

## **More about the Google Operations Center**

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### **What's the Google Operations Center?**

The Google Operations Center provides user and customer support to Google's customers and users around the world.

### **What do agents do?**

Agents provide customer and user support, such as answering calls, product troubleshooting, and campaign set-up.

### **How many agents work for the Google Operations Center?**

By the end of 2020, we will have created more than 4,800 Google customer support jobs, including the one thousand Google customer support agents already working in our Google Operations Centers.

### **What benefits do agents receive?**

Google Operations Center employees receive industry-leading benefits, including:

- Comprehensive healthcare, including medical, dental, and vision coverage
- Company-paid life and disability insurance
- Three weeks of paid vacation
- Up to 22 weeks of paid parental leave

Employees also have access to free meals while at work, local culture clubs and other on site facilities such as mother's rooms, games rooms, and collaboration spaces.

### **Where are you expanding?**

Mississippi will be the first U.S.-based Google Operations Center and is set to open in late 2020, to join new and expanding sites in India and the Philippines.