

# Chrome Enterprise Recommended Solution Overview with Vonage Contact Center

## Next generation communications that accelerate the world's ability to connect.

Vonage Contact Center (VCC) is a CRM-integrated and Chrome Enterprise Recommended solution that brings unified communications and contact center technology together to deliver superior customer and agent experiences.

With VCC, supervisors have the tools they need to meet service levels, fine-tune agent performance and improve operational efficiency. And with Chrome OS, customers can offload IT, improve security and reduce onboarding complexity.

Agents are equipped with a single intuitive interface, with embedded access to experts across the enterprise. Every interaction begins with a screen pop of the customer's history, ensuring agents are knowledgeable about previous customer journeys.

With VCC and Chrome OS, it couldn't be easier to use and simpler to deploy. Now agents have everything they need to personalize customer experiences and build loyalty.

## Discover the benefits

### Enable customers to communicate with you anytime, from anywhere, on any device.

Any time and every time customers reach out to you, with VCC you're ready to give them what they need. From AI-assisted self service to fully equipped agents, video calls, speech analytics, and post-interaction surveys, VCC helps your company deliver exceptional customer experiences that foster loyalty.

Agents have the tools they need at their fingertips, boosting agent satisfaction and retention, and serving to safeguard your talent pool.

In the rapidly changing world of customer service, it's easy to stay abreast of new features with cloud-based VCC. Automatic upgrades ensure you have the leading-edge features that give your business a competitive edge.

