AGENT ASSISTED POS

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Congratulations!

Your finance has been approved!

Your application for finance has been conditionally approved. Please touch the button below to finalise your application.

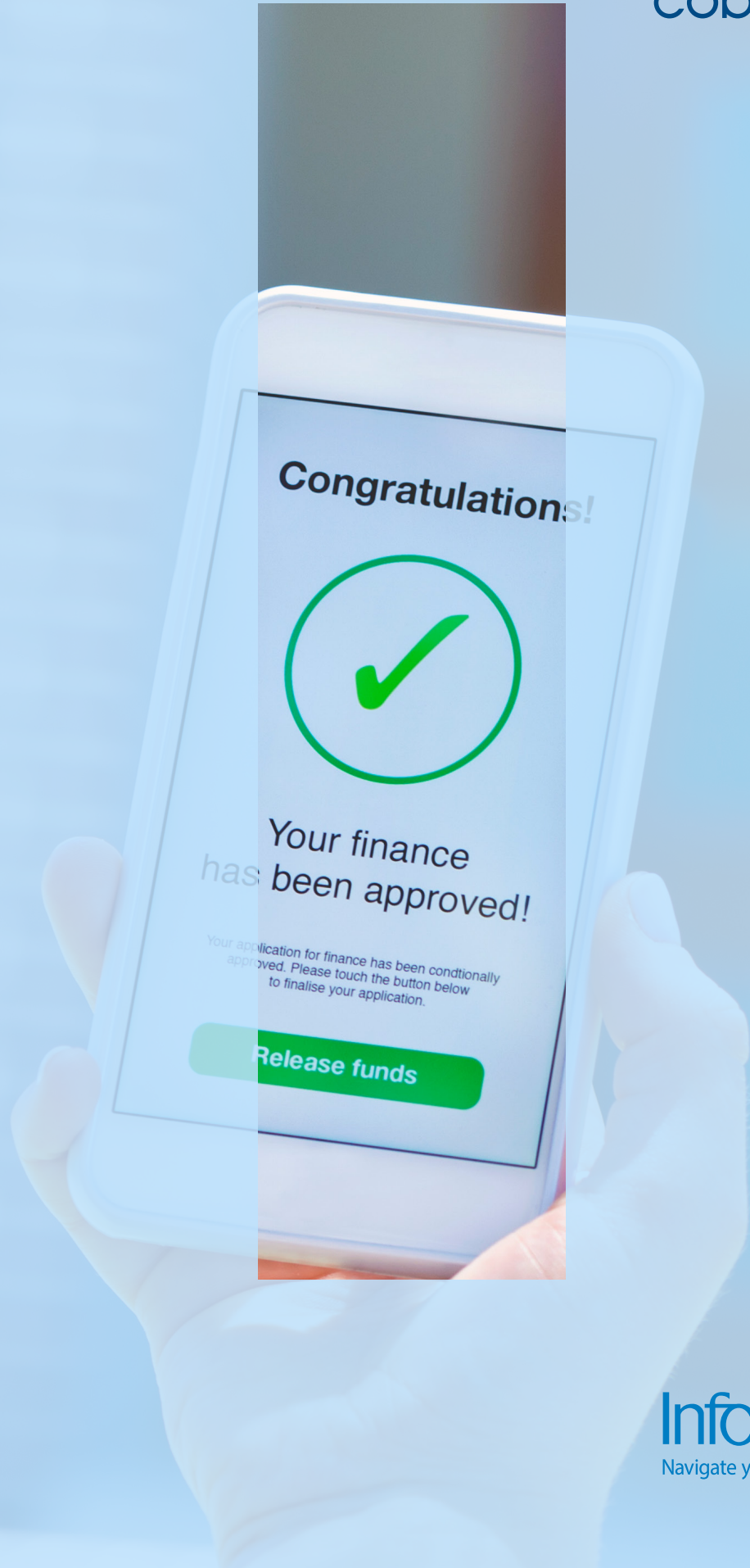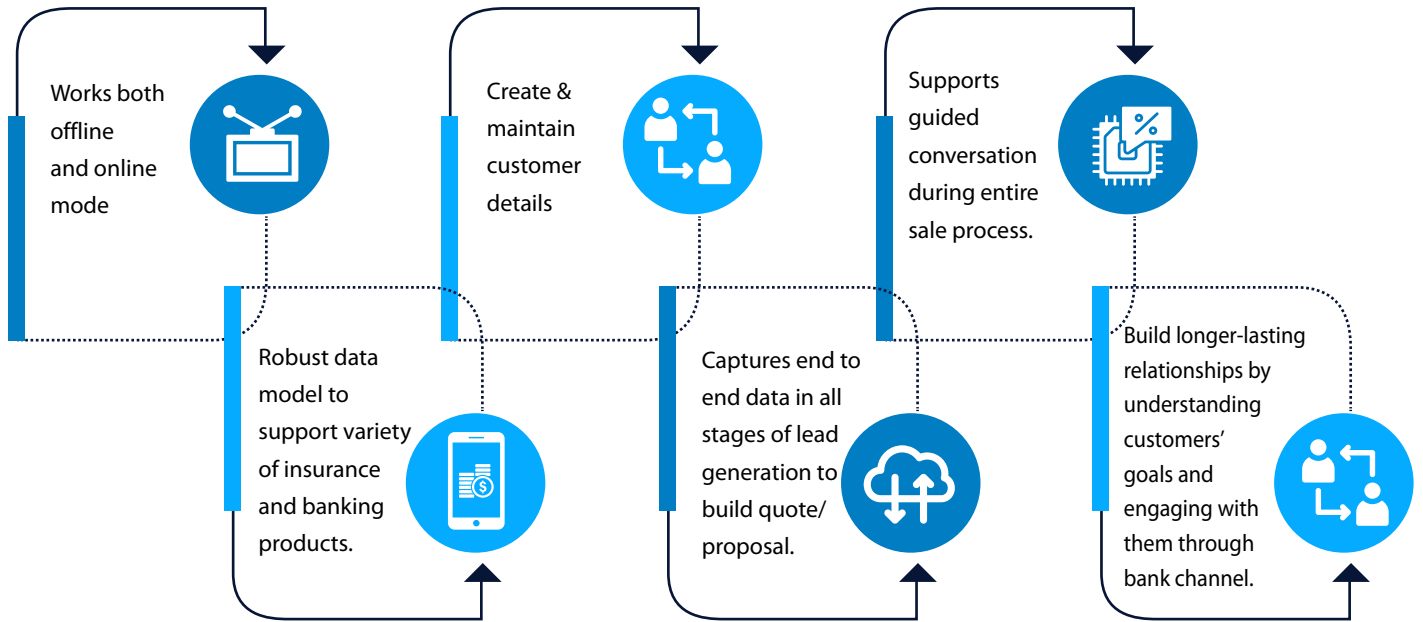**Release funds**

Infosys®
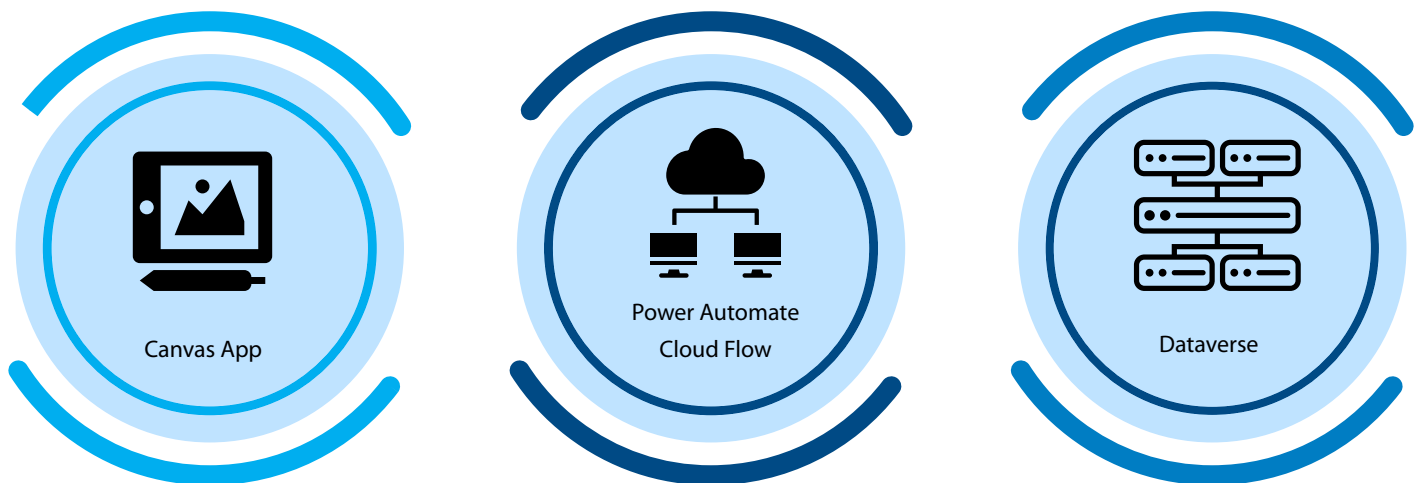Navigate your next

Overview

Agent Assisted POS analyzes the need of your customer interactively, gather demographic information, and gives Sales Agent a platform to serve customer through Bank Channel most productive way. This solution is built for both Banking and Insurance industry segment. This solution creates hyper-personalized experience for both agent and customers during sale process.

Simple. Intuitive. Elegant. An all-in-one POS app with everything you need to sell through Bank Channel with guided conversation. Whether looking to attract new customers or build stronger connections with current ones, this solution is designed to help the agent offer a stellar customer experience on the counter.

Features/Capabilities of this solution:

Works both offline and online mode

Create & maintain customer details

Supports guided conversation during entire sale process.

Robust data model to support variety of insurance and banking products.

Captures end to end data in all stages of lead generation to build quote/proposal.

Build longer-lasting relationships by understanding customers' goals and engaging with them through bank channel.

Technology Stack:

Canvas App

Power Automate Cloud Flow

Dataverse

Value Propositions & Highlights

Customized solution that works for you: Highly customized to cater need of use cases from multiple industries.

Easy product onboarding: Ease of product onboarding via robust data model.

One stop shop act as an enabler: Enables agents to server customer most efficient way.

Customer centric approach: capture customer details and need of the customer interactively.

Benefits

Ease of navigation in both offline and online mode enables agents to complete sale process.

Better customer management

Seamless customer interaction experience for employees

Increased efficiencies

Fill with media and guides to enable employees selling products on the go

Applicability of this solution:

- Banking & Insurance industries who are selling products on the go or through bank channel.

- Organizations who provide greater customer experience through selling products in Hybrid model (Physically on the branch or attending customers in person).

- Works as front-end app in customer acquisition process.

Deployment Approach:

- Initial assessment

- Finalize features required to provide seamless experience to agents

- Installation and configuration of Agent Assisted POS solution

- Pilot rollout followed by full rollout

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