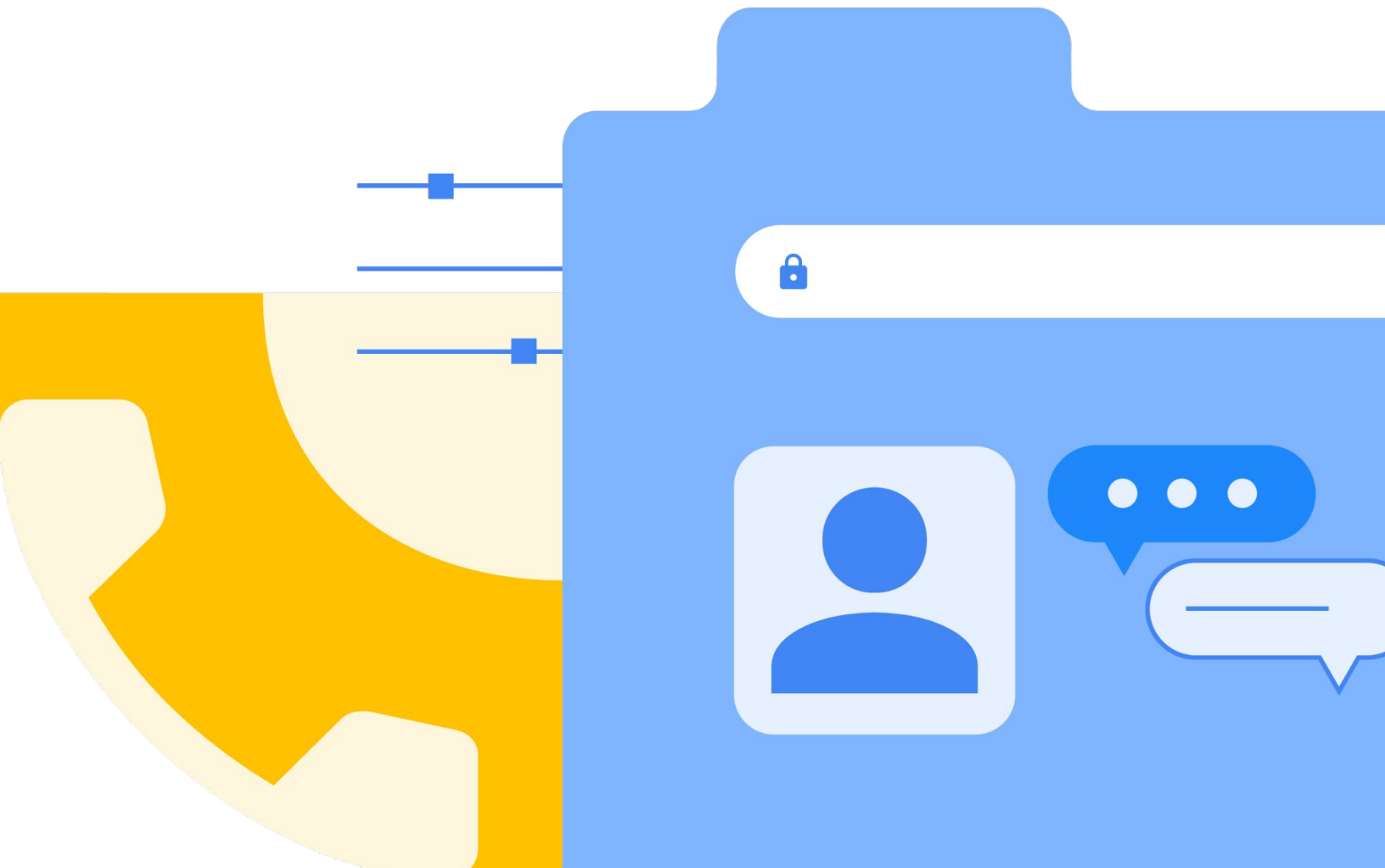
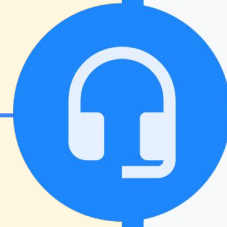




Modernize Your Contact Center





45%

of contact centers will have remote or hybrid work experiences by 2024.¹



As the way we work changes, the world of contact centers and digital customer care is going through its own digital evolution.

More is expected from contact center teams than ever before. It's important to give your agents the best cloud-based tools so they can take advantage of the latest innovations like automation and artificial intelligence.

Lots of businesses now support their call center operations entirely from the cloud — and ChromeOS is helping them get the most from this new way of work.

1. IDC FutureScape: Worldwide Future of Connectedness 2022 Predictions, IDC #US47438921, October 2021

Want to boost customer success? Try ChromeOS

What our customers say

According to an IDC survey of over 200 companies whose agents use ChromeOS, the system provides many operational benefits.²



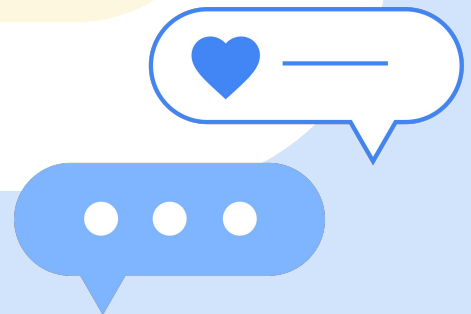
An intuitive, high-performing, and easy-to-use interface that lets agents work efficiently and focus on customer experience.



The ability to answer customer queries faster and more accurately, improving customer experience and support.



Lower device costs which helps justify providing more agents with a common device.



The facts are foolproof

The IDC survey found:

33%

improvement in ticket resolution time.²

19%

Increase in agent productivity.²



Here's what they said about the benefits and outcomes of ChromeOS.

It's instinctive.



49%

say the interface is intuitive and easy to use²
ChromeOS is user-friendly and high-performing, letting agents work effectively from anywhere.

It's efficient.



47%

say customer satisfaction improved²
ChromeOS improves the ability to respond to customer inquiries quickly and accurately.

It's cost-effective.



245%

3-year return-on-investment (ROI)²

ChromeOS optimizes device costs which makes a strong business case for providing more agents with the same, high-performing device.

44%

lower cost of operations²

\$3901

is the total savings per device over three years²

It's flexible.



38%

say it sped up time to market²

48%

say it provides better support for remote-and-hybrid workers²

ChromeOS reduces the time it takes to deploy and manage devices, and lets agents work securely from anywhere.

It's secure.



Zero

reported ransomware attacks

24%

Fewer security attacks than other operating systems³

ChromeOS data controls enable IT and security teams to identify and mitigate data loss risk on ChromeOS endpoints. Admins can set up rules to prevent data leakage based on the data source, destination, where it is being moved to, and who is moving it.



ChromeOS enables cloud-first and agile contact centers that improve agent productivity, secure business data, and support IT teams with stress-free device deployment and management experience.

2. IDC Use Case Brief, sponsored by Google ChromeOS, The Business Value of ChromeOS for Contact Centers, doc #49610022, October 2022

3. IDC Business Value Snapshot, sponsored by Google ChromeOS, The Business Value of ChromeOS, doc #US50055223, January 2023



Contact our team to learn more about ChromeOS for your contact center.

