

Move to the Cloud and Watch Your CX Soar

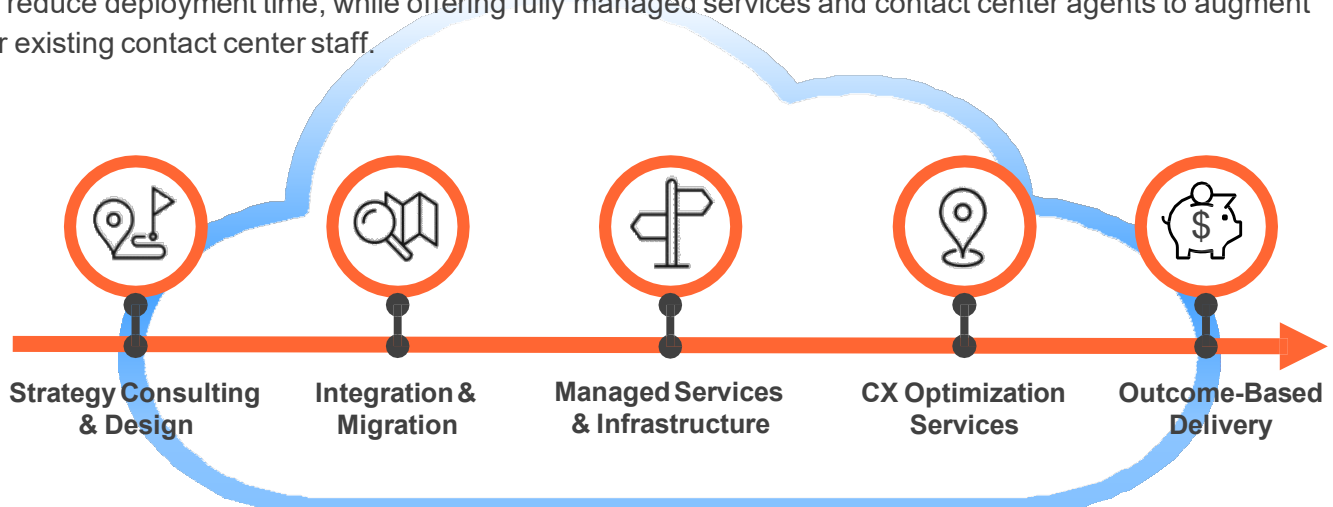


Discover the flexibility and resiliency of XP Contact Center.

Today's contact centers spend 75% of their effort maintaining operations and managing technologies and hardware—and only 25% improving the customer experience.¹ Concentrix's **XP Contact Center**, powered by Amazon Web Services and Amazon Connect, helps you reverse that statistic and shift your focus back to your customers, while offering the managed services support you need to succeed.



Implementing a successful cloud contact center takes more than just technology. It takes a team of experts in CX and Cloud. Concentrix partners with you at every stage of your journey, helping you optimize costs and reduce deployment time, while offering fully managed services and contact center agents to augment your existing contact center staff.





¹ "100 Stats on Digital Transformation and Customer Experience," Blake Morgan, December 16, 2019.

Overcoming the challenges of legacy contact centers

Legacy contact center infrastructures are not only costly, they are also fragile and inflexible. These factors limit your business' growth and make it difficult for you to react to unanticipated events. For example, during the COVID-19 pandemic, businesses that were heavily invested in legacy on-premise contact center infrastructures were unable to shift their staffs to work safely from home and seamlessly continue to offer live service, resulting in negative impacts to their customers, brands, and revenue.

Compared to most proprietary, on-premise approaches, cloud-based solutions help companies respond more quickly to changing market and business requirements and deliver a differentiated, digital-first customer experience.

Key differences between legacy and cloud solutions include:

 Legacy <i>Built to service calls, not customers</i>	 Cloud <i>Built to serve today's digital customer</i>
Built for voice and live agent/bolt-on integrations for digital channels	Digital first—70-80% of issues resolved through digital, mobile, AI/bots
Reactive, problem-resolution focused	Proactive, customer journey focused
Costly, fragile system integration	Easy to integrate—open, API-based
Limited, ineffective, loathsome IVR options	Adaptive, self-learning, responsive AI and machine learning for conversational IVR
Siloed customer data and intelligence	360-degree customer view and next best step action
Up-front CAPEX, hardware-based/costly overprovisioning, redundant hardware and data centers	Low up-front cost, no hardware/data center costs
Slow time to market—weeks or even months	Rapid time to market—minutes or days
Expensive per agent seat pricing	Pay for what you use
Licensing inflexible with volume changes	Elastic with day-to-day demand
Vendor lock-in and limited roadmap	Platform for growth/resilient to major changes/easy to use and manage

Adding capabilities is easier—and faster—than ever

Concentrix's partnership with Amazon Web Services (AWS) gives you access to over 100 digital enterprise and CX capabilities on demand:

FEATURE CAPABILITIES



Inbound telephony

Omnichannel

Call recording

Skills-based routing

Web/mobile chat
(asynchronous)

Intuitive graphical
contact flow builder

AI-powered
speech analytics
solution

Natural language
chatbots using
Amazon Lex

Real-time &
historical analytics

Contact Lens for
Amazon Connect

AWS benefits include:

Omnichannel

Seamless experience through a single unified contact center for voice and chat.

Flexible

Open platform—easily integrates with any system that your CC relies on, such as CRM, WFO and WFM systems.

Out-of-the-box Intelligence

AI-enabled by default with Amazon Lex—across voice and chat, eases the handoff between agents. Contact Lens for Amazon Connect provides integrated ML analytics to capabilities help you understand sentiment, trends, and compliance of customer conversations to improve the customer experience and identify crucial customer feedback.

Configurable

Make changes in minutes, not months; reuse automated interactions and make changes easily with an intuitive UI.

Reduce costs

Save up to 80% over traditional contact center solutions. Usage-based so no minimum monthly fees, long-term commitments, or up-front license charges.

Scalable

Easily scale to meet unpredictable demand in a secure, reliable way.

Choose only what you need

At Concentrix, we know that contact center platforms are not one-size-fits-all, so we offer flexible options for you to consider what you need and how we can help you reach your goals.

Our offerings include:

Foundation

Get your contact center operations started quickly.

Pro

Optimize and expand your voice and digital CX.

Custom

Tailor our CX solution to your unique needs.

A la carte

Provide specific capabilities, such as virtual assistant, mobile, etc.

...and we can support you during every step of your journey:

Assess

Evaluate CX and CC needs, make recommendations

Integrate

Integrate CX and CC with enterprise systems, such as CRM

Consult

Provide expert advice and best practices on CX & CC operations

Support

Keep your solution supported and maintained

Design

Create digital-first CX and front-office operations

Manage

Provide agents, tech and data as a service to drive results

Build

Build and deploy your CX and CC solution

Reimagine a more resilient contact center

When it comes to contact center resources, you should never have to pay for more than what you need. Our experts in digital CX strategy, design, and delivery can help you improve your resiliency, agility, and speed-to-market, and our outcome-based delivery option reduces your risk and cost of implementation. Contact us today to learn more.

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