

What Cortex2 knows from a single sentence:



Even before Cortex2's AI hears "I was overcharged," it learns the customer's preferences, emotions and journey, and serves up insights and next best action to the agent so they can understand the customer and resolve any issue, the first time.



Infosys Cortex2 is an AI solution designed to extract, understand and provide insights and recommendations on the mountains of data collected by customer care centers.

How can it help my organization?

Cortex2 turns customer interactions into insights for the enterprise by unlocking the richness of voice data to create value for the entire organization and improve every interaction. New and experienced agents alike will be empowered with AI predictions, learning and next best actions to succeed from the start. In short, Cortex2 is helping reimagine customer care center operations by providing extra brain power to aid better communication, smarter and faster decision-making, and delivering value at scale.

FEATURES

Real-time 360-Degree Analytics

Analytics that span from conversation to agent performance and customer intent and motivation.

Customer Experience Modeler

Anticipate customer intent in order to enable agent to provide an optimal experience.

Agent Competency Modeler

Proactive real-time coaching and training throughout agent careers.

AI-Powered Actions

AI pattern recognition supports and empowers agent to deliver optimized interactions.

Agent Effectiveness Modeler

Real-time nudges, screen guidance and learning recommendations empower agents to improve outcomes.

Floor/Operations Modeler

Floor-wide view of all agent performance pinpoints action where it's needed most.

BENEFITS



Customer Experience

Know your customers' preferences, sentiment and friction points with hyper-personalized insights that help your agents do the right thing at the right time and improve your overall customer experience.



Operations

Improve overall cost to serve, reduce agent attrition, scale tribal knowledge and maximize on automation and improvement opportunities.



Sales & Marketing

Discover opportunities to avoid customer churn, cross-sell/up-sell, optimize your marketing and sales strategies and make agents better brand ambassadors with each interaction.



Customer Care

Resolve issues the first time and faster, decrease call volumes with digital channel adoption, and better coach your agents to improve effectiveness and productivity.



Product & Services

Listen to your customers' feedback about your products and services and serve up improvement insights to the right teams in your enterprise.



Contact Us

With Cortex2, your organization can process more, understand more and do more. To learn more about Infosys Cortex2, and to request a demo, email askus@infosys.com.