



# Trio Enterprise 11

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For Superior Customer Experience



**Trio gives you a faster, more seamless way to connect with your customers, no matter how they choose to reach you. It's flexible, scalable, and cost effective design helps your team resolve enquiries quickly, boost satisfaction, and work more efficiently across every communication channel.**

**Because Trio integrates effortlessly with major communication platforms, CRM systems, calendars and presence tools, your teams get a unified workspace that reduces friction and enhances productivity.**

Built for operators and agents, Trio empowers your customer facing staff to deliver consistently exceptional experiences and keep response times low, all while simplifying the way they work.

Customer expectations are evolving faster than ever— and organisations that adapt quickly stand out.

As communication channels multiply and demands for instant access grow, businesses need solutions that make it easy to respond quickly, stay agile, and deliver consistently high quality service.

Flexible, cost effective communication tools aren't just helpful, they are essential for delivering the speed, convenience, and reliability customers expect. With the right solution in place, organisations can maintain high accessibility, streamline interactions, and create experiences that keep customers satisfied and loyal.



**Quality Management System (QMS) opens the door to advanced EnghouseAI capabilities.**

**With optional AI enhancements, organisations can unlock instant transcription, automated interaction summaries, objective quality evaluation, and powerful Voice of the Customer insights that elevate productivity and drive smarter decisions.**



That's where Trio makes the difference. As a comprehensive platform for professional communication, Trio ensures the customer is always at the centre. It empowers your organisation to deliver service in the most efficient, responsive, and customer focused way possible. Helping your teams handle every interaction smoothly and exceed expectations across every channel.



## Benefits of Trio

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- **Improve service quality, strengthen compliance, and gain full visibility of every customer interaction.** Secure, traceable recordings provide valuable insight today while laying the foundation for future AI driven capabilities such as transcription, summarisation, and agent performance evaluation.
- **Enable faster collaboration and smoother customer journeys.** By unifying operator and agent roles in a single interface, teams work more efficiently, resolve enquiries sooner, and deliver a consistently high quality customer experience.
- **Protect your investment and stay flexible as your business evolves.** Seamless integration with your existing communication platforms, CRM, calendars, and presence systems ensures continuity, reduces disruption, and avoids costly system replacements.
- **Maintain productivity wherever your teams work.** Flexible seating and location independent access allow employees to work effectively from the office, home, or on the move—without compromising service levels.
- **Continuously improve agent performance and customer satisfaction.** Real time remote listening and coaching empower supervisors to support agents during live interactions, building confidence and driving better outcomes.
- **Meet customers on their preferred channels with complete consistency.** Centralised handling of voice, email, chat, co browse, video, SMS, and voicemail ensures full visibility, faster responses, and a seamless experience across every interaction.
- **Reduce workload and scale efficiently through intelligent automation.** Chatbots handle routine enquiries around the clock, freeing human agents to focus on higher value conversations while improving response times and customer satisfaction.



## Quality Management Suite

**Quality Management Suite (QMS)** - Delivering Insight, Quality, and Compliance - With QMS, organisations can capture customer interactions across all channels to improve service quality, enhance productivity, meet regulatory requirements, and strengthen security. By recording both the conversation and the agent's on screen activity, QMS provides full visibility into every interaction—enabling more accurate reviews and better informed decisions.

Synchronised voice and screen recordings can be exported as video files and easily attached to emails, CRM records, or case management systems. This offers faster, clearer, and more context rich reviews, helping teams resolve issues quickly and support continuous learning.

Drive Performance Through Consistent Evaluation - Improve agent performance and elevate the customer experience by evaluating interactions in a structured, consistent way. Customisable scorecards and multimedia based evaluations make it easy to assess each interaction accurately and efficiently. This helps managers identify strengths, uncover development opportunities, and ensure training remains aligned with organisational goals.

Turn Insights Into Actionable Improvements - QMS includes automated workflows and calibration tools that support fair, objective scoring across evaluators. These capabilities help agents develop more quickly, reduce performance variability, and enable organisations to deliver a more reliable, high quality customer experience.



## Customer focus – Attendant & Agent in one



Trio helps your organisation deliver faster, more consistent customer service by giving attendants and agents everything they need in one unified platform. With all customer information accessible in a single system, teams can collaborate seamlessly across departments, resolve enquiries quicker, and maintain high service levels even during busy periods or staff absences. Boosting operational flexibility, agents can easily step in to support each other during peak traffic, after hours, or whenever cases spike, ensuring your customers are never left waiting.

As a true multichannel contact centre, Trio lets customers reach you however they prefer, phone, email, chat, co browse, video, SMS, voicemail, or social media. Your agents then handle every interaction consistently within Trio Enterprise, delivering a smoother experience and faster resolution times across the board. Resulting in more efficient agents, shorter wait times, and a better customer experience—no matter the channel.

## Improved service with skills-based routing

Trio ensures every customer reaches the right person, the first time. With intelligent skills based routing, Trio automatically directs each interaction to the most qualified agent, using information such as dialled number, IVR keystrokes, customer number and , keywords in text-based channels. Resulting in faster resolutions, less customer frustration, and more efficient use of your agent's expertise.

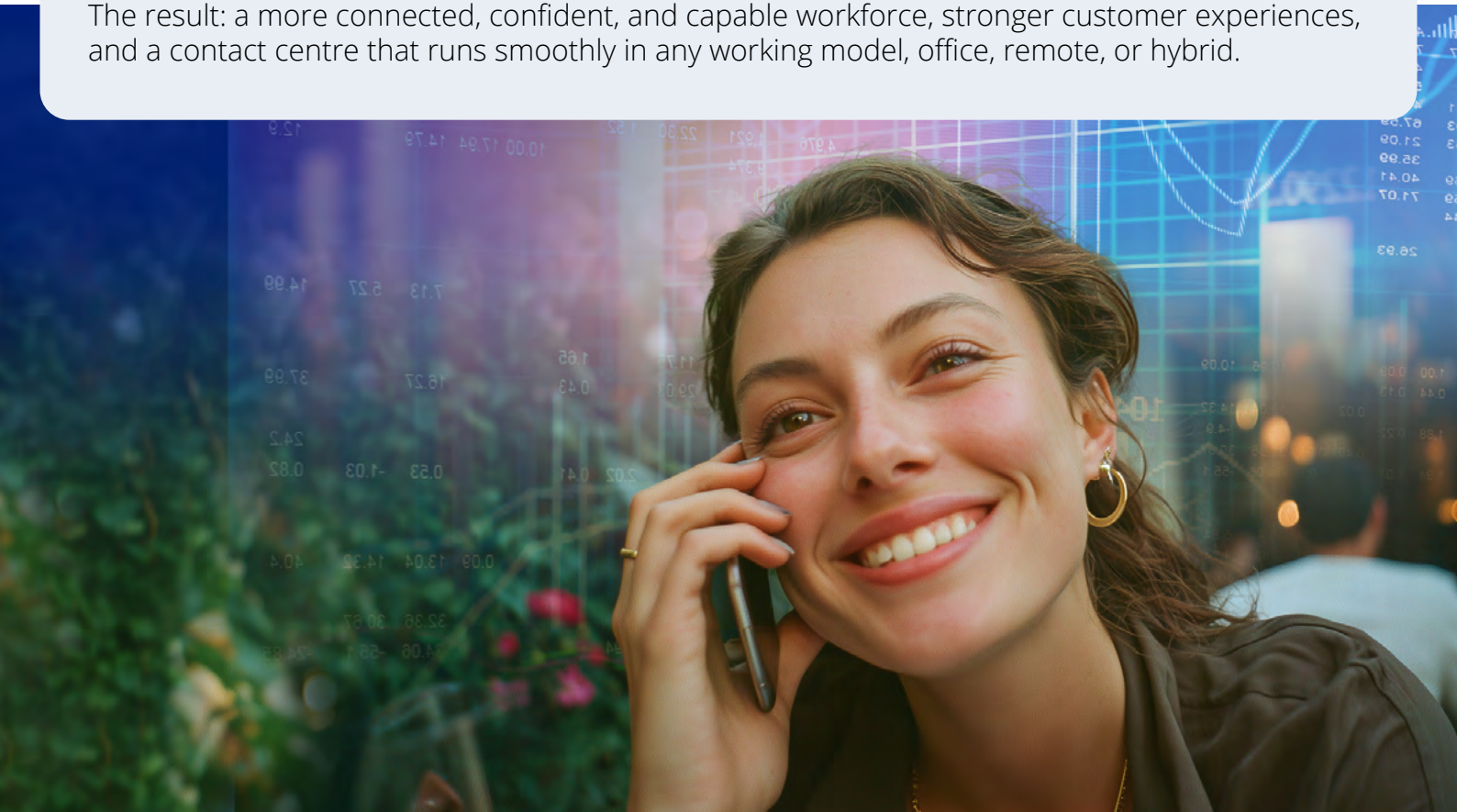
When integrated with your CRM or external databases, Trio instantly presents agents with the right customer information, helping them deliver personalised, informed service from the moment they answer. Trio can also assign different levels of priority to customer interactions, ensuring that highly valued customers are dealt with swiftly, and that incoming calls are managed by the same agent as on the previous occasion. The customer feels recognised and valued, while your organisation maximises agent knowledge and delivers a higher quality service across every interaction.

## Remote Listen-In and Coaching

As hybrid and remote working become the norm, keeping employees connected and supported is critical, especially for contact centre staff who rely on real-time guidance. Trio makes it easy for agents to feel included, confident, and fully backed by their supervisors, no matter where they work.

With Trio, supervisors can remotely listen in to calls and provide live coaching, helping agents handle challenging conversations and maintain service quality even when working from home. Agents can also invite a supervisor or team leader into a call whenever they need support, ensuring they never feel isolated or without help.

The result: a more connected, confident, and capable workforce, stronger customer experiences, and a contact centre that runs smoothly in any working model, office, remote, or hybrid.



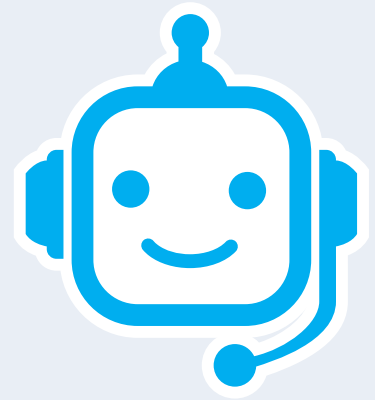
## Chatbot Integration

– enabling self-service and faster resolutions

Chatbots are now a must have for modern contact centres—helping customers get instant answers while freeing agents to focus on more complex, high value enquiries. Customers increasingly prefer self service, and chatbots deliver faster resolutions without waiting in a queue.

With Trio Enterprise, you can easily create and manage your own chatbot, allowing digital automation to handle routine questions and reduce workload on your human team. When a customer needs deeper support, the bot seamlessly hands over the conversation to a live agent, ensuring a smooth transition and a superior customer experience.

With Trio, customers can integrate to an automatic chat solution, at Enghouse we collaborate with Boost.ai and their AI powered chat.



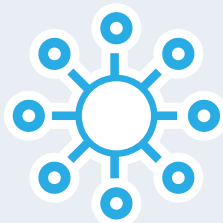
Web Admin



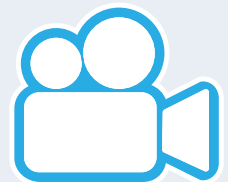
Trio Chat



CRM Integration



Video in the Contact Centre



# Just log on and start to work

– Trio Agent Web Desktop and Mobile View



Trio Agent Web makes it effortless for agents to start working from anywhere, no installations, no special equipment, just a web browser. With simple login or Single Sign On, agents are up and running in seconds. The built in softphone eliminates the need for external devices, reducing hardware costs and making call handling more convenient. Features available in Trio Agent web are also designed to work on a smartphone. Designed with a modern, accessible interface, Trio Agent Web gives agents a clean, intuitive workspace that helps them work faster and stay productive.

Trio User and Trio Agent Web are available as a Teams App to make a user's daily work easier and help when most needed.

As a Team user with Trio user as an app, you can now easily not only start Team chats or conversations but also send text messages if your Trio solution has these channels active.

When the user needs to find competence outside of their immediate team they no longer must switch to another program, everything is available from the left-hand menu.

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## Web Administration

Trio Web Administration provides an intuitive, browser based interface that makes it easy to manage contact centre schedules and services. Administrators can quickly define when each service is open or closed, with multiple services able to share the same schedule for simpler management. Exception lists offer added flexibility, allowing you to override standard opening hours for holidays, special events, or unexpected changes. Each exception list can contain multiple exceptions and can be applied across different schedules, ensuring consistent and efficient control without duplicating work. Resulting in streamlined: streamlined administration, fewer manual adjustments, and a more reliable customer experience, because your contact centre is always aligned with the right operating hours.

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## Trio Chat

Trio Web Chat gives customers quick, personal support directly from your website, making it easy for them to connect with an agent in real time. This simple, live chat experience helps users get fast answers and smooth assistance without navigating complex menus or waiting on hold.

Providing immediate, personalised help is especially valuable for first time visitors, increasing their confidence, improving their overall experience, and significantly boosting the likelihood that they will return.

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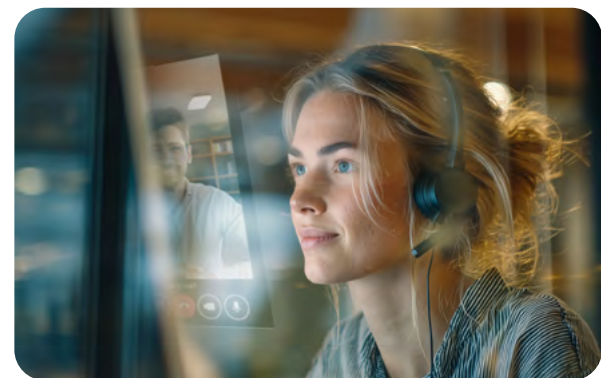
## CRM Integration

Integrating Trio with Microsoft Dynamics CRM or Dynamics 365 gives your agents the customer insight they need to deliver faster, more personalised service. Trio automatically identifies the customer and uses CRM data to route the case to the queue and to the agent who previously handled the case. Each interaction is captured and updated in CRM automatically, eliminating manual admin and ensuring your customer records are always accurate and up to date.

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## Video in the contact centre

Video communication offers a clearer and more effective way to support customers by adding visual context to the conversation. Seeing facial expressions, body language, or the issue itself allows agents to understand the customer's situation instantly reducing explanation time and speeding up resolution. Video enables faster, more accurate problem solving. Instead of describing complex issues, customers can simply show the problem in real time, allowing agents to diagnose and resolve enquiries quickly and confidently.



Starting a video session is seamless for customers. They can launch a video call with a single click on your website's video banner or by following a link shared by an agent when a chat interaction needs to be escalated.

The platform is securely hosted in Europe, supporting GDPR compliance, with all data encrypted to protect customer privacy and ensure high levels of security.

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## Efficiency & Productivity

- Skills based routing to assign interactions to the most appropriate agent using dialled number, IVR input, CRM data, keywords, and customer history
  - Multichannel handling of calls, email, chat, co browse, video, SMS, voicemail, and social media from one interface
  - Outbound call blending with inbound interactions to improve workload efficiency
  - Knowledge base within the Email Management Module to support fast, standardised responses
  - Advanced statistics and reporting for staffing, performance comparison, and service optimisation
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## Cost Savings

- Platform independent architecture allowing reuse of Trio even when underlying infrastructure is replaced
  - Virtual environment deployment using existing systems to reduce infrastructure costs
  - Web based agent client with built in softphone, reducing need for external devices
  - Automatic attendant (24/7) reducing reliance on traditional operator resources
  - Free seating enabling flexible working without fixed physical locations
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## Security & Protection

- Encrypted data for video communication
- European hosting to support compliance with GDPR requirements
- Call and interaction recording with consent management options
- Quality assurance tools including live monitoring, desktop recording, scoring, and coaching



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## Ease of Use

- Web based access via standard browsers with single sign on
- Unified interface providing access to colleagues, skills, presence, and communication tools without switching applications
- Simplified web administration for managing directory data, roles, and competencies
- Voice controlled IVR and automatic attendant for intuitive navigation

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## Integration

- Seamless escalation from chatbot to human agent for consistent customer experience
- Video communication enabling faster issue resolution through visual interaction
- Calendar integration that automatically opens or closes phone availability based on bookings
- Presence integration (Microsoft Teams, Cisco) for visibility of availability and status

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## Performance & Reliability

- Microsoft Teams certification ensuring tested compatibility and reliability
- High availability through multichannel routing and skills based prioritisation Real time agent activity tracking via Calabrio RTA integration
- Robust APIs for external integrations, task creation, monitoring, and provisioning Scalable architecture supporting attendants, agents, and distributed teams



## About Us

Enhouse Interactive, a subsidiary of Enhouse Systems Limited (TSX: ENGH), is a leading global provider of communications and contact center software, services, and video solutions, serving thousands of customers for over 40 years. As an experienced control room solutions provider, Enhouse Interactive brings deep expertise in communication technologies that support both customer engagement and mission-critical operations like those enabled by Enhouse CICS.

Enhouse Interactive's core values – Reliability and Choice – are key differentiators in the global marketplace. Reliability speaks to Enhouse Interactive's reputation for consistently honoring its commitments to its customers, staff, partners, and investors. Choice is reflected in the unparalleled breadth of its CX portfolio, which enables customers to choose from a wide array of solutions, whether deployed on-premises, in the cloud, or on a hybrid platform. By leveraging a broad range of technologies and capabilities based on open standards, Enhouse Interactive simplifies the advanced integrations customers require.

Respecting local regulatory requirements, and supporting any telephony technology, Enhouse Interactive ensures that its customers can be reached by their customers – anytime, anywhere, and via any channel.

## Contact Us to Learn More

With over 40 years of extensive expertise, our team of experts are ready to optimize a solution that's right for your organization, today and tomorrow.

Visit us at

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