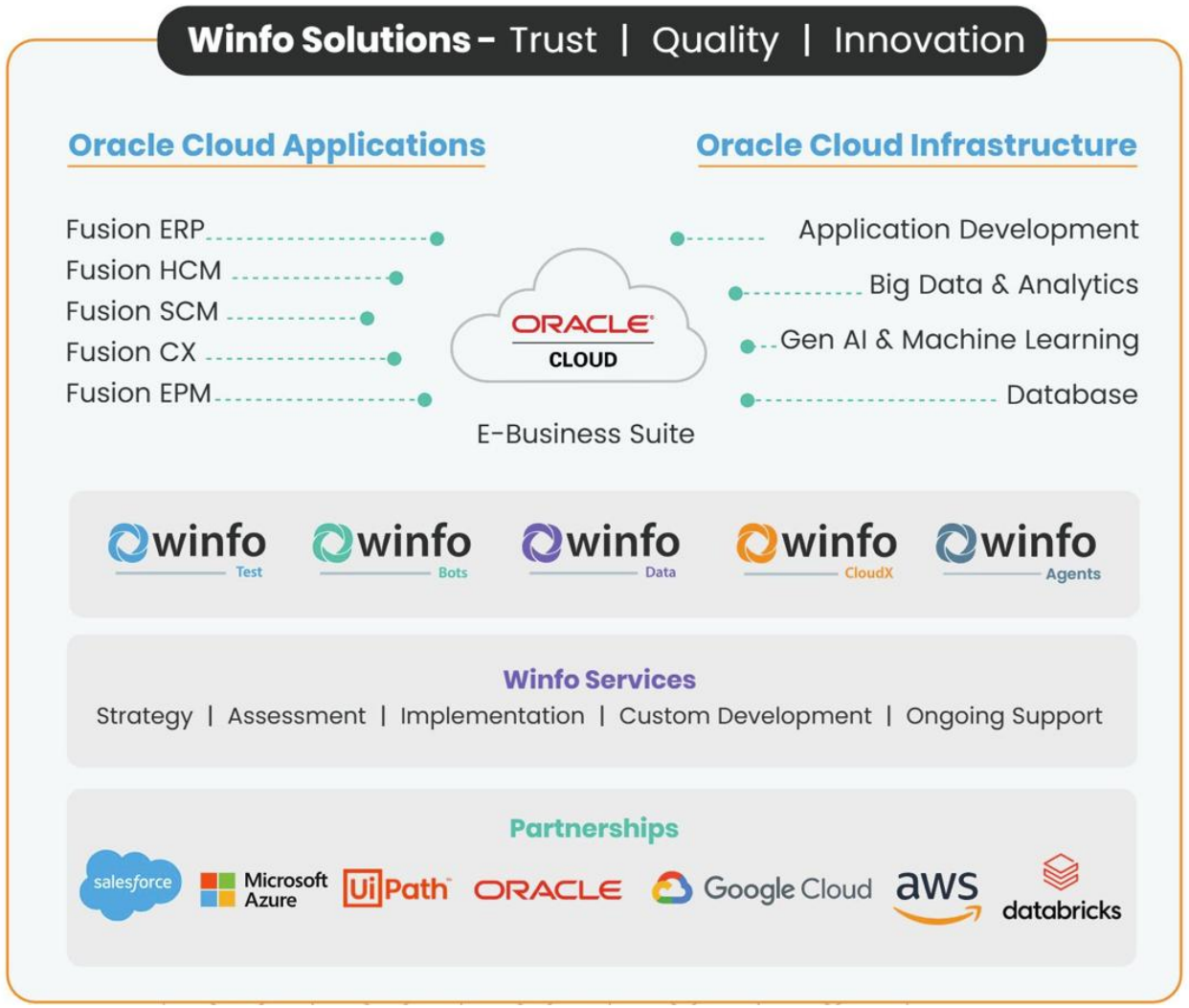
WinfoAgents



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Introduction to Winfo Solutions



- Oracle Partner for 10 years
- Over 375+ qualified resources
- Offices in US, UK, Ireland, UAE, India
- Portfolio of Oracle integrated solutions
- Oracle centric best practices
- Agile Delivery Model
- Innovation Champions

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WinfoAgents – Translating Innovation into Action

WinfoAgents provide a comprehensive catalog of AI agents designed to automate and optimise processes across Oracle Fusion, Salesforce, and custom applications. It combines preconfigured SaaS agents, configurable patterns, and custom-built solutions to deliver flexibility, scalability, and governance.

1 - Standard Agents (SaaS)

- Delivered in the core SaaS application by Oracle, Salesforce, etc.
- Configured, documented and deployed within days
- No additional infrastructure or licences required

2 - Configured Agents (SaaS)

- Built using application provided tools and templates
- Extend standard capabilities with compliance and governance.
- No additional infrastructure required, just additional licences

3 - Custom-Built Agents (PaaS/IaaS)

- Choice of Service Provider – OCI, Azure, GCP, AWS, etc.
- Supports complex workflows and deep integrations across
- Tools and services from any compliant vendor can be used

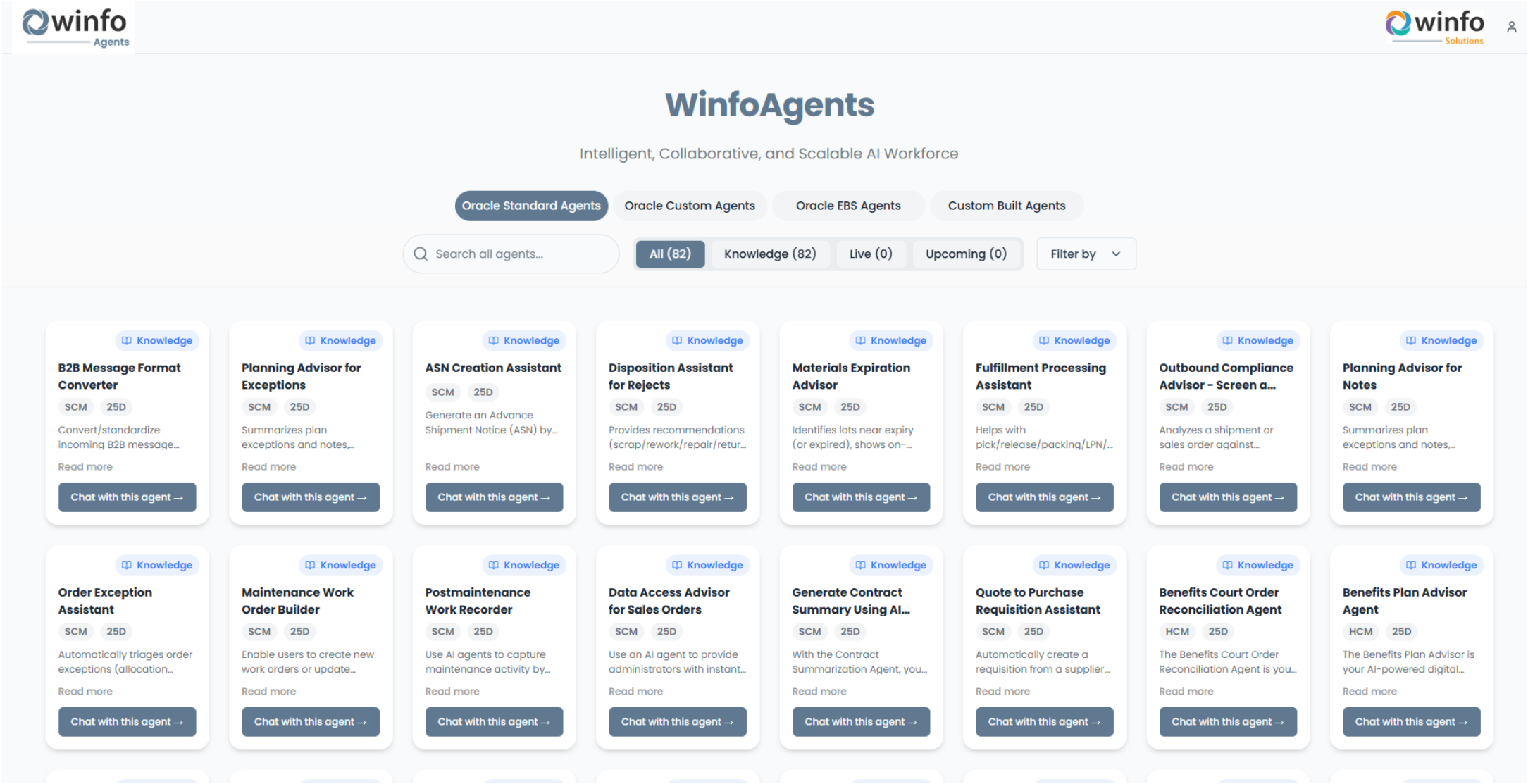
4 - Orchestration & Management

- Catalog, control, and coordinate the disparate agents centrally.
- Maximise benefits through unified governance and oversight.
- Shares learnings across disparate systems where compliance allows



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Visualizing the Solution



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Winfo Support Agent

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Support Challenges: Bottlenecks in Enterprise Operations

High Ticket Volume

Overwhelming number of support requests creating backlogs and delays

Information Silos

Critical knowledge trapped in disconnected systems and departments

Agent Burnout

Support teams experiencing fatigue from repetitive issues

Inconsistent Resolutions

Varying quality and approaches to solving similar problems

Lack of Insights

Missing actionable data to improve support processes

Scalability Issues

Support systems struggle to keep up as the business expands.

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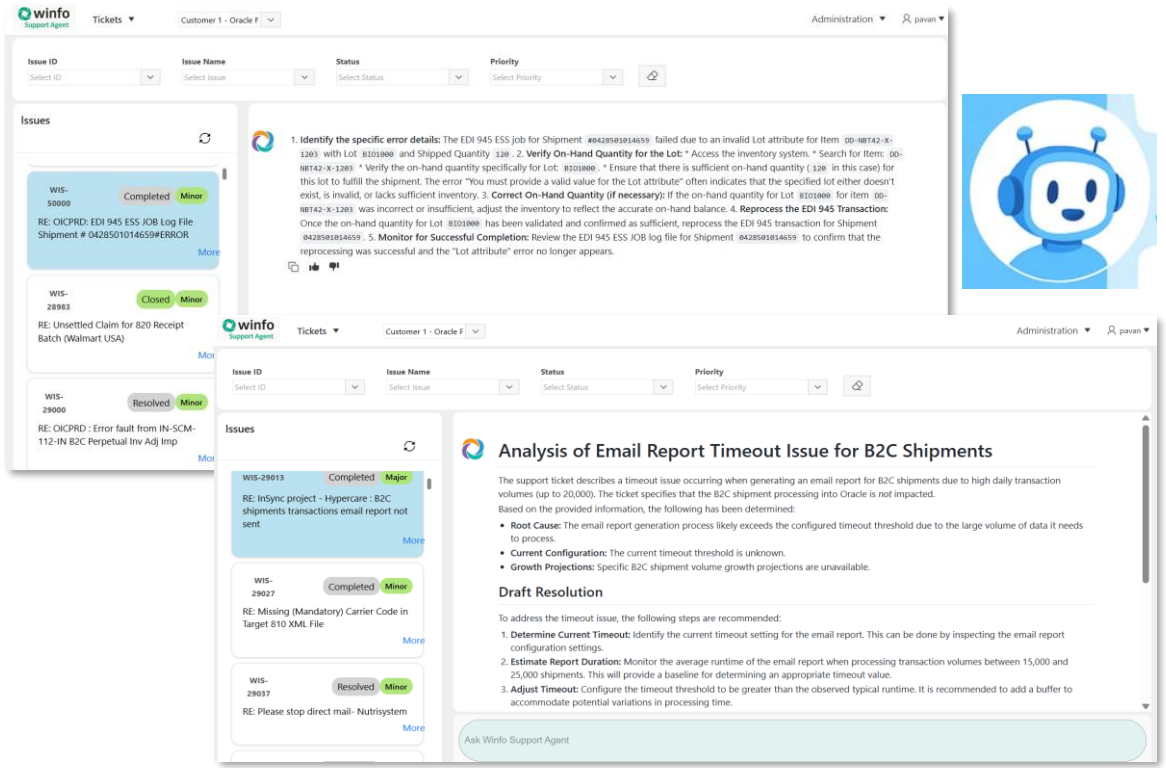
AI Support Agents: Automating Service Excellence

An AI-powered platform designed to help support teams resolve issues faster and more consistently by understanding complex problems, scanning documentation and logs, and suggesting solutions—all seamlessly integrated with tools like Jira and Oracle ERP.

Intelligent Ticketing - Automates issue triage and routing, improving service desk efficiency and reducing manual effort.

Smart Chatbot for Business Users - Offers real-time access to knowledge bases to suggest accurate resolutions directly to business users

Business Advisor - Acts as a proactive guide for users, helping them stay updated on the latest policies, processes, and best practices.



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Business Outcomes: Accelerating Value Creation

AI-powered support agents can enable your team to manage twice as many support requests without increasing headcount, improving operational capacity and responsiveness.



Resolution Times

15%-30% reduction in time for your issues

Automated triage, intelligent routing, and real-time knowledge access help resolve issues faster, significantly reducing the time needed to address and close support tickets.



First-Contact Resolution

10-20% boost for common queries

Smart agents provide accurate solutions at the first point of contact, increasing the percentage of issues resolved without escalation and enhancing user satisfaction.



Operational Savings

Up to 25% efficiency gains

By automating repetitive tasks and streamlining workflows, organizations achieve substantial efficiency improvements, leading to cost savings and better resource utilization.



Customer Satisfaction

5-10 points increase in CSAT

By resolving issues faster and more accurately, and providing consistent, high-quality support experiences, organizations see a measurable improvement in customer satisfaction scores.

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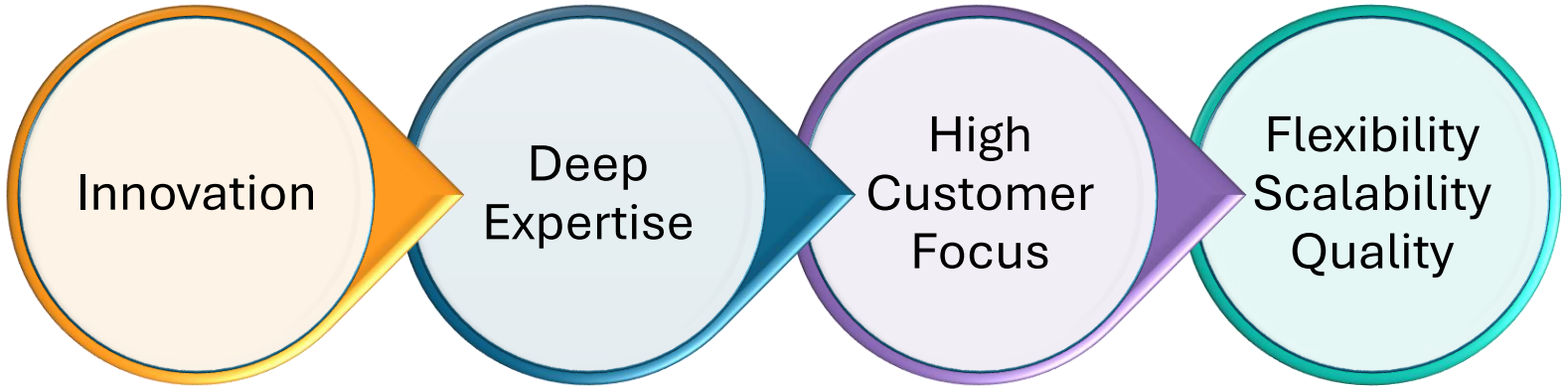
Winfo Support Agents & Gen AI Use Cases

winfo Solutions

	McKesson (Ticket Triaging)	TGG (SDLC Development)	ICON (Contract Automation)	Wellful (Support Agents)
About	McKesson uses its SAP system to generate error codes for Verification Request Response (VRR) transactions, a process which requires a significant number of full-time employees to manually resolve any resulting issues.	To meet pressing market needs, the customer required the rapid and high-quality development of a back-of-house portal to accelerate warehouse operations.	The clinical trials company is expending significant manual effort and resources to parse and update payment amendment contracts for its custom system. This manual process is inefficient and costly due to the number of employees required.	In Wellful, Oracle Fusion support teams spend 70% of their time on repetitive manual issues, creating bottlenecks and escalating operational costs, requiring an automated AI solution to handle routine tasks and free up expert resources.
Technology	SAP | AZURE | ADF | Open AI Agent | LLM | Jira | Outlook services	Claude | GitHub copilot | Figma | Taskmaster AI | Playwright MCP	Oracle ADF | Google Gemini Agent | Oracle DB	Google Gemini |Python | Oracle Fusion | Jira
What Winfo is Doing	We automated SAP error triaging by creating Jira tickets or sending emails. Agents can also manually intervene through the Support Portal and analytics dashboard monitors the effectiveness of the "Smart Support Agent" in resolving issues.	By integrating AI throughout the SDLC, the solution was developed with a 50% cost reduction and a two-fold increase in deployment speed.	An AI solution automates the workflow: users upload contracts via a web app, an agent parses them, extracts payment data for approval, and then automatically updates the custom system.	Winfo's Support Agent automatically resolves up to 90% of routine tickets. It frees up experts, reduces backlogs, and accelerates resolution for complex issues by providing diagnostics.

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Big enough to DELIVER.
Small enough to CARE!



Customer Success is only measure for Winfo Success



"The only opinion that matters about Winfo performance is the opinion of our Customer."

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