



# CX@HOME Outcomes delivered

**119%**  
AHT target attainment

Streamlined training and talent management processes to improve customer support

Insurance

**300%**  
ramp vs. steady state

Applied creative agent scheduling and innovative in-home solutions to meet urgent resource needs

Retail & e-Commerce



## What we do

Flexible, scalable, secure CX delivery

Leverage an expanded, experienced hiring pool aligned to your brand, with the data security and exceptional CX that you expect in a B&M contact center, combined with business continuity and the ability to quickly react to unplanned volume surges.

CONTACT US: [www.concentrix.com](http://www.concentrix.com)

## What we offer

- SecureCX™ workspace security with biometrics authentication
- Flexible and Secure Desktop Environment
- Secure, scalable Global Infrastructure
- CX focused, Digitally enabled Ecosystem tuned to a in-home operations
- Dedicated, certified, focused service line; it's more than agents working from home
- Workforce management scheduling that optimizes flexibility

**16+** years of experience

**10+** Industry verticals

**40** Countries supported

**60%+** Global staff working from home

**Multiple** Industry recognized compliance

