tryvium + Gen AI = Efficiency" !

tryvium, our employee contact center solution, is at the forefront of the game-changing Generative AI technology. By seamlessly integrating intelligent experiences and automation, it redefines workflows and powers up productivity for your employees and service agents!
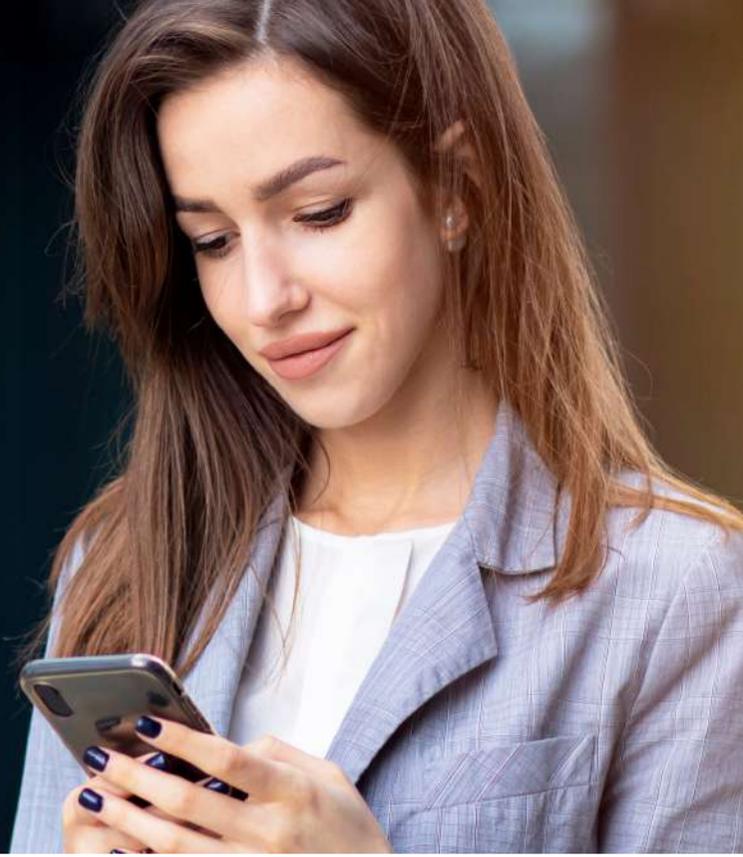
How tryvium's intelligent solutions bring in efficiency?

Enhances **self-service** with an intelligent, NLP-enabled chatbot.	Proactively **identifies critical issues** and anomalies.	**Routes** calls and chats **precisely** to the right agent.
Empowers agents with **targeted task & content recommendations.**	**Detects user sentiments** to aid agents.	**Detects** and provide support in the **user's language.**

Generative AI takes it up by notches!

✓ **Sophisticated Automation & Self-Service Capabilities:**

Our Generative AI empowers your contact center with intelligent automation that streamlines workflows and enhances efficiency.

✓ **Co-Pilot Assistance:**

Your agents now have a digital ally in the form of Co-Pilot. It offers seamless task assistance and automation, ensuring your agents perform at their best every day

✓ **Efficient Information Processing:**

Auto-summarization helps your team process information faster and make data-driven decisions with ease.

✓ **Live Agent Coach/Assist:**

tryvium's Live Agent Coach/Assist functionality ensures your agents get instant resolution suggestions leading to improved customer interactions.

✓ **Email Response Automation:**

tryvium speeds up your email response times with advanced automation features.

tryvium's future leaps with Generative AI
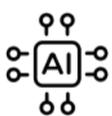
Customizable AI Models
Effortlessly select custom models and train your customer data. This ensures tailored solutions that perfectly align with specific business needs.

Live Training
Supervisors and agents can now train specific conversation segments in real-time with a single click.

Ethical assessment
Empower your agents with ethical assessment to ensure their interactions are not only solution-oriented but also characterized by professionalism and empathy.

Chatbot Evolution
Our self-service bot will be an enterprise-specific ChatGPT system that understands and generates human-like responses and comes with sophisticated automation