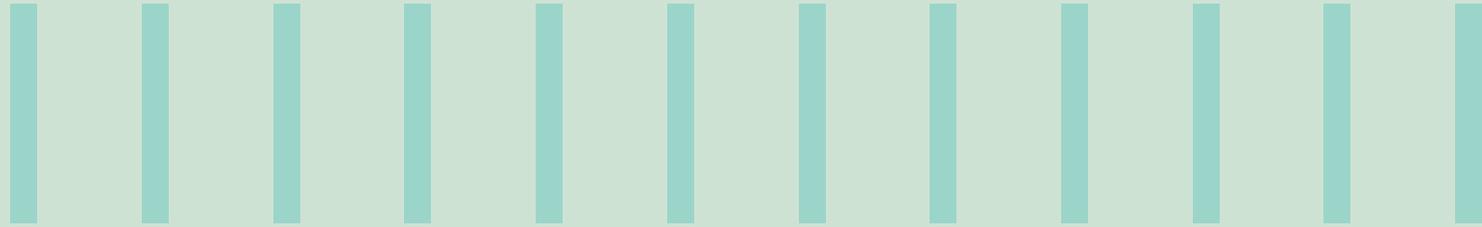




DIGITAL ASSISTANT FOR IT OPERATIONS





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.

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

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:

www.infosys.com/ai-automation

Reach us at aiautomation@infosys.com

For more information, contact askus@infosys.com

Infosys[®]
Navigate your next

© 2018 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

Infosys.com | NYSE: INFY

Stay Connected     