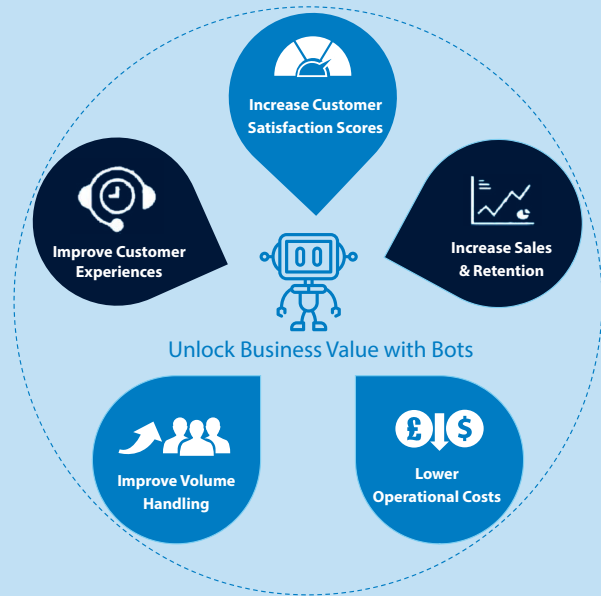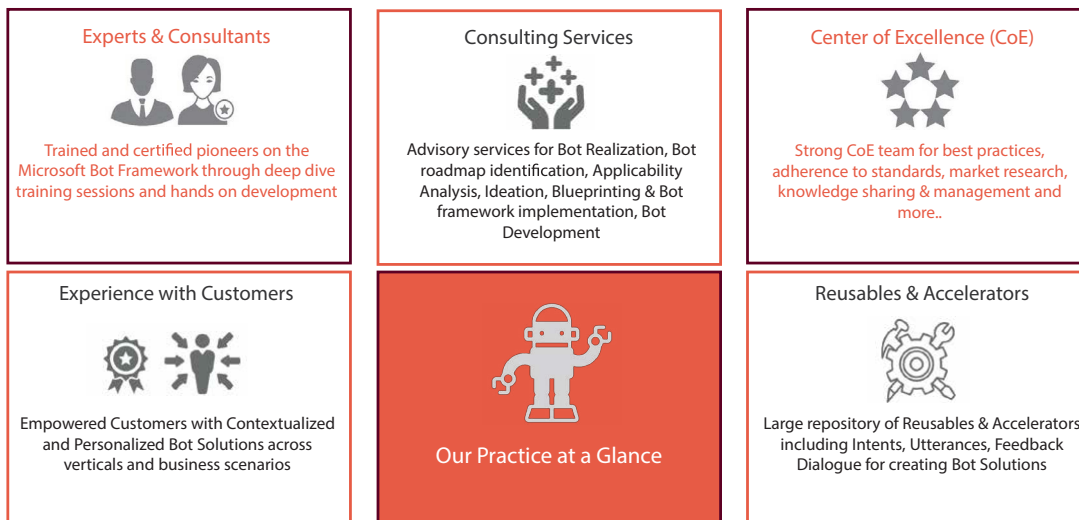# INFOSYS INTELLIGENT BOT SERVICES

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.
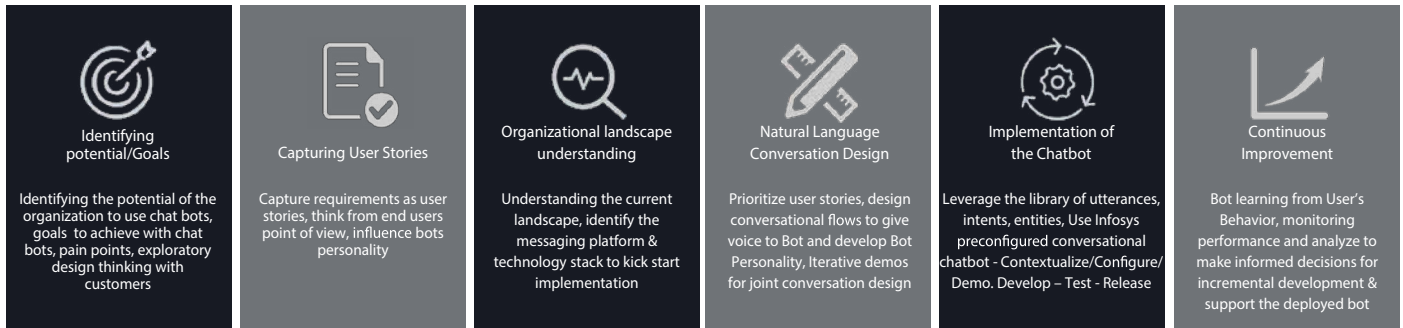
Increase Customer Satisfaction Scores

Improve Customer Experiences

Increase Sales & Retention

Unlock Business Value with Bots

Improve Volume Handling

Lower Operational Costs

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.

Experts & Consultants
Trained and certified pioneers on the Microsoft Bot Framework through deep dive training sessions and hands on development

Consulting Services
Advisory services for Bot Realization, Bot roadmap identification, Applicability Analysis, Ideation, Blueprinting & Bot framework implementation, Bot Development

Center of Excellence (CoE)
Strong CoE team for best practices, adherence to standards, market research, knowledge sharing & management and more..

Experience with Customers
Empowered Customers with Contextualized and Personalized Bot Solutions across verticals and business scenarios

Our Practice at a Glance

Reusables & Accelerators
Large repository of Reusables & Accelerators including Intents, Utterances, Feedback Dialogue for creating Bot Solutions

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.

Identifying potential/Goals	Capturing User Stories	Organizational landscape understanding	Natural Language Conversation Design	Implementation of the Chatbot	Continuous Improvement
Identifying the potential of the organization to use chat bots, goals to achieve with chat bots, pain points, exploratory design thinking with customers	Capture requirements as user stories, think from end users point of view, influence bots personality	Understanding the current landscape, identify the messaging platform & technology stack to kick start implementation	Prioritize user stories, design conversational flows to give voice to Bot and develop Bot Personality, Iterative demos for joint conversation design	Leverage the library of utterances, intents, entities, Use Infosys preconfigured conversational chatbot - Contextualize/Configure/Demo. Develop – Test - Release	Bot learning from User's Behavior, monitoring performance and analyze to make informed decisions for incremental development & support the deployed bot

Infosys Value Proposition

The Bot Practice offers predicatable 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 -

Finance Bot - Cortana | Travel Ticketing | Sales Bot - Alexa | Quick Bank | Car Dealer

Service Bot | Sales Automation | Claim Settlement | Quick Insure | Job Finder

Retail | Portfolio Management | Telecom Service Bot | Restaurant Advisor | . . .

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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