

# Conversational AI enhancing customer experiences

**Infinity Botzer** is a cloud-based, smart conversational AI platform. It helps build digital assistants and automate conversational workflows, providing accelerated, engaging, and personalized user experiences. The Do It Yourself (DIY) chatbot solution enables comprehensive bot lifecycle management for businesses to become more efficient, responsive, and customer-centric.



## Benefits

Improved end-user engagement

Up to 5x reduction in operational costs

Higher end-user satisfaction

Empowers business users to build conversational workflows

Enhanced end-user productivity via faster resolution

Ability to scale and handle large user volumes



## Why LTIMindtree

Established template-driven designs and rich domain experience

End-to-end bot lifecycle management with on-demand live agent assistance

Competence in providing omnichannel experiences

Bot-as-a-service with high levels of accuracy and advanced cognitive capabilities

Proven expertise in creating enterprise chatbot solutions across B2B, B2C, and B2E



## Solution Details

Build and deploy enterprise-level bots within minutes

Train bots to create human-like conversations

Configure workflows with industry-specific pre-built templates

Derive competitive real-time insights through bot analytics and intuitive dashboards

Enable continuous learning and feedback via AI/ML capability

Transition conversations to human agents via live agent support

Create personalized experiences with smart conversational workflows

Resolve queries in multi-lingual, across multi-channels with a voice-based hands-free experience

Infinity Botzer, a smart AI bot solution facilitates end-to-end bot lifecycle management offering engaging and personalized end-user experiences and enabling enterprises to become more responsive, agile and customer centric.

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**LTIMindtree [NSE: LTIMindtree]** is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by more than 85,000 talented and entrepreneurial professionals across 33 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile L&T Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale.

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