



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 and 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 and 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 and Mac devices to a managed Chromium environment with Chrome OS Flex*

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 devices¹

1. ESG Technical Review, Google Chromebook: Accelerating Device Lifecycle Management, July 2020

*Chrome OS Flex currently available for early access

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, and 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 & 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.



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.



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.



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