WorkFusion

Infosys®
Navigate your next

INTELLIGENT DOCUMENT PROCESSING

Better customer satisfaction with improved document processing time and reduced cost

Enterprises around the world are dealing with immense amount of data, across businesses and functions, both from physical documents as well as electronic sources.

With email continuing to be a prevalent enterprise communication method, companies struggle to process the ever-increasing volumes in time.

Enterprises get over 1 million emails per year	Email constitutes 15% of service channel volume, and volumes continue to increase	Cost per email is ~$8.01 per contact, brought down to $0.10 per contact through self-service channel

Traditional rule-based robotic process automation (RPA) software are unable to handle this unstructured data, limiting return on investment, and scalability with challenges like:

- Email processing is painfully manual, taking 4-5 minutes to create a single case

- Emails get lost for hours leading to service-level agreement (SLA) misses and poor customer experience

- No visibility into real-time collaboration

Intelligent automation enables enterprises to automate a wide range of work

An automated solution that can manage documents and emails by performing digitization, classification, extraction, routing, and downstream automation can:
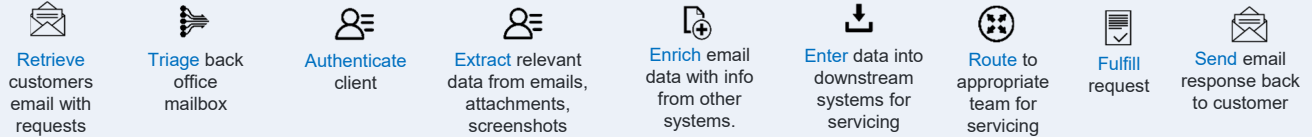
- Reducing service-level agreement (SLA) breaks, thereby improving customer experience

- Provide better insights into response times, volumes, team capacity and tracking, to provide operational guidance in managing team capacity and SLA adherence

Intelligent Document Processing: An Infosys and WorkFusion joint offering

By leveraging WorkFusion's Intelligent Automation Cloud, Infosys streamlines processing of documents and emails, regardless of whether they come into front office or back office; from customers or from vendors.

The solution integrates AI-capabilities with RPA, to automate text-based processes, across industries, and follows the digitization, classification, extraction, routing, and downstream automation approach:

High level solution

| Retrieve customers email with requests | Triage back office mailbox | Authenticate client | Extract relevant data from emails, attachments, screenshots | Enrich email data with info from other systems. | Enter data into downstream systems for servicing | Route to appropriate team for servicing | Fulfill request | Send email response back to customer |

It not only helps organizations boost employee productivity, but also improves data accuracy with significant cost savings.

Key solution features

Intelligent process digitization

Entire process can be digitized into a workflow to manage emails from mailbox, to servicing, and responding back to customers. All inputs are also digitized into the process (i.e. PDF, JPG, PNG, Word, Excel, etc.)

Learning bots that include

- Classification bots to determine email request type

- Extraction bots to extract data from emails, attachments, and screenshots

- Multi-request bots to determine if emails contain more than one request

Advanced operational analytics

Real time insights into volumes, SLA, bottlenecks, capacity, speed, learning bots, SMEs, etc.

Here's what we can do for you:

WorkFusion's demonstrated excellence in email automation, supported with pre-built, reusable, technical frameworks; combined with Infosys expertise ensures quick implementation and accelerates time to benefits:

- Processing time reduction by 85%

- Improvement in SLA response time and customer satisfaction: 90% of emails cased within 15 minutes of arrival (vs 90 minutes before automation)

Write to us at aiautomation@infosys.com to learn how we can bring the benefits of Intelligent Document Processing to you.

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For more information, contact askus@infosys.com

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