CASE STUDY



AGENTIC AI POWERING THE NEXT GENERATION SERVICE DESK

How a Leading Energy Technology Company and Infosys BPM are bringing AI into everyday IT suppor

Abstract

For Elena Marin, Global Service Desk Manager at a leading energy technology company, sustaining service excellence across a growing global operation required a different way of working. Supporting more than 125,000 users across 15 languages and four delivery centres demanded faster decisions, earlier visibility into service risks, and greater operational agility. Working with Arjun Menon, Infosys BPM's Transformation Lead for the engagement, and the wider Infosys BPM team, she introduced an integrated AI-enabled operating model connecting agent assistance, workforce intelligence, incident orchestration, employee-feedback resolution, and performance reporting. The initiative reduced manual monitoring effort by 50%, lowered total response SLA breaches by 41.1%, and reduced Priority 1 and Priority 2 breaches by 65.2%, helping create a more proactive and scalable service desk.

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Managing Service Excellence at Scale

The Service Desk operates across a complex, multilingual, globally distributed environment. At this scale, fragmented knowledge, repetitive after-call administration, continuous queue monitoring, and manual escalation placed structural limits on speed, consistency, and growth.

For Elena, the challenge was not a lack of process. It was the level of human effort required to keep those processes running consistently. Agents had to search for knowledge during live interactions, complete summaries and system updates after calls, and rely on supervisors to continuously monitor queues, adherence, and critical tickets.

As the partnership evolved from service delivery toward transformation, Elena and Arjun aligned on a practical goal: improve service performance, release operational capacity, and strengthen management control without removing people from critical decisions.

125K+	15	4	160
users supported globally	languages supported	delivery centres	Service Desk Level 1 FTEs

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The Transformation Imperative

Challenge	Observed operating issue	Transformation imperative
Fragmented knowledge	Manual search for the right article during live calls.	Provide contextual knowledge and guided resolution in the flow of work.
High after -call effort	Manual summaries, wrap-up codes, and Customer Relationship Management updates.	Automate repetitive documentation while retaining agent review.
Reactive operations	Continuous supervision of queues, adherence, and critical tickets.	Detect risks early and escalate with full operational context.
Fragmented feedback handling	Limited centralized visibility of employee-feedback cases.	Capture, route, track, and resolve feedback through a structured workflow.

An Integrated AI Operating Model

With the priorities defined, Elena and Arjun focused on redesigning the service lifecycle rather than introducing disconnected tools. The resulting model spans voice, chat, email, portals, tickets, workforce operations, employee feedback, and management reporting. Each capability addresses a specific operating need, while together they convert operational signals into faster decisions and more consistent service outcomes.

The ecosystem brings together Genesys Agent Copilot, Critical Ticket Notification Automation, Infosys Workforce Management Automation, the Digital Command Centre Reporting Suite, and Employee Feedback Monitoring and Resolution Automation.

Elena and Arjun approached each stage of the service lifecycle with a clear question: where could AI and automation reduce effort, improve visibility, or enable faster action? The answer was a set of connected capabilities, each designed to address a specific operational need while contributing to the wider transformation.

1. Genesys Agent Copilot: AI in the flow of work

For front-line agents, Elena and Arjun prioritized faster knowledge access and lower administrative effort during and after customer interactions.

- Provides live transcription during customer interactions.
- Surfaces contextual knowledge and guided recommendations in the flow of work.
- Automates after-call summaries while retaining agent review and accountability.
- Helps reduce manual effort and supports faster, guided resolution.

2. Infosys Workforce Management Automation: Near-real-time operational visibility.

At the operational level, the focus shifted from continuous manual supervision to earlier, insight-led intervention.

- Provides near-real-time queue and adherence monitoring.
- Uses dashboards, alerts, and floor-wide text-to-speech announcements to convert signals into action.
- Supports proactive queue management while reducing supervisory monitoring effort.

3. Critical Ticket Notification Automation: Proactive Service Level Agreement protection.

Critical incident management was another priority for Elena and Arjun, particularly the time between identifying a risk and initiating a response.

- Uses ServiceNow email arrival to trigger Microsoft Power Automate workflows.
- Delivers Microsoft Teams and popup alerts for defined Priority 1, Priority 2, and Service Level Agreement-risk events.
- Provides alert delivery within 30 to 60 seconds for qualifying events.
- Gives teams earlier visibility and fuller context for intervention.

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4. Digital Command Centre Reporting Suite: Performance intelligence

To strengthen management visibility, Infosys BPM implemented a common reporting environment for faster, more consistent performance review.

- Consolidates 35 Key Performance Indicators and Critical Service Levels across All Services and Service Desk and End User Experience tracks.
- Provides executive summaries, trend insights, and drill-down visibility in Microsoft Power BI.
- Uses automated refresh twice weekly.
- Creates a single source of truth to identify performance gaps and emerging risks.

5. Employee Feedback Monitoring: Centralized case visibility.

The operating model was extended to employee feedback so that cases could be captured.

- Centralizes visibility of employee-feedback cases.
- Uses a Microsoft Power Apps solution to capture and track negative Viva Engage posts.
- Supports automated alerts and escalations to improve follow-through.

Approach Summary



Together, the solution elements connect the complete service lifecycle. AI guides agents during interactions and supports case documentation. Workforce automation identifies emerging queue and adherence issues. Event-driven workflows flag priority and Service Level Agreement risks. Employee-feedback automation strengthens case visibility and escalation. The Digital Command Centre then brings operational performance into a unified management view. People remain in control of review and decision-making, while AI and automation help teams anticipate, guide, and accelerate action.

The Payoff of Intelligent Operations

What began as targeted AI and automation initiatives became a more connected operating model. Teams could spend less time monitoring dashboards, completing repetitive administration, and manually escalating service risks, and more time acting on timely insights.

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Key benefits

- 50% reduction in manual monitoring effort.
- 41.1% reduction in response SLA breaches.
- 65.2% reduction in combined P1/P2 breaches.
- 11% improvement in AHT among the improved agent cohort.
- Capture and track negative posts through a centralized Power Apps solution
- Proactive AI-enabled operating model spanning agent support, workforce intelligence, incident management, and leadership reporting.



For Elena, the transformation means greater visibility, faster response mechanisms, and stronger operational control across the service desk. For Arjun and the Infosys BPM team, it demonstrates how AI and automation can be embedded across the service lifecycle without losing human oversight.

By moving from reactive intervention toward proactive operations, the leading energy technology company and Infosys BPM have established a scalable foundation for intelligent service management. Intelligence is embedded throughout the lifecycle, helping teams identify risks sooner, make better-informed decisions, and act faster when service quality is at stake.

**Names have been altered to preserve the identities of the people involved.*

For more information, contact infosysbpm@infosys.com

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