

TO ALL STOCK EXCHANGES

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

January 20, 2021

Dear Sir/ Madam,

Sub: Press Release

Please find enclosed the press release titled '**Launching Infosys Cortex: AI-First, Cloud-First Customer Engagement Platform, Part of Infosys Cobalt, to Humanize Customer Experience, Empower Agents and Drive Intelligent Operations for Enterprises**' for your information and records.

This information 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



PRESS RELEASE

Launching Infosys Cortex: AI-First, Cloud-First Customer Engagement Platform, Part of Infosys Cobalt, to Humanize Customer Experience, Empower Agents and Drive Intelligent Operations for Enterprises

Bengaluru, India – January 20, 2021: [Infosys](#) (NYSE: INFY), a global leader in next-generation digital services and consulting, today announced the launch of Infosys Cortex, its customer engagement platform. The platform leverages technology from Genesys, a global leader in cloud customer experience and contact center solutions, along with [Contact Center AI](#) services from Google Cloud and its managed artificial intelligence (AI) and analytics services.

Infosys Cortex helps businesses reimagine customer care operations by providing intelligence to aid purposeful customer communication, smarter and faster decision-making, and deliver value at scale. Using the power of cloud and a modular microservices based architecture, it helps enterprises achieve up to 40 percent faster and more effective agent hiring and learning. It also brings up to 30 percent improvement in agent performance with training before operationalizing the contact center. Furthermore, Infosys Cortex drives up to 30 percent improvement in satisfaction for customers through intent prediction and self-service, along with up to 40 percent improvement in operations through cognitive automation and analysis of contextual data across systems using Infosys Data and Analytics Platform powered by Google Cloud. Infosys' ability to provide deeper integration in the enterprise by developing and reusing connectors for existing enterprise information systems makes implementation smooth and seamless.

Infosys Cortex will tightly integrate with Genesys Engage™, a robust omnichannel engagement solution built on a multicloud architecture. Together, the solutions will allow organizations to deliver fast, convenient, and personalized interactions at every touchpoint. In addition, the open architecture of Genesys Engage and a rich ecosystem of tools and capabilities will enable businesses to customize the solution so they can better address the unique challenges and objectives of their industry and customers.

As enterprises prepare for the next normal, Infosys Cortex will help them harness AI services from Google Cloud. Together with Google AI-powered voicebots, chatbots, interaction analytics, and an industry-leading IVR from Genesys, businesses can shift from being remote-ready to driving digital customer service from anywhere. They can also grow the effectiveness of their customer care with increased first-call resolution, reduced average handle time, decreased call volume, and improved service-to-sales conversion.



“Our experience of managing the IT landscapes of large complex enterprises, expertise across industry domains, and strengths in enabling workforce learning uniquely equips us to help businesses deliver customer delight. With Infosys Cortex, we can now share with them the digital capabilities to future-proof their customer relationships”, said **Ravi Kumar, President at Infosys**.

“The next wave of CX solutions are built to improve decision velocity. Machines can make 100 decisions per second, humans can make one per second but often get bogged down in management committee for weeks,” said **R “Ray” Wang, Founder and Chairman, Constellation Research, Inc.** “When AI is applied to CX, agents have the context they need to make faster and more precise decisions. As agents are augmented by AI, they can deliver more personalized experiences.”

“We’re proud that Infosys has selected Google Cloud’s Contact Center AI to power its Cortex customer engagement platform,” said **Kevin Ichhpurani, Corporate Vice President, Global Ecosystem at Google Cloud**. “More than ever, it’s important that businesses deliver positive experiences for consumers, and help them resolve questions or issues quickly and effectively even while teams and agents are working remotely. By leveraging Google Cloud’s managed AI and analytics services, Infosys Cortex delivers these capabilities to enterprises, enabling them to spin up new AI-powered customer engagement services quickly and ultimately helping businesses better serve their customers.”

For more information please visit: <https://www.infosys.com/products-and-platforms/cortex.html>

About Infosys

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