



Customer Engagement Suite integrations

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CES Integration with OEM Partners

Google CES offers integration with leading OEMs such as:

- Genesys
- NICE
- Araya
- Cisco
- Fujitsu
- and many more



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CES Integration with OEM Partners

Google CES offers integration with leading OEM's such as:

- Samsung
- HTC
- Asus
- Cisco
- Fujitsu
- and many more



CES Integration with OEM Partners

Google CES offers integration with leading OEM's such as:

- Genesys
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With OEM Partners

with leading



CCaaS: Google's C

Customer Engagement
Rate (CER)

Class

CCaaS



More about
this icon



More

Conversational
Rate

Speed to
Service

CCaaS: Google's Contact Center as a Service



CCaaS: Google's Contact Center as a Service



CCaaS: Google's Contact Center as a Service



CCaaS: Google's Contact Center as a Service



CCaaS: Google's Contact Center as a Service



Contact center Integration Choice (1 of 4)

Choose the best path to value for your contact.

You have different options depending on whether you want to implement new infrastructure or retain an existing contact center solution.



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Contact center Integration Choice (2 of 4)

Choose the best path to value for your contact.

Use CEM if you're looking for a new Contact Center as a Service platform, or full Google-native solution.



Contact center Integration Choice (2 of 4)

Choose the best path to value for your contact.

Use CCM if you're looking for a new Contact Center as a Service platform, or full Google-native solution.



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Use CEM if you're looking for a new Contact Center as a Service platform, or full Google-native solution.



Contact center Integration Choice (3 of 4)

Choose the best path to value for your contact.

Opt for CCE to power the right tool stack with Google Cloud CCE and retain the option to switch to a platform in the future.



Contact center Integration Choice (3 of 4)

Choose the best path to value for your contact.

Opt for CCX "over the top" to start with Google Cloud CCX and retain the option to switch platforms in the future.



Contact center Integration Choice (3 of 4)

Choose the best path to value for your contact.

Opt for CCE "over the top" to start with Google Cloud CCE and retain the option to switch platforms in the future.



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Opt for CCX "over the top" to start with Google Cloud CCX and retain the option to switch platforms in the future.



Contact center Integration Choice (3 of 4)

Choose the best path to value for your contact.

Opt for CCE "over the top" to start with Google Cloud CCE and retain the option to switch platforms in the future.



Contact center Integration Choice (4 of 4)

Choose the best path to value for your contact.

Leverage DES's integration with CRM partners to retain your existing contact center infrastructure.



Contact center Integration Choice (4 of 4)

Choose the best path to value for your contact.

Leverage OES's integration with CRM partners to retain your existing contact center infrastructure.



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