

Infosys[®] CORTEX2

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.

It uses the same data to simulate interactions for agent training so that agents are better prepared to handle all customer interactions, resulting in more satisfied customers and improved agent performance.

How Cortex2 leads to growth:

The extra brain power and continuous coaching provided by Cortex2 helps agents make better, faster decisions on their journey from new hire to experienced agent. Cortex2 equips agents with the knowledge, insights and support they need to learn, grow and become better brand ambassadors.

Experienced humans create better human experiences.

FEATURES

- **Simulated Training**
- **Real-time Conversational Analytics**
- **Smart Hiring, Career Paths**
- **Targeted Learning via Digital Learning Platform**
- **Pre-call, Live-call, Post-call Nudges**
- **Guided Assistance During Live Calls**



BENEFITS

- **Faster Speed to Competency**
- **Higher First-Call Resolution**
- **Richer Agent Experience**
- **Better Productivity**
- **Smarter Hiring**
- **Greater Retention**



FEATURES FOR AGENTS AND SUPERVISORS



Simulated Training

Resonates with today's agent tech habits, uses past call data to simulate interactions for agents to practice on customer scenarios.



Real-time Conversational Analytics

Live feedback on tone, tempo, participation, sentiment, interruption, energy, knowledge and resolution of each interaction.



Smart Hiring, Career Paths

Painting realistic picture of care agent's job, upfront screening with personality, competency and simulation tests to predict higher efficacy and higher performance candidates.



Targeted Learning via Digital Learning Platform

Leverage repository of learning content and automatically create and maintain digital content and SOPs with our digital learning platform.



Pre-call, Live-call, Post-call Nudges

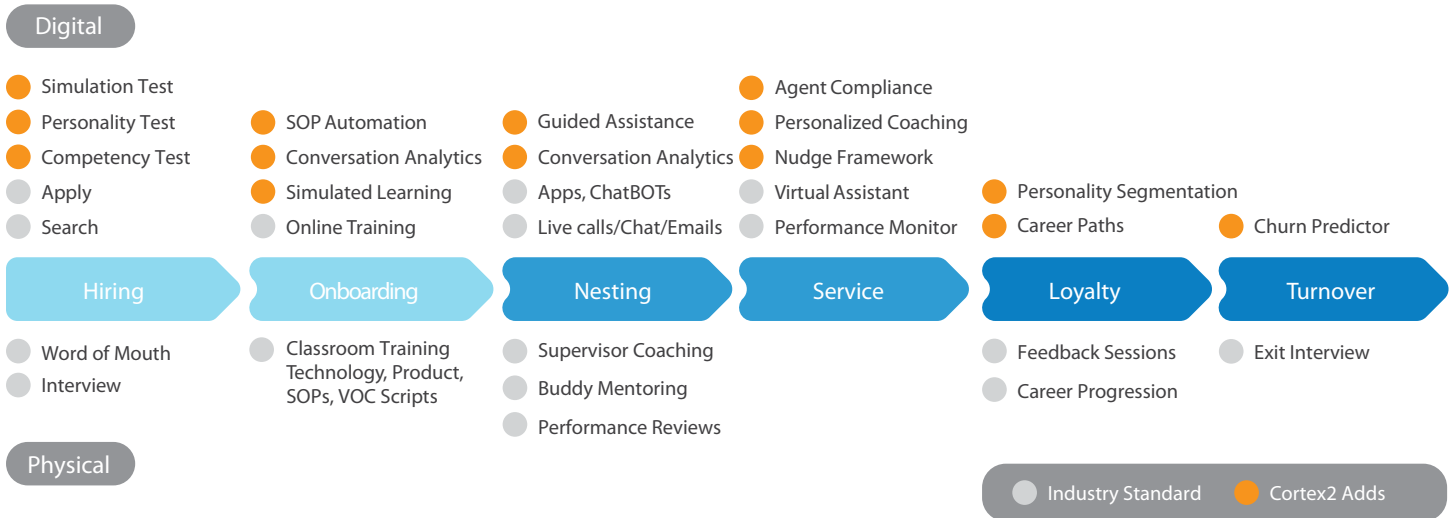
On-the-spot nudges surfacing insights and recommendations that matter, to help agents improve the current and the next call.



Guided Assistance During Live Calls

Assist agents during live calls by serving up guidance on where to find right information on disparate applications or single unified desktop.

HOW CORTEX2 CREATES CAREERS:



Contact Us

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