CAMUNDA CON 2024

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Navigate your next

AI as the Next UI

Driving Intelligent Straight Through Processing with Intent led interactions

Bhupesh Naik
AVP EMEA Business - Automation, AI and Integration
Infosys Limited

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We are a Next Gen Digital and Technology Services firm

$18.6 Bn
Group Revenue: LTM (USD)

42+
Years of Service

62%+
Revenue from Digital

317K+
Employees

56+
Countries

Recognitions

Infosys ranked by TIME Magazine in the Top 100 firms globally in their list of World's best companies (Aug-2023)

Infosys USA is one of the Best Big Companies to Work For™

Infosys ranked #11 in Fortune's 'Change the World' list, lauded for its ESG & CSR initiatives and impact.

Diversity & ESG

39.5%
Women in workforce

25%
Women in Board

161
Nationalities

Top ESG Performer 2023

One of the best organizations for women in 2023 by ET

Infosys Foundation USA

Spearheading a variety of computer science education and maker initiatives to benefit students and teachers aiming to touch 20 million students

100% carbon neutral globally in 2020, 30 years ahead of the Paris agreement and announced **ESG Vision 2030**

Part of **DJSI World** and **FTSE4Good** Index

Partnerships

THE MADISON SQUARE GARDEN COMPANY | FT FINANCIAL TIMES | THURGOOD MARSHALL COLLEGE FUND | ECONOMIST IMPACT | Bloomberg | MIT Technology Review Insights

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Infosys topaz

Our AI-first offering to accelerate business value for global enterprises using generative AI

- 12,000+ AI use cases
- 150+ pre-trained AI models; 10+ platforms
- AI-first specialists and data strategists
- 'Responsible by design' approach to ethics, trust, privacy, security and compliance

Accelerate Growth

Build Connected Ecosystems

Unlock Efficiencies At Scale

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Infosys Camunda Practice

Infosys Camunda practice

250+ Camunda Resources

7000+ BPM and RPA resources supporting global organizations

6+ year practice across domains

8+ Tools, IPs, and Accelerators for Camunda Delivery Standardization and Excellence

Global GSI Partner Award of the Year 2022

Infosys is one of the largest SI **Platinum Certified Partner** for Camunda

Infosys Advantage

An Infosys proprietary framework for open-source platforms to help shorten the time to market for factory-based process migration approach …ready to use components with Rapid Application Builder

Frameworks & Accelerators

Migration Tool-kit

fastApp

Rapid Application Builder
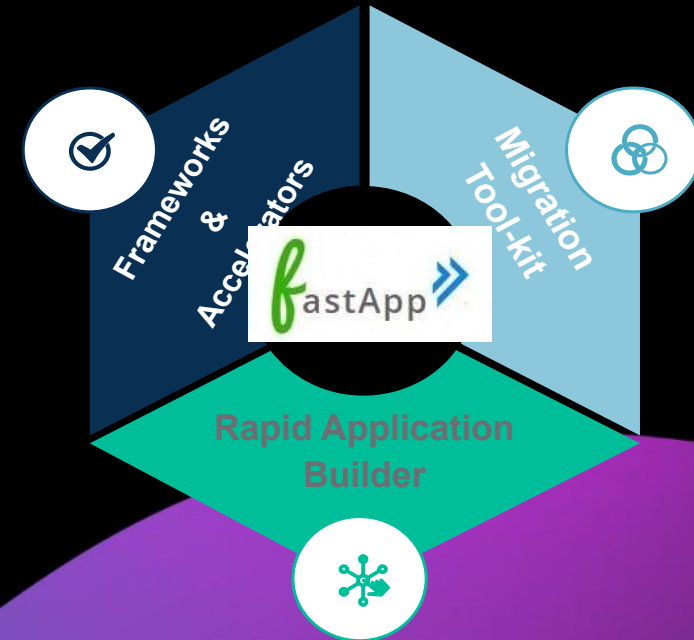
GLOBAL NETWORK

Infosys is a global leader in next-generation digital services and consulting. We enable clients in 45 countries to navigate their digital transformation

EMPOWERING BUSINESS

Infosys Digital Automation combines the power of BPM, RPA, and AI to transform the business value chain

STRATEGIC PARTNERSHIP

Our suite of software and services, together with our rich Camunda partner ecosystem, helps companies drive greater business efficiency and deliver World-class customer service.
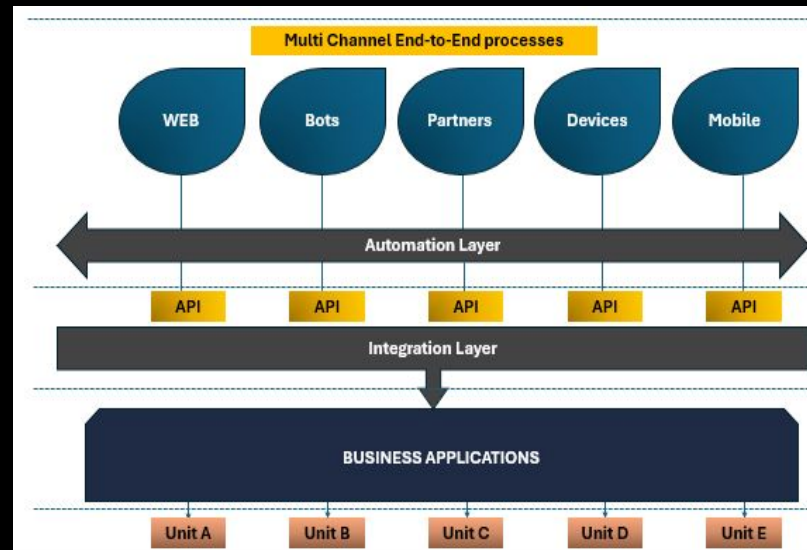
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Automation ERA We Know Today

Document mgmt. and Workflow

Manual execution with document oriented

DOCUMENT MANAGEMENT SYSTEM

BPM & RPA

Manual execution with process, system automation, UI forms oriented

Multi Channel End-to-End processes

WEB | Bots | Partners | Devices | Mobile

Automation Layer

API | API | API | API | API

Integration Layer

BUSINESS APPLICATIONS

Unit A | Unit B | Unit C | Unit D | Unit E

Limitations

- Manual by design.
- Heavy reliance on user interfaces.
- Products and platforms invested in manual UI technology.
- Limited system integration, post facto implementations.
- UI Screens is default as key interface to users.
- Human intervention is necessary to direct the systems.
- Fails for digital scale.

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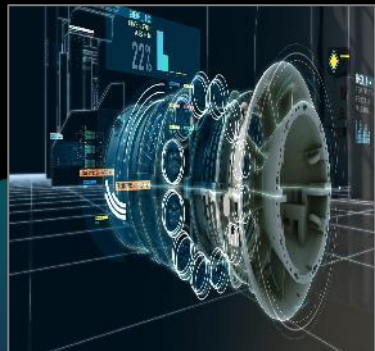
Interactive

Interactions + AI
Intent Capture

Events Intensive
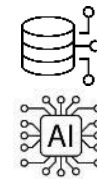
Events + AI
Context Understanding

Straight Through

Rules and Orchestration + AI Autonomous Actions

Knowledge Intensive

DATA + AI
Knowledge Ecosystem

Smart Mashup APrI

API + AI

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- Bottlenecks & potential for human error.
- Technical debt and hinder innovation
- Data inconsistencies
- Lack of flexibility and
- restricted productivity
- Delayed decision-making.
- Complexity & Expensive Variations
- Human driven automation.

- Automated decision-making
- Minimal errors
- Autonomous task execution
- Consistent results,
- Friendly to fluctuating demands
- Expansion to new markets & audience
- Predictive and Prescriptive
- Intelligence led automation with human in loop
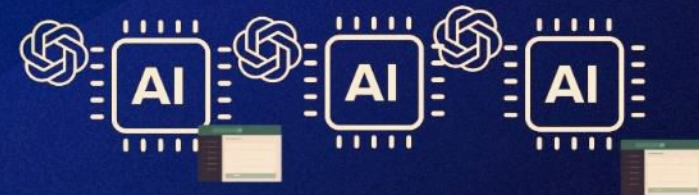
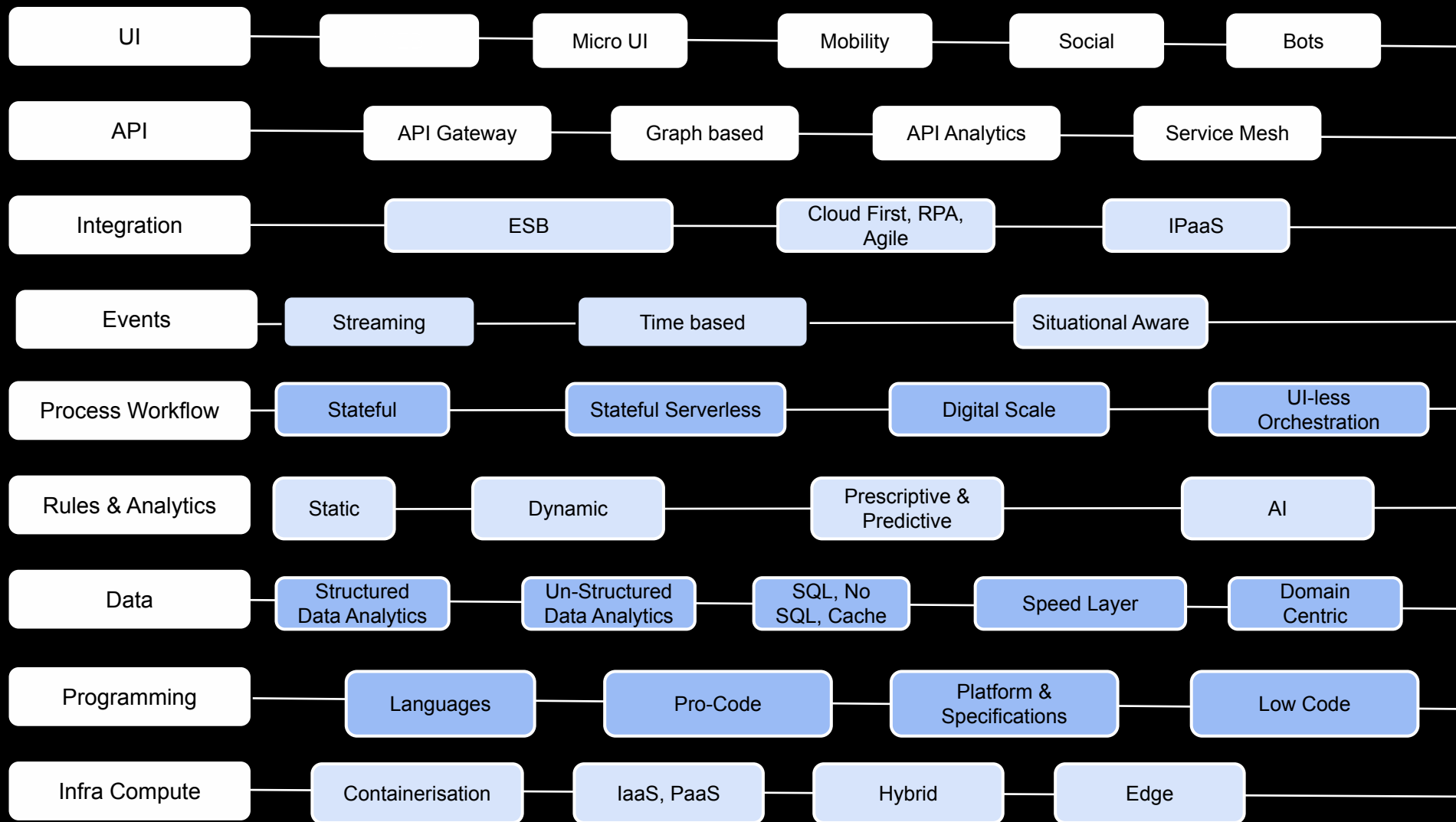**Manual by Design**

UI - Process- Rules- API- Data

GAME CHANGE

AI as the Next UI

Intelligent Experience (IX)

Intent - Context - Action - Knowledge

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The changing landscape towards, Agentic Process Mgmt, Co-Pilot, Agentic AI

UI		Micro UI	Mobility	Social	Bots

API	API Gateway	Graph based	API Analytics	Service Mesh

Integration	ESB	Cloud First, RPA, Agile	IPaaS

Events	Streaming	Time based	Situational Aware

Process Workflow	Stateful	Stateful Serverless	Digital Scale	UI-less Orchestration

Rules & Analytics	Static	Dynamic	Prescriptive & Predictive	AI

Data	Structured Data Analytics	Un-Structured Data Analytics	SQL, No SQL, Cache	Speed Layer	Domain Centric

Programming	Languages	Pro-Code	Platform & Specifications	Low Code

Infra Compute	Containerisation	IaaS, PaaS	Hybrid	Edge

Legend:
- Conversational & Virtual – 3D
- Smart Mashup, APrl
- Context Lake
- Co-Pilot & Process Autonomous Action Engine
- AI Only
- Knowledge Ecosystem
- Smart No-Code
- Carbon Intelligent & Quantum

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Work Space

ENQUIRE NOW

Search here   Search Nearby   🔍 SEARCH

Our solutions
Browse our full range of products and services

Talk to us
Get advice from one of our experts 24/7

Book workspace
Book meeting rooms and day offices now

Set up a virtual office
Start building a real presence today

Buy a Membership
Access thousands of locations on demand

Explore our app
Download our app and get started today

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I am looking for an office space in Reading

We offer 14 locations, most equipped with coffee machines and breakout areas.

Show the ones with coffee machines

Yes, absolutely! The locations with coffee machines also have few special offers.

Ok, show me only those.

If you'd like, I can send you this list via WhatsApp so you can take your time reviewing it.

Sure

Ask anything...

2 locations.

Office Space prices are per person per month based on a 24 month contract
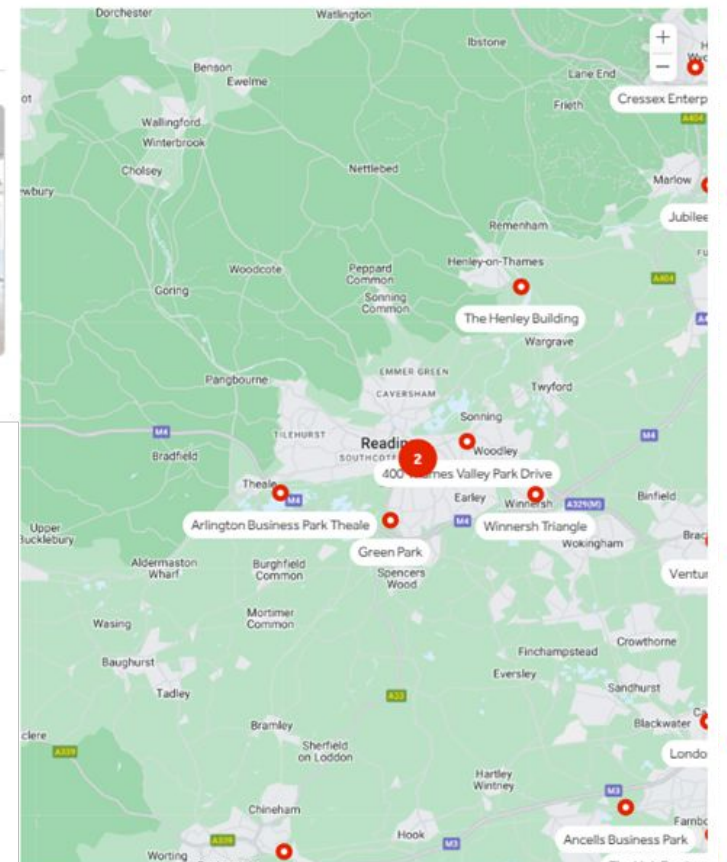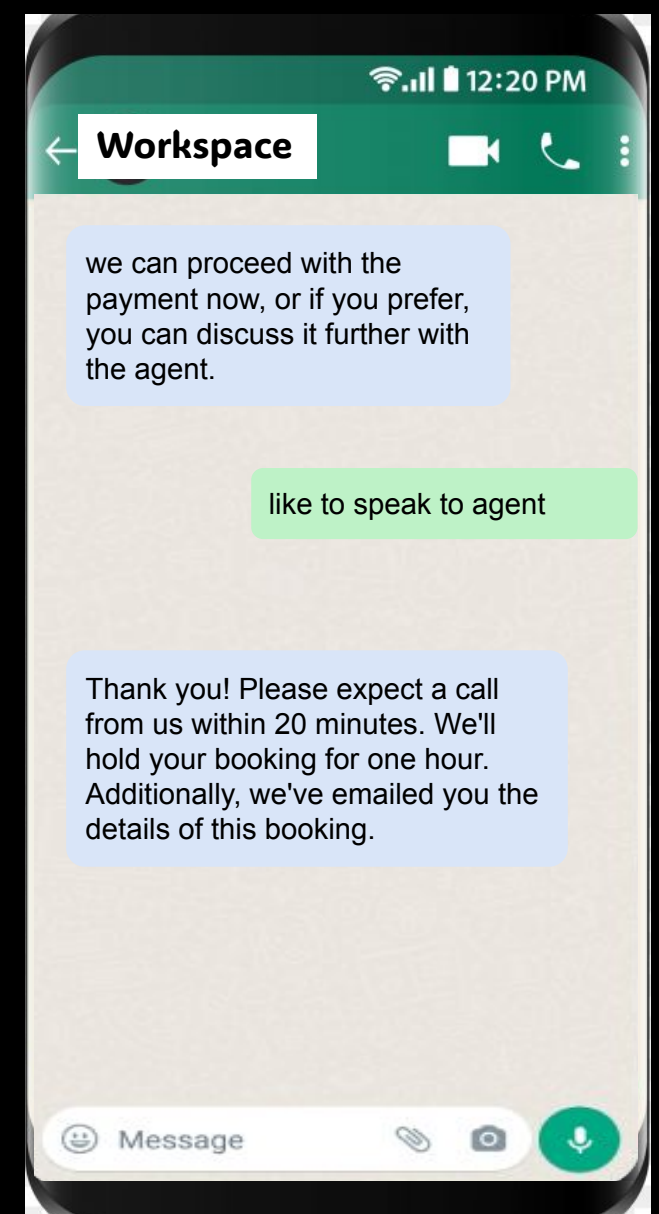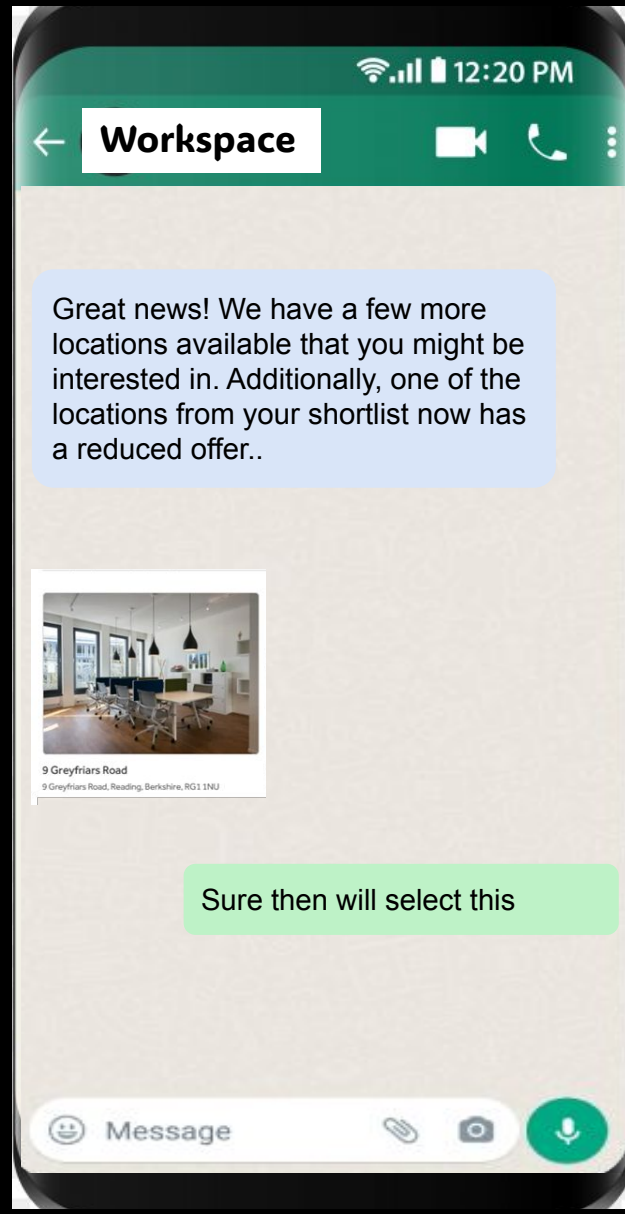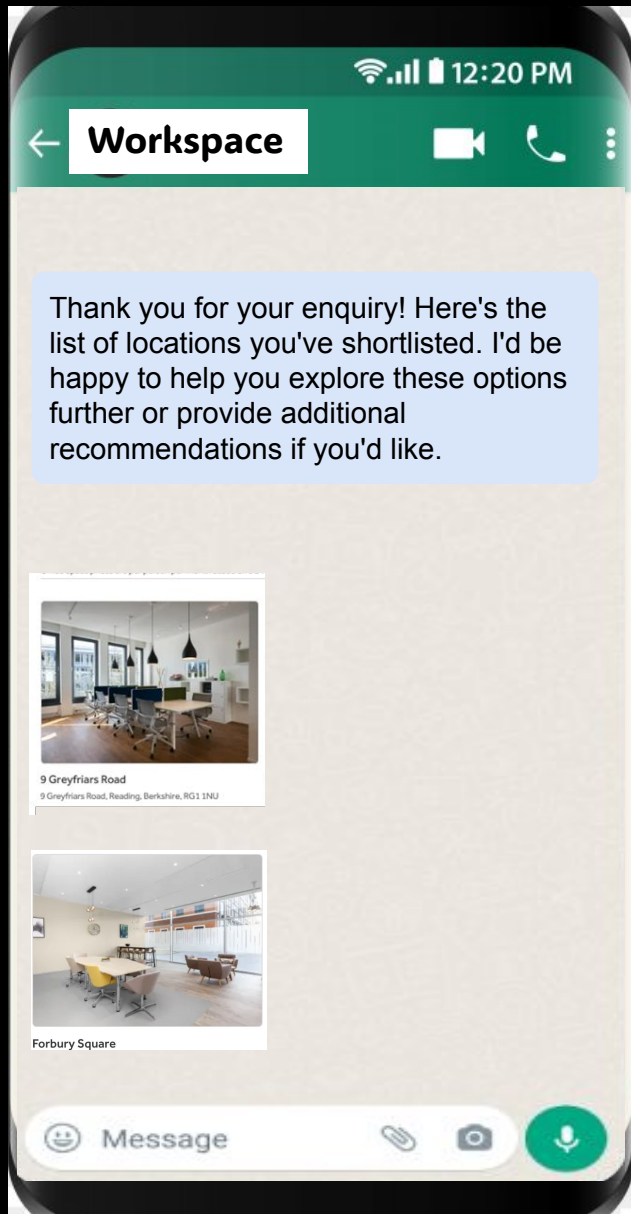
9 Greyfriars Road

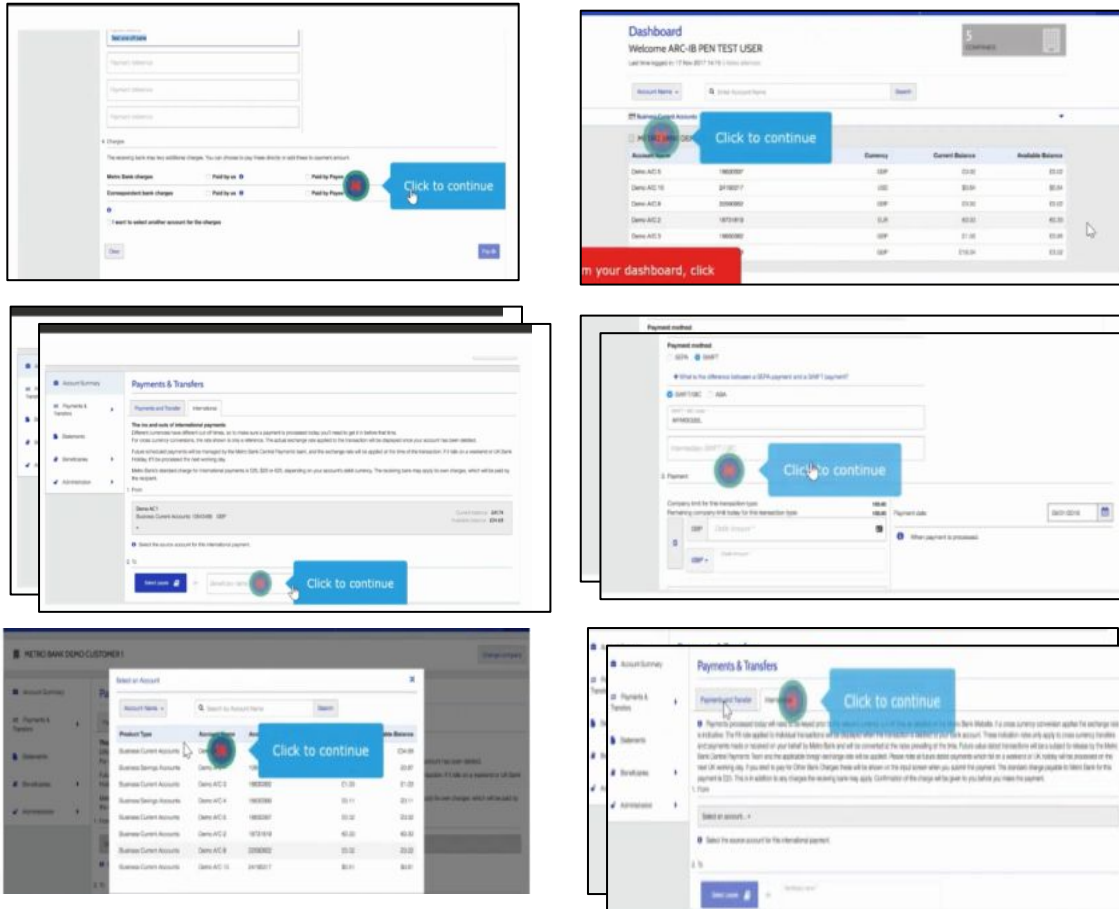9 Greyfriars Road, Reading, Berkshire, RG1 1NU

Forbury Square

Forbury Square Davidson House, Reading, Berkshire, ...

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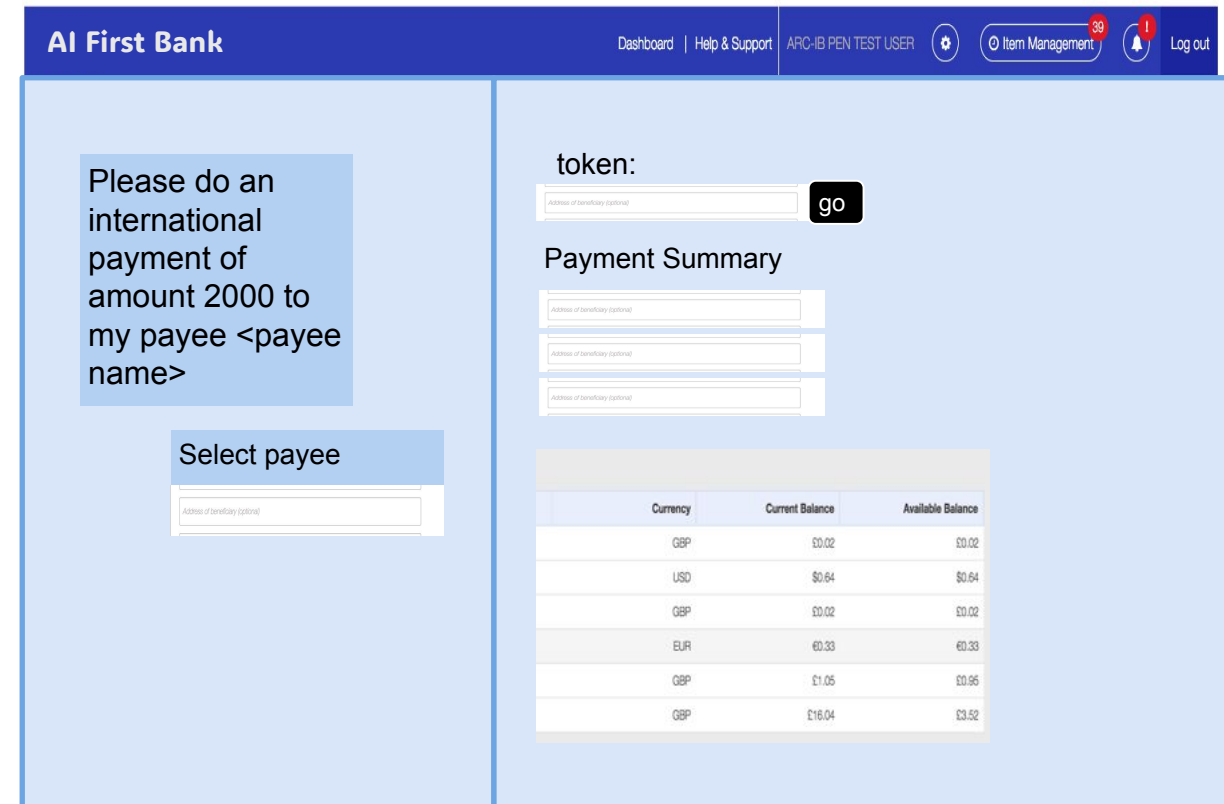
AI-First, Banking experiences.

As-is manual by design

To-Be - Intelligent by design

Overview of AI as Next UI

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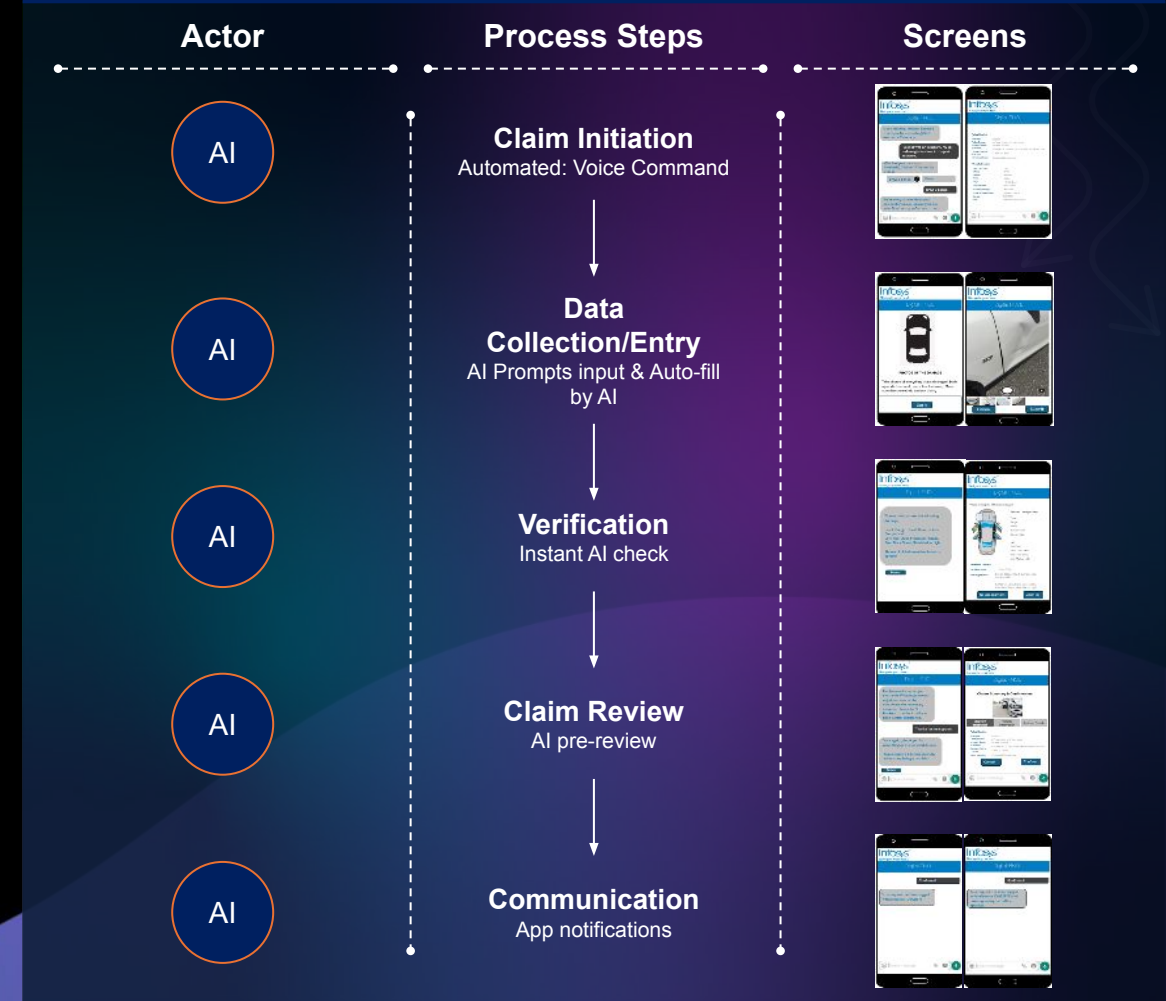Navigate your next

Demo

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Demo results : AI enhances FNOL Process

Manual Auto Claim Submission

Actor	Process Steps	Screens
CHANNEL	**Claim Initiation** — Manual: Call or visit	
AGENT	**Data Collection** — Ask and record	
AGENT	**Data Entry** — Manual record	
AGENT	**Verification** — Verbal confirmation	
AGENT	**Document Submission** — Submit Separately	
AGENT	**Claim Review** — Manual review	
AGENT	**Communication** — Call/email updates	

AI LED Auto Claim Filing

Actor	Process Steps	Screens
AI	**Claim Initiation** — Automated: Voice Command	
AI	**Data Collection/Entry** — AI Prompts input & Auto-fill by AI	
AI	**Verification** — Instant AI check	
AI	**Claim Review** — AI pre-review	
AI	**Communication** — App notifications	

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Demo results : AI enhances Auto Claims Process

Manual Auto Claim Processing

Actor	Process Steps	Screens
AGENT	**Claim Initiation**	
AGENT	**Claim Review**	
AGENT	**Communication**	
AGENT	**Data Collection**	
AGENT	**Data Entry**	

AI LED Auto Claim Processing

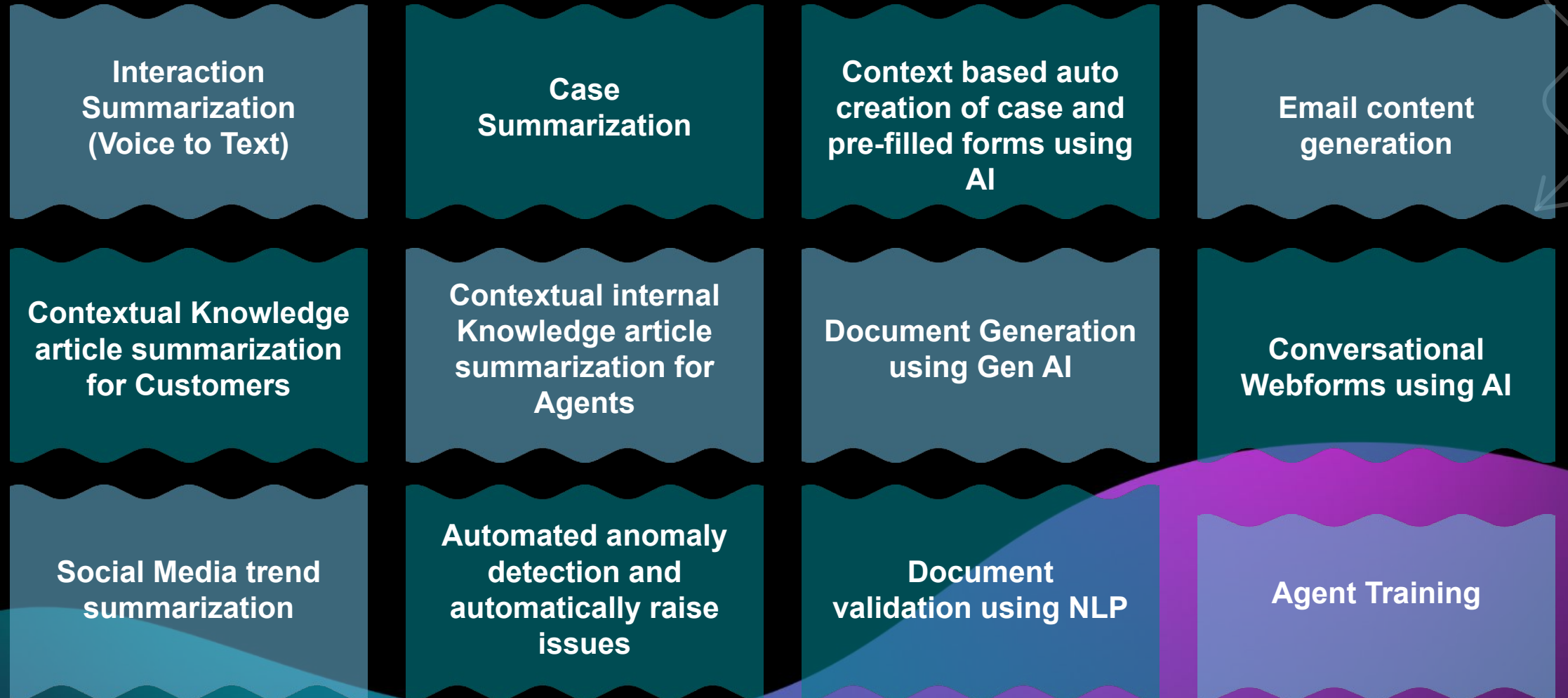| Actor	Process Steps	Screens
AGENT	**Claim Details** View claim info	
AI + AGENT	**Assessment** Camunda triggers AI Fraudulent check services	
AGENT	**Review** Decision for claim approval/decline	
AGENT	**Notification** Message/E-mail	

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Enhancing UI Interactions with AI: Augmentation and Beyond

Patterns of Manual interaction using UI	Solution to use AI
Data capture through observation	Channel analytics, sentiment analytics, voice to text, document analytics, vision analytics, image analytics, video analytics
Decision making	Confidence Scoring, identifying patterns and trends, auto simulations
Flagging/Status update	Context and Task Analytics
Look for information	Semantic Search, Knowledge Graphs
Information collation & summarization	Auto generation of content,
Initiate Action	Task suggestion and/or Autonomous Task execution
Context Understanding	Event analytics
Understanding complex siloed data	Prescriptive and Predictive Analytics

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Interaction Summarization (Voice to Text)

Case Summarization

Context based auto creation of case and pre-filled forms using AI

Email content generation

Contextual Knowledge article summarization for Customers

Contextual internal Knowledge article summarization for Agents

Document Generation using Gen AI

Conversational Webforms using AI

Social Media trend summarization

Automated anomaly detection and automatically raise issues

Document validation using NLP

Agent Training

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PRINCIPLES

HUMAN + AI | SAFEGUARD HUMAN RIGHTS | ETHICAL INNOVATION | FAIRNESS | TRANSPARENCY | INCLUSICIVITY & EQUAL ACCESS | GLOBAL RAI ADOPTION

AI3S (Scan, Shield, and Steer)

Infosys Responsible AI Watch Tower

Infosys Responsible AI Maturity Assessment & Audits

Infosys Responsible AI Telemetry & Dashboards

SCAN

Infosys Responsible AI Gateway

Infosys Responsible AI Toolkit

Infosys Responsible AI Guardrails

SHIELD

Infosys Responsible AI Strategy Consulting

Infosys Responsible AI Practice Setup

Consultations & Contract Reviews

STEER

GEN AI GUARDRAILS

PROMPT INJECTION | JAILBREAK | PROFANITY & TOXICITY | PII | IP VIOLATION | BIAS | EXPLAINABILITY | ORG POLICY & ROLE BASED CONTROLS

Thank You