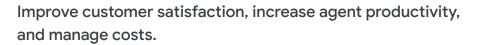


Customer success starts with ChromeOS



ChromeOS helps agents resolve tickets quickly and accurately¹—increasing customer satisfaction. With a better, more familiar, experience for agents, ChromeOS enables simple device deployment, drives retention, and improves overall productivity¹.

IDC estimates that 45% of contact centers will support remote agents by 2024²—highlighting the importance of secure cloud-based technologies.

~~	Save agents time. ChromeOS provides an intuitive, easy to use interface that empowers agents to work effectively on customer support.	 19% higher agent productivity¹ 77% less time lost to device reboots¹ Save up to 3 hours per week in agent downtime³ Built-in productivity tools and updates that happen in the background
L0	Easily deploy devices. Onboard agents quickly and manage devices from anywhere with ChromeOS.	 Deploys 63% faster than other devices, saving more than 45 minutes per device deployed¹ Requires 36% fewer staff resources to manage than legacy solutions¹ Familiar, intuitive, and error-free user experience
	Improve security. ChromeOS secures the customer information that agents handle, simply and quickly.	 29% more efficient device security teams¹ No reported ransomware attacks on ChromeOS, ever
.	Ensure customer satisfaction. Reduce resolution time and increase correctly resolved tickets with ChromeOS.	 33% reduction in resolution time per ticket¹ Improve customer service metrics 5% increase in percent of tickets correctly resolved¹



33% reduction in resolution time per ticket¹

<mark>2</mark>45%

average 3-year ROI on devices¹

44% lower cost of operations¹

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Learn more about ChromeOS for your contact center

¹ IDC Use Case Brief, sponsored by Google ChromeOS, The Business Value of ChromeOS for Contact Centers, doc #49610022, October 2022 ² IDC: FutureScape: Worldwide Future of Connectedness, doc #US474389212022 Predictions, 2022 ³ Forrester: The Total Economic Impact of Shared Google Chrome OS Devices, 2018