





INFOSYS OFFERINGS ON DYNAMICS 365 & NUANCE

Enabling superior services experiences by delivering future-ready Digital Contact Centers based on Dynamics 365 and Nuance



Offering overview

Microsoft & Nuance offer a host of products focused on enhancing the Contact Center Experience. Today Microsoft offers **The Dynamics All-in-One Digital Contact Center** transforming Customer Service & Contact Center experiences.

Key features



IVR Automation & immersive experience



Al based biometric authentication



Fraud Prevention



Omni Channel engagement



Key features



End to end case management & resolution



Seamless Collaboration



Al driven Dashboards & Insights



Superior Digital Self service enablement across industries

Business value & advantage



Excellent
Personalized
Customer
Experiences across
channels



Employee/ Stakeholder Productivity & empowerment in all transactions & services



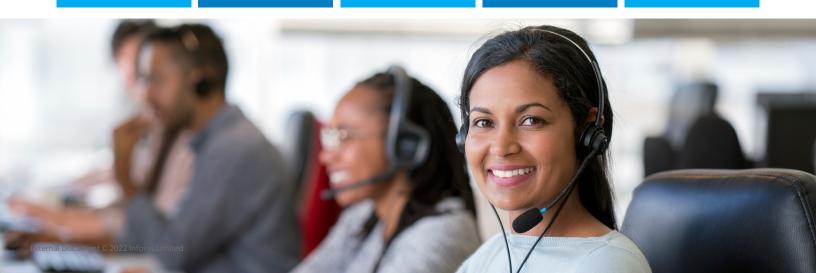
Tailored engagement with Customers, leveraging sentiments, preferences & insights



Powerful Al usage across all interactions



Extensibility across the platform to leverage the right analytics, apps & integrations



The Digital Contact Center – the art of possible with Infosys offerings



HR Business Function

HR Helpdesk Enablement & Automation for Service Management for employees



Insurance

Modernizing Insurance CX with fraud protection, omni channel engagement across sales, service & marketing



Utilities

Customer Service & Experience Transformation



Retail & CPG

Ecommerce experience engagement with Al automation for product tailoring & hyper personalization



Education

Digitized Engagement & Experience for Student & Staff in Education Sector



Public Services

Enhance citizen interaction experience while boosting departmental staff efficiency in providing public services



B2B Customer Engagement

Customer Service & Engagement Enablement for B2B Customers



Digital Self Service

Comprehensive Virtual & Digital Assistants integrated with biometric authentication across industries





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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