



**Tryvium desk for
A Leading Global life science company**
to enable chat communications on
Microsoft Teams integrated with BMC
Remedy.

Challenges

- ✓ A Leading Global life science company faced challenges in Integration with Remedy and with real time translation services
- ✓ Long chat queue time and frequent chat disconnections ending up in rigid end user experience
- ✓ Also, there was no cloud-based deployment and hence frequent ServiceDesk maintenance issues

Solutions Provided

- ✓ Tryvium desk for Teams - Hosted in A Leading Global life science company Azure Tenant
- ✓ Notify Queue Wait Time
- ✓ Understanding the Context
- ✓ Skill Groups & tags
- ✓ Operational Hour Configuration
- ✓ Context Tab integrated with BMC Remedy for ticket creation
- ✓ Canned Responses
- ✓ Conferencing option
- ✓ File sharing
- ✓ Agent Performance Tracking
- ✓ Generate Reports
- ✓ Pre- Set Holiday
- ✓ Dashboard
- ✓ Multilingual support has enhanced user experience

Customer Benefits

- ✓ Using Tryvium, average waiting time for the user has reduced to 1.5 minutes from more than 3 minutes
- ✓ Agent productivity is improved by the user friendly nature
- ✓ Popup notification for new chats and messages
- ✓ Agent productivity and chat traffic is tracked by the supervisor using the admin console
- ✓ Status of the agents is tracked using status indication
- ✓ SLA and agent based reports is drilled out
- ✓ User friendly system for end-users increased chat adaptability by 30%
- ✓ Provided a seamless experience between end-users and agent

About Client

A Leading Global life science company is a Dutch based Life Science company, producing nutritional products and performance materials for their core customer sectors like animal nutrition companies, infant food makers, and the personal care industry

Implementation Highlights

- ✓ MS-Teams Channel
- ✓ BMC Remedy Integration
- ✓ 40 plus license count

Snapshot of MS-Teams and BMC Remedy

