



When customers reach out to helpdesks, they seek experiences that spell ease. A simple way to ensure they get what they seek is to equip service agents with the right tools! tryvium, our employee experience platform, strives to fill this gap for businesses: it empowers their agents to create effortless customer experiences. However, we also know that every business is different; its needs and challenges are different. So, it's only appropriate that we made our solutions different too! We offer tryvium in three variations - tryvium assist, tryvium agent, and tryvium augment that businesses can pick from to align with their unique needs. Here is a comprehensive list of features that you get on each of these solutions:

Which tryvium variant suits you best?

Category	Features	Assistant	Agent	Augment	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 the clients to perform common or frequently contacted, 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 an agent whose native language is different from that of the users. 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.

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Digital Channels	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.
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.
























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Intelligent Routing / Decisioning	Profile region / country based routing	○	●	●	End-user's country/region can also be obtained by tryvium and when the end-user initiates a call or chat the session tryvium automatically routes the chat or voice session to the specific skill group which offers support without having the end-user select IVR or VIVR options.
	Holiday Management	○	●	●	Supervisor/Admin can manage the holidays and map it to a Skill Group to notify the end-users about the queue status when they are in off business hours.
	Sentiment based routing	○	○	●	If the sentiment score of an end user's previous chat is low, tryvium with the help of IntelliSense will route the new chat from that user to an agent with a high sentiment score.
	Skill Level Routing	○	●	●	tryvium Bot looks at the skills assigned to the agent and enables our system to route the chats to the highest skilled agent available. Agent skill level for each skill group can be assigned.
	Best available agent routing	○	○	●	The IntelliSense component will help tryvium identify the best available agents, not occupied with a chat and route the end-users to those agents.
	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.

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Intelligent Routing / Decisioning	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 IntelliSense will help the user connect with the same agent.
	Anomaly based routing	○	○	●	Based on the initial intent provided by the end-user, tryvium with the help of IntelliSense 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	○	○	●	IntelliSense 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.
	Route to Autonomous bots	●	●	●	When an end-user tries to contact a live agent for which autonomous bots are present, IntelliSense 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.
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.

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Agent Experience	Customer 360	○	○	●	With the help of Intellisense, the tryvium agent application gives a complete view of the customer information along with detailed information on tickets and issues for which they had received support previously.
	Agent 360	○	●	●	Details of Agents along with their performance metrics are provided in a collective dashboard which can be used to draw introspective information regarding their performance.
	NBO / NBA	○	○	●	tryvium powered by IntelliSense 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, IntelliSense provides agents with suggestions for conversation statements to drive the conversation to a positive sentiment as well as provide the correct pitch to the end-user.
	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 also has the liberty to configure this to auto-connect to an agent based on their availability.
	Custom Commands	○	●	●	The tryvium admin 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.

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Agent Experience	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.
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.

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Supervisor Experience	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.
	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 IntelliSense 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 realtime.
	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.

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Supervisor Experience	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 or the tryvium Admin. Once the threshold is crossed, the session initiated by the end-user 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.
	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.

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Supervisor Experience	Conference Invite	○	●	●	Once the chat is routed to a live agent, the primary agent can invite another agent to join the live chat for assistance.
	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.

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Supervisor Experience	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, Ivanti, zendesk, JIRA Service Desk, and Cherwell ITSM tools which can be customized based on customer's business needs.
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.

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End-user Experience	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 through system messages from tryvium about each change that happens in the chat conversation initiated with the bot or the agent.