

G Cloud 15 – Framework Service Definition

Crown Commercial Service

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1. Service Overview

Infosys Multilingual Conversational AI is a language-neutralisation and translation platform that enables organisations to communicate seamlessly across linguistic boundaries. The solution supports over 160 languages and provides real-time and batch translation capabilities across text, chat, voice, email and a broad range of document formats. Designed to address the challenges of multilingual communication in operational environments, the platform reduces dependency on scarce language resources, shortens response times and improves the accuracy and consistency of multilingual interactions.

The solution retains original document formatting while translating native, scanned or handwritten content, enabling easy use across business processes that rely on structured records such as invoices, SOPs, contracts and knowledge documents. With deployment flexibility across on-premise and cloud environments and pre-built connectors for common enterprise platforms, the solution integrates seamlessly into existing systems and supports rapid adoption.

Infosys Multilingual Conversational AI also offers the ability to create custom language models tailored to industry-specific terminology, operational needs and organisational context. This ensures higher fidelity in translation, improved comprehension across specialised use cases and a scalable model for multilingual operations.

Infosys Multilingual Conversational AI - Overview

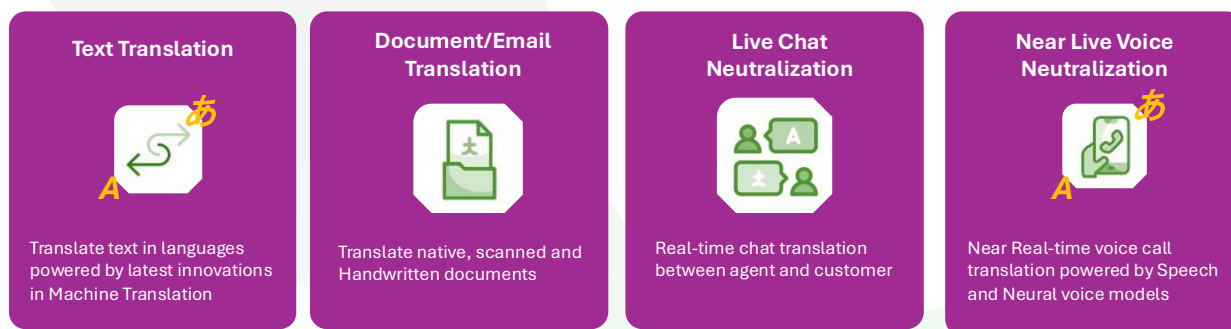


Figure 1: Overview of Multilingual Conversational AI

2. Service Description

The core capabilities of Infosys Multilingual Conversational AI focus on enabling accurate, scalable and real-time multilingual communication across enterprise channels. These capabilities support operational teams in managing text, voice, chat and document-driven work without reliance on native-language specialists.

- **Comprehensive Language Translation Coverage-** Supports over 160 languages, including over 80 handwritten, with custom models for industry-specific terminology.
- **Real-Time Chat and Text Neutralisation-** Instant multilingual chat translation integrated with enterprise platforms.
- **Near Real-Time Voice Neutralisation** - Live voice translation using speech and neural voice models for calls.
- **Document and Email Translation-** Translates PDFs, scanned files, presentations, emails, preserving layout and design.
- **Multi-Channel Support-** Text, chat, voice, documents, email and batch translation for scale.
- **Deployment & Integration-** On-premise/cloud with connectors for ServiceNow, Dynamics 365.
- **Out-of-the-Box Portal-** Immediate translation without extra configuration.
- **Contextual Learning-** Custom model training for domain-specific accuracy.

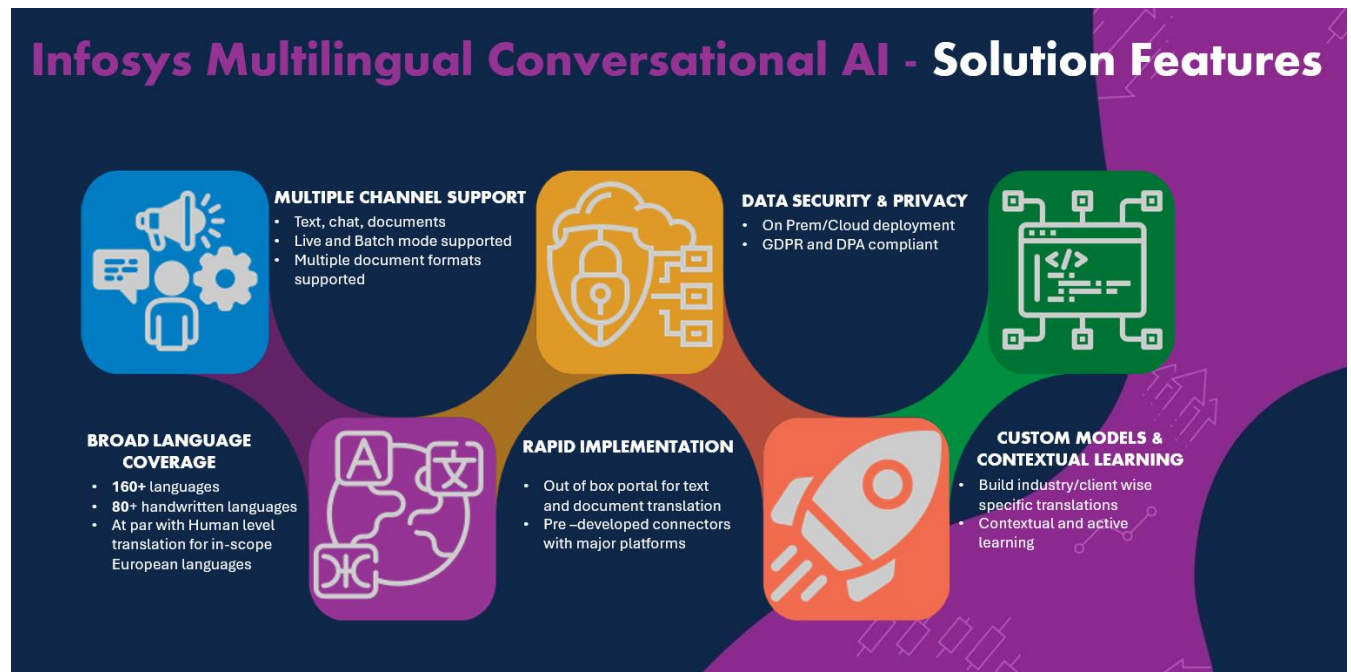


Figure 2: Core Capabilities

Infosys Multilingual Conversational AI delivers operational, cost, quality and experience benefits through automated, real-time and batch translation across channels and content types:

- **Expanded Talent Pool:** Reduces dependency on native speakers; enables centralised English-speaking teams.
- **Lower Operating Costs:** Cuts need for multilingual staff, external translators and vendors.
- **Improved Experience:** Real-time translation minimises delays, enhancing responsiveness for service desks and global interactions.
- **Enhanced Accuracy:** Custom models ensure domain-specific, context-aware translations.
- **Faster Turnaround:** Real-time document, email, and chat translation accelerates processing cycles.
- **Security & Compliance:** On-prem/cloud deployment aligned with GDPR and DPA for sensitive content.
- **Scalability & Flexibility:** Supports over 160 languages and multiple formats for global operations.
- **Layout Preservation:** Maintains original structure for invoices, SOPs, contracts and knowledge transfer.

3. Assets & Tools

Infosys Multilingual Conversational AI is powered by proprietary assets, AI-driven translation engines and integration utilities that enable accurate, secure and seamless multilingual communication across channels and document types.

- **Machine Translation Engine-** Agentic AI-powered VLM/LLM translation combined with Neural Machine Translation delivers high-quality output across over 160 languages (including over 80 handwritten). Supports contextual learning for domain-specific accuracy.
- **Custom Language Model Builder-** Enables creation of tailored models for industry-specific terminology. Continuous feedback loops and active learning improve precision over time.
- **Document Translation Utility-** Translates native, scanned, and handwritten documents while preserving layout. Supports PDFs, Word, PPT, Excel, and images for business-critical processes.
- **Real-Time Chat & Text Translation-** Provides instant multilingual translation in live chat and text interactions. Integrates with enterprise chat platforms for seamless adoption.
- **Near Real-Time Voice Translation-** Uses speech recognition and neural voice models for live voice call translation, reducing dependency on bilingual resources.
- **Batch Translation Processor-** Handles high-volume document translation with automated, consistent processing for large repositories.
- **Deployment & Integration Utilities-** Pre-built connectors for ServiceNow, Microsoft Dynamics 365, ensure secure integration. Supports on-premise and cloud deployment.
- **Out-of-the-Box Translation Portal-** Web-based portal for immediate text and document translation without complex setup.
- **Logging, Monitoring & DevOps-** Includes monitoring tools, storage services and CI/CD pipelines for performance stability and controlled feature releases.

4. Credentials

The following case studies demonstrate how Infosys Multilingual Conversational AI has been applied across different industries and operational environments to address language-related challenges, streamline multilingual processes and improve service responsiveness. These examples highlight the platform's ability to support document-heavy workflows, service desk operations and multilingual interactions at scale, while delivering measurable improvements in accuracy, turnaround times and operational efficiency.

Client	Business Challenge	Key Outcomes
Leading manufacturer of scientific equipment <i>Language neutralisation integrated with ServiceNow for Service Desk requests</i>	• 24x5 SD operation to support 4 non-English languages from high-cost locations across multiple channels – Calls, Tickets, chats • Sub scale Volumes across each channel/Language leading to high cost of operational Support in different countries	• Implemented Infosys Multilingual Conversational AI to translate documents and texts within ServiceNow • Enabled real time translation of tickets for work from India • Operating Model Transformation with non-English language delivery from India - Reduced 40% dependency on language SMEs by supporting English and non-English tickets 24x5 from India, leading to significant cost reduction
A leading global provider of electronic components and technology solutions	• Multilingual vendor communications created complexities with translation thereby increases dependency on language SMEs • Manual translation would increase OPEX, errors and TAT	• AI based translation of emails that can supports multiple formats e.g. .msg, PDF, text, docx, JPEG, PNG, etc.) with >90% accuracy • Secure and scalable solution with an easy-to-use interface which reduce manual effort and errors • Languages in scope: French, Polish, Slovak, Japanese, Mandarin, Cantonese, Taiwanese and Korean

For more information, contact askus@infosys.com



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