



Reimagine AI-Powered Customer
Experience with tryvium



Reimagine AI-Powered Customer Experience with tryvium

tryvium is a Gen AI-Powered Cloud Contact Center solution created to change the way organizations interact with customers and users. Built on microservices architecture, tryvium provides unmatched scalability, modularity, and resilience—great for the speedy growth of businesses who do not want to cause disruption to their operations.

tryvium ensures that all interactions are smarter and more connected.

The platform integrates CCaaS and UCaaS services into one, streamlining communication for seamless employee collaboration and external customer interactions. This makes it easier for agents improve productivity while at the same time managing features like IVR, call routing, chatbots, and omnichannel support for sales and service. AI-driven automations, sentiment analysis, predictive routing, and real-time coaching gives employees/agents the power to help customers faster and in a more personalized way. Customers have unobstructed interactions, and agents have efficient tools that reduce friction and increase output.

Deliver Connected, Intelligent Customer Experiences

Elevate each and every interaction with a customer experience platform that is designed for agility, intelligence, and personalization. tryvium has conversations, insights and collaboration connected together — making sure that there are faster resolutions, richer engagement and effortless feelings that are conveyed through every touchpoint, all at once.

The intelligent architecture of the platform comprehends the situation, foresees the needs, and provides the most suitable information at the most opportune time. Your agents are given the power to resolve intricate issues more quickly, while the customers receive outstanding service continually, no matter the communication channel they select for their engagement.



Microsoft Teams—Native Contact Center

- **Teams Collaboration**

Agents are already working in the Microsoft Teams environment that they are familiar with and that they familiar with, So there is no need for training or adoption setbacks anymore.

- **No More System Toggling**

No need of switch between several applications anymore. An all-in-one unified interface has everything your agents need.

- **Smooth Communication**

Voice, chat, and video communication are all natural within the same platform that your team can use collaboration. tryvium is designed and built on Microsoft Teams, integrating contact center operations and office collaboration into one environment. This strong integration is compatible with Microsoft's Unify Contact Center plan, thus offering a completely native experience that is easy to use. Your Microsoft investments can now effortlessly extend into top-notch customer engagement capabilities.



CCaaS + UCaaS on One Platform

Break down Communication silos

Agents are already working in the Microsoft Teams environment that they are familiar with and that they are familiar with, So there is no need for training or adoption setbacks anymore.

- One interface for both internal and customer-facing communication
- Faster decision-making with instant collaboration
- Harmonized CX and EX workflows
- A single source of truth for an entire communication ecosystem

No more disconnected systems, duplicate data entry, or context switching. Your team operates from a unified platform that brings together every conversation, whether it's with colleagues or customers.



AI-Powered Intelligence Across Every Interaction

• Predictive Routing

Route conversations based on sentiment, intent, and context to ensure customers connect with the right agent every time.

• AI Knowledge Recommendations

Surface relevant information instantly, empowering agents with the answers they need without manual searching.

• Automated Documentation

Eliminate manual wrap-ups with AI-generated summaries, freeing agents to focus on customers instead of paperwork.

• Real-time coaching

Deliver conversational intelligence and in-the-moment guidance that elevates agent performance instantly.

• Sentiment Analysis

Amplify agent performance and customer satisfaction with built-in GenAI capabilities that transform every touchpoint.



Omnichannel Engagement That Feels Unified

Voice



Traditional phone support enhanced with modern intelligence and routing features

Email



Asynchronous communication handled within the same unified interface.

SMS



Text, based engagement for quick questions and notifications

Webchat



Text, based engagement for quick questions and notifications.

WhatsApp



Seamlessly meet your customers on their preferred messaging platform.

Social Media



Engage across social channels without the need to access different interfaces

Video Support



Face-to-face support for complex issues that require visual guidance.

Real-Time Insights for Proactive CX Management



• Monitor Performance

Delivers comprehensive visibility into contact center operations with powerful analytics that turn data into actionable intelligence. Supervisors and managers gain the insights they need to make informed decisions real-time.



• AI-powered analytics

Machine learning can be leveraged to automatically recognize the trends, patterns, and areas that require improvement.



• Live Dashboards

Experience the metric update in current mode, visually through a customized view that brings the most important aspects of operations to the surface.



• Journey visibility

Understanding the overall customer experience by tracking customer journeys beyond the channels used.





• Quality assurance insights

Check the quality of all interactions in a methodical manner using the features that recognize coaching opportunities.



• Integrations That are Seamless yet Cohesive

tryvium provides an experience of a single platform by linking communication, collaboration, and data throughout the technology stack. Our profound integrations make sure that information travels without a hitch between the systems, thereby abolishing the data silos and creating a complete 360-degree view of every customer.



• Real-Time Supervisory Visibility

Understanding agent performance and customer interactions through live analytics and dashboards.



• Native Microsoft Architecture

Built on Microsoft Teams with high availability, effortless scalability, and rapid innovation cycles.



• Effortless Data Flow

Information synchronization automatically across your technology ecosystem, eliminating manual data entry and duplication.



• Workforce optimization intelligence

Be able to maintain staffing levels while meeting the demand through accurate forecasting and intelligent scheduling.



• Leading CRM & Service Platforms

Integrations with major platforms such as Microsoft Dynamics 365, ServiceNow, Salesforce, Zendesk, BMC Remedy, Ivanti, Cherwell, and more.



• Unified Customer View

Consolidate interaction history, preferences, and context into one comprehensive profile, made accessible to every agent.



• Single Platform Experience

Seamless customer engagement without complexity or friction between systems.



Built on Robust Microservices Architecture

- **Engineering Excellence for the Future**

Experience a platform engineered for resilience, scale, and rapid evolution. tryvium's microservices architecture represents the cutting edge of cloud-native design, ensuring your contact center can grow and adapt without constraints

- **High availability & scalability**

Handle any workload with elastic infrastructure that scales automatically to meet demand.

- **Modular Flexibility**

Add capabilities at your own pace, building the solution that matches your unique requirements.

- **Independent feature upgrades**

Deploy new capabilities and updates without downtime or service interruption.

- **Rapid Innovation**

Benefit from faster development cycles powered by cloud-native services and modern DevOps.

Discover how tryvium's AI-powered contact center platform can revolutionize the way your business engages with customers, delivering exceptional experience

Unlock the Experience – Visit Now!

www.tryvium.ai

tryvium is brought to you by Sensiple. A trusted technology partner for over two decades, we empower businesses to create exceptional customer and employee experiences.



 Solution certified for
Microsoft Teams

 Microsoft 365 Certified

 **Microsoft**
Solutions Partner
Data & AI
Azure

 **Microsoft**
Solutions Partner
Digital & App Innovation
Azure

 **Microsoft**
Solutions Partner
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