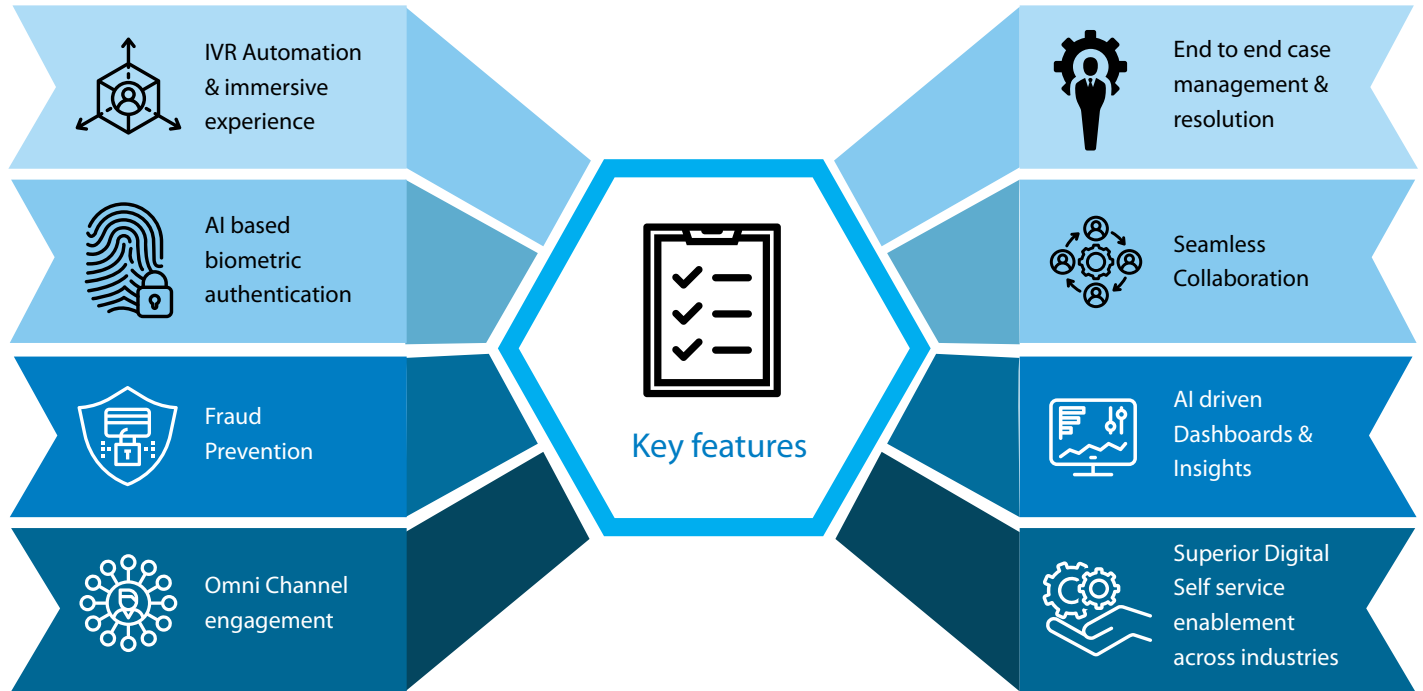Infosys
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INFOSYS OFFERINGS ON DYNAMICS 365 & NUANCE

Enabling superior services experiences by delivering future-ready Digital Contact Centers based on Dynamics 365 and Nuance
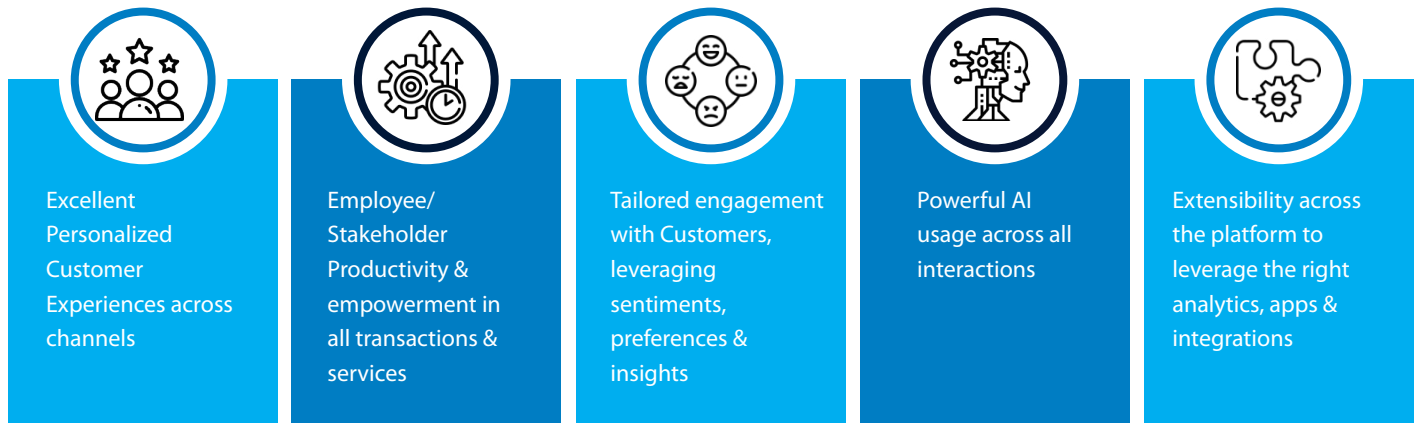
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Offering overview

Microsoft & Nuance offer a host of products focused on enhancing the Contact Center Experience. Today Microsoft offers **The Dynamics All-in-One Digital Contact Center** transforming Customer Service & Contact Center experiences.

Key features

IVR Automation & immersive experience

AI based biometric authentication

Fraud Prevention

Omni Channel engagement

Key features

End to end case management & resolution

Seamless Collaboration

AI driven Dashboards & Insights

Superior Digital Self service enablement across industries

Business value & advantage

Excellent Personalized Customer Experiences across channels

Employee/ Stakeholder Productivity & empowerment in all transactions & services

Tailored engagement with Customers, leveraging sentiments, preferences & insights

Powerful AI usage across all interactions

Extensibility across the platform to leverage the right analytics, apps & integrations

The Digital Contact Center – the art of possible with Infosys offerings

HR Business Function
HR Helpdesk Enablement & Automation for Service Management for employees

Insurance
Modernizing Insurance CX with fraud protection, omni channel engagement across sales, service & marketing

Utilities
Customer Service & Experience Transformation

Retail & CPG
Ecommerce experience engagement with AI automation for product tailoring & hyper personalization

Education
Digitized Engagement & Experience for Student & Staff in Education Sector

Public Services
Enhance citizen interaction experience while boosting departmental staff efficiency in providing public services

B2B Customer Engagement
Customer Service & Engagement Enablement for B2B Customers

Digital Self Service
Comprehensive Virtual & Digital Assistants integrated with biometric authentication across industries

The dynamics all in one digital contact center on microsoft stack

Microsoft Dataverse

Power Apps

NUANCE

Microsoft 365

Power Apps – Portal

Power Automate

Dynamics 365 Customer Service & Omni Channel

Customer Voice

Customer Insights
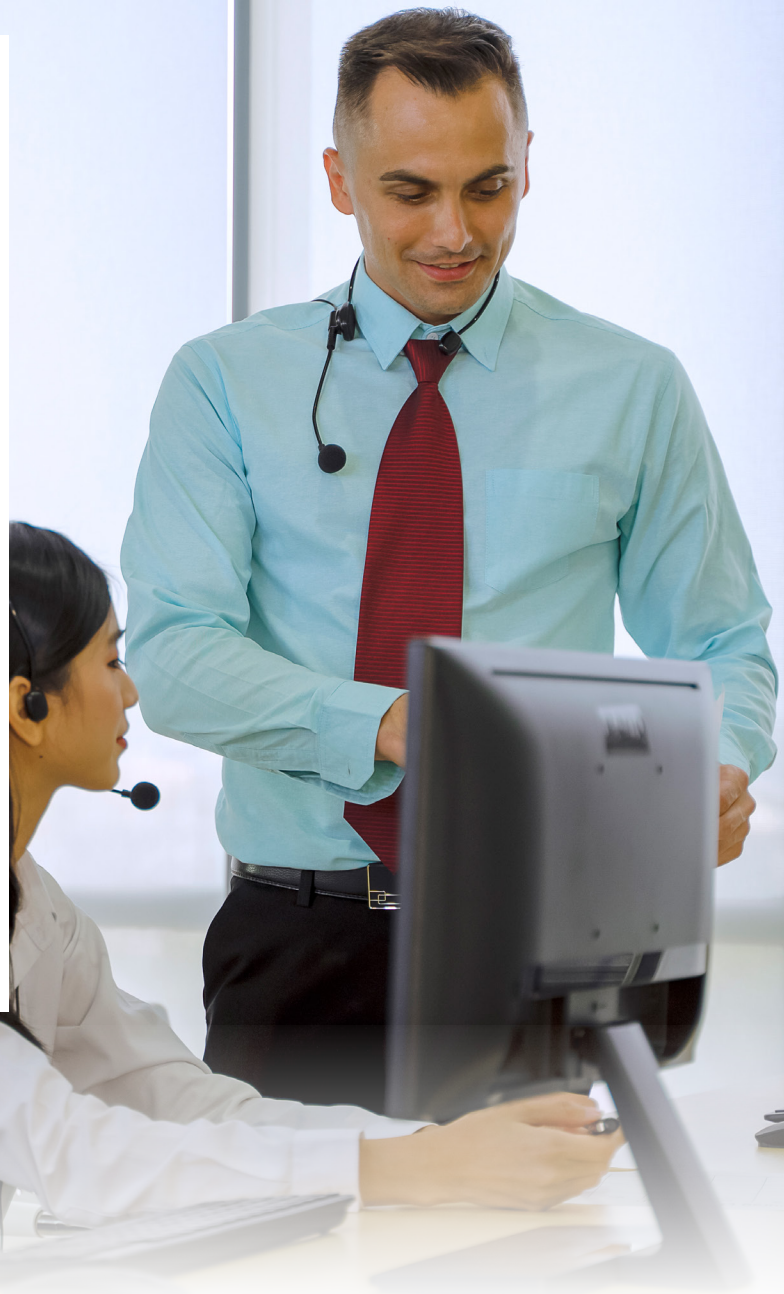
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