



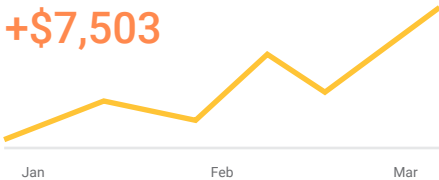
# Empower your teams delight your customers

Transform employee and customer experiences with tryvium, a next-generation, cloud-based contact center platform.



Increase Sales Performance ⓘ

**+\$7,503**



**56%** 

Increase issue  
resolution rate

# Connecting in a challenging environment

As workforces become increasingly remote and dispersed, contact centers play an essential role. But many businesses are still struggling with outdated, opaque contact centre technology, which negatively impacts agents, supervisors and customers alike.

Meanwhile, the value of a high-quality customer experience is clear:



## \$54.7

billion is the projected market size for cloud-based contact centres by 2027<sup>1</sup>



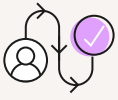
## 80%

of customers expect to resolve their issues through self-service options or a single interaction



## 91%

of customers are willing to pay more for a great customer experience



## 2.6

times is the factor by which companies using customer journey analytics are likely to outperform their competitors



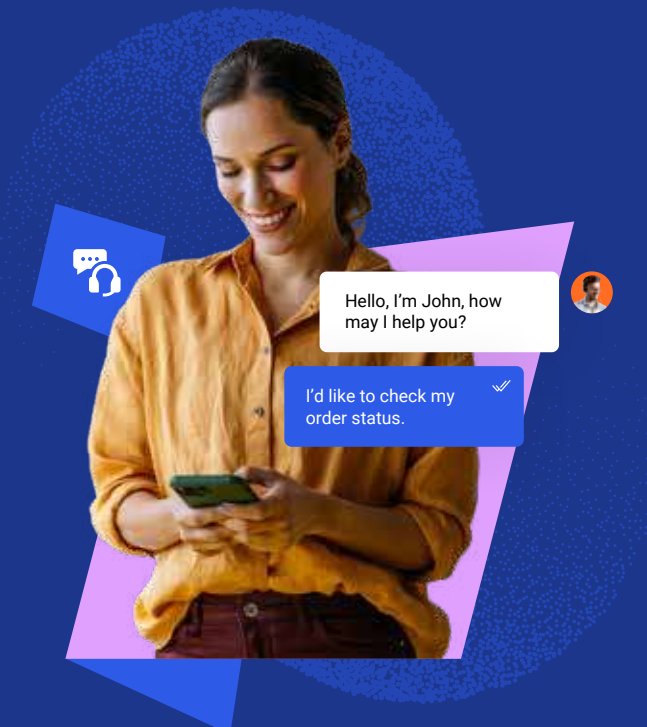
## 88%

of customers say they are more likely to do business with a company if its employees are well trained and enthusiastic<sup>2</sup>

## Introducing tryvium

tryvium is a one-stop solution that combines customer centricity with sector-leading innovation. Our cloud-based platform enables greater flexibility, scalability and cost-efficiency compared to legacy, on-premise systems. Businesses can:

- Connect with customers anywhere, thanks to omnichannel support.
- Leverage AI powered automation to streamline workflows, reduce wait times and personalize interactions.
- Empower agents, supervisors and administrators through intuitive interfaces and tools.
- Support multiple use cases, from technical support to sales enquiries.



# Added value, simple set up

Empower your teams to deliver the experiences today's users expect. tryvium's AI-powered features and deep integration with Microsoft Teams, give agents and supervisors a unified platform to streamline workflows and deliver business goals.



**Lightning-fast Set up:** Get started in just 8 weeks with minimal prerequisites.



**High ROI:** Reduce upfront costs with a flexible pay-as-you-go model. Leverage existing Azure investments to maximize return.



**Seamless Insights:** Meet changing business demands by effortlessly updating agents, features with no lead times.



**Actionable Insights:** Gain real-time data to improve agent efficiency, customer experience, and identify automation opportunities.



**Seamless Integrations:** Streamline workflows with 100+ native integrations to leading ITSM platforms like ServiceNow and Zendesk.



**Strong Product Roadmap:** Access innovative features every quarter at no additional cost.

## How it works

tryvium - A complete experience



### Self Service

- Multi-Modal Interaction
- Omnichannel Capabilities
- Multi-Lingual capabilities
- Rich Analytics
- GenAI KB assist
- Knowledge: Grounding & memory
- Skills: Actions, triggers, workflows
- Autonomy: Planning, exceptions, self-learning
- Power Automate orchestration for repetitive tasks
- EPA - Intune, Ansible, NextThink, Manage Engine
- Intelligent routing
- AI/ML models

### Copilot Agents

- IT Help Desk Agent
- HR Agent
- Admin Agent
- Finance Agent
- Operations Agent
- Marketing Agent
- Risk Management Agent
- Anomaly Detection Agent
- Quality Audit Agent
- Training & Development
- Customer Service Agent
- Sales Agent
- Travel Agent
- Health Care Specialist
- TeleMedicine Agent
- Mental Health Specialist
- E-Commerce Agent
- Fraud Detection Agent

### Human Agents

- Customer 360
- Journey Analytics
- Real time KB Assist
- NBO/NBA
- Personalized Pitch/Conversation
- Proactive Escalations
- Instant Language Translation services
- Real time voice transcription
- Upsell and Cross sell suggestions
- Real time Sentiment Alert
- One Click EPA use cases
- Auto-ticketing / categorization
- Summarization

### Supervisor

- Swarm Agents
- GenAI powered Analytics
- Copilot Companion
- Summarization
- Automated QA & TNA
- User Feedback Analysis
- Real time Anomaly notifications
- Intelligent Load balancer
- Bot Configurations
- Workflows
- Best Agent routing
- Queue Dropout Priority Routing
- Sentiment Based Routing
- User Persona
- Complex Issue Identification
- PII Redaction
- Customer Lifetime Value Prediction
- Timeseries ML models



# Customizable features



## Jeni - Conversational virtual assistant

Knowledge bot, Guided steps, End-point automation, Collect feedback



## Multi Lingual

Real-time translation, Support for 100+ languages, Convert language to stored chat transcript



## Collaboration

Conference with multiple agents, Screen share with user, Share attachments, Chat to voice switch chat back scheduling



## Reporting and Analytics

Real-time dashboard, Downloadable and schedulable reports, Metrics dashboard, Sentiment analysis



## Natural Language Understanding

Human-like conversation



## Visual IVR

Configurable IVR menus, Instant menu reflection on screen



## Agent Console

User 360 information, Manage tickets, Agent metrics dashboard, Eliminates toggling multiple screens, Snippets and canned messages



## Notifications and Alerts

Real-time sentiment alerts, Personal data masking, Bad language alert, Threshold-based SLA alerts, Detect anomaly in tickets and user contracts



## Channels

Teams Chat, Teams Voice, Web chat, Cortana, WhatsApp for business



## Routing Capabilities

Round robin, Priority routing, Intent-based routing



## Advanced Management Console

User, bot and agent management, Queue and skill creation, Real-time chat monitoring, Holiday management, Force routing, Management system messages, Configurations





**100 M+**  
messages



**3.75 M+**  
chat sessions



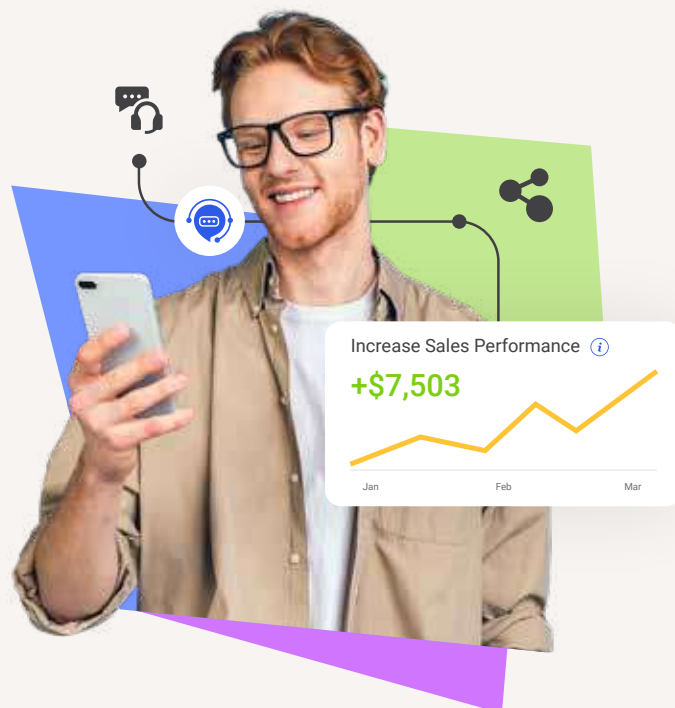
**2000+**  
agents



**80%**  
first call resolution rate

## Get on the strongest roadmap using tryvium

- Achieve 4x ROI
- Reduce employee burn out, frustration, and turnover
- Empower your team with real-time feedback and actionable insights
- Harness the power of AI to automate processes and personalize interactions
- Seamless integration and scaling



## Trusted by 150+ companies across the globe

**ABB**

**Kimberly-Clark**

**DSM**

**Atlas Copco**

**Boehringer Ingelheim**

**MAGNETI MARELLI**

**Lilly**

**NELES**

**ARUP**

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