**Infosys
equinox**

CUSTOMER

Organized customer profiles, preferences, functions and data

It helps to manage customer data including registrations, orders, addresses, subscriptions, loyalty data, privacy and consent preferences (user profiles). It provides valuable added advantage by executing essential functions like inviting the user, activating accounts, resetting password through email or security questions and validating end-user credentials.

Infosys Equinox Customer service helps to proficiently manage crucial customer data

Customer data management in terms of sign-up information, names, emails and phone numbers. Helps to build and support millions of rich and secured user profiles.

Ensures Compliance through various settings that help data to be regulated and be compliant.

Customer data reference for shipping and other requirements that support effective and efficient customer usage.

Enhanced customer experience through CSR support and managing customer data that are connected to shipping, subscription, promotions and loyalty.

70+ secure & scalable API end points

API response time of less than 50ms

Customer management across all channels

Effective customer data reference

Features

User Profiles	Build and support millions of rich and secured user profiles. Ability to update the existing customer's profile through updating customer details such as first name, last name, gender, and phone number, freeze the status of a customer account and delete a customer's account.
Customer data management	Manage all customer information such as sign-ups, names, emails, and phone numbers.
Compliance	Manage settings related to GDPR (General Data Protection Regulation) compliance.
Address book	Store & manage customer account and address book for shipping and billing addresses. It helps to add a new address, edit an existing address, set default shipping and billing address, delete an address in a customer's profile.
Customer support	Supports other commerce essential functions like inviting user, activating accounts, resetting password through email or security questions and validating end-user credentials.
SSO & Social Login	Supports SSO and social login with social network logins like Google and Facebook
Customer Payment	Supports managing customers' payment methods through adding a new payment method or removing a payment card
Customer Service Representative	CSR support to help customers place orders and manage subscription & other customer data. Exclusive CSR admin console to centrally enable custom requirements. Intuitive business tooling – Ultra admin for CSR Persona with user friendly UX to manage customer enquiries with greater efficiency in handling orders, subscriptions, customers and accounts. Conditions can be configured to enable or disable customer actions. Attributes in the customer profile can be managed using the CSR admin.
Enhanced Customer Experience	Enhanced customer experience through managing shipping data, subscription data, promotions data and loyalty data mapped to the customer profiles.
Advanced Search & View	Quick search and advanced search options to search for customer profiles, accounts and order details. Ability to view the customer's address, cart, loyalty, order and shipment information in detail.

About Infosys Equinox

Infosys Equinox is a future-ready digital commerce and marketing platform built using Microservices-based, API-first, Cloud-native, Headless and eXtensible (MACH-X) architecture that enables businesses to drive human-centric experiences for their customers across touch points.

For more information and a product demo, please reach out to us at: contactus@infosysequinox.com

For more information, contact askus@infosys.com

Infosys®
Navigate your next

Infosys.com | NYSE: INFY

Stay Connected