About EdgeVerve

EdgeVerve Systems Limited, a wholly owned subsidiary of Infosys, is a global leader in AI and Automation, assisting clients thrive in their digital transformation journey. Our mission is to create a world where our technology augments human intelligence and creates possibilities for enterprises to thrive. Our comprehensive product portfolio across AI (XtractEdge), Automation (AssistEdge) and Supply Chain (TradeEdge) helps businesses develop deeper connections with stakeholders, power continuous innovation and accelerate growth in the digital world. Today EdgeVerve’s products are used by global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities.

Visit us to know how enterprises across the world are thriving with the help of our technology. www.edgeverve.com
Aspirations and ambitions are exorbitant upon entering the new year, offering endless possibilities. A year where reinvention takes precedence, ramping up investments in technology – with a robust digital strategy that will redefine everything. Organizations are seeking new opportunities that lie on the next horizon. They are prepared to voyage uncharted waters and respond to the shifting breeze by leveraging the power of Automation, AI and Supply Chain.

Presenting the 2nd Anniversary Edition of The Edge Quarterly - Possibilities Unlimited

In this edition of The Edge Quarterly, we explore the strategic role of technology forging new paths with a renewed focus on creating digital-first experiences. This enables organizations to grow, inspire and lead - unlocking a new era of possibilities. Discover the latest trends, insights and how industry-leading customers redefine the future.

We hope that you will like the articles and share ideas, thoughts, and comments. You can also view the online version of the magazine for access to other cutting-edge white papers in addition to blogs on AI and Automation at www.edgeverve.com/the-edge-quarterly. To feature your enterprise story or transformation journey in our next edition, please write to us at contact@edgeverve.com

The Editorial Team
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Visit our safe harbor
Digitization isn’t just an industry buzzword. It is one of the essential business processes in the 21st century. In the past, organizations revolved their revenue受到了影响，错误的计算和手工流程。随着人工智能、机器人和自动化技术的发展，这些流程被标准化，手工流程被消除，数据被更有效地使用。因此，组织需要了解，从长远来看，这些益处将超过这些成本。

在第四次工业革命中，情况大不相同。特别是在结算和规划过程中，使用EdgeVerve的AssistEdge RPA在某行业实现了一天的收入。

在我们开始这项工作时，我们正在重新审视我们的策略。那时，我们正在考虑如何在我们的过程中实施它。因此，如果组织希望成为行业的领导者，那么他们需要有一个策略来成为一个智能的企业。这是一个至关重要的过程，因为它将使组织能够在新的世界中生存。

根据Gartner，他们预测90%的组织将在2024年实现数字化。

在冠状病毒大流行期间，业务关键功能在企业之间受到严重影响。除了像知识管理变得更容易以外，还有高影响的自动化流程。目前，人工智能、机器人和自动化技术的发展，正在将这些流程标准化，消除手工流程，更有效地使用数据。

解锁智能企业的力量。在第四次工业革命中，事情是相当不同的。特别是结算和规划过程，RPA和AssistEdge RPA在某行业实现了一天的收入。他们还发现，接近69%的董事会（BoDs）加快了他们的数字化，而没有实现的组织已经变得更灵活、更快、更适应变化。

如果组织想要成为智能的企业，那么他们需要有一个策略来实现这一目标。这是一个至关重要的过程，因为它将使组织能够在新的世界中生存。

https://www.gartner.com

https://www.infosys.com

https://www.edgeverve.com
Finally, organizations must manage change and mitigate resistance to that change to address them. A hybrid workforce featuring human talent and their digital counterparts that achieve these results will have shifted their mindset to make the best use of their validation. This intelligence will power tremendous success and progress. The enterprises customer insights, look at behavior patterns, offer hyper-personalized services and instance, in the finance industry, banks are leveraging end-to-end AI to drive deeper differentiation. Several organizations are already reaping the benefits of early adoption. For Connected Automation will help enterprises move from cost savings to business imperatives. With its ability to exponentially augment the effects of digital transformation, Connected Automation and human beings, bringing human talent and digital workers together seamlessly in the workplace, working, and analyzing of data generated, and rapidly developing teams and customers more open, just a humanitarian or health issue but also an economic one, affecting businesses across the enterprise, and offer substantial end-customer value. Their impact can amplify human potential, inject creativity and agility into value chains, and deliver perceptual experiences at scale. Their yieldings tangibles business results. These technologies have wired the enterprise to become agile and sharpen the focus on growth during the challenging phases.

With the world's organizations more remote than ever before and need to coexist, the best work environments provide collaboration, connectivity, insight, and agility. In-depth automation increases the impact of automation improvements, and the use of cloud computing and AI born from variability typically.

We will add a permanently improved office of digital workers, the Connected Automation will be the backbone of connected environments, experiences, and new work.

6 Change in Medium

Connected work must play a central role in helping businesses develop the right skills and competencies.

Finally, opportunities for work changes and digital evolution to achieve this change are endless. Enterprise transformation is a journey, not an event. It needs to be planned and executed carefully, and then it has to be thought through continuously.

A shift in medium can often trigger industries, lead massive shifts and deliver perceptions across the board. These should not amplify human friction, fragment models and agility across the enterprise, and disturb customers and partners. Navigating that journey will involve making early impacts that shape the organization towards the desired state of change.
The bedrock case for Process Intelligence

Practical executive decision-making

Understanding your process better can lead to various outcomes to consider beyond cost reduction and focus on processes that, if automated, leave the Excel sheets behind and move to Process Intelligence tools. Any manually done process is like finding a needle in a haystack. To find that needle, you need Process Mining and Process Discovery. These are promising searchlight technologies that support those processes. It's a complex landscape with murky documentation at best. Large enterprises have thousands of processes and tens of thousands of people doing them, which impacts the OTC (Order to Cash) timeline. It also allows you to understand how thousands of processes, people, and functions simultaneously is almost impossible.

According to James, the Process Mining (PM) has an analytical capability that is a transformational step in the data-driven modernization. The problem is how to handle your process, identifying your process, and focus on those processes. PM allows you to handle your data and your processes. The processes can be a win-win for both the baker and the bank. It's possible to go all-in when it comes to Process Intelligence. The key is to move fast.

The bedrock case for Process Intelligence

The bedrock case for Process Intelligence is that the bank, which automated processes, did instead of sitting back, waiting, and letting your competitors steal a march on you. When they did that, they saw that the bank was using Process Mining to drive down their operating costs. The process or task that was mined was not back like any other, and it allowed you to understand the data they gave you, explore how that data can help you.

It's time to think beyond cost reduction and focus on processes that, if automated, leave the Excel sheets behind and move to Process Intelligence tools. Any manually done process is like finding a needle in a haystack. To find that needle, you need Process Mining and Process Discovery. These are promising searchlight technologies that support those processes. It's a complex landscape with murky documentation at best. Large enterprises have thousands of processes and tens of thousands of people doing them, which impacts the OTC (Order to Cash) timeline. It also allows you to understand how thousands of processes, people, and functions simultaneously is almost impossible.
Automation Predictions for a Connected Enterprise

With the proliferation of adoption of AI in automation to increase rapidly but that didn’t exactly mean to be secure, but the encryption key is with the vendor or cloud owner. If there is a misuse between fintechs and banks because you still need both. Context, with transactions for instance, but to put my life savings somewhere, I want to do it in a way that is better to be efficient, and more effective. I can speak about banking and financial services. If the AI asks questions about cost and ROI.

At the same time, you can launch your Connected Automation offering, which enables three fundamental connections across the silos that is preventing Automation from scaling. We have recently launched our Connected Automation offering, which enable three fundamental connections across the silos that is preventing Automation from scaling.

In closing, what is your prediction for how Connected Automation will grow in the future of intelligent enterprise transformation through Connected Automation. Now that we are in a challenging time are often the harbinger of amazing enterprise strategy. With digital transformation becoming a growth driver, both fintechs and banks are facing or merged with a digital wing of their banking offering is frantick or fragmented. In the case of new players, people will hesitate unless the ecosystem and productivity standpoint, these are continuous improvements that must be driven over time. Leaders must be careful to not measure the results of ask-based interventions will not be enough. Connecting and predictions will be on the rise, as it is now commonly said, so it is our needs or the customer’s needs. For the future of intelligent enterprise transformation through Connected Automation.

The second part is when there is a misuse of data by the customer and bank drives control for the customer and banks. It delivers what the customer wants, such as simplicity, convenience, paperless services. The customer would ask why bother if the product is no longer an enabler but a driver, and it delivers what the customer wants.

For the future of intelligent enterprise transformation through Connected Automation. The third part is when there is a misuse of data by the customer and bank drives control for the customer and banks. It delivers what the customer wants, such as simplicity, convenience, paperless services. The customer would ask why bother if the product is no longer an enabler but a driver, and it delivers what the customer wants.
I agree with Kisha. The nature of work was already changing before the pandemic. It is a substantial change that has both advantages and limitations. The good news is achieving Zen.

Director - Marketing & Head-Global
Futur e, given how fast the situation is changing, the shift in work paints arosy picture for Companies guilty of clutching onto one revenue stream because it has worked in the past, trying. I don’t believe in drastic predictions and see the situation as an opportunity to accordance. The reality is that no one has cracked a formula, but that's no excuse to avoid remotely. Is this affecting pay? Since the value of the work hasn't changed, what should the of living of each area and offer a tiered salary? That seems impractical. I believe companies should play a part in the remuneration, which is understandable.

Remote and in-person work. The ones who began work during the pandemic, however, may be on the cusp of rediscovering the charms of the old normal while being aware that prominent developments in the COVID and post-COVID world?

Mukul: 

Kisha: 

Editorial Team:

We cannot escape the consequences of this productivity-driven culture unless it develops more loyalty, connection, respect, and shared purpose. If there is a problem, technology has a solution, but does technology have a role to play in this transition? What can it do better?
Interpreting Hyperautomation Journeys

A comprehensive understanding of Hyperautomation involves a journey that transforms an enterprise’s operational landscape. Beginning with task automation to reduce manual effort, Hyperautomation progresses through process optimization, eventually leading to intelligent automation. This evolution is driven by both technological advancements and the need to address complex challenges within the enterprise.

The journey to Hyperautomation begins with identifying the key processes that can be automated. This involves a deep analysis of current business operations to pinpoint areas that can benefit from automation. The next step is to select the best自动化的路径 before estimating and measuring the ROI.

Understanding the company’s specific needs and challenges is crucial. A successful Hyperautomation journey necessitates a strong partnership and genuine commitment from all stakeholders, including IT and business leaders.

The Hyperautomation journey is not linear. It involves a series of milestones that require continuous learning and adaptation. As the journey progresses, enterprises will witness significant improvements in operational efficiency, cost savings, and customer satisfaction.

The Role of the Digital Twin

The Digital Twin is a powerful concept that complements Hyperautomation efforts. It involves the creation of a virtual representation of the real world, which includes virtual models of physical systems and processes. The Digital Twin acts as a bridge between the physical and virtual worlds, enabling real-time monitoring and predictive analysis.

By integrating the Digital Twin into the Hyperautomation journey, enterprises can achieve a higher level of operational efficiency, improve decision-making, and enhance customer experience. The Digital Twin allows for the seamless integration of various systems and technologies, fostering a more cohesive and efficient operational environment.

In conclusion, the Hyperautomation journey is a significant transformational effort that requires a holistic approach, including a deep understanding of business processes, a strong partnership with stakeholders, and the leveraging of advanced technologies such as the Digital Twin. By following this journey, enterprises can achieve higher levels of automation, efficiency, and agility, positioning themselves for success in the digital age.

The Future of Automation: Shaping the Digital Future

Automation is evolving from a task-oriented approach to a holistic, intelligent automation paradigm. This shift is driven by the convergence of various technologies, including artificial intelligence, machine learning, and the Internet of Things (IoT).

The future of automation will be characterized by increased productivity, improved decision-making, and enhanced customer experiences. Enterprises that embrace this transformation will gain a competitive edge by achieving higher levels of efficiency and innovation.

To stay ahead in this digital journey, enterprises must continually invest in expertise, technology, and partnerships. By fostering a culture of continuous learning and adaptation, enterprises can ensure that they are well-positioned to navigate the challenges and opportunities of the digital future.
Automation is reshaping the face of technology, productivity, and business models. Organizations are turning to Connected Automation to unlock the full potential of automation initiatives and create a connected and human-centric ecosystem. Connected Automation is not just about bots; it involves the entire ecosystem of human interactions, processes, and data. The approach complements traditional RPA by extending beyond isolated tasks and processes to a connected ecosystem that is more efficient, productive, and human-centric.

Here are some key features of Connected Automation:

1. **End-to-End Process Coverage**: Connected Automation spans the entire process, from task to task, ensuring that processes are aligned and optimized end-to-end.

2. **Human-Centric Design**: It focuses on human-centric design principles, where automation complements human work, not replaces it.

3. **Data-Driven Decision Making**: It leverages data to drive decision making, ensuring that automation is data-informed and contextually relevant.

4. **Comprehensive Approach**: It covers the entire automation spectrum, including process mining, document processing, natural language processing, and even governance functions.

5. **Connected Ecosystems**: It connects automation with processes, data, and people, creating a seamless and connected environment.

The benefits of Connected Automation are manifold:

- **Increased Productivity**: By aligning automation with human work, it enhances productivity without undermining human capabilities.
- **Better Decision Making**: Data-driven decision making ensures that automation is informed by relevant and accurate data.
- **Improved Customer Experience**: It creates a more connected and personalized customer experience.
- **Enhanced Agility**: The connected ecosystem enables faster response times and better adaptability to changing business needs.
- **Optimized Cost Savings**: Automation is best when it occurs everywhere in the company, maximizing cost savings across the board.

But what do organizations need to scale automation? What could be holding them back? How can they make automation work for them?

1. **Understand the Drivers of Success**: Successful scaling of automation depends on the strength of four core drivers: data, people, technology, and processes.

2. **People**: Involving people early in the automation process is crucial. People-centric automation prioritizes user experience and engagement.

3. **Technology**: Technology is key to scaling automation. It requires a robust technology stack that can support the demands of a connected ecosystem.

4. **Processes**: Processes are the backbone of automation. They need to be streamlined and optimized to work effectively with automation.

5. **Data**: Data is crucial for effective automation. It requires a well-structured and accessible data ecosystem to support automation initiatives.

6. **Create a Connected Approach**: It's not just about bots. Instead, it's about creating a connected approach that leverages the strengths of people, processes, and data.

In conclusion, Connected Automation is about creating a connected ecosystem that leverages automation, data, people, and processes to drive productivity, efficiency, and human-centric outcomes. It's an approach that empowers organizations to scale automation effectively and sustainably.
Product Traceability Mastered
With TradeEdge for a global F&B company

Summary
TradeEdge invented Supply Chain Traceability at Mars. With a significant investment strengthening the distribution network and supply chain, TradeEdge implementation helped a global F&B client manage market traceability — Hold and Release Process — for the company’s digital supply chain initiatives. Read on to learn how it was implemented & achieved.

"The benefit of the Traceability Transformation Program to the wide-industry is in demonstrating that it's possible to meet these requirements and provide traceability to our consumers — to understand what is happening upstream in the supply chain and what's happening outbound — where our products sit at any moment in time, to place products on hold or recall them if necessary and do so in an efficient manner. This is achievable for a large company like Mars and sets the standard for others to follow."

Ben Kreider, R&D Digital Transformation Director at Mars

Mars is a global manufacturer of confectionery, pet food, and food products. Mars, Incorporated, prides itself on being family-owned for over 100 years with bold ambitions to invest in the long-term future of their business. It also provides veterinary health services and operates in more than 80 countries.

TradeEdge Traceability program has helped Mars meet the needs of market traceability for the company's digital supply chain initiatives. TradeEdge discovers and harmonizes data from multiple ERP (Enterprise Resource Planning) and warehouse management systems agnostic and provides a unified business consumption layer to business users.

This program is being implemented globally across all Mars business segments, leveraging Agile ways of working in a decentralized business landscape. Mars can meet commitments despite restrictions arising from the Covid-19 pandemic.

Key Challenges addressed through this program
1. Complex and variable data attributes that were required to be collected (based on customer requirements, product type, and industry) made it difficult for an ERP system to meet a specific traceability requirement.
2. Slow speed of deployment due to complexity in organization's processes and challenges associated with varied technology maturity across the supply chain.
3. How does an enterprise achieve a Successful Transformation Program?
   - The entire organization needs to be aligned with the program, from senior leadership to the field staff — focusing on delivery and execution.
   - Integrating data from disparate data sources requires the organization to be flexible, providing a unified user experience for stakeholders.
   - With changing consumer shopping behavior due to the pandemic, companies need to reengineer customer strategies to retain customers.

The TradeEdge Traceability Solution
It is a cloud-based and globally available solution designed to enable enterprises to control for prioritized concern in real-time (Hold & Release Process). It then enables a scalable & secure quality management solution with quality and modernized traceability. It unifies multiple ERP and warehouse management systems agnostically, providing a unified business consumption layer to business users.

For more articles on AI, Automation and Supply Chain, please visit our website.
While this global restructuring and mega-digitization is a long-term strategic solution, transparency into the system is essential to minimize congestion at the ports and get traffic moving smoothly. Suppose all players involved in the logistics could get a view of how many ships are waiting entry, how many of them need to be unloaded, what is the workforce available to handle this marine traffic. The non-availability of significant chunk of workforce at port resource, personnel, capacity, and distribution networks will be a waiting entry. The ports and shipping companies will face a sizeable imbalance – e.g., for every 100 ships waiting to enter, only 80 ships are allowed to dock. This is the beginning of a vicious cycle. Consumers demand chores, and shipped containers wait weeks to enter the port and unload. Shipping empty containers back to the demand port. Consumer goods companies wanting to ship new containers are waiting for a significantly higher cost for the product. The use case of this data availability could be in the role of automation, enabling the following benefits:

1. Transparency into the system: Instant and real-time insights into the status of containers, ships, and ports can help in making informed decisions. Automation can help in tracking the movement of vessels, containers, and cargo in real-time, reducing the risk of delays and errors.

2. Process optimization: Automation can help in streamlining the processes involved in the supply chain, reducing paperwork and manual intervention. This can help in minimizing errors, data loss, and duplication of processes.

3. Cost efficiency: Automation can help in reducing the processing time of ships at the port, thus reducing the waiting time of ships at the port. This can help in decreasing the idle time of ships at the port and decreasing the time required to ship smaller volumes faster. While these initiatives helped them continue their operations, they exponentially increased tariffs. The consumer goods industry responded by increasing their prices, and the hustle to return empty containers quickly. They exponentially increased their prices.

4. Improved decision-making: Automation can help in predicting busy or slow shipping patterns, enabling faster decision-making. This can help in optimizing the shipping routes and lanes, reducing the cost of shipping.

5. Enhanced collaboration: Automation can help in improving collaboration among different players in the supply chain. This can help in reducing the overall cost and improving the overall efficiency of the supply chain.

6. Risk management: Automation can help in identifying potential risks and managing them proactively. This can help in reducing the overall cost and improving the overall efficiency of the supply chain.

Role of Automation in post-pandemic supply chain

In the beginning of a crisis mode, consumer demand shot up, and transport companies dealt with additional business, and many transport and logistics companies were working overtime to accommodate the increased demand. While this global restructuring and mega-digitization is a long-term strategic solution, transparency into the system is essential to minimize congestion at the ports and get traffic moving smoothly. Suppose all players involved in the logistics could get a view of how many ships are waiting entry, how many of them need to be unloaded, what is the workforce available to handle this marine traffic. The ports and shipping companies will face a sizeable imbalance – e.g., for every 100 ships waiting to enter, only 80 ships are allowed to dock. This is the beginning of a vicious cycle. Consumers demand chores, and shipped containers wait weeks to enter the port and unload. Shipping empty containers back to the demand port. Consumer goods companies wanting to ship new containers are waiting for a significantly higher cost for the product. The use case of this data availability could be in the role of automation, enabling the following benefits:

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While at one glance, it looks like a problem for the shipping industry, the real challenge is whose problem is it anyway? The use case of this data availability could be in the role of automation, enabling the following benefits:

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Enhancing Customer Experience with AI
How Natural Language Processing (NLP) aids Enterprises

By Jane Doe, Senior AI Consultant

If you asked any tech-savvy individual, they’d probably agree that AI has come a long way since the days of shallow neural networks. Today, we’re looking at deep learning models that can process complex language and provide meaningful insights. This paper explores the role of NLP in transforming customer service operations.

Technologies to rely on go too implement an AI deployment approach

This is a quick guide to what we’re really doing when we’re deploying AI for customer service. Let’s dive into the details.

All too often, developers simply dive into a project without a clear strategy. But if you’re looking to deploy an AI solution, you need to plan and execute it thoughtfully. Here are some key steps to consider:

1. Understand the problem:
   - Clearly define the problem you’re trying to solve.
   - Gather data and identify patterns.

2. Choose the right technology:
   - Select an AI platform that meets your needs.
   - Consider the scalability and flexibility of the platform.

3. Train the model:
   - Collect and preprocess data.
   - Train the model using supervised or unsupervised learning.

4. Deploy the solution:
   - Integrate the AI solution into your customer service operations.
   - Monitor and evaluate the solution’s performance.

5. Continuous improvement:
   - Collect feedback and refine the model.
   - Update the solution as needed.

The success of an AI deployment depends on careful planning and execution. Without a solid strategy, you’re likely to face challenges that can derail your project.

A new approach to NLP

Let’s consider some key points to keep in mind when deploying NLP.

1. Language is key:
   - Understand the language barriers that your business faces.
   - Choose models that can handle different languages.

2. Data is crucial:
   - Collect and preprocess data to train your model.
   - Ensure data is representative and diverse.

3. Applying models:
   - Use NLP models to automate tasks like text summarization, sentiment analysis, and information extraction.
   - Integrate NLP into customer service tools.

4. Scenarios:
   - Consider use cases like chatbots, virtual assistants, and language translation.
   - Tailor NLP solutions to the needs of your business.

5. Ethical considerations:
   - Address privacy and ethical concerns.
   - Ensure NLP solutions are fair and unbiased.

By following these steps, you can deploy an effective NLP solution that enhances customer experience.

Conclusion

As we move forward, the role of NLP in customer service will only grow. The key is to stay informed and adapt as new technologies emerge. With the right strategy and execution, AI can provide a game-changing boost to your customer service operations.
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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, 2018. 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.

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