Prioritize incidents using the actual impact on your agent's experience

Manage your workforce based on true impact to your individual agents, not misleading infrastructure metrics.

Challenge
IT teams often rely on infrastructure uptime metrics—such as link/interface status, interface errors, and SIP session counters—that do not reflect actual agent or worker experience. These technical indicators frequently create misaligned priorities, false positives, and uncertainty around the true business impact when issues arise.

Without clear insight into how service performance affects the agent/worker community, incident urgency and prioritization become guesswork.

Solution: TruExperience™ Management Datasets
TruExperience adds real agent/worker experience data directly into IT Service Manaagement workflows. By correlating experience degradation with organizational context—including business unit, department, and impacted workforce size—IT teams gain precise visibility into how incidents affect productivity and business outcomes.

Key Capabilities
- Experience-based classifications (Excellent, Good, Fair, Poor, Bad) simplify communication across IT and business teams.
- Identifies the agent/worker populations affected by service issues for accurate incident severity scoring.
- Enhances prioritization of incidents based on business impact—not just infrastructure metrics.
- Supports proactive remediation before SLAs are breached through data-driven insights.
- Combines endpoint, application, network, and voice experience measurements for holistic ITSM context.

Business Outcomes
- Faster, more accurate prioritization of user-impacting incidents.
- Reduction in false positives and misaligned troubleshooting efforts.
- Strengthened SLA compliance through early detection of emerging user experience issues.
- Streamlined IT and business collaboration with shared visibility into impact severity.

Contact us for a personalized consultation or a free demonstration.
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Truiem represents the passionate pursuit of its founders to apply the collective experience of the past 20 years to assist todays' innovators, service providers and consumers in speeding adoption of technology to meet their commercial objectives and improve the human experience.

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