ENGHOUSE

TRIO certified with OmniPCX Enterprise™

TRIO is a voice-controlled service that performs the most common operator functions. The voice-controlled operator can, for example, connect calls to a person or any function as well as receive and read out referrals.

Solution Overview:

The automated operator is always available, all calls are answered, shorter response times, greater capacity and major cost savings. Auto Attendant normally reduces calls to operator by 20-50%. For the smaller company, it can be an alternative to a permanent switchboard operator. By freeing up time, the operators can devote themselves to more customer inquiries that require a little more time, resulting in happier customers.

Integration Details:

Environment

Partner	ALE
• Trio v9.3	• OmniPCX EnterpriseR100.1™

Supported APIs/Protocols

- SIP / Infocenter via AHL

For technical support, go to https://enghouseinteractive.se/tjanster/support/

Company Overview:

Enghouse Interactive - the leading provider of solutions for better customer communication. We develop and deliver the market's widest range of platform-independent communication solutions.
Our integrated communication solutions include multi-channel contact center solutions with on-line communication, self-service services, recording functions, operator functions, referral, visitor management, statistics and staff optimization. The solutions give companies and organizations a freedom of choice to communicate with their customers according to their wishes; fast, efficient, flexible and successful.

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CAUTION: This validation provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise on-premises platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.
However, be aware, this document is associated with an InterWorking Report (IWR) available on the ALE Business Portal which give all possible restrictions and limits.

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