

The proliferation of digital devices is rapidly changing the dynamics of customer service and customer experience. Digitalization and Cloud-based Contact Centers have had a tremendous impact on contact centers in redefining customer experience and how customer journeys are becoming increasingly personalized. The maturity of cloud-based platforms and associated benefits offered in terms of technology features, business continuity, rapid time-to-market, commercial models and operational efficiency has made contact center-as-a-service an attractive and viable value proposition.

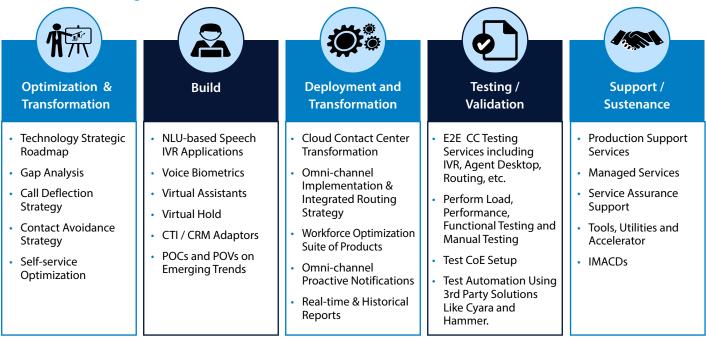
Infosys believes that the next generation contact center will not be a mere touch point for customer service, but will transform into a customer engagement platform, which will deliver a personalized customer journey across channels by utilizing the power of Artificial Intelligence (AI) / Machine Learning (ML).



Infosys Contact Center Overview

With 600+ SMEs, Infosys Contact Center practice serves 50+ customers across geographies cutting across industry verticals. With deep expertise on all leading platforms viz., Avaya, Cisco, Genesys, Nuance, Amazon Connect, Nice inContact, we have implemented and managed contact center solutions for our clients. Genesys constitutes 40% of our team and clientele, spread across verticals.

Our service offerings include:



Our clients have realized significant benefits, few of them are:

- For a leading bank, Infosys has successfully deployed digital channels to **deflect 10-15% of calls** to alternate low-cost channels and implemented universal queuing and routing to distribute interactions across enterprise and enable blending
- For a utility company, Infosys has successfully deployed speech-based self-service application that has increased the IVR utilization rate by 15- 20%
- We have helped few of our customers to identify a suitable omni-channel platform by assessing their existing landscape and understanding their future needs, customer service strategy

Infosys and Genesys Strategic Alliance

Infosys is now a Platinum Plus Partner and a global reseller for Genesys On-Premise and Cloud solutions. Our collaboration with the market leader in Contact Centers gives you the best of both product and services, delivering a best-in-class customer engagement platform tailored to your needs. While Genesys offers advanced and state-of-the art customer interaction management platform, Infosys brings deep expertise in Genesys solutions and a strong Contact Center CoE, leveraging industryspecific understanding to provide thought leadership. With this strategic partnership we offer the following:

Engage

- End-to-End software and services managed by Infosys
- Single window of service
- Leverage / build tools & utilities to accelerate time-to-market and improve operational efficiencies

Infosys Value Proposition





For more information, contact askus@infosys.com

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