Cognizant Expands Partnership with Google Cloud to Transform Customer Service

Cognizant announced that it has expanded its partnership with Google Cloud to include the Google Cloud Contact center AI platform (CCAI). This solution integrates AI and cloud computing with customer relationship management software to help businesses improve call center interactions.

The expanded partnership will enable Cognizant to offer clients additional capabilities across different channels to drive value around digital customer engagements. These include voice, SMS, chat, visual interactive voice response (IVR) and conversational AI capabilities on Google cloud. Cognizant will leverage its deep expertise in contact centers, AI, hybrid cloud management, advanced analytics, and automation to help clients improve first contact resolution and customer satisfaction rates.

"Expanding our strategic partnership to include the Google Cloud CCAI suite is the next vital step in our journey enabling our clients to modernize their customer service operations," said Mohit Mehta, Global practice leader, Google Ecosystem, Cognizant. "Leveraging next-gen technologies that encompass cloud and advanced AI capabilities will digitize our clients' contact centers and help to improve overall customer satisfaction rates."

"Today, clients are looking for intelligent cloud solutions which can cut across channels of engagements to provide consistent customer service and harness deep insights," said Raju Rampa, Vice President and Practice Leader for Digital Customer Experience, Cognizant. "With this partnership, Cognizant can combine its business and technology leadership with Google's powerful AI-first platform to help our clients transform their customer service and provide our clients by with a full suite of Google CCAI offerings from AI to agent interactions."

In 2021, Cognizant achieved "Google Cloud Partner Expertise" to promote and differentiate its Google Cloud CCAI capabilities including conversational design and CCAI Integration. For more information on Cognizant customer service offerings on google cloud visit:

- **Cognizant and Google Cloud**
- **New Google Cloud Specializations and Expertise Credentials**

https://news.cognizant.com/Cognizant-Expands-Partnership-with-Google-Cloud-to-Transform-Customer-Service2