

concentrix™

voice of the customer

Market Leading Tech

A Full-Service Partner

Modern Listening

Outbound Surveys
Digital Feedback
Social
Customer Interactions
Complaints
Media Center

Analytics & Gen AI

Enterprise Views
Role-Based Insights
ConcentrixCX Mobile
Text Analytics
Analyst Suite
AI Assistant
Dashboard Builder

Automated Actions

Case Management
Messaging
Coaching Suite
Employee Ideas
Action Planner
Employee Notifications

A Different Partner

Measurement Design
Sample Management
Integrations & Tech Support
CX Advisory Services
Insights & Analytics

