


INFOSYS CHATBOT HELPS AMERICAN MULTINATIONAL MAKE A DIFFERENCE





A leading American multinational and provider of credit cards, travel and insurance products, was inundated with payment related queries from its vendors, to the tune of over 30,000 queries annually, from over 20 geographic markets. Most queries were extremely basic in nature and could be answered by just looking through information already available on the company's various systems.

A team of nearly 20 helpdesk agents was responsible for addressing these over emails, phone and fax, and was spending a significant amount of manual effort over these. This was resulting in a high turnaround time, and delivered a poor customer experience.

SOLUTION

Infosys studied the nature of queries to find out that 40% – 50% of these were only 'requests for information' and could be automated as it only required extracting information already available, from across the company's various source systems. This was made possible by deploying a chatbot.

FEATURES

Infosys deployed chatbot now responds to 4,000+ queries each month

- We deployed a chatbot to respond to vendor queries related to invoice payment status, invoice submission process, rush payment process, and approval limits
- The chatbot was integrated with company's database that could fetch information to answer the common queries
- Responses to over 4,000 queries received by the helpdesk every month, were automated
- The average handling time for queries was steeply brought down from 2-3 days earlier, to 1 second/ query now

BENEFITS DELIVERED

Improved customer satisfaction. Helped make a difference

- A highly efficient helpdesk at automating responses freed up their bandwidth that could be utilized in queries actually requiring human intervention
- The chatbot reduced ticket volume by 40%
- The resolution time improved significantly as the average handling time for queries came down to 1 second/ query
- The solution automatically led to improved customer satisfaction

WE DID THIS FOR THEM. WE CAN DO IT FOR YOU.

To know more about Infosys AI and Automation Services, visit:

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