

www.trio.com



## Trio Agent

A customer-service system with great flexibility

Trio Enterprise

Agent Present Visit

Trio Agent is one of the market's leading customer-service systems and functions as a module of the Trio Enterprise concept. It helps companies to efficiently handle high volumes of incoming calls. Calls can be distributed based on the availability or the expertise profiles of service agents.

### Trio Enterprise

#### – Turn your workplace into a place for working together

Trio Enterprise manages companies' contacts with their customers. Switchboard attendants and customer-service agents can handle all of their work assignments using one and the same system.

On the basis of the Enterprise platform, it is possible to create a contact center, a presence/referral function and a visitor-management system all based on a coordinated database containing employee and customer information and records pertaining to visits. The system also offers automated voice-service and self-service options, both internally and externally. Customers can choose modules that are of interest at an initial stage and supplement them with additional functions as the need arises. Read more about the different modules of Trio Enterprise on the next page.

#### Increased customer benefit and profitability

Trio Agent is a user-friendly contact center system that helps your customer-service department focus on what it does best

– managing customer contacts. It represents an effective solution both for small customer-service and support departments and larger divisions within companies. It doesn't matter how customers choose to contact your customer-service department – via phone, the company's website, e-mail, SMS or telefax – all communication is handled by means of an easy-to-use Windows client. In addition, it is easy to integrate task-management systems with the company's other business systems – which, in turn, generates the potential for even better customer service. Our experience is that our customers experience an average 25 percent increase in customer-service efficiency in the very year in which they implement Trio Agent.

#### Real efficiency increases for everyone

A customer-service department that receives inquiries by telephone, e-mail, chat, web and telefax needs one tool for monitoring customer queues and waiting times. Reserve resources may be used as required. With Trio Agent, customers can access information about waiting times in the telephone queue or choose to be called back before their inquiries have reached an agent. Self-service menus can also be prepared.

Through skills-based routing, inquiries can be distributed to those agents who can best respond to them. In addition to skills-based routing, inquiries can also be distributed to agents based on priority.

# Trio Agent

Limits for queuing times or total numbers of inquiries determine automatically when a new priority group is added.

Trio Agent does not require that all agents have fixed positions, but permits free seating. The system is perfect for coordinating customer services in geographically dispersed organizations with many different systems.

## Switchboard attendant functionality

Trio Agent can be used as a tool for switchboard attendants, which makes it possible to integrate customer service with the switchboard function. Accordingly, service agents can forward a call or place it in a queue, view presence-management information and send messages. In this manner, it is possible for agents to switch functions if all switchboard attendants are temporarily busy or for switchboard attendants to change over to serving as customer-service agents at a moment's notice.

## Integration with various task management systems

Trio Agent is designed for easy integration with various task management systems. Where the customer on the phone can be identified – for example through caller ID or by providing a customer number – the agent can easily retrieve information about the customer from the CRM system. This means, in practice, that lead times for dealing with customers are shortened considerably while service levels are enhanced.

## Follow-up and extra sales with Telemarketing

The system also facilitates effective management of outgoing calls. In connection with sales, follow-up and similar tasks, information about prior contacts is collected in a structured manner and statistics are easily available. Lists with telephone numbers, customer numbers and similar information can also be imported to the system and distributed to agents with instructions about call handling.

## Enterprise Collaboration

A system solution enabling two or more organizations to cooperate in a joint system. Each organization has its own presence management database and its own call queues. With the help of this function, the switchboard attendants in the first organization can automatically be connected to help the other organization, if needed.

## Recording of calls

Contracts, business agreements, quality control, etc. can be simplified if calls can be recorded. The function can be handled manually or be activated automatically for certain types of tasks, as required. Recorded customer calls also constitute a useful resource when training new staff.

## When the customer visits your company

Trio Agent can place physical visitors in the same queue as customers who dial in or e-mail. This means that agents can handle physical customer contacts in the same system as other inquiries, which is an advantage for handling of statistics and historical data. The system permits the setting of various priorities, in which physical visitors can be prioritized ahead of e-mail inquiries. This function is facilitated using Trio Visit.

## Own IVR menus with Trio Interaction Studio

With the Trio system, it is possible for the company to set up its own so-called IVR menus, that is, the recorded menus that automatically route incoming calls to the correct agents.

## Tool for employees

There are different user clients for everyone in the company. With the aid of these clients, employees can access information and different functions within Trio Enterprise. Read more about the clients in a separate product sheet.

## Other services

The system offers a wide range of applicable functions, such as:

- Statistics for optimization and follow-up in connection with manning. The tool is flexible with regard to sorting of statistics and graphics presentation.
- Interpret text in telefaxes and e-mail. Using search words, the system can interpret the inquiry and automatically determine probable handling of the inquiry. The agent only needs to confirm and approve the action.
- Offer Web Chat and Web Call Back using the company's website. An easy to use function.
- Mobile handover for handling calls when you are away from your workplace.

## Compatibility

Trio Agent is connected to PBXs of all types using QSIG or SIP.

## Advantages with Trio Agent

- Trio Agent is switch independent
- Trio Agent has menus and manuals in Swedish, English, Norwegian and Danish
- The system is scalable with full functionality, from a few agents to several hundred
- Companies can easily manage Trio Agent themselves
- Agents can function on a fully remote basis with the aid of a computer, Internet link and a telephone
- Trio Agent is developed for close coordination with the Trio Present presence-management system

## Other modules of Trio Enterprise

### Trio Present – presence-management/referral system

A complete system for integrated telephony, call and message management with functions such as referral, voicemail box, automatic-voice services and an advanced switchboard function. Trio Present functions both in mixed-switchboard and telephone contexts and in companies that are spread out geographically. With the aid of Trio Present, the number of internal calls to the switchboard is reduced by an average of 50% while handling times for calls are reduced by an average of 30-40%.

### Trio Visit – visitor-management system

Trio Visit is a system for professional visitor management with five different client modalities. At the time of visitor registration, an e-mail is automatically sent (with or without an SMS) to the visitor's host. Information about visitors is stored in a database and can easily be retrieved in the event of follow-up visits or accessed for statistical purposes. Trio Visit reduces stress and makes more professional and personal service possible.

**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

#### About 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.

