

## INFOSYS CHATBOT PLATFORM



Infosys Chatbot Platform is an Artificial Intelligence (AI) based platform that enables enterprises in bringing conversational capabilities to existing and new enterprise applications. It leverages

social and enterprise communication channels to provide on-demand access to enterprise knowledge with ease. Infosys Chatbot Platform is delivered as an end-to-end offering with flexible deployment options.

Infosys Chatbot Platform expands the scope of automation beyond IT simplification and optimization by helping clients to conversation-enable their core businesses.

### Key Features

#### Intuitive Web Studio

One-stop studio for designing, developing, configuring, training and monitoring bots customized to suit your business

#### Prototype Builder

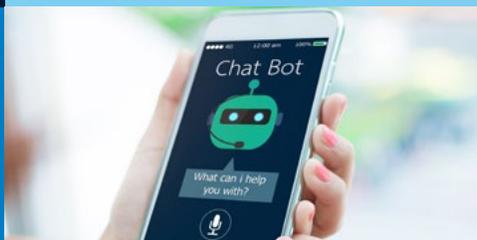
A web based utility to capture conversational flows to jump start Chatbot development

#### Bot Conversational Design

Out-of-Box features like group bot, decision tree and sub-intents aid in responding to nested queries across different domains

#### Flexible Deployment

Addresses data and privacy concerns and by supporting on-premise, cloud or hybrid based deployment



#### API Integration

Seamlessly integrate with third party applications via REST/SOAP APIs

#### Omni- Channel Support

Easy integration with consumer facing channels such as social, mobile, web and smart speakers

#### Analytics Dashboard

OOB dashboards and reports with the ability to monitor, analyze and derive insights from conversations

#### Training Analysis Framework

Based on statistical models, a pre-developed feature that makes testing the bot for accuracy and precision easier

## Key Benefits



### Faster Time to Market

Suite of features covering end-to-end bot lifecycle enabling swifter implementation



### Lower TCO

Benefits from automation of high-volume repetitive tasks can help surpass huge cost of ownership



### Easy Integration with Enterprise Applications

Seamlessly integrates with enterprise applications like SAP, ORACLE, SNOW, JIRA, REMEDY, etc. through APIs and RPAs



### Built on OSS

Built on open-source enabling it to evolve faster and embrace newer innovations



### Data Ownership

The autonomy to own and use your own data hence reducing privacy concerns



### Pre-built Bots

Comes with a library of domain bots with preconfigured language models and conversation flows

From conceptualization to execution, the Infosys Chatbot Platform can help you expedite generic processes. This leads to:



Driving faster resolution and lower turnaround time hence improving vendor relations



Enabling consumers to access information on a screen of their choice 24x7



Automating rule-based processes empowering employees to tackle strategic responsibilities



Reduce margin of error significantly while driving down operational costs

## About Us

The incubation center of Infosys called 'Infosys Center for Emerging Technology Solutions' (iCETS) focuses on incubation of NextGen services and offerings by identifying and building technology capabilities to accelerate innovation. The current areas of incubation include AI & ML, Blockchain, Computer Vision, Conversational interfaces, AR-VR, Deep Learning, Advanced analytics using video, speech, text and much more. To know more, please reach out to [icets@infosys.com](mailto:icets@infosys.com).

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

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