

Infosys
cobalt COMPLAINTS MANAGEMENT SOLUTION

Transforming the customer experience in banking



To stay relevant in today's market, transforming customer experience is inevitable. Managing customer complaints transparently and addressing them timely will make or break the experience. Enterprises need to ensure that their customers are treated fairly for each complaint logged, rectify it with the desired level of quality and provide them with good user experience. Which is why, enterprises invest heavily in transforming the customer experience. However, customer complaints are mostly dealt with lower priority and viewed as an overhead while using siloed outdated tools for logging and managing such cases without any end to end visibility. This leads to growing dissatisfaction and higher cost of handling complaints.

Infosys has built a [Complaints Management solution](#) for retail banking enterprises on ServiceNow's cloud-based platform. Part of [Infosys Cobalt](#), the solution enhances the customer experience and helps organizations comply with regulatory requirements by automating the complaints management process on a single platform using [ServiceNow® Financial Services Operations](#). The solution enables customers to better collaborate with their bank and improves the overall customer and employee experience.

The bottom line?

Infosys Complaints Management solution delivers a seamless Customer Experiences (CX) that meets the needs and expectations of banking consumers.

Results / Outcomes

- Enhanced customer satisfaction of up to 20%. Customers can log and track complaints through multiple channels
- Up to 15% reduction in effort required to process a complaint) and significant cost savings with automated workflows
- Valuable insights around industry complaints data enabling better decision making for banking management teams
- Avoidance of hefty fines due to the ability to resolve complaints faster
- Dashboard to get valuable insights around activities on social media channels

Complaints Management Solution

Built on Now

A centralized, highly configurable solution, part of Infosys ESM Café offering built on ServiceNow's cloud-based platform with anytime-anywhere accessibility and faster go-to-market advantages helps transform any bank's customers' experience digitally.

The solution

- Leverages ServiceNow Financial Services Operations to provide a single interface for logging, tracking, and managing customer grievances
- Provides transparent updates to customers and reduces duplicate complaints
- Integrates with regulators like CFPB, FCA and social media backed by ServiceNow enabled intelligent workflows to provide seamless internal processes for resolution within stipulated SLAs

Provides end to end visibility of complaints to the helpdesk and proactive communication to customers reducing the number of follow up interactions



Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact askus@infosys.com

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