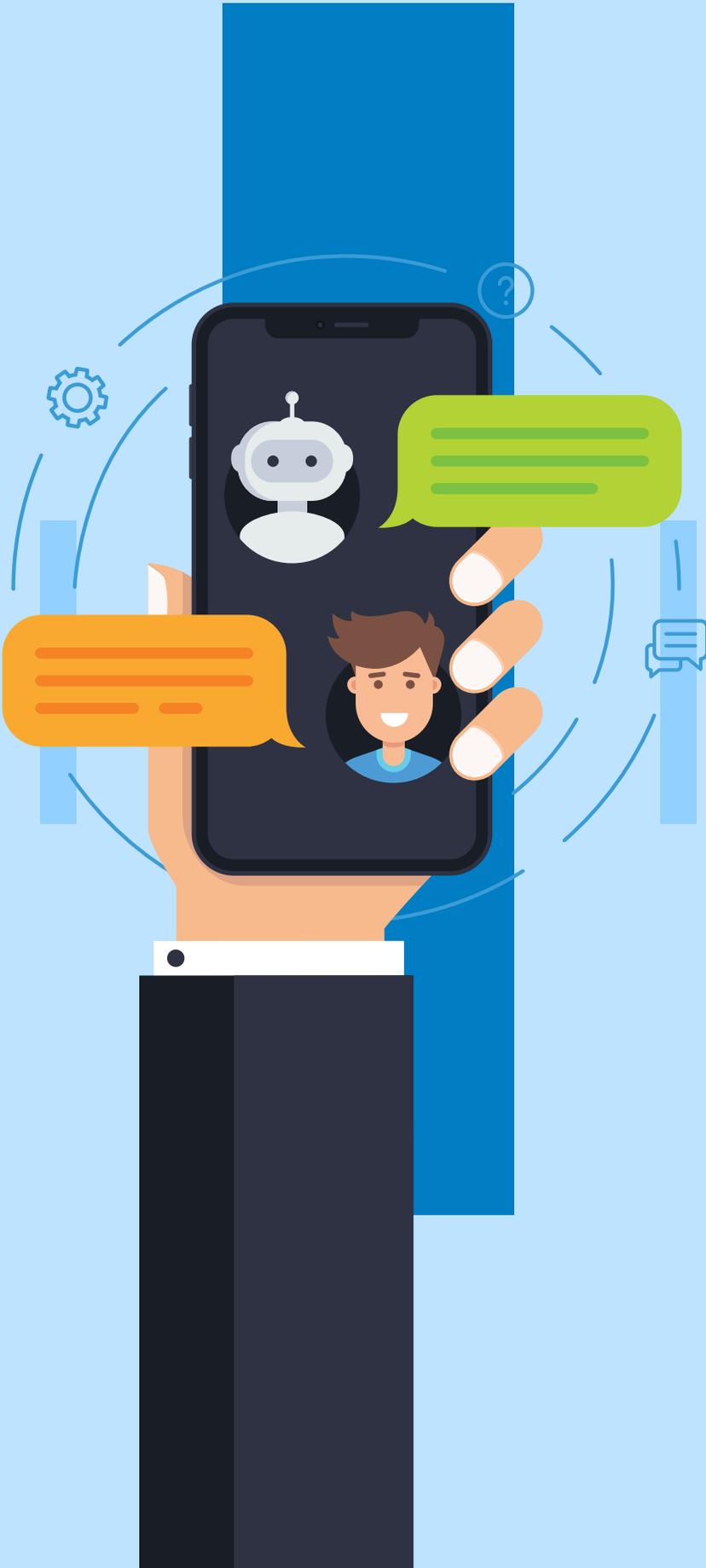# INFOSYS
CHATBOT
PLATFORM
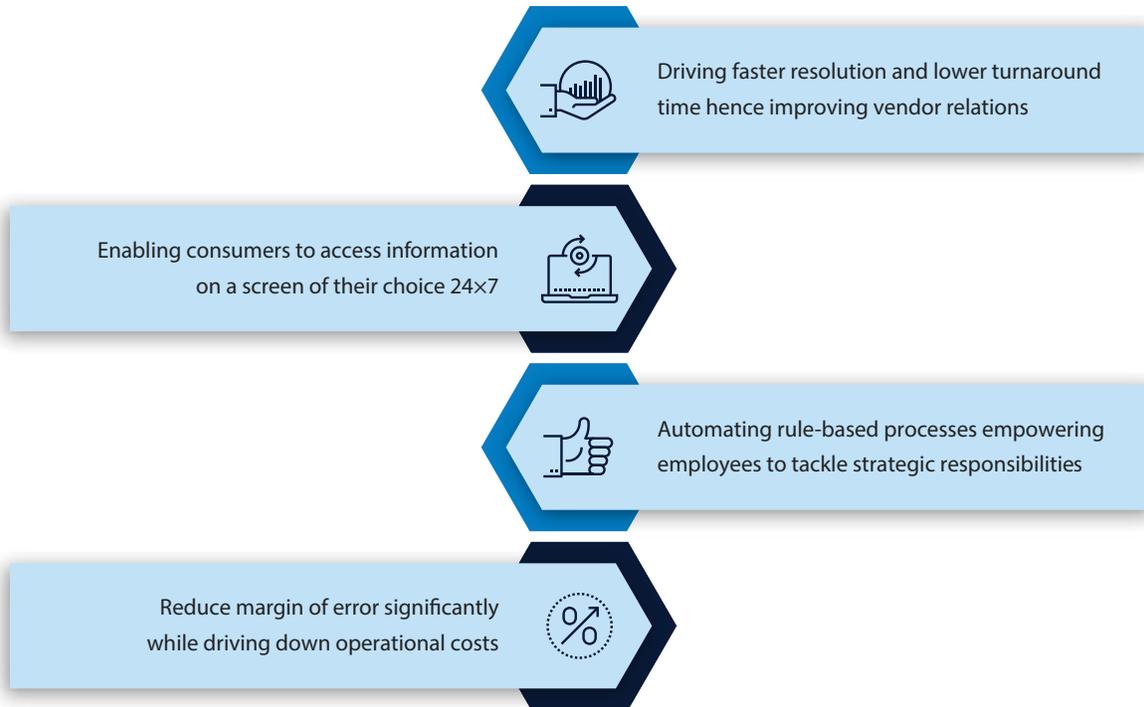
Infosys®
Navigate your next

Overview

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 existing enterprise channels and newer channels such as social, mobile, devices 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 build smart conversational user interfaces on their core business systems.

From conceptualization to execution, the Infosys Chatbot Platform can help organizations expedite generic processes that leads to:

Driving faster resolution and lower turnaround time hence improving vendor relations

Enabling consumers to access information on a screen of their choice 24×7

Automating rule-based processes empowering employees to tackle strategic responsibilities

Reduce margin of error significantly while driving down operational costs

Key Features

Intuitive Web Studio

One-stop studio for configuring bots customized to suit your requirements. Chatbots can be designed, developed, and trained with ease to map business processes. Post deployment, the bots can be monitored on the studio to assess performance. This bot configuration and management process is done without any coding.

Prototype Builder

A web-based utility to capture conversational flows and jump start Chatbot development. It helps us create a prototype of conversations which can then be used to generate a basic bot from it. Prototype Builder is a great way for capturing user requirements over conventional documentation methods.

Group Bot

An advanced feature that helps create a single bot that represents a group of several bots. Auto-switch between different bots ensures a seamless end-user experience across varied domains.

Intuitive Conversation Design Toolset

Features like decision tree and sub-intents aid in responding to nested queries. Complex business scenarios can be mapped to the bot without any coding to configure a hierarchy of conditions, actions, and response.

API Integration through configuration

Seamlessly integrate with third party applications via REST/SOAP APIs by configuring the URL with minimum coding. These can be used for doing various tasks like fetching data from a web service, undertaking business transactions, and validating data.

Training Analysis Framework

Based on statistical models, the framework aids in evaluating the configuration of the bot and complying with best practices. It identifies the accuracy and precision of the bot bringing out the gaps in development.

Omni-Channel Support

The Chatbot offers integration across a variety of popular consumer and business communication channels including messaging platforms, mobile applications, social media sites and smart devices.

Flexible Deployment

Our platform addresses data and privacy concerns by offering options to host it on-premise, on cloud or as a hybrid to best suit the needs of the organization.

Analytics Dashboard

Dashboards and reports with the ability to monitor, analyze and derive insights from conversations help evaluate performance post deployment. The data can be accessed at the user level and bot level for detailed comprehension of usage.

Reinforced Learning

If the bot is faced with an unknown query for the first time, the bot responds with some possible intents out of which one can be chosen. The Review functionality can be leveraged to identify such instances and reinforce action for future instances.
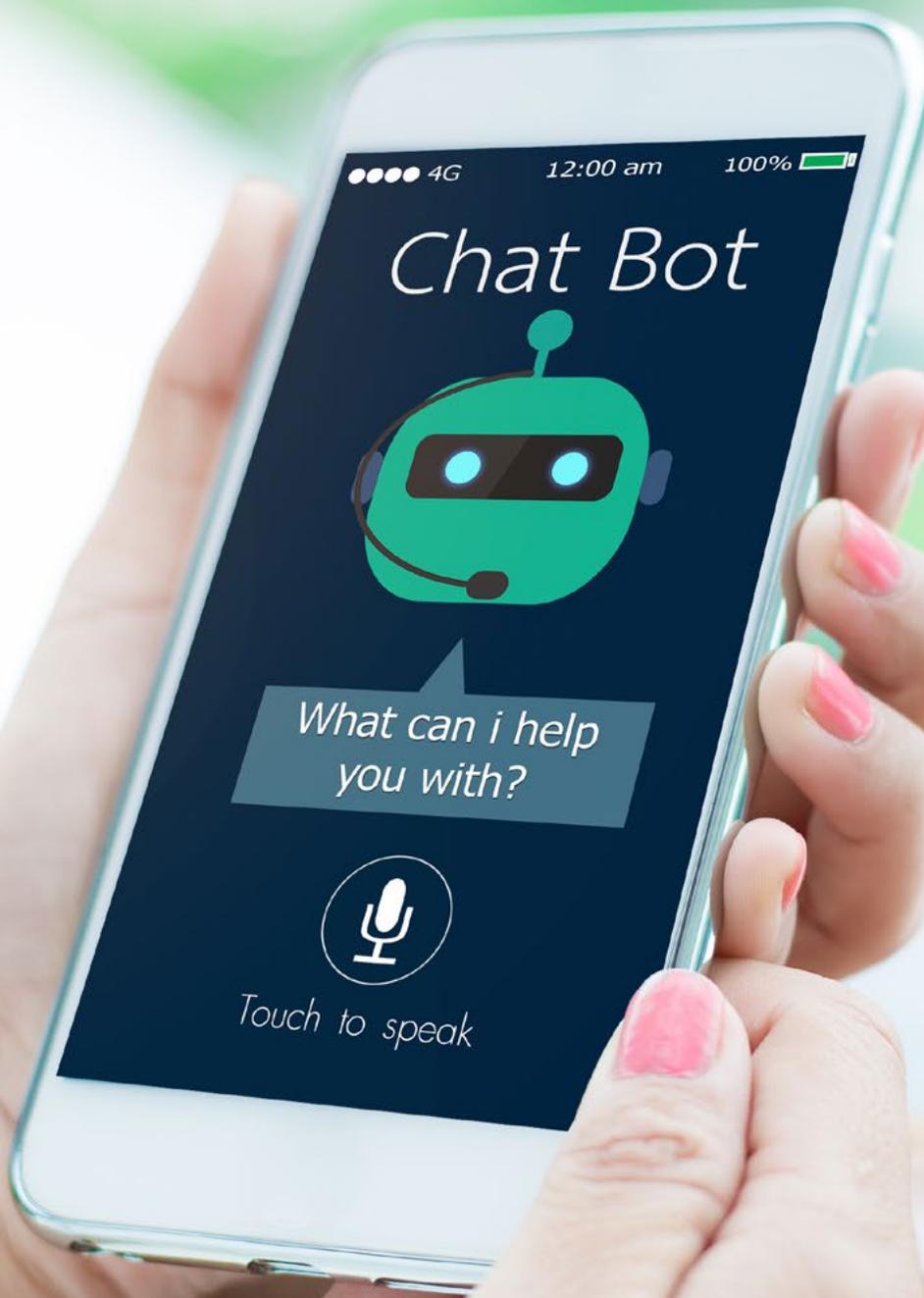
Key Benefits

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
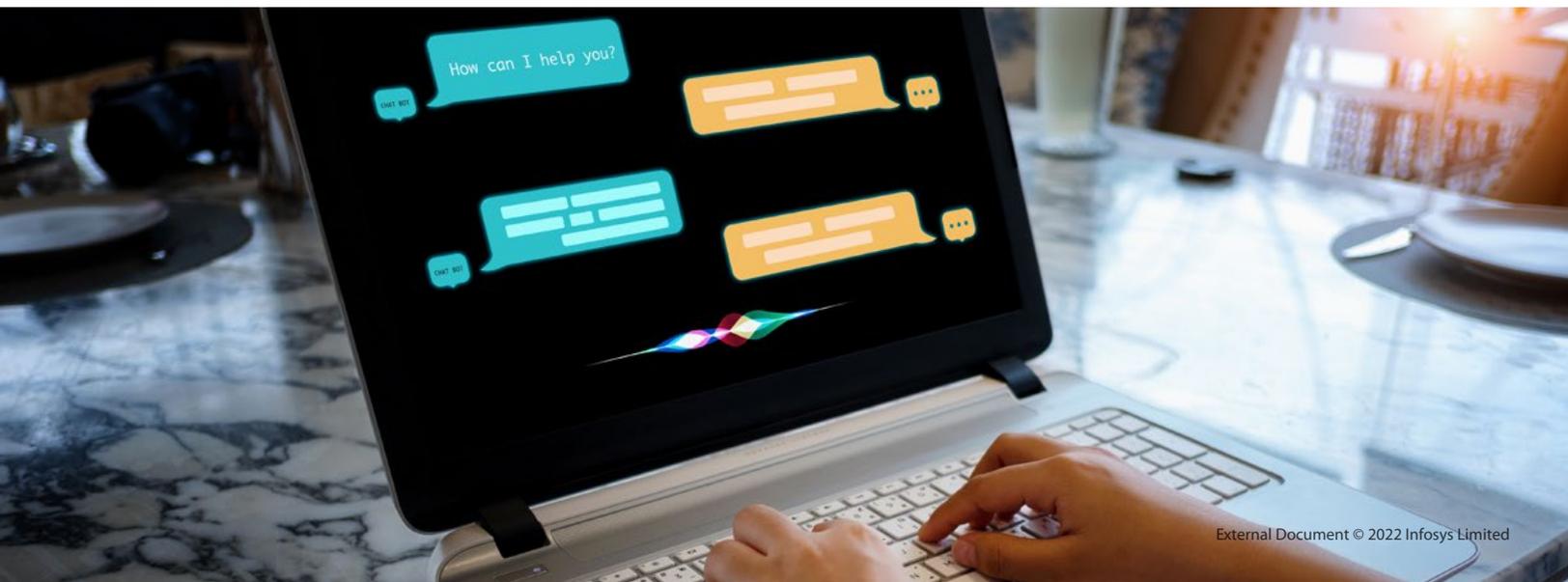Built on open-source enabling it to evolve faster, embrace newer innovations and ensure no proprietary lock-ins.

Data Ownership
The chatbot can be deployed on-premise thus offering 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

Success Stories

Reimagining Query Resolution for a Large American Financial Corporation

Requirement	Answering vendor queries accounted for a large part of support costs for the client. They aimed at making this function more cost-effective.
Solution	Infosys Chatbot Platform was integrated with the ERP system to fetch data. It was deployed on the vendor management web portal to automate the query resolution process.
Value Addition	• The solution costs a fraction of a Fulltime Equivalent Employee, thereby ensuring significant cost savings. • Reduction in calls/emails to customer service associates by ~20%. This reduced the time spent on low-skill roles helping employees tackle strategic responsibilities. • Query resolution reduced from 2 days to 3 minutes.

Employee Helpdesk for a Large Bank in South-East Asia

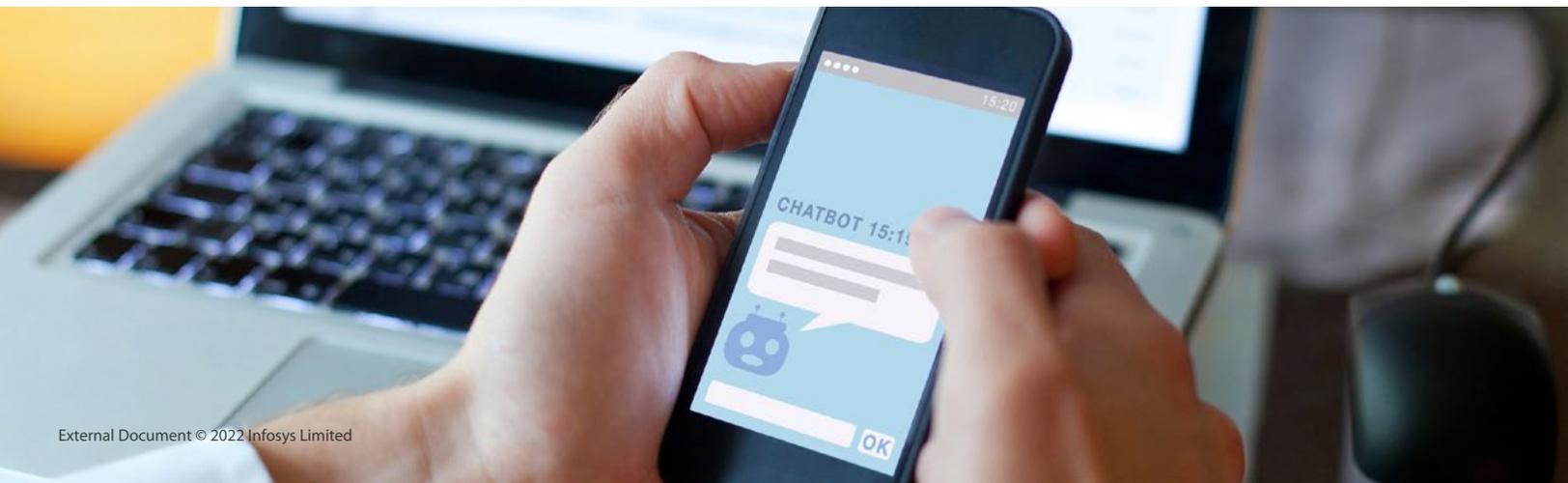|	
Requirement	Employees reached out to the helpdesk for queries related to operations and compliance. The client wanted to automate this process and reduce the time taken to resolve the queries.
Solution	Infosys Chatbot Platform was integrated with the Knowledge Management System of the client to answer employee queries. It was deployed on the internal helpdesk portal and made accessible to all employees.
Value Addition	• Employees continually leveraged the chatbot for query resolution thus leading to reduction in emails and calls made to the helpdesk. • The solution led to noteworthy cost savings as a result of reduction in manual intervention. • A considerable decrease was observed in the time taken to resolve employee queries.

For more information, contact askus@infosys.com

Infosys
Navigate your next

Infosys.com | NYSE: INFY

Stay Connected