



# Secure and optimize your contact center with ChromeOS

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 ChromeOS 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 ChromeOS

### 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 ChromeOS, 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 ChromeOS.

- 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 ChromeOS devices and set up new agents with quick wipe/reset
- Repurpose existing Windows and Mac devices to a managed Chromium environment with ChromeOS Flex

No reported ransomware attacks on ChromeOS devices, ever

Save up to 3 hours per agent per week in downtime

Deploy ChromeOS 76% faster than Windows 10 devices<sup>1</sup>

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

As an innovative partner in the Chromebook space, Acer has carefully engineered its portfolio of ChromeOS Enterprise devices for contact centers. Reliable, durable, and secure devices coupled with Acer's U.S.-based Premier Support provide technical and administrative support for your agents.

**GOOD** **BETTER** **BEST**



**CX14**  
DT.Z1MAA.001



**C934-P49J**  
NX.K06AA.001



**CP514-1WH-R1H8**  
NX.A02AA.002



**CB514-1W-30AC**  
NX.AU0AA.001



**CB515-1W-54MS**  
NX.AYGAA.002



**CP714-1WN-720J**  
NX.K3VAA.004

Platform & management: chromeOS



**High-performance ChromeOS 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 ChromeOS through leading VDI providers such as Citrix, VMware, and many more.



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

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



**Optimized Works With Chromebook accessories**

ChromeOS 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 ChromeOS Forrester TEI reports Adopt Three Practices To Boost Resiliency For Customer Service



Engage with Acer ChromeOS Enterprise solutions at <https://acer.link/3ZhuKyP>

For more information regarding Acer ChromeOS device specs <acer.link/40gOIKF>

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