

INFOSYS METRICSTREAM GRC DIGITAL SUITE

AI based chat bot- Empowering the First line users- "See something, say something, do something"



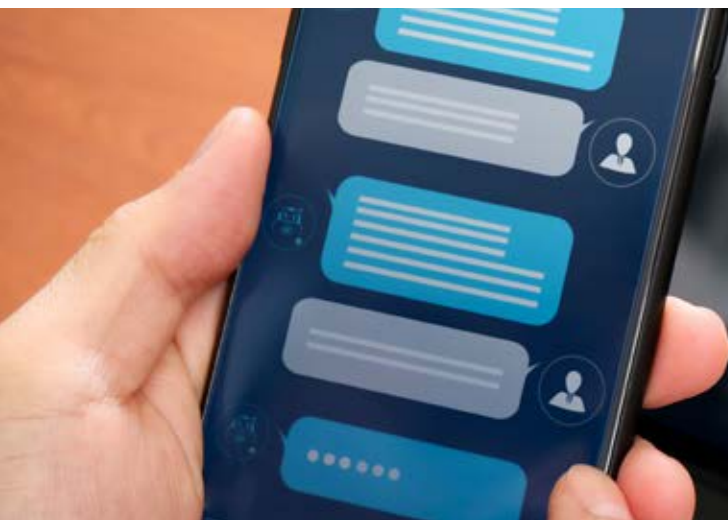
Introduction

For organizations to be truly digital- Governance Risk and compliance (GRC) cannot just be a function of select few GRC business users. It needs to be inclusive to include all employees within the organization. Infosys Natural language processing (NLP) and Artificial intelligence (AI) technology-based Chat-bot provides a convenient platform which enables first line users to report, track incidents and also ask queries about the functions and business processes of GRC- along with performing some of the GRC related day to day activities on the go. This offering seamlessly integrates with the organization's GRC platform and other data sources to create a one stop shop for users hence fostering higher value, ease of use and improve customer experience.

Infosys AI based chatbot- Use case summary



To achieve the above, Infosys has launched an AI based chatbot which would enable users to

- Report observations/ issues/ incidents
- Track the reported observations/ issues/ incidents
- View the policy associated before reporting observations/ issues/ incidents
- Attach supporting documents, images or voice files
- Report Sensitive issues
- Ability to protect user identity in case of sensitive issues
- View resolution of similar issues
- Record issues via Voice commands
- View Key metrics on the go
- Invoke Automated control tests
- Set priority of observations/ issues/ incidents
- View Reports on the go
- See upcoming Audits
- See Audit report and actions



Benefits

- Engaging the first line of defense users
- Reducing the cost of operations and training- by have most features on the AI based chat bot hence reducing tool dependency
- On the go tracking of issues/ incidents/ audit reports etc. and ability to triage

<p>Report observations</p>  <ul style="list-style-type: none"> • AI based assistant to help log issues correctly • Define issue category • Attach supporting documents • Define priority 	<p>Track observations</p>  <ul style="list-style-type: none"> • Check the status • View the SLA • Escalate on SLA breach • View the possible due date • View assignee 	<p>Report sensitive issues</p>  <ul style="list-style-type: none"> • Choose to report the issues having high sensitivity • Identity protection • Regular updates on email id 	<p>Policy management</p>  <ul style="list-style-type: none"> • View policies on demand • Track policy change history • Raise and track queries on Policies • Check policies related to a key work
<p>Manage controls testing</p>  <ul style="list-style-type: none"> • View control testing results • Invoke automated controls on demand • View reports on controls failing/ passing 	<p>Manage Internal Audits</p>  <ul style="list-style-type: none"> • View upcoming Audits • View past Audit results • View open items for previous audits • View upcoming deadlines for actions from previous audits 	<p>AI based predication</p>  <ul style="list-style-type: none"> • Know the resolution of similar issues/ incidents reports • Know the possible resolution/ and closure date based on ticket type and queue depth 	<p>Notification management</p>  <ul style="list-style-type: none"> • Set notifications for issues raised with certain key words • Set notifications for the issue raised stage change • Amend notification setting • Set reminders
<p>Queue management</p>  <ul style="list-style-type: none"> • Manage the issue/ incident queue • Re-assign • Shift cases in case of out of office or leaves • Auto close low priority/ low impact 		<p>Document digitization</p>  <ul style="list-style-type: none"> • Convert the document uploaded into text • Add the document text to issue details to get faster TAT 	

For more information, contact askus@infosys.com

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