

# Deliver better customer service with AI-powered Infor Value+ solutions



## To deliver better customer service, you need the right information at your fingertips to manage and prevent customer issues

Resolving or preempting issues is difficult when information about items, customers, and orders is buried or spread across multiple screens

## See what's important and prevent issues from one centralized place with **Customer Service Rep Advanced Workspace**

- Access recent orders and see their status at-a-glance
- Identify orders likely to cause a customer issue so proactive steps can be taken
- Directly access orders that are past their delivery date and and mitigate customer dissatisfaction
- Get quick access to your frequent actions
- Identify opportunities to generate sales



## To deliver better customer service, you need to reduce 'busy work' so you can focus more on the customer

Monitoring, reading, finding, categorizing, summarizing, storing, and uploading customer emails takes time away from providing excellent customer service

## AI and RPA within **Customer Service Email Summarizer** automatically handles emails and pinpoints important information.

- Identifies key information without having to read or manage a large volume of lengthy emails.
- AI and RPA does all the monitoring, finding, categorizing, summarizing, storing, and uploading of customer emails



Pre-built to complement your Infor ERP



Fast to implement and generate value



Leverage AI and RPA to innovate your business

## About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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## Accelerate Innovation with Infor Value+

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