

## Infosys Integrated Knowledge Management Solution

Service has become a key differentiator for an enterprise to acquire new customers, retain existing customers and build a satisfied and loyal customer base. As customer expectations keep growing, efficient knowledge management becomes imperative for service and support enterprises.

Knowledge management is a process to identify and collate available and required knowledge assets across the enterprise. It leverages the collective wisdom and experience of individuals across the enterprise. Efficient knowledge management supported by the right technology reduces customer resolution time and provides relevant and accurate information to all users, thereby encouraging knowledge reuse across the enterprise.

Infosys Integrated Knowledge Management solution delivers a comprehensive knowledge solution to enterprises looking to enhance their service capabilities.

### Solution Offering

Knowledge management solution provides a consolidated enterprise knowledge repository and enables users to leverage the collective knowledge of an enterprise to perform their jobs more productively. Individual knowledge repositories spread across an enterprise can be migrated to a centralized knowledge base to provide a comprehensive knowledge management solution. This solution assists in providing relevant and precise information through different channels like web self-service, agent-assisted service and community forums.

The solution is based on the industry leading Knowledge Management product - Oracle Knowledge. Key areas that are covered by this solution are:

**Establishing a knowledge base** – A centralized knowledge base including all knowledge artifacts can be used to impart general training and video based training

**Web self-service** – It helps customers resolve issues on their own and reduces the inflow of service requests, enhancing

the customer experience and improving overall service productivity

**Real time knowledge support** – Best answers are available to service agents on a single click from a CRM solution

**Discussion forums** – Knowledge management solution provides the

capability of idea sharing and expert advice by specialists through discussion forums.

**Knowledge creation** – Enables the creation of knowledge artifacts by SME on the recommendation by service agents and technicians. It can also be created by technicians based on their expertise.



**Multiple business functions can be supported by the solution. Some illustrative examples are as shown below:**

- Integration of KM solution with CRM allows the service agents to have access to knowledge across the enterprise from their CRM desktop
- Web self-service offered by KM solution

enables the customers to resolve the issues on their own and avoid calls regarding general queries on products and solutions

- Enterprises can drive customer loyalty by way of special offers and rewards for customers actively engaged in generating and updating knowledge base via

community forums, service portals or social media

- Deploy troubleshooting wizards to provide easy step by step service solutions to customers/technicians
- Improve employee engagement and collaboration by giving reward points for replies to the discussion topics or other contribution to enterprise KM efforts

## Solution advantages

- An enterprise knowledge repository ensures adherence to a formal KM process across the enterprise
- A scalable out of box solution that can be leveraged for enterprises, leading to shorter implementation timeline and costs
- Increased productivity of service agents as relevant information is easily available at integrated CRM application
- Reduced resolution time and increased resolution accuracy
- Reduction in training time as the

agents have easy access to product literature

- Avoids waste and duplication by encouraging knowledge reuse
- Enhances team collaboration and coordination by sharing of ideas through discussion forums

## Why Infosys?

- Strong domain knowledge in CX with specific vertical focus
- Comprehensive product knowledge for complete spectrum of CX products

- Go to market and solution co-development partnership with Oracle within the manufacturing vertical
- End to end service offerings from business consulting to system integration services and BPO services
- Implementation accelerators, a comprehensive library of pre-built use cases covering CX business processes
- Innovative solutions built on Oracle CX Technology stack while leveraging Infosys IP components

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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