TRIO

Trio Enterprise 10.0

For Superior Customer Experience

Enghouse Interactive

Trio is a flexible, scalable and cost effective communication suite that helps you interact with your customers swiftly and efficiently, independent of communication channel. Trio can be linked to most communication platforms and integrated with CRM systems, calendar systems and presence systems. Trio is used chiefly by operators and agents, whose main focus is to provide the best possible customer experience.

The requirements of customers and the market in terms of accessibility and ways to communicate are constantly shifting. The rapid pace of change puts great challenges on the organizations' ability to meet expectations for speed and agility. Succeeding in the competitive environment that exists today requires flexible and cost effective communication solutions that guarantee persistently high accessibility and service – solutions that always put the customer first.

With **Trio** – the comprehensive solution for professional communication – the customer is always at the center and the organization is given the opportunity to deliver customer service in the optimum manner.
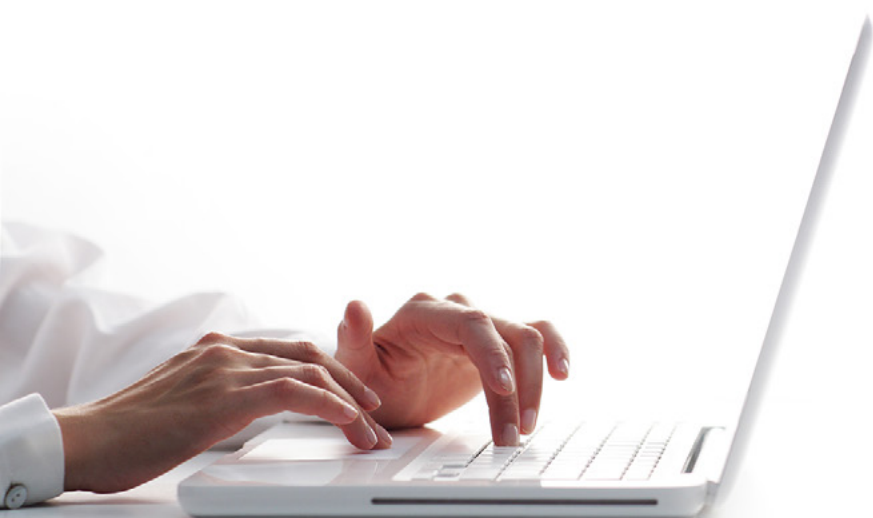
Advantages of Trio

- Operator and agent in one: Simple and easy to cooperate across different departments, where all the information is available in one single client.

- Platform independent: The system can be linked to most communication platforms and integrated with CRM systems, calendar systems and presence systems. It provides a cost-effective solution where you can retain the application, even if you replace infrastructure in the future.

- Free Seating: Allows employees to work whatever their location, at the office or remotely.

- Remote Listen in and Coaching: As a supervisor you can remotely support your agents, by listen in to their call, and coach them through the dialog.

- Supports multiple channels: The customer chooses their preferred contact method; phone call, e-mail, online chat/co-browse /video, SMS and voicemail messages. Everything is stored in a single tool to ensure complete control over all communication.

- Can be installed in a virtual environment: Provides a cost effective solution making use of existing systems.

- Chatbot Integration: Allows you to create your own bot to relieve human workforce with digital.

Chatbot Integration – enabling self-service and faster resolutions

Using chatbots is the new norm for customer centers. Chabots allow employees to focus on more important and advanced questions, while chatbots can answer simpler and more general ones. But, chatbots does not only come with advantages for agents, it's also getting more and more popular among customers/ visitors, since chatbots in the contact center enables self-service and faster resolutions. Trio Enterprise allows you to create your own bot to relieve human workforce with digital. When the visitor needs human help, the bot will escalate and transfer seamlessly to your human workforce. This creates 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.

Remote Listen-In and Coaching

When your company works remotely, it is more important than ever that the employees do not feel left out just because they are not at the office. It is also vital that the employees feel that they have full support - especially contact center employees. We believe that people will work from a distance more in the future, which means that companies must adapt. In Trio, the supervisor can remotely support your agents, by listening in to their call, and coaching the agent through the dialog, the option for the agent to invite a supervisor or a team leader to their call is also available.
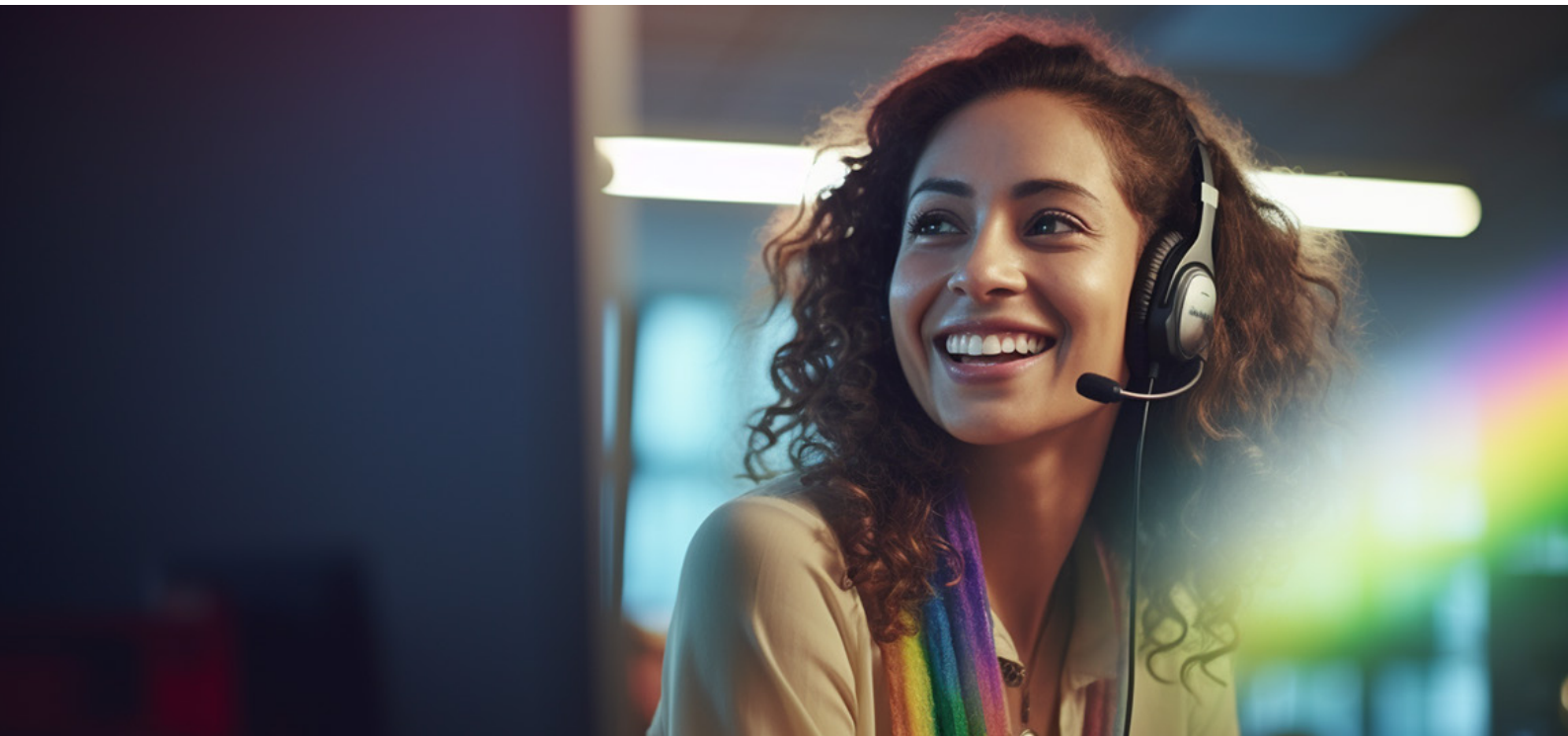
Customer focus – Attendant & Agent in one

Trio is a contact center platform that provides both attendants and agents with access to all information in a single system, enabling cooperation between different departments within the organization, thus boosting efficiency. It also facilitates work when staff provide backup for one another, e.g. during periods of high traffic, absence or outside normal working hours.

Trio is a multichannel contact center that handles phone calls, e-mail, online chat/cobrowse/video, SMS, voicemail messages, social media and video. Regardless of your customer's preferred contact method, your agents can use Trio Enterprise to handle cases efficiently and consistently.

Improved service with skills-based routing

Trio uses skills-based routing to ensure that all incoming customer communication is assigned to the most appropriate resource for handling the case within the company. Trio has various tools for routing customers to the right skill, human or automated. These tools are based on the number dialled, customer number, IVR keystrokes, keywords in text based channels, etc. When the system is integrated with a CRM system or with external customer databases, the system can route the customer to the requested resource, using information from the CRM. The agent will automatically get the right customer details up on screen when he/she answers the call. The system can also assign different levels of priority to customer interaction, ensuring that highly valued customers are dealt with swiftly, and that incoming calls are managed by the same person as on the previous occasion. With Trio, you do not only guarantee that the customer is always at the center, you also ensure that staff knowledge is made use of in the best possible way.

Just log on and start to work – Trio Agent Web Desktop and Mobile
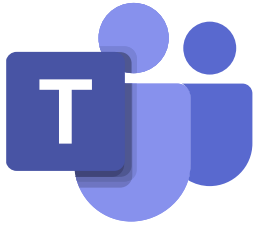
The web based interface gives you access to the system simply via a web browser, just type in your credentials and off you go, with single sign on it becomes even easier. With Trio Agent Web you will be up and running in just a few seconds and it comes with a built in phone minimizing the need for external devices minimizing the costs to answer calls. Trio Agent Web has a modern interface developed with the user and accessibility in focus. Common Web Browsers such as Edge, Chrome and Safari are supported, this means an agent can work from any PC or MAC.

Trio User and Trio Agent Web are available as a Teams Apps 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 or even paging if your Trio solution has these channels active.

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

CRM integration

Interaction with CRM System MS Dynamics CRM and MS Dynamics 365 provide a more personalized and efficient customer service. Trio identifies the customers and uses CRM data to handle the task correctly. Trio sends the case to the queue and to the agent who has handled the case before. The CRM system is automatically updated with CC activities.

Agent apps: Trio Agent & Trio CC

Trio Agent and Trio CC increases agents´ mobility. Trio Agent is included in the phone agent and within the app you can manage basic configurations and calls. Trio CC is included in the Mobile Agent and has several functions from Enterprise Agent Client. Now also with supervisor functionality. Trio Agent and Trio CC runs both on iOS and Android.

Simplified web administration

Trio has a web-based administration tool. It simplifies the work with the company directory so you can quickly and easily change names, titles and add new information about employees, competence or similar.

Video in the contact center

Video communication is clearer than voice or text alone as it allows people to see body language and facial expressions. Using video in the contact center means you can solve a customer's enquiry a lot quicker as they do not need to explain everything in detail, instead they can just show you the problem via real time video conversation enabling you to deal with the task quickly and easily. The customer starts a video call either via an easy click on a video banner on your web page or via a link sent to them by customer service if they want to escalate the conversation from a chat window to a video call. The platform is hosted in Europe and gives you the possibility to easier follow the rules defined in GDPR, and the data is of course encrypted

Recording

Trio is offering a more advanced application for recording and quality assurance. It can include interaction recording and live monitoring of calls, desktop recording as well as scoring and agent coaching for contact centers. It is possible to ask for consent to record a call.

Integration with Facebook & X

Trio has integration with Facebook and X, and monitors both messages as well as posts.

Outbound Call for boosting productivity

Made easy with Trio, you can blend incoming and outbound calls for better productivity and efficiency.

Self-service opportunities

Trio allows you to set up menu options using IVR (keystrokes or voice commands) to be guided smoothly and quickly through the organization. Interactive voice responses (IVR) are created via Trio Interaction Studio, which contains an advanced tool for setting up call distribution and queue rules.

Quality assurance and surveys

Interactions with your customers can be followed up in the form of a survey. The results will be presented in the statistics tool.

Statistics and reports for ideal overview

Trio offers advanced statistical capabilities to increase the quality and productivity of the service. Reports can be scheduled and mailed to the responsible person. If you are using IVRs in your Trio system, there is a report to see which key choices are selected. There is also a comparison report that compares a variety of data to calculate staff, see difference between time periods, etc.

Integration with Calabrio WFM

Make sure your agents' activity and status follow your plan in real-time. It is also important for team leaders to be able to control and distribute resources easily, as easily as they do when working at the office together. With the right platform you get more information in real-time, e.g. follow how the agents are working and make necessary adjustments to the plan. Trio support for Calabrio RTA connection enables real-time tracking of agent activity and status. This will ensure that you will receive insights in real-time when your contact center employees are working remotely, you can immediately act in Trio and logon or logoff agents, as well as change skill.

Integration with presence systems

Trio can be integrated with several different presence systems, such as Microsoft Teams, Skype for Business and Cisco Unified Presence Client. Status updates posted in the present systems are visible to the agent in Trio.

Easy access to calendar

With Trio calendar connection, you just need to schedule your meetings in the calendar and the phone closes and opens automatically according to the calendar booking. Trio integrates both with the most common calendar systems and cloud based calendar systems.

Voiced controlled Automatic Attendant

Trio Auto Attendant is an automatic operator that makes it possible for the incoming caller to quickly and simply get hold of the person they want without having to call via a traditional operator. The automatic answering service is available 24 hours a day, every day of the week.

Flexible user client

Trio User is a user client for you who neither works as an attendant or agent in the system. You can search for colleagues and see their presence status as well as the extension's line status. The application is adapted for desktop, tablet, mobile and is also available as a Teams App.

Trio APIs gives information about the status of the contact center. This means that other external applications can use the information to show, for example, queue status on a website or on a customer service monitor. The other part is the task management of the API, enabling other systems to create tasks in the contact center. Alarms from monitoring systems can generate tasks that quickly can be taken care of by an agent.

Other parts of the API make it possible to collect data to use in other systems, such as internal websites. The API also enables provisioning, meaning it enables management of the directory.

VisitLog

Visitlog is a visitor management system that helps you reduce the workload at the reception and make it easier for visitors. Visitlog gives each customer the opportunity to customize functions and appearance, such as the company's name, log on e.g., trays and labels. Visitlog can be connected to several different services such as MS Outlook, Exchange server, Active Directory and BookitWise smooth registration and management process.

Visitlog helps customers gain control over visits, visitors, spaces for meetings, parking permits and track visitor history and keeps track of visitors and visitors during the day.

Email Management Module

Email is an essential communication channel in the contact centre and will continue to be important for years to come. Within Trio, we are always seeking ways to enhance and add features to improve our contact centre. One area we identified for improvement is email handling and access to a knowledge base. Offering an enhanced user experience, the Email Management Module supports multiple email systems and is fully integrated into Trio.

Email Management Module - Knowledge Base

Many contact centres receive a high volume of repetitive questions, which can occupy agent time. The Email Management Module includes a knowledge base that allows you to create a centralised collection of frequently used information to assist agents in providing standardised answers. This makes knowledge readily available where it will have the most significant impact.

Trio Contact Center certified for Microsoft Teams

Microsoft's certification program is developed to provide customers with the assurance that each partner's solution has been tested and verified to provide the quality, compatibility, and reliability they expect from Microsoft solutions. We are proud to be certified for Microsoft Teams.

With the contact center in Microsoft Teams, agents can work with larger teams outside the contact center and at the same time accessing advanced contact center functionality. You can search the entire Trio database in Microsoft Teams for expert help via chat, calls, screen sharing, and video. A team can subscribe to reports via Trio and Agents can receive calls using Microsoft Teams.

About Us

Enghouse Interactive (EI), a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact center software, services, and video solutions, serving thousands of customers for over 35 years. Enghouse Interactive solutions enable customers to deliver winning customer experiences by transforming the contact center from a cost center into a powerful growth engine.

Enghouse Interactive's core values – Reliability and Choice – are key differentiators in the global marketplace. Reliability speaks to Enghouse 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-premise, in the cloud, or on a hybrid platform. By leveraging a broad range of technologies and capabilities based on open standards, Enghouse Interactive simplifies the advanced integrations customers require.

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

Contact Us
to Learn More

With over 35 years of extensive contact center expertise, our team of experts are ready to optimize a solution that's right for your contact center, today and tomorrow.

Visit us at **EnghouseInteractive.com**

Hello@enghouse.com

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