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## Trio Present

Advanced, user-friendly presence management



Trio Present is one of the market's leading systems for presence management and functions as a module of the Trio Enterprise concept. Trio Present provides support to the company's switchboard attendants and serves all of the company's employees as a tool for providing and retrieving information about employees contact information and availability.

### 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.

### Trio Present

#### – Contact information and availability in a moment

Switchboard attendants and other employees can quickly receive information about where a certain person is located, how he or she can be contacted, or who can be contacted instead. Switchboard attendants can easily attempt to cocontact the person in question by means of voice messages, SMS or e-mail – all by means of a single system.

Information is sorted and grouped based on needs and objectives. For example, employees can be sorted based on specific expertise. The switchboard and the presence-management system are handled in the same tool.

The premise of the system is that all employees can easily access and update information in the common database and at any time.

### Present Voice

The system provides a automated greeting and forwarding option, which can be used to express the reason for being out of the office and the time-frame for a return call, as well as for allowing callers to connect to a mobile telephone, voice mailbox or switchboard attendant. The system can be linked to external voice mailboxes,

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allowing customers to keep an existing voice mailbox system.

## Voice Directed Services – Trio Voice Assistant

Many functions can be accessed by voice, directly via the telephone – so-called voice-directed services.

- Handling of out-of-office messages and access to information from the database. (Auto Attendant)
- Calendar changes, dialing contacts from an address book or booking of common resources, such as conference rooms and equipment. (Personal Assistant)

## 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 department. The solution offers a text-to-speech function.

## Mobile Extension

Mobile Extension makes it possible to connect mobile telephones and other external telephones to the switching system. Switchboard attendants can provide the same service and support to mobile users as users with fixed or IP telephony. Moreover, the mobile users can fully use the system's functions and services.

## 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.

## Statistics and follow-up – Enterprise Statistics

With follow-up statistics, operational management has an effective tool for planning operations and developing services. The system includes a number of different Excel-based standard reports and allows you to choose the statistical information you are interested in: a detailed snapshot or an overview of the past year.

## Import/Export & LDAP

Trio Present can share information and data with other databases by using other formats, including LDAP, CSV and TXT.

## A 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.

## Compatibility

The system supports the leading switch brands, such as Ericsson, Alcatel, Nortel, NEC-Philips and Cisco.

Trio Present is connected to the PBX using QSIG or SIP. With the SIP interface, it will be possible in the future to connect to any modern switch.

## Advantages with Trio Present

- Trio is the largest supplier of independent presence-management systems
- Trio Present features the most advanced support for hybrid solutions on the market, that is, when customers require support for several PBX-types in the same logical system
- Trio Present is the most effective solution for calendar integrations on the market
- Easy access to information frees switchboard attendants from answering internal inquiries about telephone numbers, etc.
- Administration is simplified when information is shared between different systems and updating is only required at one location

## Other modules of Trio Enterprise

### Trio Agent – contact center

Trio Agent is a user-friendly contact-center system that helps your customer-service department focus on what they do best: managing customer contacts. It represents an effective solution both for small customer-service and support departments and larger divisions within companies. 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.

### 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.

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#### 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.

