



A tool for employees

User clients within Trio Enterprise



The Trio Enterprise concept includes a number of different tools and interfaces for entering information or searching for associates' contact information and availability, among other tasks. These tools and interfaces are called "user clients." The user can choose which clients are best-suited to him or her.

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.

Schedule your meeting just once – Calendar interface

Information in the database can be kept up-to-date through automatic synchronization with the calendar system. Accordingly, bookings in the calendar are automatically transmitted to and from the presence-management system. You only need to schedule your meeting once, in the calendar. Information is immediately available to colleagues and the switchboard attendant.

Trio Present is interoperable with Outlook, Lotus Notes and GroupWise.

The calendar integration is server-to-server, which simplifies administration since no client installation is required.

A classic for office personnel – Assistant for Web

Users can retrieve and add information in the Present database via the web, which increases accessibility for external users.

A tool for employees

Examples of functions available on the web are:

- Administration and call forwarding
- Searching for information in the database, with possibility of setting various authorization levels
- Accessing and administration of voice mailboxes
- Administration of message forwarding, for example, by means of a quick key combination that inserts information such as "lunch one hour from now" with desired forwarding information
- Administration of personal settings
- Click-to-call function
- Scheduling
- Automatic login (cookie login)
- Personal contact list
- Pre-schedule visitors (with the aid of Trio Visit)

For you with a mobile phone – Assistant for Mobile Phones

A client for mobile phone users. An out-of-office message or forwarding information can easily be inserted by sending an SMS to the system. Information is updated automatically in the system's database and is displayed immediately in the electronic calendar.

Guest Web

A person visiting the company's website can search the presence management database for information, or for a suitable person to contact without logging in. Contact and presence information is available and messages can be sent directly to selected persons.

Modules of Trio Enterprise

Trio Present – presence-management/referral system

A complete system for integrated telephony, call and message management with functions such as referral, voicemail box, automatic-voice services and an advanced switchboard function. Trio Present functions both in mixed-switchboard and telephone contexts and in companies that are spread out geographically. With the aid of Trio Present, the number of internal calls to the switchboard is reduced by an average of 50% while handling times for calls are reduced by an average of 30-40%.

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.

Trio Enterprise AB
S:t Eriksg. 117, P.O. Box 6795
SE-113 85 Stockholm, SWEDEN
Phone: +46 (0)8 457 30 00
Fax: +46 (0)8 31 87 00
E-mail: info@trio.com

Trio Norge AS
Fornebuavn, 46, P.B. 493
NO-1327 Lysaker, NORWAY
Phone: +47 67 83 00 80
Fax: +47 67 83 00 81
E-mail: norge@trio.com

Trio Denmark AS
Lyskær 15, 2 tv
DK-2730 Herlev, DENMARK
Phone: +45 4488 0050
Fax: +45 4488 0051
E-mail: danmark@trio.com

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.

