

Customer Engagement Suite with Google AI

Deliver exceptional self-service, agent assistance, and operational insights

AI holds enormous potential to improve the customer experience while **driving operational and cost efficiencies**



Generative AI in customer service functions could increase **productivity by 30-45%¹**

Generative AI could further reduce volume of **human-serviced contacts by up to 50%¹**

Source: ¹[McKinsey](#)

Drive tangible business value today

01

Customer satisfaction & loyalty

Key benefits

Smart self-service 24/7
Multi-modal & cross-channel
Proactive

KPIs

Increase Customer Satisfaction Score (CSAT)
Increase Net Promoter Score (NPS)
Grow revenue with upselling & cross-selling
Higher retention
Deflect and contain

02

Employee productivity

Key benefits

AI-powered content recommendations
Contextual insights
Automation

KPIs

Cost savings
Decrease Average Handling Time (AHT)
Increase automation rate
Increased agent CSAT
Shortened onboarding

03

Actionable insights

Key benefits

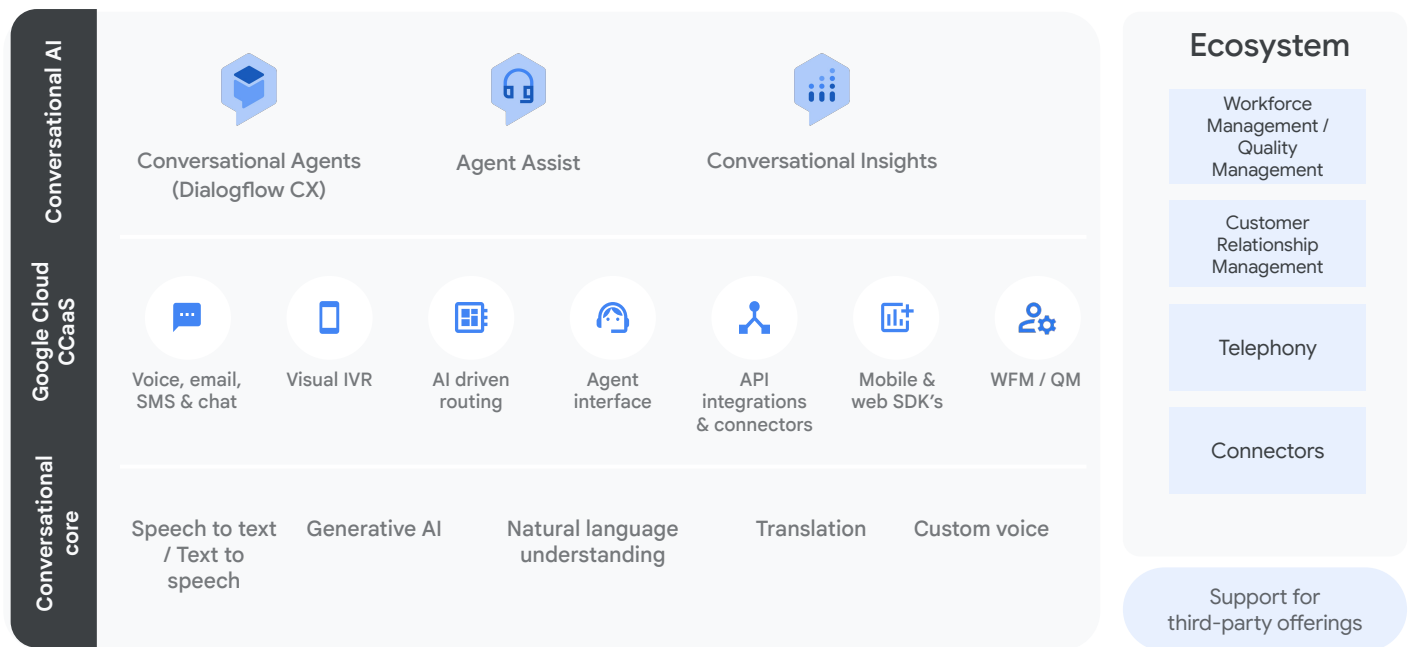
Topic identification
Sentiment analysis
Quality AI
Agent coaching

KPIs


Improved customer journey mapping
Targeted agent training
Proactive identification of customer pain points
Data-driven decisions

Leading organizations are partnering with Google Cloud to **power AI-enhanced customer engagement experiences**






Why Google Cloud?




End-to-end customer engagement with AI at the core

- Comprehensive CCaaS solution
- End-to-end journey
- State-of-the-art generative models
- Natural voices
- Variety of use cases and verticals
- Hybrid conversational agents



Accelerated time to value

- Turn-key experience
- Developer tools and integrations on Google Cloud
- 10+ Out-of-the-box (OOTB) connectors, more coming
- Prebuilt components



User centricity

- Higher customer satisfaction
- Multimodality
- Multichannel: voice, chat, email
- 100+ languages
- Focus on the user

The best infrastructure for the AI era

Enterprise-grade security | scalability | privacy-by-design | high resilience | compliance | OOTB multi-region support

Ready to start your journey?

[Contact Us](#)

