



Transform your Support centre Through  
**Tryvium Desk for Teams**

For brands to be victorious in the future the hand-off between bot and human needs to promote a differentiated experience. If your customer can go from speaking with a bot to an informed and empowered agent, that's a game-changer. If your agents are equipped with all the context and transaction information they need, then they're well-placed to deliver a meaningful experience.

Tryvium Desk for Teams does it all by combining chatbots, automation, sentiment analysis, and a full view of the customer to turn your agents into heroes and deliver next-level service.

## Build conversational AI experiences for your organization through these comprehensive features



### Understanding the Context

Easily helps developer get the intent of your conversation so your customers can directly tell what they are looking for and it will take them to the applicable option.



### Skill Groups

Ensures the right agents get the right messages. It enables you to direct each customer chat to the relevant agent placed to help using 'Round Robin strategy', thereby reducing delays and transfers.



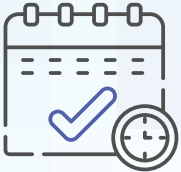
### Skill Tags

Organize your agents with the keywords in the area that they specialize and experience. This helps in routing the raised queries appropriately to the right agent



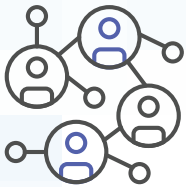
## Operational Hour Configuration

You can set the operational hours of your business which auto calculates the due by time for a request.



## Pre-Set Holidays

Mark holidays/off days of your agents in the calendar and consequently on the selected days, widget will not appear online to visitors and Chat triggers will not fire.



## Notify Queue Wait Times

Visitors can see relevant info for their wait, such as the number of users ahead of them and the estimated time of their wait. Then can then do something else while they await their turn.



## Context Tab

Obtain a quick comprehensive view/reference of your customers by leveraging data from various touch points pulled from ITSM/CRM.



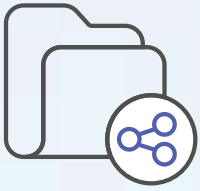
## Canned responses

Set pre-populated helpdesk messages to allow your customer support agents to respond quickly to their issues



## Conferencing Option

Agents can conference while handling live chats for any quick consultation purpose.



## File Sharing

With just a link, you can send anything from photos and videos to zipped folders and large CAD files with anyone, at anytime



## Agent Performance

Calibrate the performance of your help desk agents according to the relevant key metrics



## Drill-Down Reports

Gain insight and consolidated data into your agents', Skill group, and chat session through detailed reports

# Empower your Agents to Deliver Amazing Service



## Put Agents in the Driver's Seat

Empower agents to select the right channel to engage with the customer and best resolve the issue

## Deliver Complete Context

Provide your agents with all the information they need about the customer story so they are well-informed of their profile and history, agents can craft some of their own dialogue based off of talking points from reference scripts. While this creates a more natural customer interaction, it also means that agents must be able to think on their feet and deal with possibly tense situations.





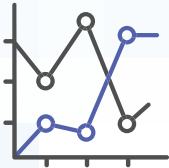
## Give Agents a Heads-Up

Automate agent alerts based on changes to the customer's status, order updates, or snoozes so they're always aware and ready to connect



## Enable Empathy

Brands can use tools like NLP (Natural Language Processing) to provide the customer with a feeling of engagement, and know whether their outlook is positive, negative, or neutral using sentiment analysis.



## Streamlines Connectivity

By empathizing where the customer has been in their journey and where they are heading, live chat agents feel empowered to communicate with more confidence, bond with the customer, and increase the likelihood of closing the sale

## Partnerships

