Innovative Leader Registration

Paulina Kotowska

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Company

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FIS is a leader in technology and services that helps businesses and communities thrive by advancing commerce and the financial world.

For over 50 years, FIS has continued to drive growth for clients around the world by creating tomorrow's technology, solutions and services to modernize today's businesses and customer experiences. By connecting merchants, banks and capital markets, we use our scale, apply our deep expertise and data-driven insights, innovate with purpose to solve for our clients' future, and deliver experiences that are more simple, seamless and secure to advance the way the world pays, banks and invests.

Headquartered in Jacksonville, Florida, FIS employs 56,000 people across 58 countries, dedicated to helping our clients be ahead of what's next. FIS offers more than 500 solutions and processes over $75b of transactions around the planet. FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index.

Person Description

Senior Leader & Mentor of highly distributed technical teams.

About Me Now: To create work environment, where limits are unlimited by power of passion

• Empowering teams, functions and organization (people)
• Defining future of where organization is going and how to achieve it (strategy)
• Establishing high ownership in execution (process)
• Creating best place to work for (FUN)

As Global Product Support Director leading effort of my team (+100 FTE) across the globe to address functional and technical incoming support requests, ensuring client users are successful and efficient with application (+10), working closely with product development to address product enhancement needs. Highly recognized leader by team presented in annual employee satisfaction surveys.

Before FIS: For 16 years as I have been developing my business relationship with National Instruments. I have successfully tried different roles ranging from self-contribution, team-management, remote team-management, project management and finally focusing on what I enjoyed most- working close with key customers and influencing sales organization.
Grasping from all the past experience working directly in Client Experience and then evolving into Sales/Business Development - and ensuring that Team I manage is empowered to build strong client relationships, applies design thinking approach and contributes to product evolution.

Mom of 3 - devoted to explore and experience "the" world by open conversation and travel. This summer travelled with kids 5.000 km [single driver and camping (tents + under the stars)]
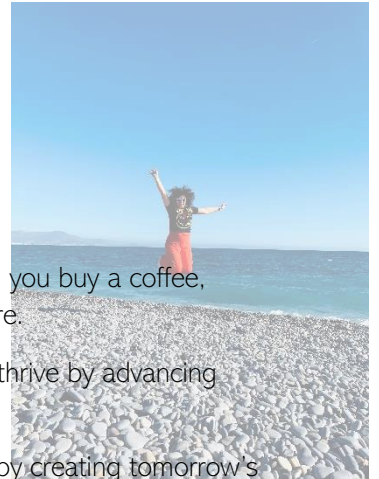
Title of Innovation Idea:

Customer-Centric AI: Building Bridges to Client Success

Description of innovation

In today's fast-paced business landscape, enhancing client experience is paramount. Organizations are turning to innovative solutions powered by artificial intelligence (AI) to achieve this goal. I am driving four key strategies that can revolutionize client interactions:

1. Summarizing Ticket Notes with AI:

Traditional ticket management involves sifting through lengthy notes, which can be time-consuming and error-prone. AI-driven algorithms now analyze and summarize ticket content, extracting essential information. This enables service desk agents to quickly grasp the context and prioritize actions.
The result? Faster response times, improved accuracy, and more efficient resolution of client issues.

2. Piloting Conversational AI for Rapid Client Support:

Service desk teams often face a barrage of client inquiries. To address this, my function is piloting conversational AI solutions.
These AI chatbots engage in natural language conversations with support agents, answering common queries, providing relevant information, and even resolving straightforward issues.
By automating routine tasks, service desk teams can focus on more complex client needs, leading to quicker response times and higher satisfaction.

3. Streamlining Navigations with Internal Teams:

Obtaining support for client issues often involves navigating complex internal processes.
Streamlining this process is critical. Organizations are leveraging AI-powered tools to connect service desk agents directly with relevant teams.
Whether it's IT, finance, or operations, AI facilitates seamless collaboration. Service desk agents can quickly escalate issues, obtain necessary approvals, and provide timely updates to clients.

4. From Chatbot to Concierge:

Chatbots have evolved beyond scripted responses. Organizations are upgrading them into intelligent concierges. These concierge bots understand context, personalize interactions, and guide clients through various tasks.

The result? Elevated client experiences, increased sales, and stronger brand loyalty.
In conclusion, AI-driven innovations are reshaping client interactions. By summarizing ticket notes, piloting conversational AI, streamlining internal processes, and upgrading chatbots, organizations can create seamless, efficient, and delightful experiences for their clients.

Why Award:

Efficiency and Speed:

Leveraging AI to summarize ticket notes streamlines the process for service desk agents. It reduces manual effort, minimizes errors, and ensures faster response times.
Piloting conversational AI allows service desk teams to answer client questions promptly, enhancing overall efficiency.

Seamless Collaboration:

Streamlining navigation with internal teams is crucial. AI bridges communication gaps, connecting service desk agents directly with relevant departments.
This seamless collaboration ensures timely support for clients, leading to improved satisfaction.

Personalized Experiences:

Upgrading chatbots into concierges transforms client interactions. These intelligent bots understand context and personalize responses.
Clients receive tailored assistance.

Business Impact:

These innovations directly impact business outcomes. Faster response times lead to higher client satisfaction.
Efficient processes reduce operational costs, while personalized experiences drive loyalty and revenue.
In summary, these innovations combine efficiency, collaboration, personalization, and tangible business results. They empower service teams to provide exceptional client experiences.