

April 20, 2008

Trio Enterprise launches Telephony Attendant and Contact Center functions for Microsoft OCS

Trio Enterprise is launching an add-on to the communications solution Trio Enterprise 2.2 that will make it possible for both Contact Center administrators and telephone attendants to work in a telephone environment with Microsoft Office Communication Server (OCS).

Many customers have identified the lack of advanced attendant and Contact Center functions as one of the major obstacles preventing Microsoft OCS from being able to replace traditional PBX systems. Trio Enterprise is now launching an add-on to its Trio Enterprise 2.2 solution platform that solves this problem.

Telephone attendants and Contact Center administrators log-on to the Trio Enterprise client and specify the number to their Office Communicator. Thereafter they can work in the same manner in their client applications as in a traditional PBX system. When a person is allocated a call, it is switched to the Office Communicator extension that functions as the carrier of sound, although the call is still answered and managed via the Trio Enterprise client.

In the Trio Enterprise client, users can search for persons in the company and also view presence status from Office Communication Server directly in the search results. From this screen, it is also possible to initiate IM sessions in the Office Communicator application so that the administrator and telephone attendants can chat directly with the employee being sought.

"We see great potential in the OCS platform and believe that Trio's applications will complement it in an excellent manner. From what we have seen so far, users in Norway have been somewhat quicker to adopt OCS, and we believe that we will have the most to do in that geographical area right now," says Michael Stubbing, President of Trio Enterprise.

Trio Enterprise 2.2 is also tightly integrated with Microsoft applications in several other areas. In the Contact Center, users can retrieve both e-mail and work assignments from Microsoft Exchange, for example, and distribute them to administrators, who will see them in their Outlook clients.

For further information, contact:

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About Trio Enterprise AB

Trio Enterprise AB have more than 20 years of experience from 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 way. Independent of contact method. The company works with advanced integrated telephony solutions and contact centers that are delivered on one common platform.

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