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Kenway Consulting Joins Google Cloud Partner Advantage Program

CHICAGO, Friday, January 20, 2023 – [Kenway Consulting](#) today announced that it has joined the [Google Cloud Partner Advantage](#) program, specializing in [Google Cloud's Contact Center AI \(CCAI\) solution](#).

Google Cloud's CCAI integrates into an organization's existing technology to offer natural customer service interactions with virtual agents that can seamlessly switch between topics, handle supplemental questions, and operate across multiple channels 24/7 to minimize live agent interventions. The technology helps empower shorter call times, quicker resolutions, and improved outcomes for customer satisfaction.

"Kenway is committed to delivering technology solutions that help clients achieve their business objectives," said Matt Kueker, CEO, Kenway Consulting. "As a Google Cloud Partner, we look forward to leveraging our certified experience, and deep customer experience strategy and process consulting expertise to successfully deliver this and other innovative Google Cloud solutions to clients."

To learn more about how Kenway can help, contact info@kenwayconsulting.com.

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About Kenway Consulting

[Kenway Consulting](#) is a management and technology consulting firm whose entire reason for existence is to help companies and its employees. Founded in 2004 on the principles of being good and being truthful, Kenway's set of [Guiding Principles](#) steers each employee's decision-making process and centers on integrity, quality, value and respect. The company focuses on the means and not the outcomes, always in line with these Guiding Principles, and always with integrity as its cornerstone. Kenway strives to provide all clients with unmatched quality and service, and specializes in the areas of Technology Solution Delivery, Enterprise Program Leadership, and Information Insight.