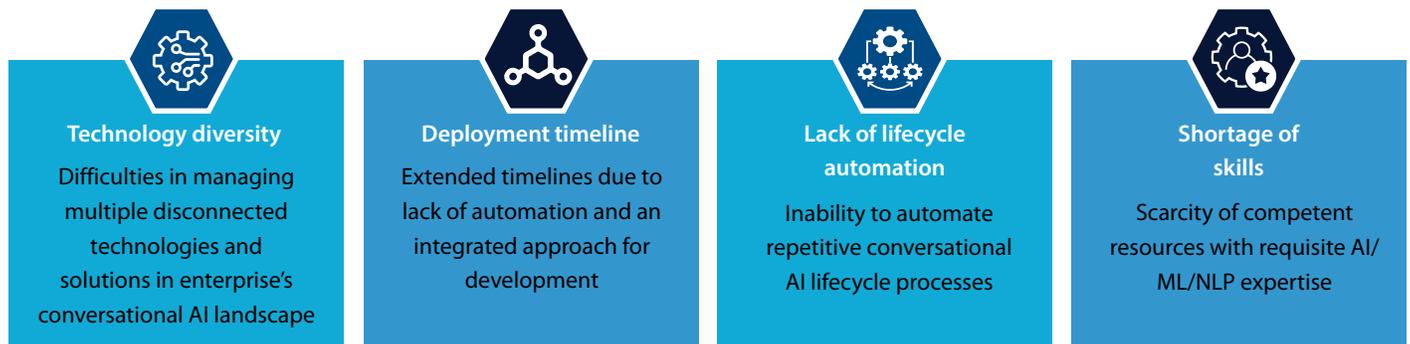


INFOSYS CONVERSATIONAL AI SUITE: ACCELERATE YOUR CONVERSATIONAL AI JOURNEY

The conversational AI market is changing fast, as are expectations from enterprises seeking to leverage it. Organizations today are looking for an integrated approach to the development and management of conversational AI.

Challenges

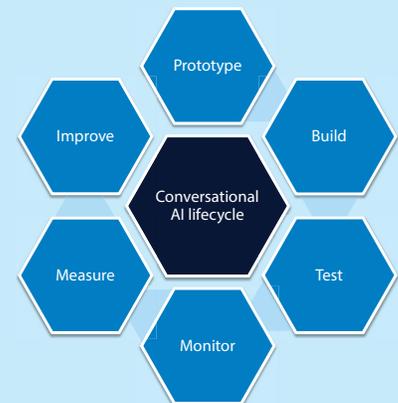
Although conversational AI is an attractive opportunity for innovation, it comes with its own challenges:



Infosys Conversational AI Suite

Infosys Conversational AI Suite is a technology-agnostic solution that helps bring automation and integration across different phases of the conversational AI lifecycle. From conceptualization to execution, Infosys Conversational AI Suite ensures that organizations can seamlessly manage their complete conversational AI ecosystem.

It offers a holistic approach to accelerate development, maximize return on investment, and scale the adoption of conversational AI solutions (chatbot/virtual assistants). The suite brings together a collection of tools (prototype, design, test, measure, and evolve), people, and processes to accelerate and strengthen adoption of conversational AI within an enterprise

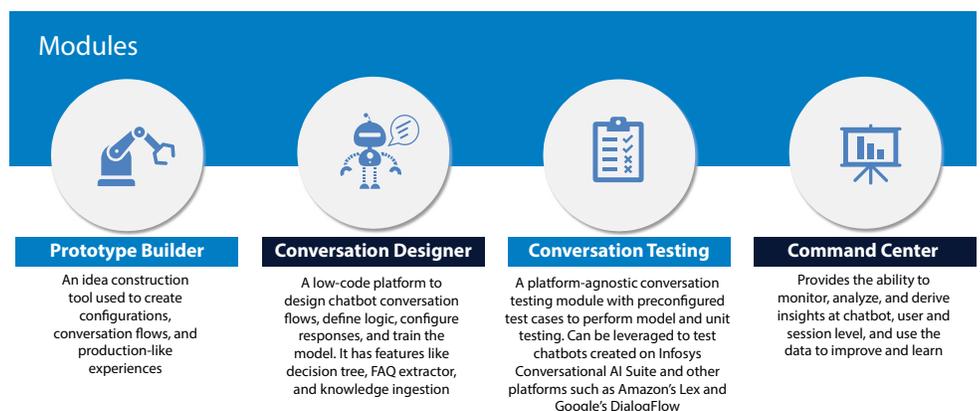


Accelerate your conversational AI journey

Features

The offering has four modules related to different phases of the conversational AI lifecycle.

Infosys Conversational AI Suite also offers a rich set of advanced conversational AI services such as FAQ extractor, document comprehension, utterance generator, and 15 other services.



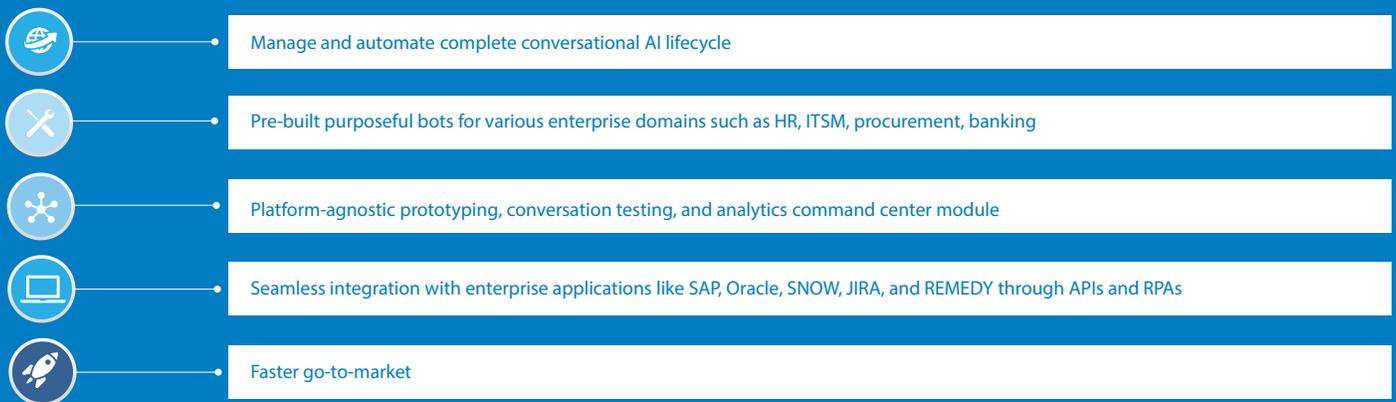
Differentiators

The suite enables enterprises to rapidly create, train, test, and deploy conversational AI interfaces by helping manage the conversational lifecycle end to end.



Benefits

Infosys Conversational AI Suite offers a wide range of benefits



Success Stories

- A large financial services company leveraged Infosys Conversational AI Suite to automate their internal helpdesk portal. This led to a 20-percent reduction in calls and emails to customer service.
- Infosys Conversational AI Suite was integrated with a large manufacturer's collaboration portal. It helped automate the query resolution process for employees by answering the most Frequently asked questions and extracting relevant information from the portal's document repository. The chatbot now runs in more than 10 geographies.
- Infosys Conversational AI Suite was deployed for vendor helpdesk automation by an Australian telecommunications company. This reduced the time taken to resolve vendor queries from two days to 3 minutes.

For more information, contact askus@infosys.com

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Navigate your next

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