chromeOS

Modernize your contact center

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.

37% Increase in employee retention when ChromeOS is deployed.[1]

Want to boost customer success? Try ChromeOS

According to an IDC survey of over 200 companies whose agents use ChromeOS, the system provides many operational benefits.[1]
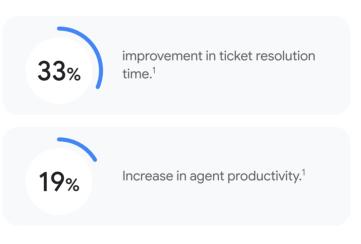
An intuitive, high-performing, and easy-to-use interface that lets agents work efficiently and focus on customer experience.

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

33% improvement in ticket resolution time.[1]

19% Increase in agent productivity.[1]

The benefits and outcomes of ChromeOS

It's instinctive.

49%
say the interface is intuitive and easy to use[2]

ChromeOS is user-friendly and high-performing, letting agents work effectively from anywhere.

It's efficient.

47%
say customer satisfaction improved[2]

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

It's cost-effective.

245%
3-year return-on-investment (ROI)[2]

44%
lower cost of operations over three years[2]

$3901
is the total savings per device over three years[2]

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

It's flexible.

38%
say it sped up time to market[2]

48%
say it provides better support for remote-and-hybrid workers[2]

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 systems[3]

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.

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

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