BROCHURE

INFINITY Botzer
Conversational AI Platform

Intelligent Enterprise Solution Advocating Self-Service Capabilities & Automation

Digital growth is altering the business landscape dramatically. Today, with customer expectations on the rise, enterprises are compelled to adopt strategies that can modernize their business models to offer scalability, faster resolution, and improved user experience. The emphasis is primarily on providing 24/7 support assistance, gaining better insights on customer preferences and habits to increase customer satisfaction, and thereby improve service efficiency. However, for most enterprises, keeping pace with the dynamics of customer service through present-day contact center support systems is getting complex.

Common challenges faced by end-users:

- **Poor user experiences:** Failing to meet end-user expectations due to inferior service quality, inefficient support staff, lack of real-time support, or unable to understand user needs results in poor experiences.

- **Slow response:** Unable to get responses to queries swiftly, long wait time, and repeated interactions due to multiple call transfers lead to delayed responses.

- **Limited business support:** Not all customer helpdesk centers are able to provide 24/7 service. With service restrictions due to confined work hours, public holidays, or differences in time zones, customer support becomes inadequate.

- **Lack of personalized service:** With no easy access to historical data, users are unable to seek services that match their specific needs and preferences.

Challenges faced by support agents:

- **Lack of efficiency and productivity:** Support agents facing challenges in responding to end-user queries due to a lack of subject matter expertise or their inability to direct them to the right agent, makes the resolution process slow and cumbersome.

- **Inability to handle high query volumes:** With a limited number of agents engaged in customer support, handling high volumes of queries, or scaling up operations becomes more complex.

- **Dealing with irate users:** Being patient, showing empathy, and maintaining positive language with angry and unhappy users.

In order to enhance user experiences and improve agent productivity, enterprises are increasingly adopting virtual assistance with self-service and automation capabilities that leverage artificial intelligence (AI) and natural language processing (NLP). AI-powered chatbots, popularly viewed as digital twins of customer support assistance are capable of understanding and simulating human interactions through text and voice-based conversations.

How LTIMindtree can help?

LTIMindtree has been investing strategically in cognitive capabilities long before AI technologies evolved as the digital future of business. By blending our consulting-led engagements, pre-packaged templates, and domain knowledge with cutting-edge digital technologies, LTIMindtree offers a wide range of industry-specific, cross-functional intelligent automation services that cater to the B2B, B2C, and B2E space.

With proven expertise in designing enterprise chatbot solutions, LTIMindtree has developed its own enterprise Conversational AI platform that helps clients deliver and accelerate business outcomes.

Infinity Botzer

Infinity Botzer is LTIMindtree's AI-powered, intuitive, cloud-based platform that facilitates end-to-end bot lifecycle management. The platform provides **self-service capabilities and automation** of repetitive tasks for straight-through processing, improving productivity, and optimizing operational costs.

It is a **do-it-yourself configuration-based platform** that aids business users with near no code experience to build and deploy bots effortlessly and swiftly. Infinity Botzer enables designing conversational workflows with rich UI components and facilitates conditional workflow routing with a **visual canvas-based preview** that caters to all business scenarios.

With the platform's **deep learning capabilities**, auto-training of bots becomes simple and effective, leading to increased accuracy and operational efficiency. Infinity Botzer has **flexible pre-engineered design components** for seamless integration with external systems. It also enables **multi-channel bot deployment** to provide enhanced conversational experiences. Its **inbuilt live agent** module allows a seamless transition from bot to human agents in real-time.

The ability to gather and leverage user behavior and preferences as a knowledge base enables Infinity Botzer to provide optimized and personalized user experiences. It helps create effective customer journeys and build highly responsive and cost-effective business solutions.

Up to **5x** reduction in operational cost

Number of bot interactions **@1million** per month

Chatbot accuracy of up to **95%**
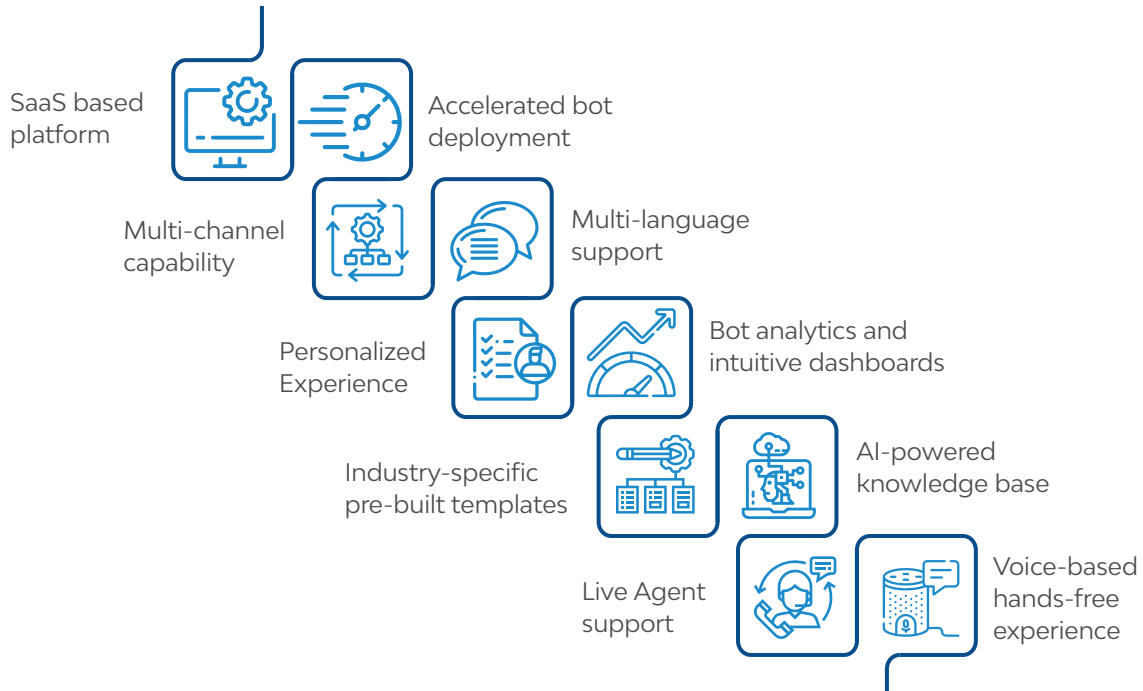
0.75million visitors per month

Up to **75%** of self service automation

75k transactional journeys per month

Key highlights of Infinity Botzer

SaaS based platform

Accelerated bot deployment

Multi-channel capability

Multi-language support

Personalized Experience

Bot analytics and intuitive dashboards

Industry-specific pre-built templates

AI-powered knowledge base

Live Agent support

Voice-based hands-free experience

Benefits

High end user engagement

Faster resolutions

Smart & personalized conversations

Increased support agent productivity & efficiency

24/7 self-service support

Reduced operational costs

Higher customer satisfaction

Success Stories

#1 Automation of customer support for a Life Insurance giant across the web and social channels

- Customer response time reduced from 24 hrs to 3 minutes for complex queries

- Resolution rate increased by more than 50%

- Agent load reduced by 60% for inbound calls

#2 Accelerated chatbot enablement and automated query resolution for a leading relocation & mobility services company

- Faster & more accurate resolutions in L1 lead to higher customer satisfaction

- 30% increase in lead capture

- 40% reduction in tickets / call volumes

#3 Enhanced B2B experience for a global conglomerate

- Bot automation and analytics for accelerated and improvised query resolutions

- 25% increase in lead generation and sales

- 60% reduction in product discovery time

To know more write into us at
infinity.cloud@ltimindtree.com

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 82,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit **https://www.ltimindtree.com/**

LTIMindtree Limited is a subsidiary of Larsen & Toubro Limited