



Customer success starts with ChromeOS

Improve customer satisfaction, increase agent productivity, and manage costs.

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

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

245%

average 3-year ROI on devices¹

44%

lower cost of operations¹



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