



At Sensiple we understand that even the most superior help desk solution has its own downside in terms of user prioritization, proactive supply of information to the agents, and actionable & real-time insights about every contact made.

Great solutions are built by analyzing great problems, hence with all our experience within the customer experience space for over 20 years, we have managed to stitch data together to provide an intelligent routing solution that will prioritize each contact, Autonomous decision- making ability that will proactively solve issues even before handled by a human and also augment insights that are seemingly valuable to the agent, user and to the supervisor.

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

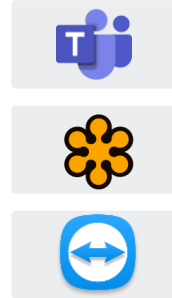
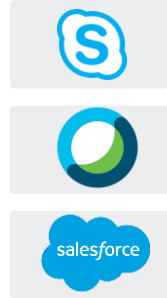
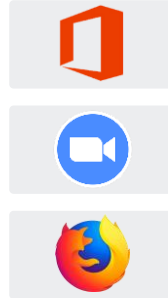
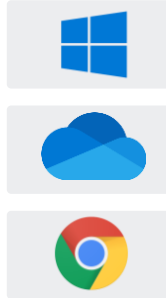
Persona based conversational swap in each and every situation, treats emotions with appropriate responses



See what you can do with tryvium assistant

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 Conversation



Channels

Teams Chat | Teams Voice | Web Chat | Cortana | WhatsApp for Business



Multi Lingual

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



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 | Configurations



Reporting & Analytics

Real-time Dashboard | Downloadable Historical Reports | Scheduled Reports |
Metrics Dashboard | Sentiment Analytics



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 proprietary software of Sensiple

Sensiple is dedicated towards building platforms that enriches user employee experience and customer experience leveraging technologies such as NLP, AI and ML.

tryvium is a registered trademark of Sensiple Inc.

Get in touch with us to know more...

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