

# XP Contact Center

Reliable. Flexible. Scalable. Secure.



## Get on the fast track to a more resilient customer experience.

Transitioning from an on-premise contact center to the cloud can deliver serious benefits, including improved service resiliency, flexibility, and lower costs. Cloud solutions reduce the maintenance burden on internal teams, enabling teams to focus on higher value customer initiatives and revenue growth.



### Resilience, Flexibility, and High Availability

Up to 99.99%



### World-Class Security

PCI-DSS (level 1), HIPAA, Cyber Essentials



### Highly Scalable to Grow With Your Business

Vertical, horizontal, diagonal

Many companies with legacy on-premise contact center solutions struggle to continuously meet changing customer demands and adapt quickly to ever-evolving business continuity and workforce challenges that keep employees safe and frontline operations highly available.

Often these hardware-centric systems rely on specialized resources that require months to budget and plan—and even more time to update, integrate, and test.

Concentrix Experience Platform (XP) Contact Center is a cloud-based solution powered by Amazon Connect, delivering a highly reliable, flexible, scalable, and secure option to meet the needs of today's highly dynamic customer experience business.

# Deployment Models

Concentrix XP supports different deployment models to meet your security and business needs.

## Public Cloud

Concentrix XP Contact Center powered by Amazon Connect is a fully managed solution that supports work out of the box.

## Private Cloud

Offers capabilities such as XP Virtual Assistant Cloud support managed service options for those who seek the benefits of cloud, but need to keep systems on premise, such as to ensure strict data security or regulatory compliance.

## Hybrid Cloud

Provides an integrated environment that includes both public and private cloud. Build, deploy, and operate applications and services where they run best, such as keeping telephony on premise.

## Multi-Cloud

Designed for organizations looking for best of all services from Concentrix, AWS, and other providers that meet their precise needs.

## CONCENTRIX XP CLOUD ADVANTAGE



### All-Inclusive

Messaging, omnichannel, conversational AI, journey orchestration, and more



### Integrations

CRM, WFM, work at home, case management, open APIs



### Security

Optimized to securely handle sensitive financial and health information

## Cloud can't guarantee success. But we can!

Concentrix's award-winning CX and contact center experts partner and guide you throughout the migration to successfully achieve your desired CX and business outcomes.



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