Chrome Enterprise Recommended

twilio

Chrome Enterprise Recommended Solution Overview with **Twilio Flex**

A programmable contact center platform to build customer engagement applications that fit your business, rather than the other way around.

Contact Centers must continually adapt to survive and stay ahead of customer expectations. Legacy, on-premise-based solutions are built using proprietary technology and require vendor professional services teams to make changes. This discourages the continual adaptation necessary to stay relevant and has resulted in the industry's 7+ year refresh cycles that remain commonplace.

Twilio Flex with ChromeOS enables companies to differentiate by offering superior customer experiences on a cloud-first operating system that can modernize existing devices. Deploying Twilio Flex on ChromeOS reduces operational costs while empowering agents with every channel in a single user interface to deliver modern customer experiences. Whether your agents are remote or hybrid, Twilio Flex and ChromeOS can have your contact center up and running in days - not months.

Build a contact center tailored to the way you work

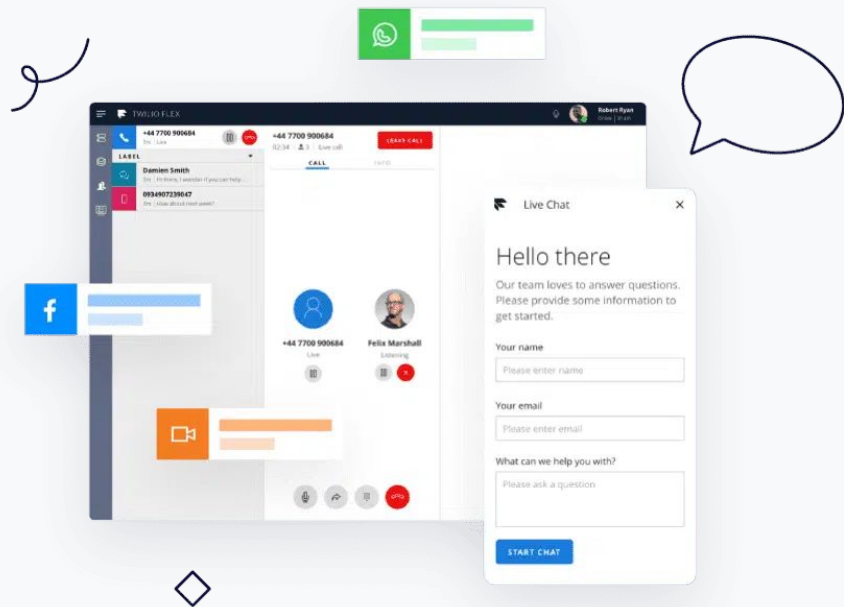## Intelligent Customer Experience

Enable your developers to create your ideal customer experience with intelligent task routing and a human agent assistant to guide interactions to resolution.

Make every agent an expert

Upskill your agents and enable them to work on complex customer issues by providing an assistant to highlight relevant information, account details, and resolve select tickets.

Available 24/7, with no wait times

Provide customers access to a conversational virtual agent across every Flex channel, with no wait times.

→ <u>Learn more on Twilio website.</u>