



# Secure and optimize your contact center with Chrome OS

In Feb 2021, McKinsey & Company reported a 24x increase in migration to cloud technologies, 27x increase in deployment of new service technologies, and 43x increase in deployment of collaboration technologies in the customer service sector.\* Deploying Chrome OS enables contact centers to be cloud-first and agile while improving agent productivity, securing business data, and supporting IT teams with a stress-free device deployment and management experience.

## Great service, productive agent experience, from anywhere with Chrome OS

### Protect your business and customer information

Safeguard your business from growing threats and reduce employee errors with built-in and proactive security features

- Google Safe Browsing stops employees from navigating to malicious sites
- Executables can't run on Chrome OS providing built-in protection from malware
- Automatic and timely security updates
- Built-in Titan C security chip ensures devices stay secure, protects user identity, and ensures system integrity

### Increase your agent productivity

Reduce the cognitive load on your agents with an intuitive & productive experience on Chrome OS.

- Familiar, intuitive, and error-free experience
- Fast and easy onboarding
- Reduce device downtime with background updates
- Built in productivity tools
- Easily share devices & pick up where you left off

### Deploy and manage easily even with high-turnover

Manage and deploy stress-free even with high turnover rates and distributed workforces.

- Deploy devices within minutes with no imaging through cloud profiles
- Drop ship devices and manage from anywhere with zero-touch enrollment
- 500+ configurable policies
- Deprovision existing Chrome OS devices and set up new agents with quick wipe/reset
- Repurpose existing Windows & Mac devices to a managed Chromium environment with CloudReady

No reported ransomware attacks on Chrome OS devices, ever

Save up to 3 hours per agent per week in downtime

Deploy Chrome OS 76% faster than Windows 10 devices

## Tailored solutions that seamlessly integrate with your existing technology

Chrome OS Devices	Chrome Enterprise Recommended Partners	Works with Chromebook Accessories
<p>Broad range of form factors, OEMs, &amp; specs</p>	<p>Contact Center solution partners:</p> <p>Virtualization partners:</p>	<p>Verified Works with Chromebook headsets</p> <p>From 27+ trusted partners:</p>
<p>Platform &amp; management:  chrome OS</p>		



### High performance Chrome OS devices for agents

Wide range of fast, powerful clamshell/convertible laptops, Chromeboxes and Chromebases designed to power agents with various work needs.



### Integrate with your existing VDI infrastructure

Access your existing contact center infrastructure through virtualization on Chrome OS through leading VDI providers such as Citrix, VMware and many more.



### Easy to deploy cloud-first Chrome Enterprise Recommended solutions

Chrome OS verified and optimized cloud-first contact center solutions across ticketing, CRM, LMS with AI embedded under the Chrome Enterprise Recommended program.



### Optimized Works With Chromebook accessories

Chrome OS compatible headsets, monitors, mice, keyboard, webcams, headsets and more from over 27+ trusted leading partners.

\*Source: ESG: Quantifying the Value of Google Chromebooks with Chrome Enterprise Upgrade 2018 Chrome OS Forrester TEI reports Adopt Three Practices To Boost Resiliency For Customer Service