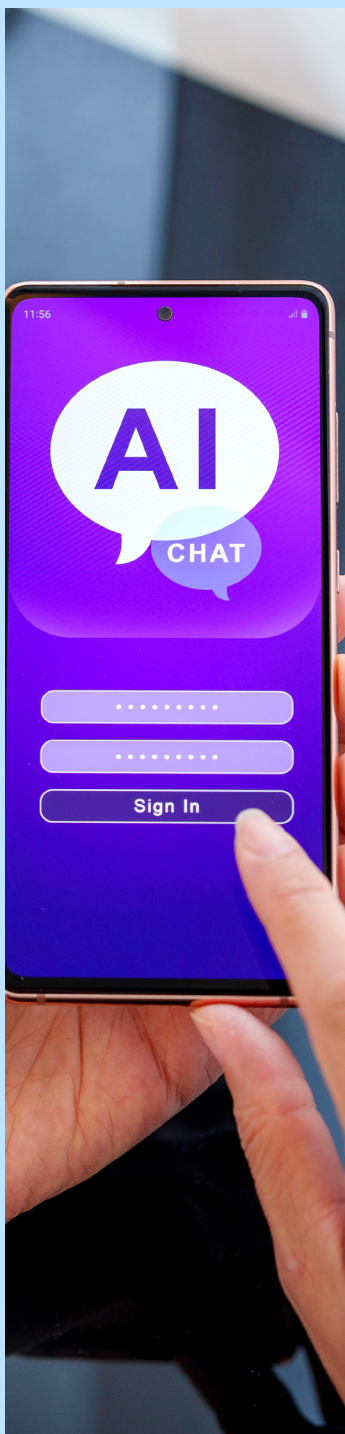# CUSTOMER EXPERIENCE AI SUITE

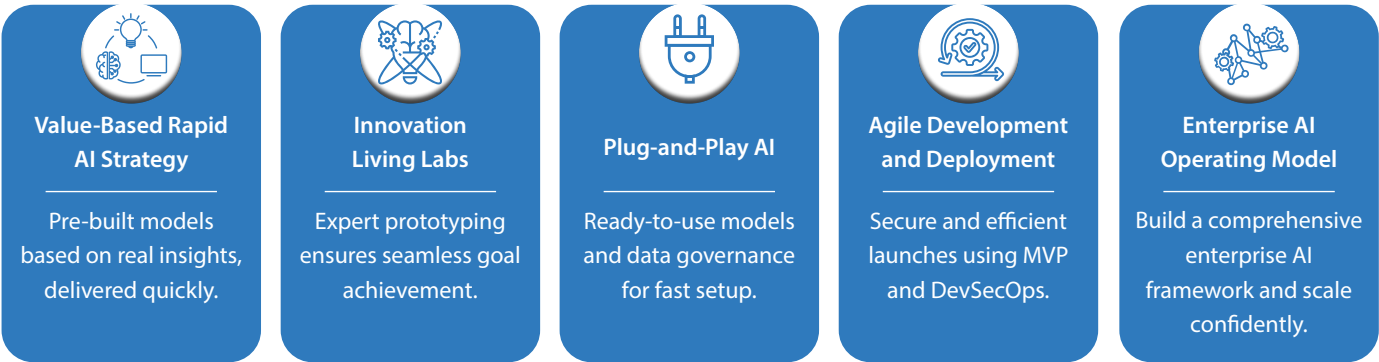## UNLOCK THE FUTURE OF BUSINESS WITH AGENTFORCE MULTIPLIERS

Infosys
topaz

Infosys®
Navigate your next

Empower your business with cutting-edge AI solutions that streamline operations, transform customer experiences, and drive impactful outcomes.
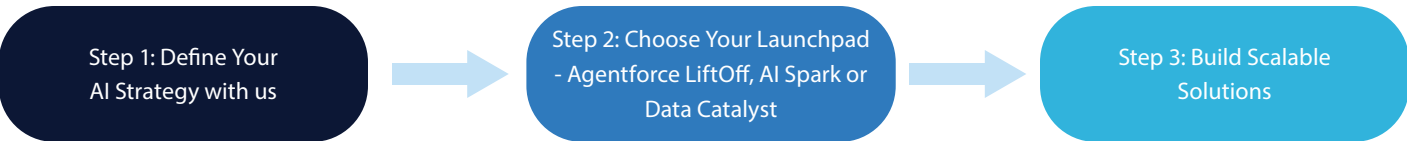
What Makes Infosys Salesforce AI Strategy and Execution Different?

With our AI Strategy Process and pre-built, demo-ready use cases, we partner with clients from start to finish, guiding them through every phase of their AI journey.

Our offerings revolve around five pillars that guarantee exceptional results for businesses like yours:

Value-Based Rapid AI Strategy	Innovation Living Labs	Plug-and-Play AI	Agile Development and Deployment	Enterprise AI Operating Model
Pre-built models based on real insights, delivered quickly.	Expert prototyping ensures seamless goal achievement.	Ready-to-use models and data governance for fast setup.	Secure and efficient launches using MVP and DevSecOps.	Build a comprehensive enterprise AI framework and scale confidently.

How It Works?

Step 1: Define Your AI Strategy with us → Step 2: Choose Your Launchpad - Agentforce LiftOff, AI Spark or Data Catalyst → Step 3: Build Scalable Solutions

Learn more about our Launchpads:

Select the right AI Launchpad to fuel hypergrowth

Infosys Agentforce LiftOff:

Perfect for companies looking to quickly implement pre-identified use cases and see immediate results through an efficient proof-of-concept approach.

Infosys AI Spark:

Best for organizations that need to evaluate Salesforce's AI potential and develop strategic solutions for sales, service, and marketing teams.

Infosys Salesforce Data Catalyst:

Best for enterprises ready to unify customer identities across systems and pave the way for Agentic experiences.
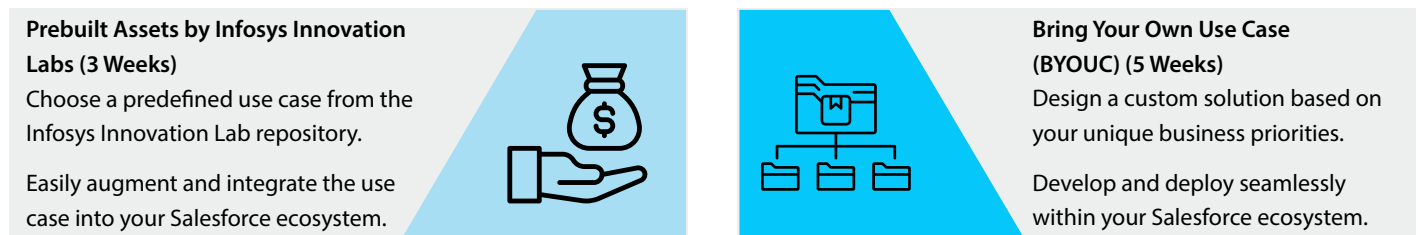
Infosys Agentforce LiftOff

The Infosys **Agentforce Liftoff Program** from Infosys is designed to streamline your organization's Salesforce AI adoption, enabling you to harness advanced technologies for efficiency and agility. With predefined use cases or the option to bring your own, this program provides tailored solutions to meet your business objectives. Here's what the program includes:

Key Features:

Predefined Use Case or BYOU
- Select from a repository of tested solutions by Infosys Innovation Labs.
- Alternatively, bring your own use case for a personalized approach.

Tailored Agent
- Develop one Agent specialized in up to 2 topics to address specific business needs.

Data Optimization
- Leverage Augmented Data Cloud and Retrieval Augmented Generation (RAG) for data grounding and insightful actions.

Custom Actions
- Utilize 2 standard actions and 1 custom action, offering flexibility without requiring complex integrations or authentication.

Value Optimization
- A dedicated adoption and optimization strategy to ensure a seamless implementation and measurable success.

Accelerator Framework
- A structured framework that facilitates building and deploying additional Agents effectively for long-term scalability.

Liftoff Timeline Options:

Prebuilt Assets by Infosys Innovation Labs (3 Weeks)

Choose a predefined use case from the Infosys Innovation Lab repository.

Easily augment and integrate the use case into your Salesforce ecosystem.

Bring Your Own Use Case (BYOUC) (5 Weeks)

Design a custom solution based on your unique business priorities.

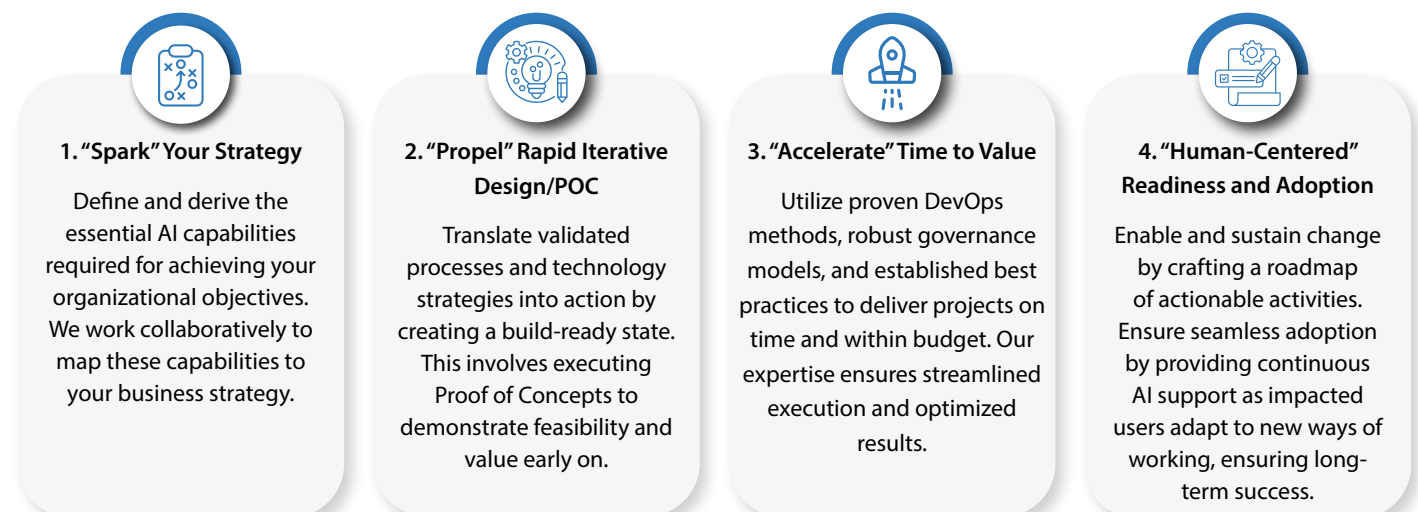Develop and deploy seamlessly within your Salesforce ecosystem.

The Infosys **Agentforce Liftoff Program** ensures a flexible, adaptive, and efficiency-driven approach to bringing advanced AI capabilities into your Salesforce platform. Whether you choose an existing innovation or customize one to suit your specific requirements, this program empowers you to achieve faster results and greater value from your AI-enabled operations.

Infosys AI Spark

At Infosys, we are committed to empowering our clients to advance towards a scalable AI Operating Model efficiently and effectively. Our approach focuses on identifying bespoke AI solutions that align with business-critical capabilities and implementing a structured delivery model. This model ensures iterative releases, starting with a rapid Pilot/Proof of Concept (POC) to validate the architecture as well as the desired business outcomes.

By leveraging our prebuilt assets, accelerators, and extensive use-case inventories, combined with Salesforce platform expertise and the advanced Infosys Topaz Offering, we streamline this process into a **4–6 week program**. Here's how we ensure success through our key steps:

1. "Spark" Your Strategy

Define and derive the essential AI capabilities required for achieving your organizational objectives. We work collaboratively to map these capabilities to your business strategy.

2. "Propel" Rapid Iterative Design/POC

Translate validated processes and technology strategies into action by creating a build-ready state. This involves executing Proof of Concepts to demonstrate feasibility and value early on.

3. "Accelerate" Time to Value

Utilize proven DevOps methods, robust governance models, and established best practices to deliver projects on time and within budget. Our expertise ensures streamlined execution and optimized results.

4. "Human-Centered" Readiness and Adoption

Enable and sustain change by crafting a roadmap of actionable activities. Ensure seamless adoption by providing continuous AI support as impacted users adapt to new ways of working, ensuring long-term success.

Infosys Salesforce Data Catalyst

The Infosys Salesforce **Data Catalyst** offering strategically evaluates your current data landscape to identify gaps and opportunities in system architecture and data management. Through a pre-study of Data Cloud integration, businesses can align their data and AI strategies to achieve long-term goals. The program provides a curated roadmap that includes actionable use cases, tailored solutions, and risk mitigation strategies, ensuring an optimized, seamless implementation. By doing so, Data Catalyst supports informed decision-making and maximizes the value of your AI and Data Cloud investments, equipping your organization with the agility to drive innovation and efficiency.

Key Highlights

Objectives

Align Data Cloud and AI strategies with business objectives and vision.

Enable informed decision-making regarding Data Cloud and Agentforce implementation.

Identify high-value use cases and quantify their potential business value.

Evaluate the current data landscape, identify gaps, and uncover enhancement opportunities.

Mitigate potential challenges and risks early in the implementation process.

Optimize the value delivered from Data Cloud and Agentforce investments.

Benefits

Strategic alignment of technology initiatives with business goals.

Data-driven insights for strategic decision-making.

Clear understanding of the potential ROI of Data Cloud and AI.

Identification of areas for data infrastructure improvement.

Proactive risk mitigation.

Maximized return on investment in Data Cloud and Agentforce.

Deliverables

Curated list of practical use cases with potential business value analysis.

Assessment of existing data infrastructures and identification of gaps/opportunities.

Detailed depiction of the proposed system and data architecture.

Tailored roadmap for seamless Data Cloud and AI implementation and adoption.

Strategic project plan outlining initial steps, milestones, and timelines.

Comprehensive estimation of resources and investment required for project execution and Data Cloud implementation.

Unlock AI-Driven Results Today

Partner with Infosys to accelerate your AI transformation. Our innovation-led approach empowers enterprises to optimize strategies and deliver exceptional customer experiences while achieving unparalleled efficiency.

Infosys Topaz is an AI-first set of services, solutions and platforms using generative AI technologies. It amplifies the potential of humans, enterprises and communities to create value. With a vast repository of AI assets, pre-trained AI models, 10+ AI platforms steered by AI-first specialists and data strategists, and a 'responsible by design' approach, Infosys Topaz helps enterprises accelerate growth, unlock efficiencies at scale and build connected ecosystems.

For more information, contact askus@infosys.com

Infosys®
Navigate your next

Infosys.com | NYSE: INFY

Stay Connected