



At Sensible, we recognize that even the most exceptional help desk solution may have shortcomings when it comes to prioritizing users, providing agents with proactive information, or delivering actionable and real-time insights about each interaction.

Drawing on our 20 years of experience in the customer experience field, we have integrated data to create an intelligent routing solution that prioritizes every contact and uses autonomous decision-making to preemptively resolve issues before they reach a human agent. Our solution also delivers valuable insights to improve experiences for agents, users, and supervisors alike.

tryvium is a next generation employee experience suite that leverages cognitive, AI and Machine Learning models to provide intelligence in the following aspects of a help desk solution.



Intelligent Routing

Ensures every contact is routed to the appropriate disposition dynamically



Autonomous Notifications

Capability to take autonomous decisions and actions



Dynamic Knowledge Assist

Proactive information to agents about the user and their issues with supply of appropriate knowledge



Sentiment detection and alerts

Real-time sentiment detection and notification to the supervisor for actionable insights



Anomaly Detection

Detect anomaly in tickets, requests and notify supervisors and agents to assist the user in a better way



Conversational Intelligence

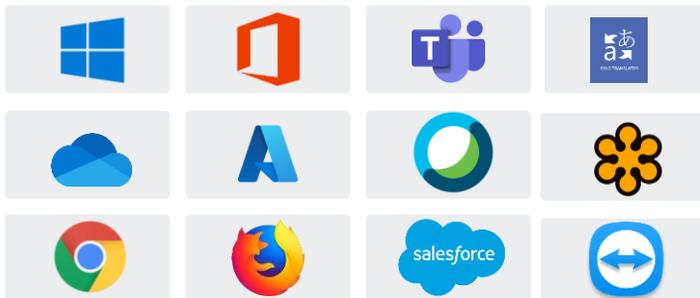
Persona based conversational swap in every situation, treats emotions with appropriate responses

See what you can do with tryvium!



Knowledge Bot Features

Pre-built answers for commonly asked questions related to Microsoft Windows and other popular applications



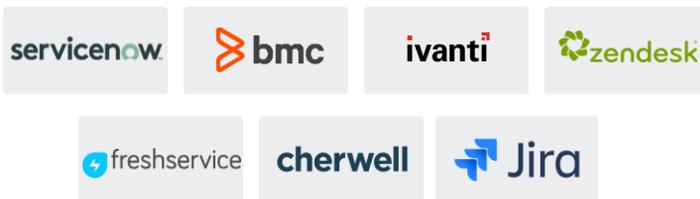
And more...

IT Service Management Use Cases

Create Incident

Check Status on an Incident

Check updates on recent open tickets



And more...

Automation

Reset Password

Software Install – Firefox, Google Chrome

System Cleanup – Rectify slowness

Browser Cleanup – Rectify slowness in browsing

OneDrive Sync and Repair



Other Features

Guided Steps – Troubleshooting steps

Collect User Feedback

Daily Stats – Scheduled Report



Core capabilities



tryvium Assistant

Knowledge Bot | Guided Steps | End-Point Automation | Collect Feedback



Natural Language Understanding

Human-like Conversations



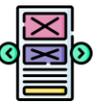
Channels

Teams Chat | Teams Voice | Web Chat



Multilingual Capabilities

Support for 100+ Languages | Real time chat translated to user language | Convert Language to stored chat transcript



Visual IVR

Configurable IVR menus | Instant Menu reflection on screen



Routing Capabilities

Round Robin | Priority Routing | Intent Based Routing | Language Based Routing | Country / Region Based Routing | Skill Level Based Routing | Off Business Hours Routing | Same Agent Routing | Sentiment Based Routing



Collaboration

Conference with Multiple Agents | Screen share with user | Share Attachments
Chat to Voice Switch | Chat back scheduling



Agent Console

User 360 Information | Manage Tickets | Agent Metrics Dashboard | Eliminates toggling multiple screens Snippets & Canned Messages



Advanced Management Console

User Mgmt. | Bot Mgmt. | Queue Creation | Skill Creation | Agent Mgmt. | Real-time chat monitoring | Holiday Mgmt. | Force Routing | Manage System Messages | Supervisor Barge-in | Survey | Access Permissions | Translation Assistant | Cognitive services | Context Application | System Messages | Alerts Mgmt.



Reporting & Analytics

Real-time Dashboard | Downloadable Historical Reports | Scheduled Reports | Metrics Dashboard | Sentiment Analytics | Survey Reports | Presence Reports | Customer Feedback Reports



AI & ML capabilities

- Connect to Higher Tier - Ongoing Conversations (live Escalation)
- Reach better fit agents based on CSAT
- Reconnect abruptly disconnected chats to the same agent
- Ticket Pattern identification - Route decision based on pattern
- Priority Routing based on Queue Dropout
- Automatic priority User Detection

Routing Capabilities

- Auto Knowledge Articles Suggestion based on Incidents
- User 360, System 360 and Issues 360 – Consolidated dashboard
- Computer Vision issue detection from Screenshots
- Agent Metrics Dashboard
- Predictive Decision Assist (Next Best Action Suggestion to Agent)
- Predictive Agent Chat Response for an Intent
- Predict Next Likely Ticket

Assistive Capabilities

- Realtime Sentiment Alerts
- Personal Data Masking
- Bad Language Alert
- Threshold-based SLA Alerts
- Detect Anomaly in tickets and user contacts
- ChatOps Capabilities

Notification and Alerts Capabilities

- Sentiment Dashboard
- Historical Productivity dashboard
- Agent Training insights
- Trend Analysis

Analytics

tryvium is a registered trademark of Sensiple Inc., and it is a proprietary software developed by Sensiple.

Sensiple is committed to creating platforms and solutions that enhance employee and customer experiences for clients, utilizing its proficiency in cutting-edge technology and vast experience in the contact center domain.

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