

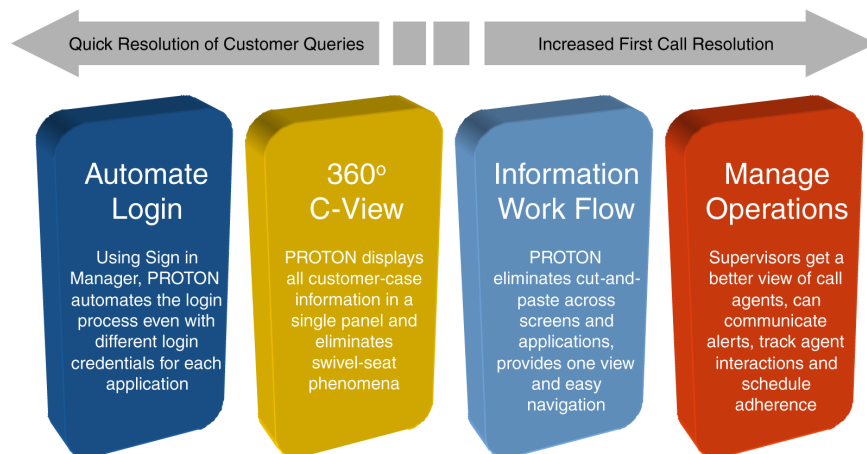
Infosys PROTON - Proactive Tasks and Operations

Revolutionize customer care with a cost-effective and transformational customer care solution

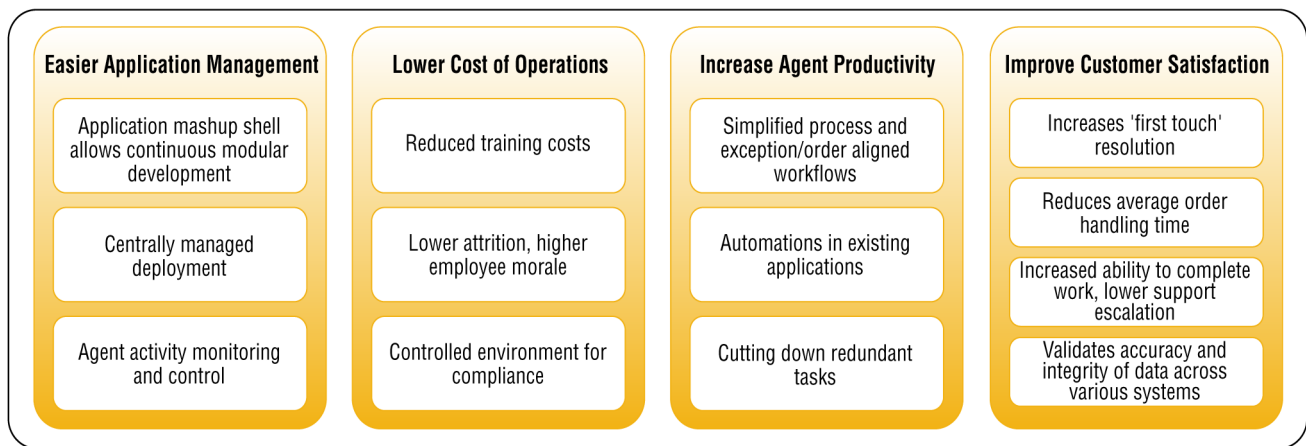
Contact Centers are considered to be key touch points for end customers. The operational performance of Contact Centers is governed by stringent Service Level Agreements (SLAs) in areas such as Average Handling Time (AHT), quality, First Call Resolution (FCR) and the customer experience. It can be enhanced by aggregating the knowledge scattered across disparate functional and operational units to deliver a best-in-class customer experience.

Infosys PROTON is a patent-pending solution framework that enables the delivery of an outstanding customer experience. It improves agent productivity with a comprehensive range of business and technology components that ensure faster and accurate issue resolution.

Infosys PROTON

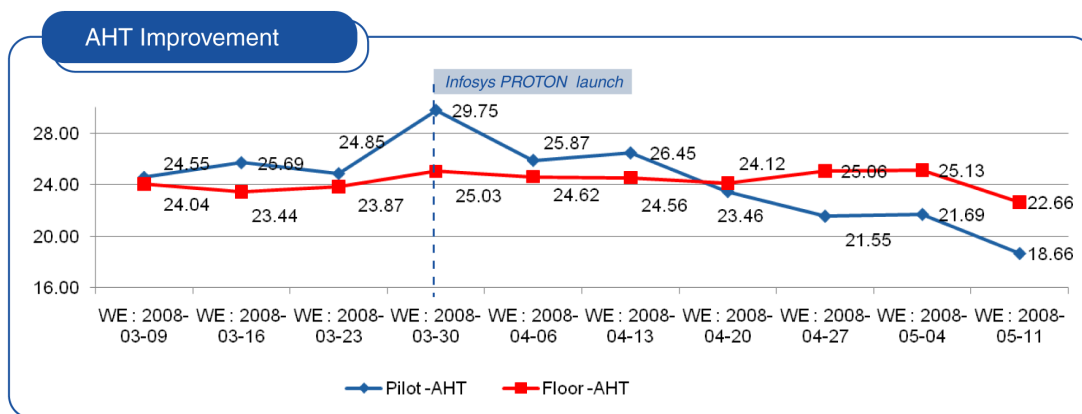


Infosys PROTON integrates the existing line of business applications to develop a unified customer care solution and simplify the business process. Its intuitive user interface empowers agents by aggregating the information scattered across various systems. The solution framework leverages existing IT investments, reduces the risks and costs associated with development. The conditional data elements are transferred from one application to another for data search automation. Critical information available in various applications is analyzed and intuitively delivered to Customer Service Representatives (CSRs) for quick and accurate resolution of customer requests.



Case Study: Customer care solution for a telecom company

Infosys is a strategic partner of a leading telecommunications service provider in the United States for its broadband application development portfolio. The company receives more than three million calls every month. CSRs access as many as 12 applications to resolve queries of new and existing customers. As the information resides in different systems, resolving customers' queries is time-consuming and results in increased Average Handling Time and low levels of customer satisfaction.



We leveraged the Infosys PROTON framework to develop a new customer care solution. It simplified the process and accelerated tasks to reduce Average Handling Time. A user-friendly and intuitive desktop application with automated logon aggregated the information for CSRs to review.

They can now focus on problem resolution after getting a comprehensive view of customer information and possible problem definition. Our solution resulted in a 20% improvement in handling time and 15% improvement in customer satisfaction with projected annual savings of US\$ 16 million across all centers.

Allied services

Business Consulting

Provides you with strategic differentiation and operational superiority, assessments, proprietary industry analyses & projects structured around beating the competition.

Business Intelligence

As data volumes grow, extracting knowledge from the data will be a challenge. Our business intelligence solution is designed to deliver end to end program management right from strategy & architecture definition to implementing a robust BI platform.

Technology Consulting

We work with you to develop implementable architecture solutions that help you leverage technology to enable business strategy. Our solutions help your IT more effective and better aligned to your business.

Enterprise Solutions

Our Enterprise Solutions help you automate your value chain using off-the-shelf packages. Our solutions span ERP, CRM, SCM and EAI. They help you to mitigate your risks, achieve faster returns and lower TCO.



Building
Tomorrow's Enterprise

For more information, contact infosysbpo@infosys.com

About Infosys BPO

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