

# Infosys Live Operations

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# Introduction

**Infosys Live Operations(ILO)** enables data driven decision making to enable OPEX, CX and new revenue opportunities

Infosys Live Operations(ILO) solution

- a modular capability encompassing data acquisition, correlation, persistence, automation, analytics and omni-channel (including self serve through digital assistant) enablement
- to reduce operation expenditure and enhance customer experience through insights, automation and proactive communication.
- to drive cross sell, upsell and API based data monetization through insights and API driven NBO and product evolution.

The operations component of the solution is

- deployed in a APAC telco as part of the digitization initiative.
- 60-70% operational effort reduction
- improve CX score



# ILO Business Solution Components



## E2E Process Visibility (EPV)

Fully data driven (Zero code) capability to understand E2E process execution across Fulfilment, Assurance, Billing & Corporate processes and then present as per expected persona to business, IT & field Ops and Customers.

## Exception Management

Identification, prioritisation and automation of the alerts & exception management through configuration to continuously move from open loop to closed loop automation.

## Omni Channel APIs

REST API based capability to enable DOE data availability to any omni channel and digital assistant solution.

## AI-ML & Analytics Models To Optimize

Platform to support analytics to enable decision making for operations optimization and aggregated databased dashboards



## Task Management

Identification and automation of repeated manual task through configuration and capacity & capability based intelligent handover to agents where automation is pending.

## Communication Management

Identification and enabling personalized notification management for customers and business groups taking into consideration recipient preferences.

## Operations & Decision Support Dashboard

Operations management dashboard with personalisation capabilities for planning & scheduling agents along with global and regional exec views.

# Benefits



## Effort Reduction

**Consolidated View:** Real-time E2E view reducing swivel chair activities for agents and all

60-70% operational effort reduction



## Customer Experience

Enhance customer experience through insights

Customer experience predictability

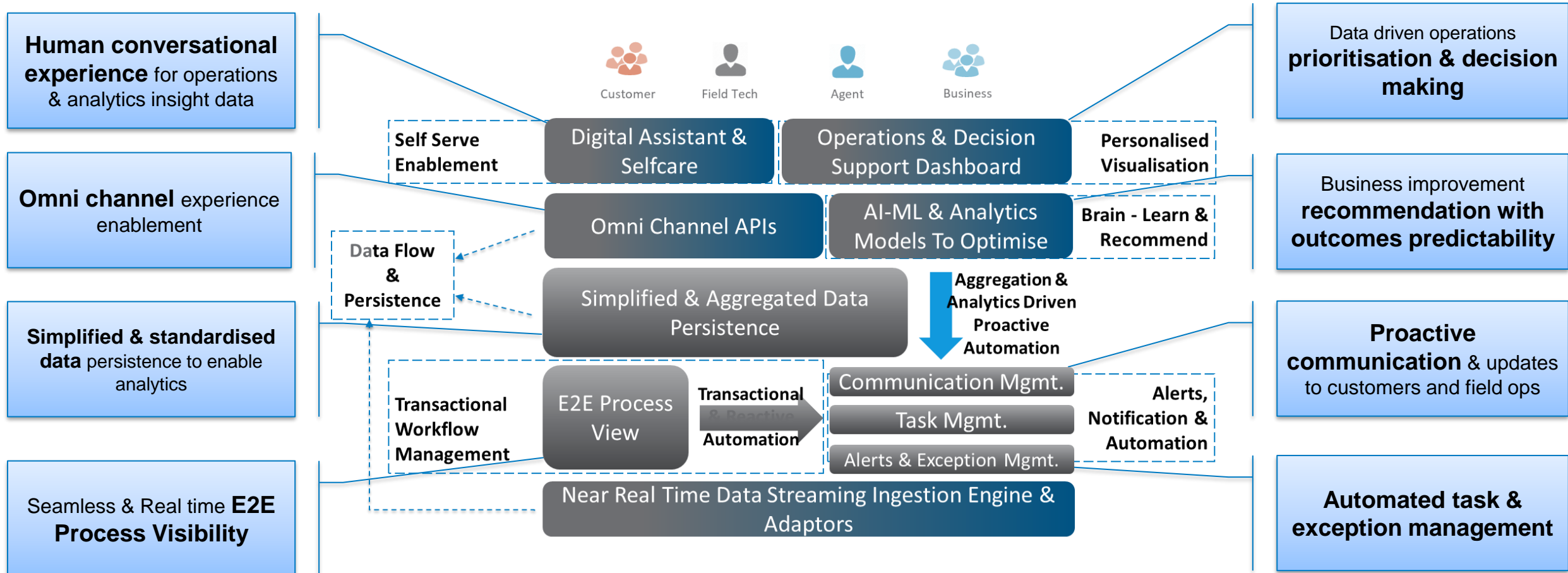
+10 to +30 NPS uplift



## Revenue Uplift

Enables 2-5% Revenue uplift

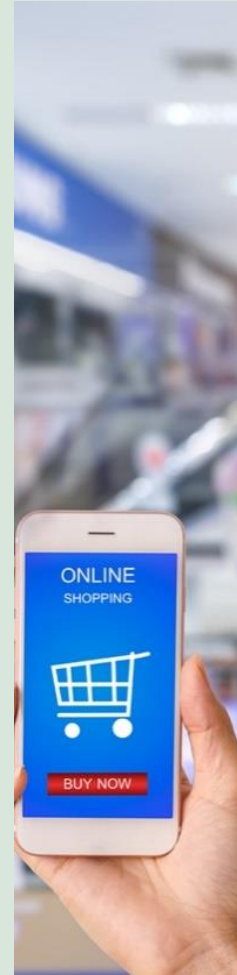
# Business Model/Framework



# Thank you!



AI-POWERED  
CORE



AGILE DIGITAL  
AT SCALE



ALWAYS-ON  
LEARNING