CASE STUDY

MODERNIZING CUSTOMER AND EMPLOYEE SUPPORT FOR AN INDUSTRY INNOVATOR

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About the Client

A global leader in power technology, the client specializes in the design, manufacture, and distribution of engines, filtration systems, and power generation products. Offering a diverse portfolio of solutions including diesel, natural gas, hybrid, electric, and biofuel engines, they are committed to innovation and sustainability.

Business Challenges

For some years, the client relied on a legacy chat system, to manage their ticket intake process. However, this system presented several critical challenges:

- **High costs:** Annual renewal of the legacy chat license was expensive, compounded by additional costs for a separate incident reporting tool.
- **Operational inefficiencies:** Teams faced latency issues and had to toggle between the chat system and ServiceNow to resolve customer grievances.
- **System complexity:** Chats were managed on the legacy platform, while incidents were tracked on ServiceNow, leading to workflow fragmentation.
- **Customization barriers:** Over-customization hindered system upgrades.
- **Translation problems:** The translation feature often malfunctioned.
- **Underutilized knowledge base:** Teams could not effectively access ServiceNow's FAQs and knowledge bases through the legacy chat system.

The clients wanted to retire their legacy system and enhance the overall user experience. They wanted to improve their reporting as well as tracking capabilities and ensure robust data sensitivity.

Solution

Infosys worked with the client to transition their legacy chat system to a ServiceNow-powered cloud chat platform, **Agent Chat**. The solution aimed at standardizing and improving user experience across the enterprise. It unified all ticket intakes on ServiceNow, integrating applications like Microsoft Teams and Microsoft Translator to provide a seamless, location-agnostic experience. Additionally, out-of-the-box (OOTB) spokes from the ServiceNow Integration Hub were used for integrations to ensure easier maintenance and upgradeability.

The Infosys solution offered:

- **Skill-based chat routing by geography and skills/expertise:** Enabled quicker agent responses, reducing the average speed of answers from 16 to 13 seconds.
- **Microsoft Teams integration:** Provided a unified virtual agent interface, resulting in a 28% increase in chat volumes.
- **Dynamic translation:** Expanded agent support across geographies, increasing the availability of agents for user support.
- **Sidebar integration:** Improved knowledge base and access to historical tickets to support agents in faster issue resolution.
- **Queue management:** Allowed agents to request subject matter expert (SME) support and transfer chats within queues, leading to faster issue resolution and improved query handling.
- **Live chat reporting:** Enhanced chat monitoring and analysis with a sevenfold improvement in chat retention, reducing dropped chats from 183 to 26

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Outcomes

The collaboration between business and IT drove the development of technology-enabled business models, transforming service delivery for both employees and customers. By integrating Agent Chat with Microsoft Teams, Infosys helped the client overcome organizational challenges, delivering substantial cost savings, improved efficiency, and an enhanced user experience.

Key improvements achieved through the transition to ServiceNow Agent Chat include:

- **Increased cost savings:**
  - » Eliminated the need for the legacy chat system, reducing yearly license costs.
- **Improved agent efficiency:**
  - » Enabled agents to work within a single platform, reducing average chat duration by 10%.
  - » Implemented skill-based chat routing, resulting in 18% faster responses
- **Elevated user experience**
  - » Enabled dynamic translation and global agent availability for faster responses
  - » Facilitated seamless live agent handoff from virtual agents
  - » Simplified user interactions and enabled dynamic wait time display
- **Greater data sensitivity**
  - » Allowed agents to mark the data sensitivity for chat records
  - » Provided internal and external transcripts for transferred chats
- **Enhanced reporting and tracking**
  - » Delivered accurate end-to-end support process metrics
  - » Facilitated service level agreement (SLA) monitoring for chat reports
  - » Improved chat retention through live chat reporting

Customer Quotes

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Service Desk Regional Team Head

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