Customer success starts with ChromeOS

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

ChromeOS helps agents resolve tickets quickly and accurately[1]—increasing customer satisfaction. With a better, more familiar, experience for agents, ChromeOS enables simple device deployment, drives retention, and improves overall productivity[1].

IDC estimates that 45% of contact centers will support remote agents by 2024[2]—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 productivity[1]
- 77% less time lost to device reboots[1]
- Save up to 3 hours per week in agent downtime[3]
- 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 deployed[1]
- Requires 36% fewer staff resources to manage than legacy solutions[1]
- 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 teams[1]
- 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 ticket[1]
- Improve customer service metrics
- 5% increase in percent of tickets correctly resolved[1]

33%
reduction in resolution time per ticket[2]

245%
average 3-year ROI on devices[2]

44%
lower cost of operations[2]

Learn more about

[The Business Value of ChromeOS Devices for Contact Centers](#)

[1]IDC: The Business Value of ChromeOS Devices for Contact Centers
[2]IDC: FutureScape: Worldwide Future of Connectedness 2022 Predictions
[3]Forrester: The Total Economic Impact of Shared Google Chrome OS Devices, 2018

2011446-1222