



# Concentrix Cognitive CX Services

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's Cognitive Customer Experience Services report on Concentrix is a comprehensive assessment of Concentrix's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

## Key Findings & Highlights

Concentrix's cognitive CX approach centers on driving outcomes and automating these outcomes with technology. It aims to help clients automate interactions through digital channels, AI, and RPA, digitize the workforce and enable them with digital instruments, and look at the larger technology landscape to design and adopt digital transformation

## Scope of the Report

The report provides a comprehensive and objective analysis of Concentrix cognitive customer experience services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery sites.



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## Report Length

10 pages