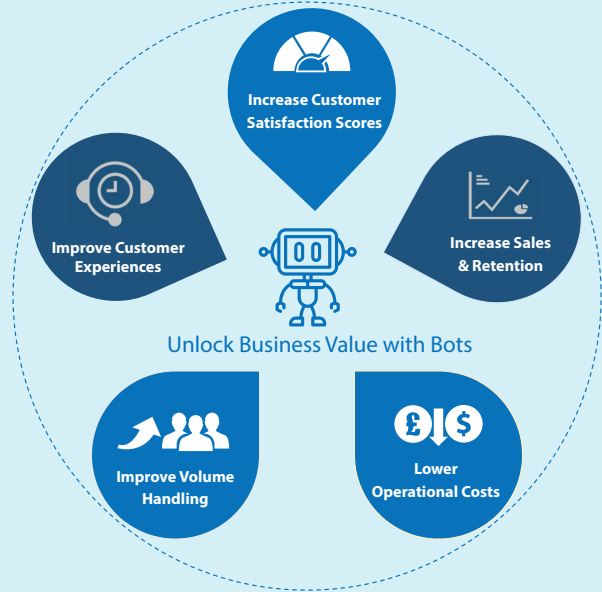


Infosys Intelligent Bot Services

Leveraging AI with Cognitive Skills for enhanced experience with Automation for Bots

Transformation and the constantly evolving digital landscape has completely changed the way enterprises do business today. This has made customers hyper-connected, thus necessitating customer experience to be truly personalized. AI Chatbots – autonomous round the clock agents enable enterprises to achieve personalized and great customer service, along with faster and better customer experience. AI based Chatbots blend multiple components in the cloud ecosystem across Cognitive Services, Artificial Intelligence and Machine Learning, with seamless connectivity to channels and frameworks. Powered by the above components, Intelligent Bots interact seamlessly with customers across channels such as Skype, Web, Slack, Email, Facebook Messenger, Alexa, Bing, Kik, Microsoft Teams, Cortana and others to better infer intent, make actionable recommendations in the context of the conversation and gain deep insights on customer interaction data.



The Bot Practice at a glance:

The Bot competency offers services across Bot framework implementation, business rule configuration for Bots, integration of Bots with backend systems and Bot roadmap identification.



The Infosys Approach for Chatbot Implementation:

Infosys leverages the following framework to implement chatbots. This framework involves ideation of bot use cases, applicability analysis, development, implementation and continuous improvement. This framework has been leveraged for implementing chatbots for several customers including a leading American Multinational Technology, a European Multinational Manufacturing Company and a Leading Sports Retailer.



Infosys Value Proposition

The Bot Practice offers predictable delivery. The key differentiators with our offerings from conceptualization to execution include:

- Framework Driven Implementation of Bots
- Seamless integration with backend systems/ data sources
- Speed to market with pre-built components
- Active Learning & Adaptive Capabilities
- Flexibility to handle complex conversational workflows

Our Bots in Action

The Bot Practice CoE, with domain knowhow from vertical teams is working to enable an ever increasing repository of bots. Here are a few examples -



Success Story

An American Multinational Technology company selected Infosys to implement Chatbot solutions. Key challenge faced by the customer was managing tickets for users across channels and multiple languages leading to increased ticket handling time. The BOT practice implemented multilingual Bots for handling finance related tickets via channels like Web, Email, Cortana, and answering FAQs using KB Articles of Dynamics CRM along with supporting escalation to Human Agents. This automated ticket resolution has reduced manual intervention and query resolution time, improved user experience and resulted in operational cost savings of over 5%.

For more information, contact askus@infosys.com



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