





REIMAGINING
CUSTOMER
SUPPORT
SERVICES
WITH INFOSYS
WORKPLACE
GPT – AI BASED
TOOL FOR
MICROSOFT
COPILOT FOR
MICROSOFT
365

In this rapidly evolving technological landscape, organizations are turning to Generative AI-driven solutions to stay ahead of the curve. Organizations are looking forward to embracing Generative AI features to reimagine and strengthen their Customer Support Services (CS) with Generative AI. Generative AI streamlines CS troubleshooting, reduces resolution times, and improves first-contact resolution rates. Following are some of the challenges faced by organizations in the current scenario, which is driving them to adapt to new technologies like AI and Generative AI to make their operations streamlined and efficient -

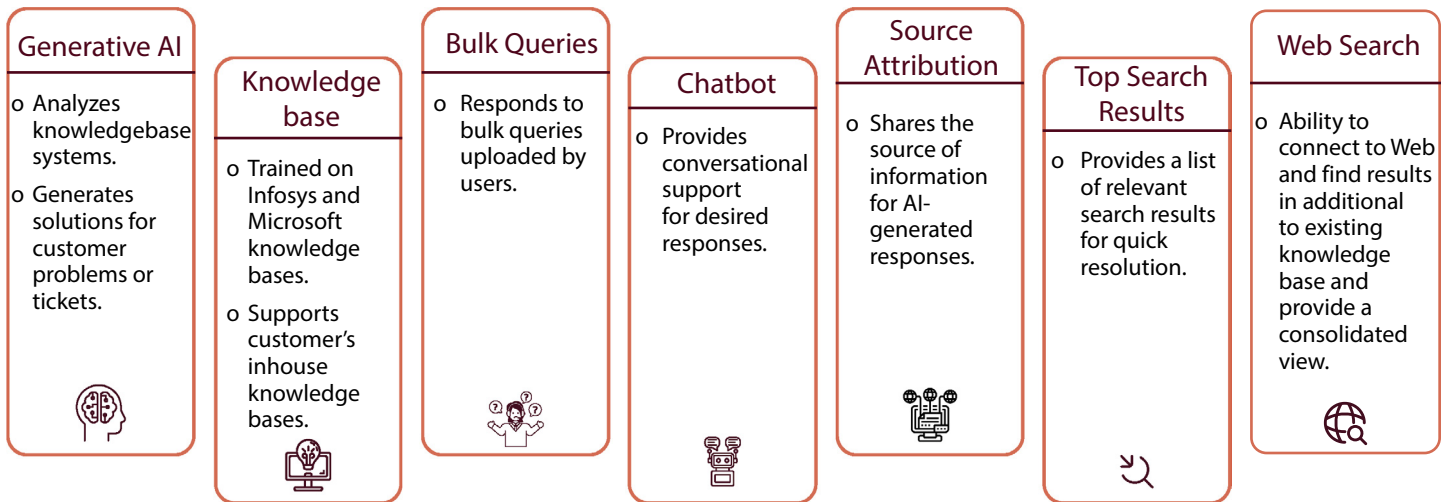
			
<p>Lack of technically proficient team for</p> <ul style="list-style-type: none"> Quick ticket resolution Efficient problem-solving 	<p>Knowledge Silos due to</p> <ul style="list-style-type: none"> Distributed agents within different areas impacting ticket resolution efficiency. 	<p>Insufficient documentation causing</p> <ul style="list-style-type: none"> Inadequate service documentation. Hindrance in agents' ability to address customer issues. 	<p>System Complexity obstructing</p> <ul style="list-style-type: none"> Efficient dealing with intricate systems (e.g., enterprise software, IT infrastructure). Sound problem diagnoses and resolution.

Infosys offering for Workplace GPT powered by Microsoft Azure OpenAI

Infosys Workplace GPT is an AI-powered tool that can help to solve Microsoft 365 or End-User Computing questions or tickets quickly and easily. It can handle a wide range of issues, including resetting passwords, troubleshooting problems, and resolving customer tickets. Simply type the question and the tool will respond with

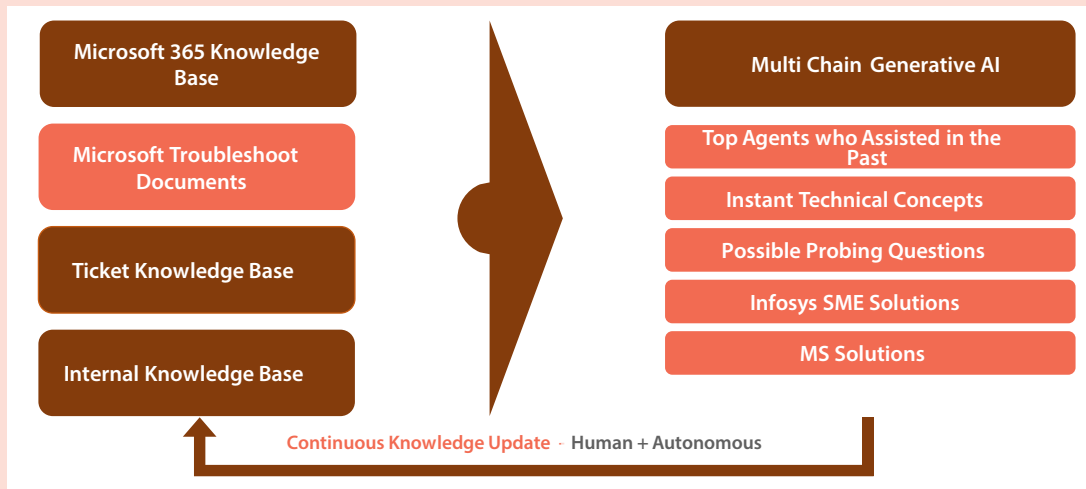
list of solutions. The tool is available 24/7 and has the capability to handle multiple queries at once. The tool is built using Multi Agent framework where each AI agents collaboratively work to arrive at the solution.

Infosys can help clients build an AI-powered tool and enhance workplace experience leveraging –



ChatGPT





AI Powered – Infosys Workplace GPT

Infosys Workplace GPT also comprises of sub tools which helps organization to rate and evaluate their support team agents and encourages to optimize performance by giving key insights and summaries.

1. Feedback GPT

A sophisticated tool that evaluates historical agent ticket data, identifying strengths and areas for improvement, empowering agents to enhance their performance.

2. Audio GPT

An advanced AI assistant that analyzes audio conversations, extracting key insights, and providing concise summaries for informed decision-making.

3. Top call Generators and Best Agents

Identify the top call generators across thousands of tickets using the power of Custom Algorithms and using the power of Generative AI. This helps in Training and ticket assignment based on agent's strengths.

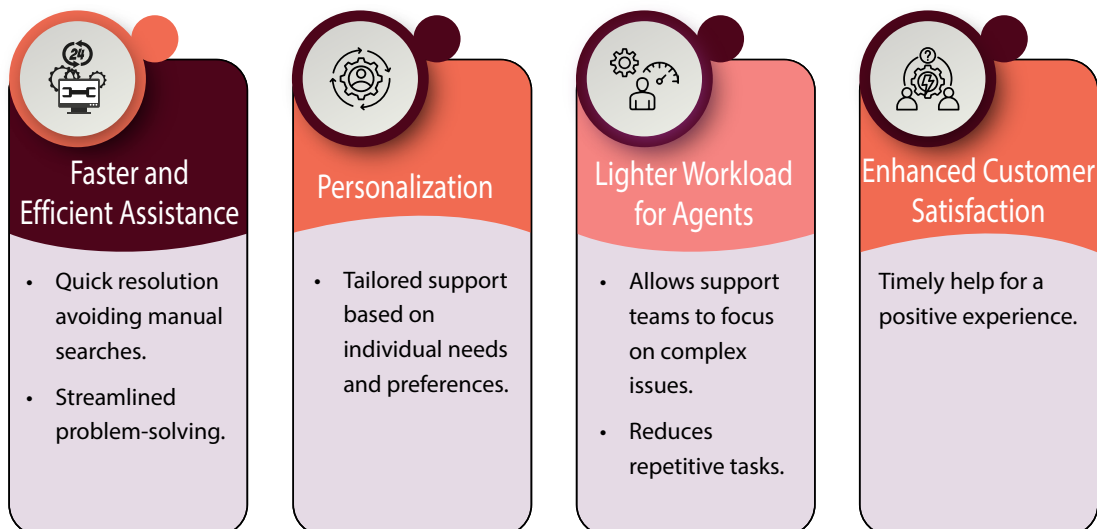
4. Ticket Scoping

Identify the list of questions the agent should ask the customer so as to scope the issue accurately and subsequently answer the queries.

5. Team Insights

Ability to gather insights on cases, teams, scores, backlogs, surveys in natural language for the Supervisors, Quality Analysts and Leads to get quick insights on the teams' performance in natural language.

Benefits accrued through adopting Infosys Workplace GPT



Our Infosys Workplace GPT SUCCESS STORIES

Internal Microsoft Support Team

Infosys Workplace GPT is being used by over 400 engineers from Infosys Modern Work support team for Microsoft 365 technologies. This tool has surged their efficiency by 60% and reduced the resolution time. Key metrics such as “Days to Close” for critical tickets have decreased from 14 days to 9 days, while customer satisfaction scores have soared from 3.9 to 4.7 within a span of three months.

Currently this tool is being used by internal support teams for various accounts like a leading technology company, a leading furniture retail company and more.

Testimonials

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Advantages of Infosys Workplace GPT IWGPT:

- **Efficiency:** IWGPT has significantly improved my efficiency in handling repetitive tasks. It quickly generates accurate responses, saving me time.
- **Versatility:** The application adapts well to various contexts, from drafting emails to coding assistance. Its versatility is commendable.

Improvements and Suggestions:

- It would be useful if the supporting public links are available the answers.
- Integration with client machines (VM) will help to find details quickly
- I will continue to use the app and eagerly await any updates. Thankyou for your hard work in developing this tool.

- Vishnuvardhan

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- Yes, it is very advantageous for the common tasks that we do daily.

- Ashika

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- We are getting consolidated solution in one go so that it reduces effort to browse through different articles for a particular topic.
- Chat history can be included so that we can always go back to the searched topics earlier.

- Ashika

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 12,000+ AI use cases, 150+ 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

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Navigate your next

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