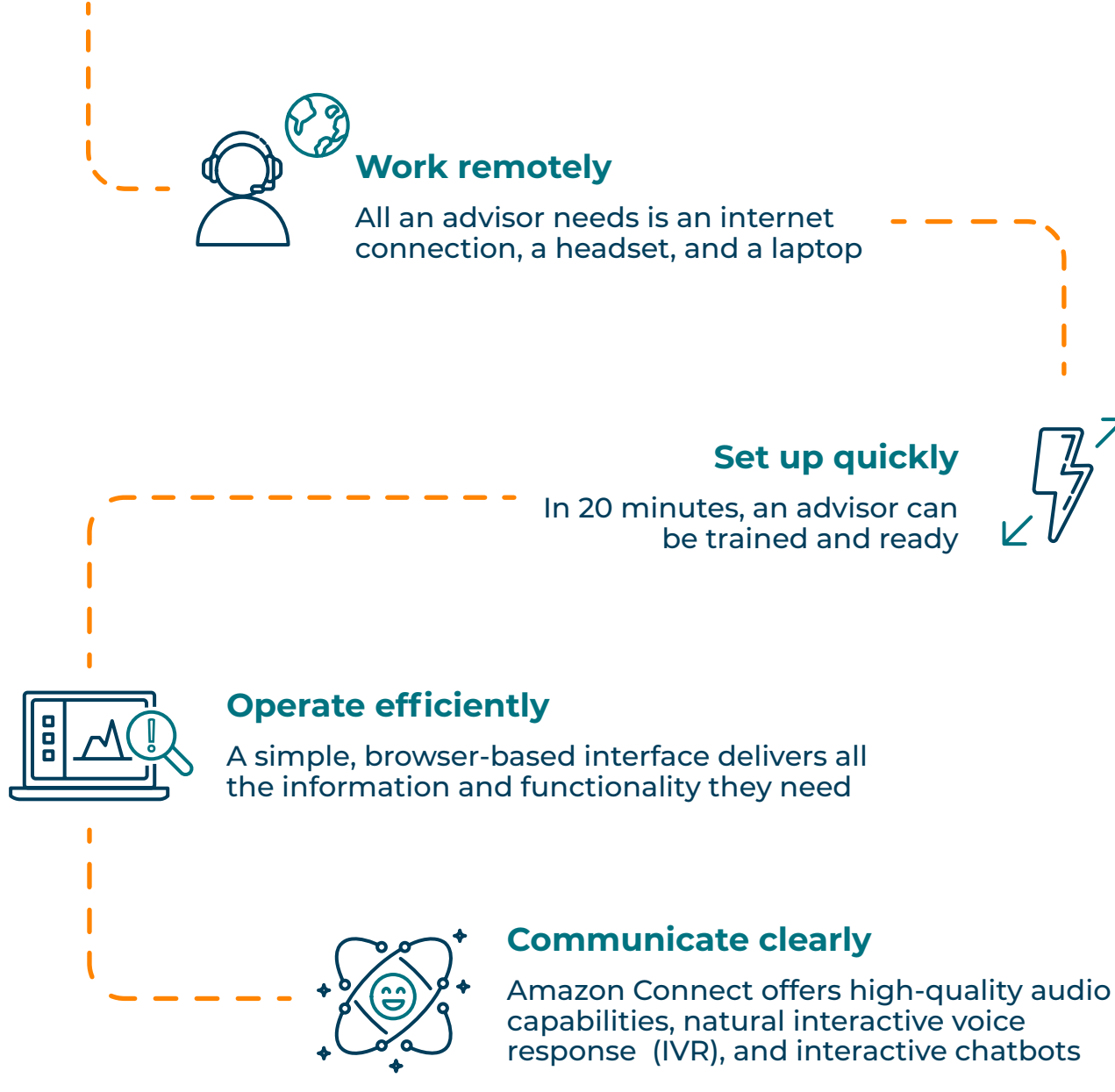
## Provide quality customer service at any scale – from anywhere

Small To Medium - Sized Businesses

Enterprise - Class Businesses



### Quickly set up a virtual contact center



## The Modern Contact Center

Innovations from Amazon Connect and Concentrix improve experiences for customers, advisors, and managers.



- Streamlined experiences**  
Create seamless omnichannel experiences through a single unified contact center for voice, chat, and task management.
- Faster customer insights**  
Understand customer needs better and in real time with full speech-to-text search, sentiment, trend analysis, and alerts with Contact Lens for Amazon Connect.
- Automated task tracking**  
Easily prioritize, assign, and track all contact center advisor tasks to improve productivity and quickly resolve customer issues with Amazon Connect Tasks.
- Personalized customer service**  
Give advisors all the customer information they need in a single pane of glass to customize interactions and resolve calls faster with Amazon Connect Customer Profiles.
- Improved customer experience**  
End frustrating manual and repetitive questioning by analyzing a caller's unique voice characteristics with Amazon Connect Voice ID.
- Deeper advisor knowledge**  
Advisors are able to quickly navigate and search multiple sources of information with Amazon Connect Wisdom enabling them to resolve issues faster and more completely.



### Making the move to Amazon Connect

Concentrix delivers optimization services, enabling you to integrate new Amazon Connect capabilities as they're launched. We also provide services for CX journey consulting and analytics, voice of the customer, business messaging, staff augmentation with skilled CX advisors, as well as experience design and engineering.

#### Deliver true omnichannel CX

We enable full integration and data sharing between multiple channels including voice, messaging, social media, email, chatbots, virtual assistants and more, for seamless experiences across all channels.

#### Integrate your apps

Integrate your business-critical apps with Amazon Connect -think CRM, IVR, WFM/WFO, EMR/EHR, web and mobile applications—for real-time insights, faster resolution, increased efficiency, and happier customers.

"Concentrix are an exceptional organization blending flexible models for resource augmentation empowered by best-of-breed technologies. They have been essential to our success in the 'new normal'."

**Barry Oursler VP, Clinical & Business Systems, United Urology Group**

United Urology Group is the nation's leading urology management services organization, providing clinical and operational support to 220 clinicians across five states.

With a vision to grow its national network of urology affiliates, United Urology struggled to respond to patient requests, with up to 40% of patient calls being abandoned due to inefficiencies and unnecessary technical debt created by multiple legacy and siloed CX systems across its 65 locations.

The Concentrix team began with an in-depth evaluation of existing technology and processes and gathered insights into the patient journey to create a roadmap for implementing a next-gen CX solution. Our complete managed service began by migrating United Urology's legacy contact center platforms, by region, into one cloud-based environment with Amazon Connect. Digital self-service channels starting with voice, then text and chatbots were introduced leveraging the conversational AI functionality of Amazon Lex. The solution was rounded out with smart routing based on patient intent and integration with United Urology's Allscripts EMR system for patient authentication through Concentrix Virtual Assistants.

With Concentrix managing United Urology's digital CX, we helped the company achieve the following:

- **40% cost savings** from contact center operational efficiencies
- **\$500K/year** savings through efficiencies gained in onboarding new clinics
- **Speed to value** by reducing onboarding to an average of **4-6 weeks**



Connect With Us

**concentrix**

+1 800-747-0583 | [www.concentrix.com](http://www.concentrix.com)