

Trio Interaction Studio

Take care of your customers 24 hours per day

With a self-service system, your customers receive access to functions and can perform their tasks on their own. They can receive information from various voice messages or menu choices that transfer them to the appropriate people, functions or services. In addition, a self-service system can be connected to different business systems, so that callers can, for example, register meter readings, place orders or obtain information about such matters as their account balances or current weather conditions.

A flexible and scalable solution

With Trio Interaction Studio, we have collected all of the functions necessary for you to easily create automated voice-answering solutions. You receive full flexibility in making changes via a user-friendly interface or creating entirely new solutions as needed. You can easily record or substitute voice files or menu choices in the system, or create a phone tree with answers to questions that would otherwise burden your customer-service personnel.

How do you want it?

The system can manage a number of voice-answering solutions in a single system and in a number of languages. The standard languages are Swedish, Danish, Norwegian and English. And it can handle tens of thousands of calls per hour, 24 hours per day.



Trio Interaction Studio may be combined with Trio Agent (contact center solution) and Trio Present (presence management) to allow the placing of calls in a queue and reciting of place numbers or wait times. For additional information, please contact us or visit our website at www.trio.se.

Trio Enterprise AB
S:t Eriksg. 117, P.O. Box 6795
SE-113 85 Stockholm, SWEDEN
Phone: +46 (0)8 457 30 00
Fax: +46 (0)8 31 87 00
E-mail: info@trio.com

Trio Norge AS
Fornebuavn, 46, P.B. 493
NO-1327 Lysaker, NORWAY
Phone: +47 67 83 00 80
Fax: +47 67 83 00 81
E-mail: norge@trio.com

Trio Denmark AS
Lyskær 15, 2 tv
DK-2730 Herlev, DENMARK
Phone: +45 4488 0050
Fax: +45 4488 0051
E-mail: danmark@trio.com

Om Trio Enterprise AB
Trio Enterprise AB has more than 20 years of experience of system development and sales of telephony solutions. With Trio solutions, customers can handle all types of customer contacts and internal communication, in the most efficient and professional manner. Independent of contact method. The company works with advanced integrated telephony solutions and contact centers that are delivered on one common platform.

