

TO ALL STOCK EXCHANGES

**BSE LIMITED
NATIONAL STOCK EXCHANGE OF INDIA LIMITED
NEW YORK STOCK EXCHANGE**

August 26, 2020

Dear Sir/ Madam,

Sub: Press release

Please find enclosed the press release titled 'Infosys Launches AI-driven Solution to Automate Helpdesk Operations' for your information and records.

This information will also be hosted on the Company's website, at www.infosys.com.

Yours Sincerely,
For **Infosys Limited**



A.G.S. Manikantha
Company Secretary



PRESS RELEASE

Infosys Launches AI-driven Solution to Automate Helpdesk Operations

'Infosys Cognitive Email Workbench' leverages Blue Prism's Digital Workforce to drive Intelligent Automation

Bengaluru, India – August 26, 2020: [Infosys](#) (NYSE: INFY), a global leader in next-generation digital services and consulting, today announced the launch of AI-driven 'Cognitive Email Workbench' solution that gives enterprises the ability to augment query management and scale their helpdesk operations, significantly enhancing productivity and customer satisfaction. To develop this solution, Infosys leveraged its partnership with Blue Prism, a leading Robotic Process Automation (RPA) provider and a strategic partner. Infosys and Blue Prism joined hands in 2017 to help enterprises drive intelligent automation capabilities across multiple industries.

Infosys Cognitive Email Workbench is an AI-based assisted automation solution that allows clients to eliminate manual resolution and build near-touchless contact centers. It combines the intelligence of AI and Natural Language Processing (NLP), with Blue Prism's intelligent automation platform and Optical Character Recognition (OCR) capabilities. It also adds skills critical for enabling assisted and unassisted email responses, thereby giving customer helpdesks the flexibility to focus on requests actually requiring manual intervention. Integrating seamlessly with enterprises' existing IT, the solution:

- Senses and proactively addresses customer and partner queries received over email through highly personalized responses
- Understands customer intent by extracting attributes from emails and triggers necessary actions
- Suggests personalized offers through customer analytics, helps with auto-responses, amplifies helpdesk effectiveness and improves customer satisfaction

Balakrishna D R, SVP, Service Offering Head - ECS, AI and Automation, Infosys said, "Working with our clients, we are noticing two dominant trends – the need for them to be resilient to effectively address real world problems; and accelerated intelligent automation adoption to leverage actionable insights. Together with Blue Prism, we are launching a solution that addresses both these imperatives while enabling enterprises to proactively and efficiently address their customer and partner queries. This is a validation of our partnership with Blue Prism and together, we will continue to launch industry relevant intelligent automation solutions."

"Our partnership with Infosys is an illustration of how we are enabling our global clients to scale and drive an enterprise wide AI vision" says **Linda Dotts, Chief Partner Strategy Officer for Blue Prism**. "Together,



a Blue Prism Digital Workforce and the 'Infosys Cognitive Email Workbench' will transform helpdesk operations, bring in new efficiencies and play an impactful role in driving digital transformation.”

About Infosys Ltd.

Infosys is a global leader in next-generation digital services and consulting. We enable clients in 46 countries to navigate their digital transformation. With nearly four decades of experience in managing the systems and workings of global enterprises, we expertly steer our clients through their digital journey. We do it by enabling the enterprise with an AI-powered core that helps prioritize the execution of change. We also empower the business with agile digital at scale to deliver unprecedented levels of performance and customer delight. Our always-on learning agenda drives their continuous improvement through building and transferring digital skills, expertise, and ideas from our innovation ecosystem.

Visit www.infosys.com to see how Infosys (NYSE: INFY) can help your enterprise navigate your next.

Safe Harbor

Certain statements in this release concerning our future growth prospects, financial expectations and plans for navigating the COVID-19 impact on our employees, clients and stakeholders are forward-looking statements intended to qualify for the 'safe harbor' under the Private Securities Litigation Reform Act of 1995, which involve a number of risks and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding COVID-19 and the effects of government and other measures seeking to contain its spread, risks related to an economic downturn or recession in India, the United States and other countries around the world, changes in political, business, and economic conditions, fluctuations in earnings, fluctuations in foreign exchange rates, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, industry segment concentration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks or system failures, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Infosys has made strategic investments, withdrawal or expiration of governmental fiscal incentives, political instability and regional conflicts, legal restrictions on raising capital or acquiring companies outside India, unauthorized use of our intellectual property and general economic conditions affecting our industry and the outcome of pending litigation and government investigation. Additional risks that could affect our future operating results are more fully described in our United States Securities and Exchange Commission filings including our Annual Report on Form 20-F for the fiscal year ended March 31, 2020. These filings are available at www.sec.gov. Infosys may, from time to time, make additional written and oral forward-looking statements, including statements contained in the Company's filings with the Securities and Exchange Commission and our reports to shareholders. The Company does not undertake to update any forward-looking statements that may be made from time to time by or on behalf of the Company unless it is required by law.

For more information contact PR_Global@Infosys.com