

Infosys
cobalt CUSTOMER SERVICES 360 FOR MANUFACTURING

Transforming after sales service in manufacturing

Manufacturing business scenarios are changing faster than ever before where current customer service processes have multiple pain points. Customer expects a quicker resolution, integrated omnichannel engagement and real-time updates on open issues. Contact center agents need to have a single view of customer and dynamic scheduling of work orders. Service technicians need to be empowered with the required information and technical help as well as with improved management of their service appointments.

To respond effectively and efficiently to these changes, organizations must ensure equitable allocation of resources to customer in order to enhance after sales services experience. Moreover, with emerging digital technologies, customer

service has evolved across many industries and the manufacturing industry is no exception.

There is an opportunity to transform customer service for manufacturers with digital enablement across the service delivery process. Here is where Infosys and ServiceNow have collaborated to develop [Infosys Customer Services 360 for Manufacturing](#) solution on ServiceNow to address pain points of key stakeholders in the service delivery process with digital enablement across key processes.

The solution empowers service technicians and contact center executives with the right information, technical help and the appropriate digital tools to provide more efficient, agile and quicker customer service.

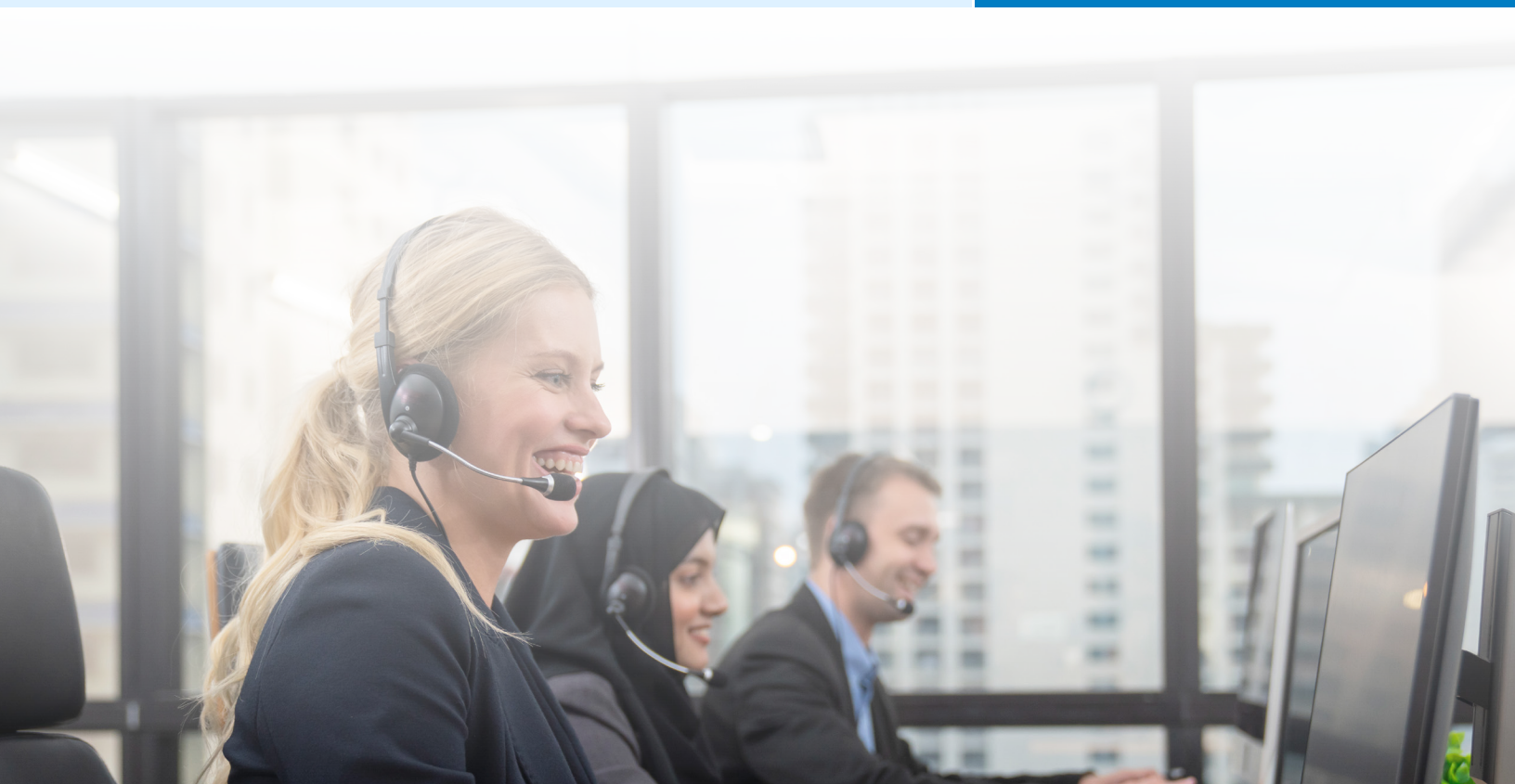
Customer Services 360 for Manufacturing

Built on Now

Part of [Infosys Cobalt](#), the solution transforms the customer service experience with digital interventions in after sales manufacturing services.

The solution:

- Unified Customer Services 360 Portal enables contact center executives to raise cases on behalf of customers and pull important information like product details, warranty entitlement and service history automatically based on customer profile
- Dedicated service catalog for contact center executive agents to raise service and breakdown related cases for customers



The bottom line?

Infosys Customer Services 360 for Manufacturing helps manufacturers achieve customer-centric, agile and efficient customer service by transforming after sales services with a focus on empowering contact center executives and field technicians and improving their productivity.

Outcomes

- Better understanding of customer with single view of customer data
- Real-time IoT data for accurate troubleshooting
- Automatic dispatch of work orders considering location and skillset of service technicians
- Better visibility in the issue with remote diagnosis data
- More precise Service cost estimation with spare parts price visibility
- Service history retention to keep track of repairs/maintenance for a product

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 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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