

How A Global Pharma Company Leveraged tryvium Desk and Transformed their Employee Support Experience in Less than 8 Weeks

Our Client is a leading American pharmaceutical company headquartered in Indianapolis, Indiana, with offices in 18 countries. They sell their products to approximately 125 companies.

THE NEED

To Improve their Employee Support Experience

For our pharma client, ensuring frictionless experiences for their 30,000+ workforce had always been a non-negotiable priority. As part of their digital transformation drive, they felt the need to modernize their support center so that their employees got the timely support they needed. They were also exploring a cloud-based deployment for easier maintenance.

THEIR CHALLENGES

- ✓ Their on-prem legacy application was expensive to maintain.
- ✓ Manual ticket creation and lack of multi-chat handling capability meant longer wait time for users and lower chat-handling capacity for agents.
- ✓ Agents had to rely on external language translators that reflected in their higher-than-ideal response time.
- ✓ Supervisors found it difficult to manage timesheets and monitor agent performance as they had to collect performance data from multiple sources.

OUR SOLUTION

tryvium Desk for Teams was hosted in Sensiple Azure's Tenant and was implemented in less than 8 weeks. It came with ServiceNow integration and a host of benefits that made work easier, quicker and better for both helpdesk agents and supervisors:

- Real-time dashboard,
- Intelligent Agent Routing,
- Multi-agent chat
- Preferred language-based Agent Management
- File Sharing option for users and agents
- Language-based Visual IVR Options

OUTCOMES

Reduced User Wait Time

tryvium for teams was hosted in Sensiple's Azure Tenant. The integration of agent context tab with ServiceNow for ticket creation reduced turnaround time for users, as agents created tickets directly from teams. The wait time for employees has decreased by approximately 20%.



HIGHLIGHTS

Implementation
in less than
8 weeks

20%
reduction in
user wait time

43%
hike in agent
productivity

Chat adoption
improved by
47%



Increased Agent Productivity

After integrating their custom virtual agent with the user-friendly tryvium platform, their average agent productivity increased by 43%. Agents were able to handle 3 chats in a row and also get pop-ups for new chats and messages. Multi-agent chat and real-time monitoring of the chat traffic helped the overall chat volume hit approximately 3500 chats per month and the agent license count was scaled up from 40 to 60 licenses to keep up with the increased volume.

Better Agent Management

With the MS Teams channel and ServiceNow integration, the pharma company was able to carry out the following on tryvium:

- Perform intelligent agent routing
- Manage agents based on the preferred language
- Define business hours for each language queue
- Send custom messages in the user's language without a translator
- Provide file-sharing options for users and agents
- Access a real-time dashboard
- Configure a holiday list for each skill group
- Monitor agents' presence status
- Add or remove agents from queues based on chat traffic

