

Manage customer contacts
faster at lower costs



Time is money

At the core of Trinicom 5 (T5™) is a central knowledge base containing all queries and answers that can be used across all customer contact channels. This ensures that the organisation presents a consistent image to the customer and has a uniform method for answering queries. The result is an enhanced customer experience that improves customer satisfaction and encourages customer loyalty. At the same time it also reduces total customer contact costs and the time taken to answer each customer contact. In addition, the intelligent combination of online service and personal contact can achieve a substantial reduction in the volume of incoming contacts by e-mail and telephone (on average anything between 20% and 50%). Please visit www.mxdigital.co.uk/trinicom for further information.



Web based multi-channel customer interaction software

TRINICOM

be e-ailable

