

Reimagine the Customer Experience with AI-Powered Contact Center



Connect with Customers Anywhere: tryvium offers omnichannel support, allowing customers to interact with your business through their preferred channels, such as phone, chat, video, email, and social media.



Leverage AI-Powered Automation: tryvium utilizes AI to streamline workflows, reduce wait times, and personalize interactions. Chatbots can handle routine inquiries, while sentiment analysis can help agents better understand customer needs.



Enhanced Agent Productivity: Empower your agents with a unified agent desktop, which consolidates all communication channels and customer information in one place. Features like automated call summaries, screen pops, and GenAI KB assist reduces handle times and improves FCR%



AI-Driven Routing: Ensure every customer reaches the right agent the first time. Our Accelerator IntelliSense analyzes customer intent, sentiment, and past interactions to match them with the most suitable agent. Dynamic skill-based routing adapts in real time, optimizing efficiency and customer satisfaction.



Real-Time Analytics: Gain immediate insights using AI powered analytics, real-time dashboards and reports. Monitor key metrics like call volume, wait times, agent occupancy, and customer satisfaction. Identify trends, pinpoint bottlenecks, and make data-driven decisions. Real-time alerts notify supervisors of critical events, allowing for immediate intervention.



Seamless Integration: tryvium integrates seamlessly with your existing CRM, ERP, and other business systems. This unified platform provides agents with a 360-degree view of the customer, enabling personalized and efficient service.



100 M+
messages



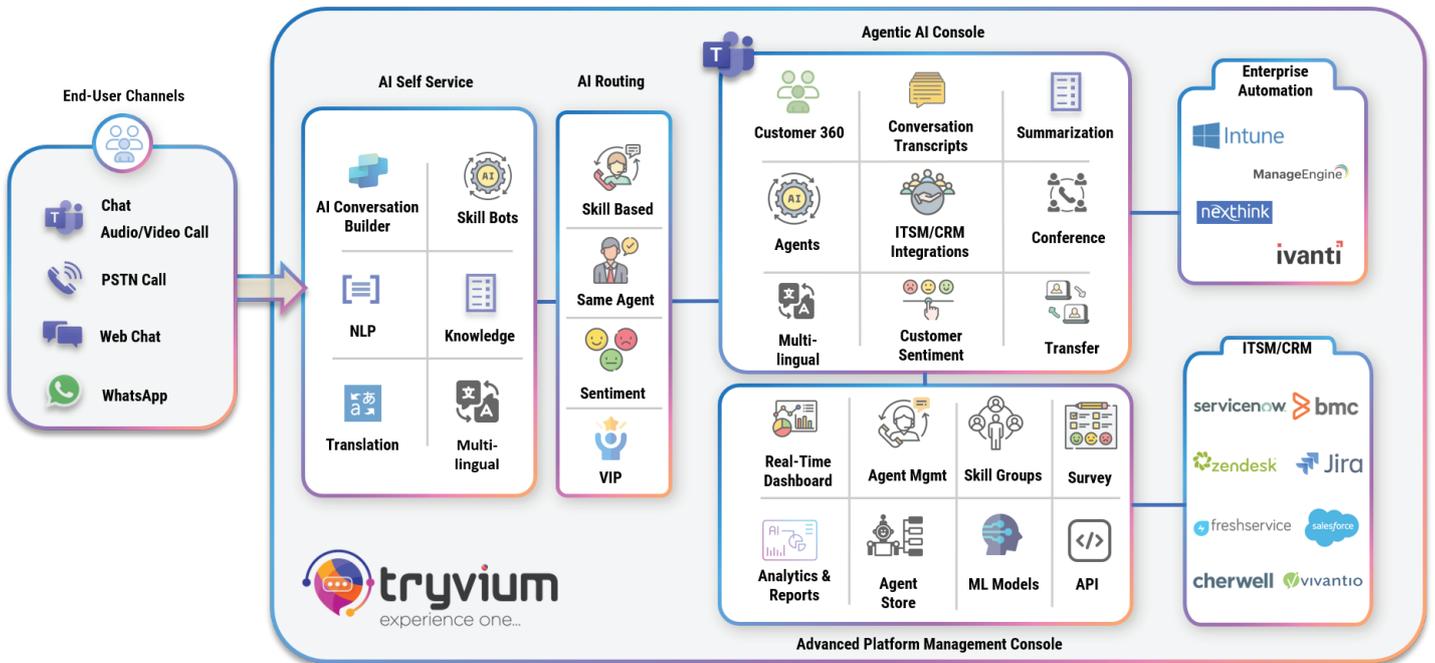
3.75 M+
chat sessions



2000+
agents



80%
first call resolution rate



35%
reduction in Average
Handle Time

87%
increase in calls
per agent

50%
higher
resolution rates

80%
boost in
NPS score



"Clean, User-friendly and detailed dashboard to know the current chat traffic. Chat Adaptability is increased by 30% because of user-friendly system for end-users. Increased Agent Productivity. Overall, Sensiple tryvium gives user friendly and seamless experience between end-users and agent."

"Sensiple tryvium provides a multilingual translated chat solution that the company has been looking for. This innovative platform has been widely adopted and it is contributing to the productivity of the end users"

www.tryvium.ai

