tryvium
experience one...

When your employees reach out to helpdesks, they expect a hassle-free experience. A simple way to ensure their expectations are met is to equip service agents with the right tools! tryvium, our employee experience platform, is designed to meet this need by empowering agents with everything they need to deliver effortless experiences. And one of the most remarkable aspects of tryvium is its continuous improvement. We prioritize client requirements in our platform upgrades, resulting in new features that can have a significant impact on your helpdesk with each release.

A Closer Look at tryvium's Top Features and Their Functionalities

Category	Features	Feature Description
Digital Channels	NLP based Virtual Assistant	tryvium bot's highly trained NLU module enables a human-like response to its users. Customization is required for business use cases.
	Use Case Automation	Currently, tryvium can integrate with endpoint automation platforms as required by clients to perform common and repetitive use cases provided those platforms have integration capabilities through APIs.
	Real-Time Text Translation	End-users whose native language is other than English can receive support through chat from agents whose native language is different. This is achieved with the real-time translation feature available on tryvium: Translation Service out of box feature and Geofluent Translation service.
	Omni Channel Experience	End-users can initiate the chat through any channel and seamlessly transition between these channels based on their requirement while being connected with the same agent.
	Switching between Channels	End-users are given the liberty to swap between chat and voice so that they can transition from a chat conversation to a voice conversation or from a voice conversation to a chat conversation at any time.
	File Sharing	tryvium bot enables end-users and agents to exchange files through a chat conversation, the files exchanged can also be attached to the ticket associated with that session.
	Screen Sharing	tryvium bot enables the agent to connect with the end-user by sending a custom link to the end-user with help of a tryvium command to get connected and share screens.

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Intelligent Routing / Decisioning	**Presence Management**	Agents' presence status is managed by Microsoft Graph Presence API.
	Live Agent Routing	Based on the IVR or VIVR option selected by the end-user, tryvium bot hands off the session started by the end-users to an agent available in the relevant skill group.
	Profile based routing	tryvium Bot ascertains the user profile and prioritizes the routing without the user having to wait in queue to connect with the agent.
	Profile language-based routing	The language mentioned in the end-user profile can be obtained by tryvium to route the end user's call or chat session to the specific skill group which offers support for that specific language without them having to choose the option manually from the IVR or VIVR options.
	Off Business Hours Routing	During off business hours, tryvium Bot will route the chats to the skill group selected by the admin.
	Profile region / country based routing	End-user's country/region can also be obtained by tryvium and the chat or voice session initiated by the end-user to the specific skill group which offers support without having the end-user select IVR or VIVR options.
	Holiday Management	Supervisor/Admin can manage holidays lists and map it to a Skill Group to notify the end-users about the queue work hours and status.
	Sentiment based routing	If the sentiment score of an end user's previous chat is low, tryvium with the help of InteliSense will route the new chat from that user to an agent with a high sentiment score.
	Skill Level Routing	tryvium Bot identifies the skill level assigned to an agent and then route the chats to the highest skilled agent available. Agent skill level for each skill group can be assigned.
	Best available agent routing	The InteliSense component will help tryvium identify the best available agent and route the users to those agents first.
	Intent Based Routing	Based on the issues identified in the self-service chat conversations, the agent connect calls can be routed to the correct skill groups which offer the support that the end-users need without them having to choose the skill group.
	Load Balancing	Inbound chat & voice sessions get routed to agents based on the session completed. The agent who finish their session first is assigned with the new session once all the available list of agents have handled their sessions.
	Route based on recent disconnect	When an end user's session with an agent suddenly drops due to connectivity or other reasons, tryvium, with the help of InteliSense will help the user connect with the same agent.

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Intelligent Routing / Decisioning	**Anomaly based routing**	Based on the initial intent provided by the end-user, tryvium with the help of InteliSense will identify the right agents who specialize in resolving such anomalies and route the session to such agents for quicker first-time resolutions.
	Live Escalation based on conversation sentiment	InteliSense monitors the end user's conversation for change in sentiment and sends the information over to tryvium which alerts the queue supervisors and provides them with the option of handling the chat session directly.
	Rout to Autonomous bots	When an end-user tries to contact a live agent for which autonomous bots are present, InteliSense helps tryvium to route the user to the autonomous bot for support.
	Force Routing	The Service Desk supervisor can route the chat sessions in self-service and in-queue to a specific agent mapped in the system, provided the agent is available.
	Routing from other Domains	tryvium bot supports agents from other domains/tenants to receive chats, provided their tenant ID is manually configured by the supervisors.
	Alternate Queue Routing	Session waiting in queue to get connected with an agent can be routed to an alternative queue with agents with similar skill set based on the threshold defined in the skill group settings.
Agent Experience	**Seamless Multi and Omni Channel Experience**	Both end-users and agents can now connect to receive as well as offer support through multiple channels with tryvium. It is not limited to just this, tryvium also offers end-users the liberty to seamlessly transition between channels.
	Customer 360º	With the help of Intellisense, the tryvium agent application gives a complete view of the customer information along with customer journey including the tickets raised.
	Agent 360º	Details of Agents along with their performance metrics are provided in a collective dashboard.
	NBO / NBA	tryvium powered by InteliSense provides the agents with insights on what could be the Next Best Action (NBA) / Next Best Offer (NBO) provided to the end-user by analyzing the end-user journey.
	Personalized Pitch / Conversation	Based on the conversations received from tryvium, InteliSense provides agents with suggestions for conversation statements to drive the conversation to a positive sentiment
	Instant Language Translation services	Translation services of tryvium help agents of any native language converse with end-users of a different native language with ease.
	Connect Request	tryvium provides agents with an actionable request to get connected with an end-user who is waiting to receive support. The supervisor has the liberty to change it to auto-connect based agent availability.

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Agent Experience	**Custom Commands**	The tryvium agents can customize commands to perform small tasks such as creating a meeting or ending the current chat session with predefined commands that are configurable on the tryvium admin console.
	KB Assist	tryvium determines the end user's issue and based on the intent identified, lists the associated articles that are available from the knowledge repository mapped to tryvium. This increases agent productivity by automatically providing the agents with the relevant list of KB articles that match the intent, without them having to search.
	Canned Messages	While handling concurrent chat sessions or chat and voice sessions, agents who are not keyboard-savvy could use tryvium's pre-configured canned messages which can be delivered customized with customer information.
	Request based end-user connects	Agents can reach out to end-users who failed to connect with them during peak hours based on the date and time at which they requested to be contacted back.
	Ticket Management	Agents can create/edit/update/search new service tickets through Agent Context Window. tryvium Agent Context Window will update the ticket notes in Service Desk.
	Act as Supervisor	An agent can act as a supervisor to use all the system user functionalities except initiating a chat as a customer.
	Integrated Agent UI	tryvium provides an integrated UI within Microsoft Teams which negates the need for agents to switch between multiple windows to obtain Customer 360, Agent 360, KB resource, and Chat conversation details.
	Chat Transfer	Once the chat is routed to a live agent, the connected agent can transfer the chat to the same or a different skill group. Chat Transfer limit per session can be configured.
	Chat Conference	Once the chat is routed to a live agent, the primary agent can invite another agent to join the live chat for assistance.
	Voice Transfer	Agents can transfer voice calls to agents in other skill groups directly from the transfer option available on the Agent Context Tab.
	Voice Conference	Once the agent is connected to an end-user, they have the feasibility conference agents from the same skill group for support.
Supervisor Experience	**Real-Time Chat Monitoring**	The tryvium admins and supervisors have the liberty to view and monitor the agent connect and self-service chat session through the Live Sessions dashboard and perform supervisory actions on them.
	Real-Time KPI Dashboard	Supervisors on tryvium are provided with a real-time KPI dashboard with widgets populated with real-time information that help them identify anomalies with ease.

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Supervisor Experience	**Analytical Dashboard**	tryvium will be able to derive analytical insights and key takeaways from the historical data gathered over time and provide them to the supervisors
	Real-time negative sentiment notification	Supervisors are now alerted for low-sentiment conversations by tryvium with the help of InteliSense both in real-time on the Live Sessions section of the dashboard and as notifications from the bot.
	Real time Anomaly help notification	Platform alerts are provided by tryvium to specified supervisors based on the thresholds defined on tryvium for the alerts.
	Configure queue / skill group on the go	The tryvium supervisors have the liberty to make amendments to each skill group present under a bot individually and gauge them with different threshold metrics.
	Customer Feedback and Sentiment	The Feedback module of tryvium captures the voice of the users in descriptive texts along with their sentiments and how they rate the service received from the agents. The feedback is received and updated in real time.
	Sound Alerts	Customized sound alerts can be configured on tryvium to draw the attention of supervisors to certain anomalies.
	Survey Component	With the help of the tryvium survey module, supervisors can create a custom survey questionnaire that they can provide to the end-user to be answered. The answers can be exported from the tryvium admin console as a report.
	Auto – Ticket	Auto creation of Tickets can be enabled for a Skill Group. Ticket type for Auto ticket creation must be configured by the supervisor or tryvium admin.
	Queue Wait Timeout	The maximum amount of time an end-user is allowed to wait in the queue to get connected to a live agent can be defined by the Queue Supervisor post this threshold would get automatically disconnected.
	Integration	tryvium enables third-party programs to access its information through its APIs.
	Bot Configuration	The bot and its settings related to the various features can be configured individually by the tryvium admin on the tryvium admin console.
	Input Idle Timeout Notification	The idle time for input from both the end-user and the agent can be configured under each skill group individually.
	Translation Assistant	tryvium platform allows replacement of a specific text with a configured text after translation. It also enables masking a word from being translated.
	Chat monitoring	The supervisor has the liberty to monitor all chats connected with the agent and the chats in the self-service mode and take action. Supervisors can view the chat transcript, view the chat sentiment or force transfer the chat to another agent.

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Supervisor Experience	**Barge-in**	Supervisors can join any Live Calls that are happening between an agent and end-user directly from the options available under the action tab in Live Sessions table.
	Voice Call Recording	All the voice calls that the agents have handed are recorded if recording of calls are enabled and the supervisors can listen to all these calls at a later point in time from the reports section.
	Priority User Handling	Agents within a skill group who are well tenured to exclusively handle propriety users can be assigned as priority user handling agents by supervisors to enhance the end-user experience.
	User Management	Supervisors can create/edit/update details of agents, super-admins, and system users. Admin can import/export agents from other tenants or domains.
	Agent Concurrency	An agent can handle a maximum of 3 chats through Primary Bot, Routing Bot 1 & Routing Bot 2 which connects the users with the right agents whereas an agent can handle only one voice call at a time through the primary bot.
	User Access / Privilege	Access level permissions for supervisors can be assigned in the admin console.
	Web Session Management	The tryvium supervisors can view the user's actions on the tryvium admin console to check for deviations if any.
	Visual IVR Management	Visual IVR menus can be created/edited/configured in the admin console. Each visual IVR menu can be defined as a routing queue and multiple child queues can be created under a parent queue.
	Reporting	The Reporting module can be used to view and manage the Chat Sessions, Agent Productivity, Skill Group, Customer Feedback, Chat Invite Back and Schedule Reports. Daily reports can be generated cumulatively.
	Cognitive Layer	The cognitive layer used to understand and interact with end-users can be configured by the Supervisor or the Admin. tryvium comes with an out-of-box Microsoft LUIS connector.
	Whitelisting Domains for Access	Supervisors of tryvium can limit/allow both agents and end-users to access the bot by mentioning the domains from which the bot can be accessed in the whitelist.
	Subscriptions	Based on the tryvium plan chosen, the features are provided as individual subscriptions to make it easy for the customers to understand the features that are present on their version of tryvium.
	Knowledge Management Portal Integration	Out-of-box integration for Microsoft QnA Maker, ServiceNow and Jira are available with tryvium based on customer needs.
	ITSM Tools Integration	tryvium supports out-of-box connectors for ServiceNow, Remedy Force, BMC Remedy, BMC Remedy Helix, ManageEngine, Ivanti, zendesk, JIRA Service Desk, and Cherwell ITSM tools which can be customized based on customer's business needs.

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Supervisor Experience	**Survey Module**	Survey questionnaires can be designed and sent out to end users after the completion of a session. These survey questionnaires can be linked to the session feedback rating as well.
End-user Experience	**Queue Position Notification**	End-users are notified by the tryvium bot about their position in the wait queue to get connected with a live agent.
	Queue Wait Time Notification	tryvium bot notifies the end-users about the expected queue wait time within which they may be connected to a live agent.
	Request for chat back	End-users if they are unable to connect with an agent while waiting in the queue can opt to receive a chat from the agent once they are available.
	Auto detect language	tryvium bot can respond to the end-user in the same language in which they initiate the chat in, and end-users also have the liberty to change the language in which they would like to converse in the middle of the conversation.
	System Messages	The end-users are kept informed though system messages from tryvium about each change that happens in the chat conversation initiated with the bot or the agent.
	Banner Message	End-user can now be kept appraised about outages or other important messages as soon as they initiate a session with the bot.
	Voice Callback	End-users have an option to leave a callback request while waiting in the queue to be get connected to a live agent.