# CONCENTRIX**CX**

VOC Essentials for Contact Centers

Today's contact centers are the heartbeat of your brand, keeping customers informed and happy every single day. Each one of your representatives speaks for you, delivering your brand experience to your customers day in and day out.

Concentrix is a leader in the contact center space, with extensive knowledge of agent behaviors, satisfaction metrics, and action planning. This expertise is behind the design of

our best-in-class **VOC for Contact Centers** package: a pre-configured, easy-to-launch Voice of the Customer solution for gathering feedback, delivering real-time reporting and producing action-oriented recommendations to keep your customers happy and coming back for more.
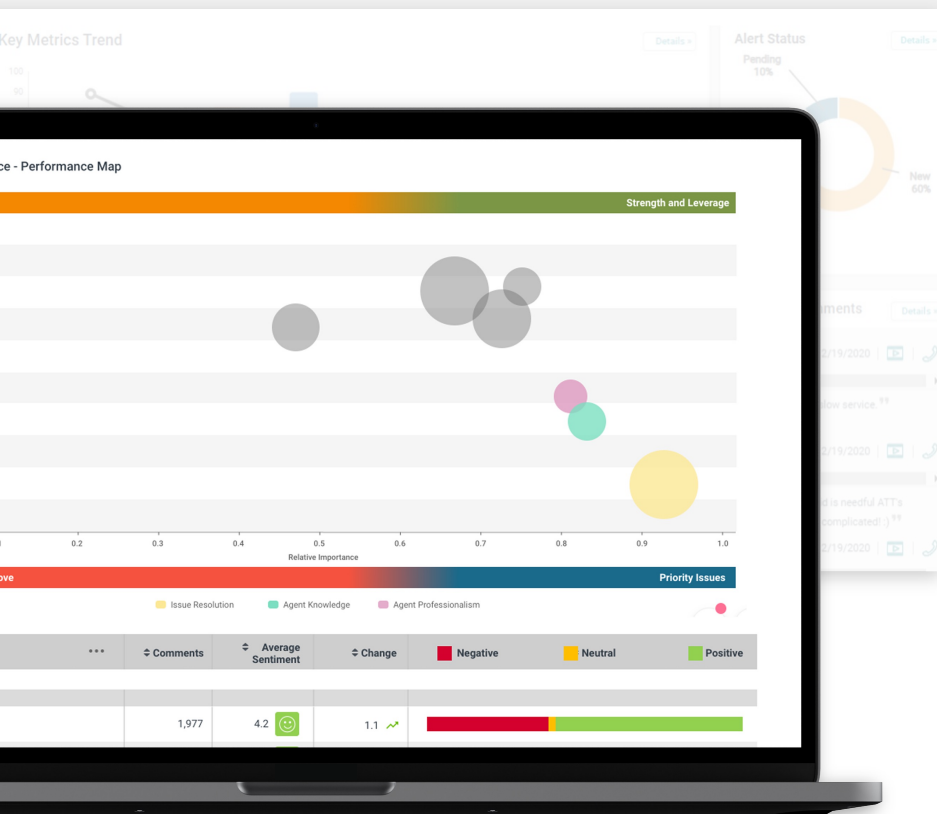
RICH INSIGHT, FAST ACTION

VOC software pre-configured with the essentials needed for contact centers to drive quick ROI

PROVEN BEST PRACTICES

Leverage our VOC best practices, deployed by today's most beloved brands

GET STARTED QUICKLY

Implementation experts will get you up and running in a few short weeks

Align
your operation to drivers of CX success.

Best Practice Survey

Capture customer feedback via mobile-rendered email or SMS-activated surveys. Understand your performance on core contact center metrics, and include up to 3 custom questions to expand your insights.

Please rate the last agent who assisted you.

★★★★★
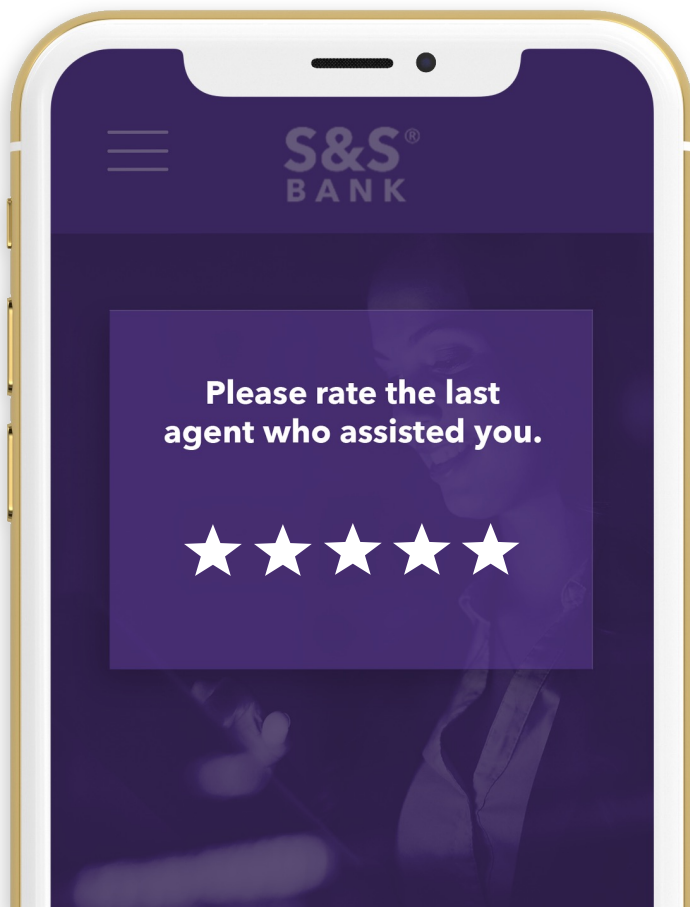
NET PROMOTER

Assess brand perceptions, predict growth and churn

CALL RESOLUTION

Uncover effort and cost drivers

AGENT PERFORMANCE

Assess the agent overall + 4 skills most often linked to CX

OPEN END

Dig deeper into root causes

CUSTOM QUESTIONS

Capture new insights to inform business strategies
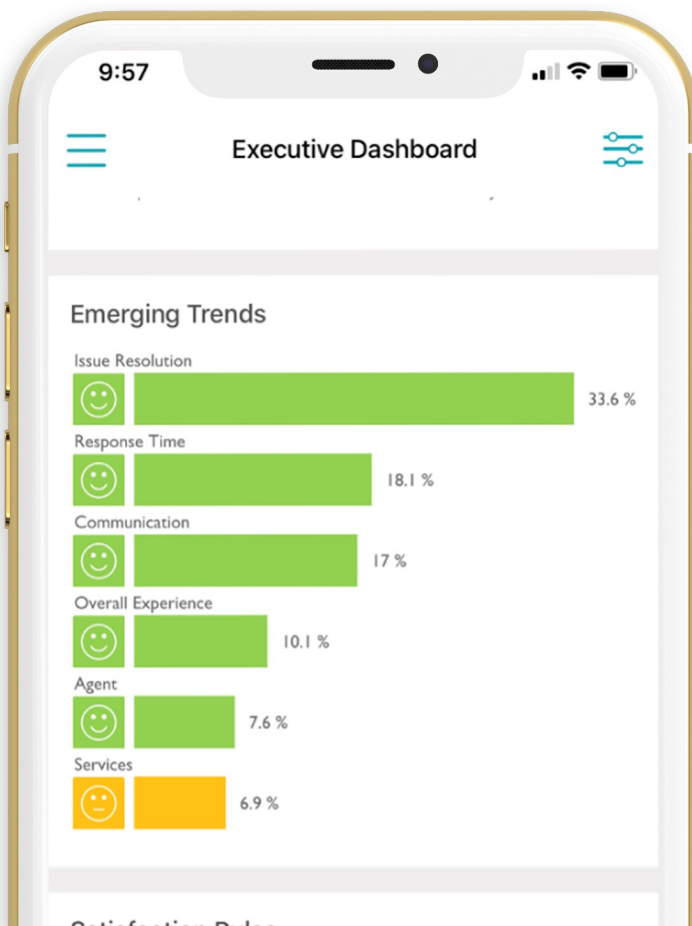
Insights
that supercharge CX.

Leading SaaS Platform

Results are delivered in real-time via our leading Voice of the Customer software, ConcentrixCX. Give teams the information they need, filter results by site, and share info across the organization.

Executive Dashboard

9:57

Emerging Trends

Issue Resolution — 33.6 %

Response Time — 18.1 %

Communication — 17 %

Overall Experience — 10.1 %

Agent — 7.6 %

Services — 6.9 %

Satisfaction Pulse

LIVE-TIME CX FEEDS

Get streaming updates on contact center CX performance – while at your desk or on the go

CLOSED-LOOP SYSTEM

Find at-risk customers, route alerts for action and track root causes to get ahead of repeat calls

TEXT ANALYTICS

Apply AI and NLP to isolate call drivers and barriers to CX success

QUARTERLY INSIGHT REPORTS

Recommendations from a VOC expert – covering process, policy and channel opportunities

CONCENTRIX™

Jumpstart
time-to-value with turnkey development.

Turnkey Development

Our tried-and-true launch plan gets your program up and running within 6 weeks, so you can see business benefits faster.

Client submits survey design specs* and sample file

Survey/sample programming

Software programming

Week 1

Weeks 2-6

100%
of implementations finish
on budget on time

5%
Decrease in escalation calls, 8 point lift in CSAT

10pt
Gain in Issue Resolution within one week

$13M
Saved through remediation strategies.

CONCENTRIX**CX**

VOC
VOICE OF THE CUSTOMER
POWERED BY CONCENTRIX**CX**

Don't just measure experiences, transform them.

Contact us today!

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