TO ALL STOCK EXCHANGES

BSE LIMITED
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NEW YORK STOCK EXCHANGE

June 26, 2019

Dear Sir/Madam,

Sub: Press Release

Please find attached the press release titled **"EdgeVerve launches AssistEdge Engage to redefine contact center experience".**

This is for your information and records.

This will also be hosted on the company's website at www.infosys.com

Thanking You

Yours Sincerely,

For **Infosys Limited**



A.G.S. Manikantha
Company Secretary

Encl: As above

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EdgeVerve launches AssistEdge Engage to redefine contact center experience

Las Vegas – June 26, 2019: EdgeVerve Systems, a subsidiary of Infosys (NYSE: INFY), today announced the launch of AssistEdge Engage at CCW Vegas. AssistEdge Engage is an intelligent automation platform for contact centers offering smart features that increase agent productivity, satisfaction and elevate customer experience. With the emergence of RPA and maturity of AI capabilities, there is a significant opportunity for contact centers to relook at the ways in which they can service their customers. Easy to integrate and deploy, AssistEdge Engage harnesses the power of AI and RPA, making it possible for businesses to amplify returns from their existing contact center investments.

According to **CCW Digital research**, only 18% of customers are 'very satisfied' with their typical customer service experiences. An enormous opportunity exists for organizations to reduce effort, increase personalization and deliver value.

AssistEdge Engage integrates assisted and unassisted automation capabilities and comes with a proven track record of having delivered increased first call resolution by up to 15%, minimized operational costs by 30% resulting in an increase in net promoter score of 8%

"If there's one word to describe the typical agent experience, it's 'difficult,'" adds **Brian Cantor, Principal Analyst, CCW Digital.** "More than 80% of companies require agents to access multiple systems when supporting customers; about half provide agents with little-to-no context about customers escalating from other channels. EdgeVerve's AssistEdge Engage has the right combination of features to help contact centers eliminate complexity and provide agents with real-time, actionable guidance, thereby improving agent productivity and in turn, customer satisfaction."

Atul Soneja, SVP and Global Head of Edge Products and Infosys Nia, said, "In today's market, customer expectations from brands and service providers have increased manifold. It is imperative for organizations to own and retain customers by providing superior experience across all touch points. Contact centers continue to face challenges in delivering exceptional customer experience due to a myriad of applications which they need to access to pull out customer information. AssistEdge Engage provides a refreshed 360-degree view of the customer to enable the agent to engage better thereby resulting in an increase in customer satisfaction."

EdgeVerve Systems Ltd.
EdgeVerve Systems, a wholly owned subsidiary of Infosys, develops innovative software products and offers them on premise or as cloud-hosted business platforms. Our products help businesses develop deeper connections with stakeholders, power continuous innovation and accelerate growth in the digital world. We power our clients' growth in rapidly evolving areas like banking, interactive commerce, distributive trade, customer service and enterprise buying and help them navigate their digital journey with our AI enabled Automation and Business Solutions.

At EdgeVerve, we are making constant strides towards transforming enterprises by providing AI enabled Business Applications, leveraging the Infosys Nia™ Platform with capabilities across the Automation continuum. Today EdgeVerve products are used by global corporations across financial services, insurance, retail and CPG, life sciences, manufacturing and telecom.

To know more, visit www.edgeverve.com

Safe Harbor
Certain statements mentioned in this release concerning our future growth prospects are forward-looking statements regarding our future business expectations 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 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, and unauthorized use of our intellectual property and general economic conditions affecting our industry. 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, 2019. 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 further information, please contact: PR_Global@infosys.com