

INFOSYS B2B ORDER MANAGEMENT SOLUTION

Grow your business through personalized customer interaction

Overview

In this highly competitive e-commerce environment, merchants may only get one chance to impress a customer with on-time delivery of their products, great customer service, and accurate billing. Infosys B2B Order Management Solution helps businesses enable smoothest operations, increase sales and customer retention, and deliver great customer service through the innovative suite of tools.

It allows businesses to take control of their order processes from beginning to end, and encompassing order entry, order fulfillment, account 360-degree view and cross/upsell decision strategies to maintain a single view of customer activity and provide the highest levels of customer service.



Solution Highlights

Infosys B2B Order Management Solution integrates traditional BPM case management, omnichannel features, robotics (RDA/RPA) and AI/ML capabilities on a single platform,

providing the customer service rep a better understanding of customer's needs and action things appropriately on their behalf. This truly enables customer intent driven, business outcome based

order management to boost customer satisfaction, increase CSR productivity and realize cost savings through efficiency gains.

Solution Features

- **A unified view** of all order activity/ statuses across multiple channels (web, phone, mail, In-store) with configurable actions when statuses change (i.e. send an email, contact customer). Detailed view of all order and customer details, with comprehensive search and filtering options
- **Robotics based process automation** provides quick time-to-market for seamless integration with up/ downstream systems where integrations services may not exist.
- **Pega-enabled capabilities** such as dynamic case management, rule-based routing, next best action, workbaskets, dashboards, etc.
- **Channel-less customer interaction** and co-browse to provide enhanced customer service experience with CSR's ability to login and replicate exactly what the customer sees, and action things on their behalf.
- **AI backed intelligent cross/upsell** driven by predictive and adaptive decision strategies used together for relevant, timely offers based on customer segmentation, interaction history and order intent
- **OCR based automated document classification** and automated document data capture from un-structured to semi-structured formats. Reading invoices and purchase orders and extract the required information leading to a faster response on orders which ensures faster inflow of money.
- **Proactive order status check based on Pega AI** ensures that unforeseen delays can be preempted and corrective measures are taken internally like expediting request, etc. Also, customers can be informed proactively if order fulfillment delay is anticipated leading to better customer satisfaction.

Key Benefits

1

Robust, flexible and scalable with configurable order workflows designed around your business

2

Greater customer satisfaction and smoother, more efficient, e-commerce operations

3

Support for multiple channels, meaning orders can all be routed accordingly

4

Improved processing speeds of orders, better utilization of workforce and reduced costs

For more information, contact askus@infosys.com

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