DIGITAL ASSISTANT FOR IT OPERATIONS

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A German manufacturing conglomerate's IT operations were relying on a fair bit of manual work. For them, to onboard a new business user meant an agent would enter the new user's details into the incident management portal.

This led to a significant amount of an agent's time being consumed in onboarding, leaving little time for responding to queries from users. The users were frustrated with the time taken in getting responses to common and basic queries they would send in.

For an organization with customers across the globe, this was a no go. Automating IT operations and time consuming processes was the inevitable solution.

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SOLUTION

Infosys deployed a chatbot on the client's incident management portal in order to improve the efficiency of customer support agents.

The chatbot was integrated with the identity management system which helped accelerate the processes and address common issues like account unlock and password reset; delivering a user friendly and personalized chat experience.

FEATURES

A digital assistant for IT Operations

- IT Operations automated through a chatbot
- Integrated with the identity management system for personalized responses
- Initiating onboarding and termination processes for employees could now be taken up by the chatbot

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BENEFITS DELIVERED

IT support made more efficient

- Significant reduction in time taken for query resolution
- Enhanced customer experience and better satisfaction
- Streamlined and user friendly processes, delivered with personalization

WE DID THIS FOR THEM. WE CAN DO IT FOR YOU.

To know more about Infosys AI and Automation Services, visit:

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