

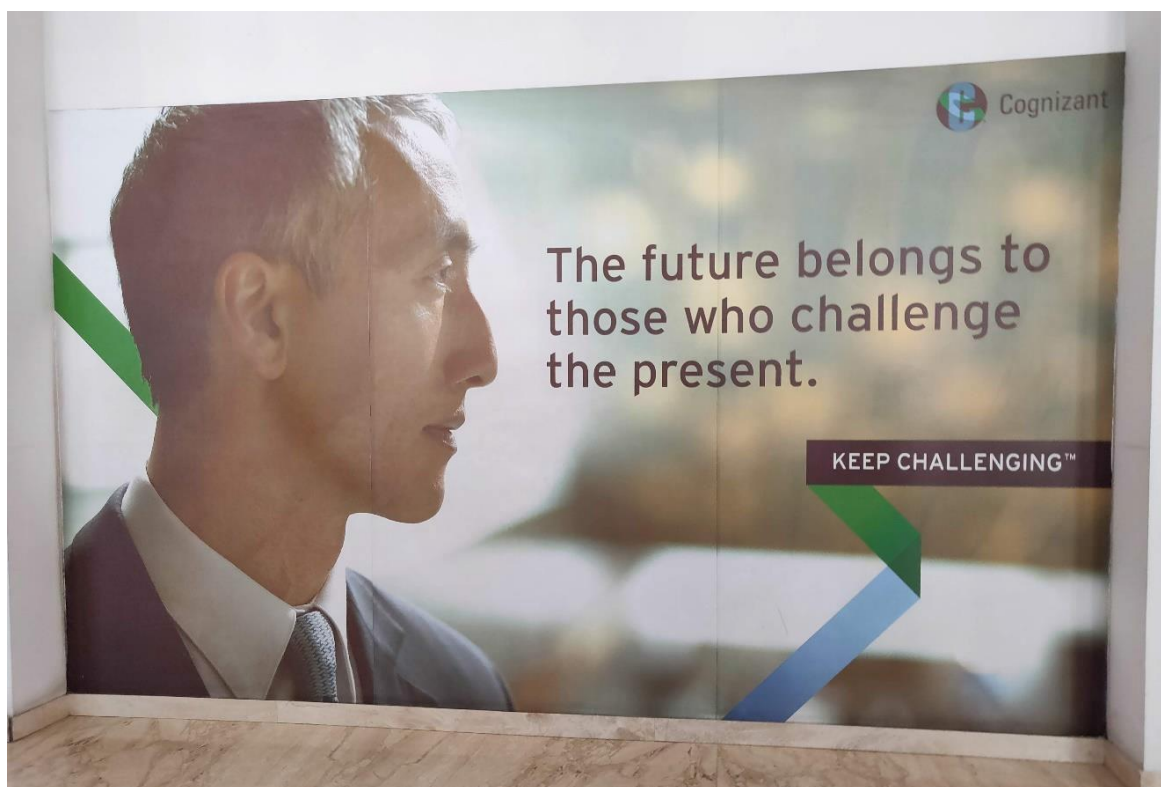
**BMS INSTITUTE OF TECHNOLOGY &
MANAGEMENT
BENGALURU-560064**



**DEPARTMENT OF INFORMATION SCIENCE &
ENGINEERING**

**REPORT ON -INDUSTRIAL VISIT TO COGNIZANT
COMPANY BY 6th SEMSTER STUDENTS ON
23/2/2019**

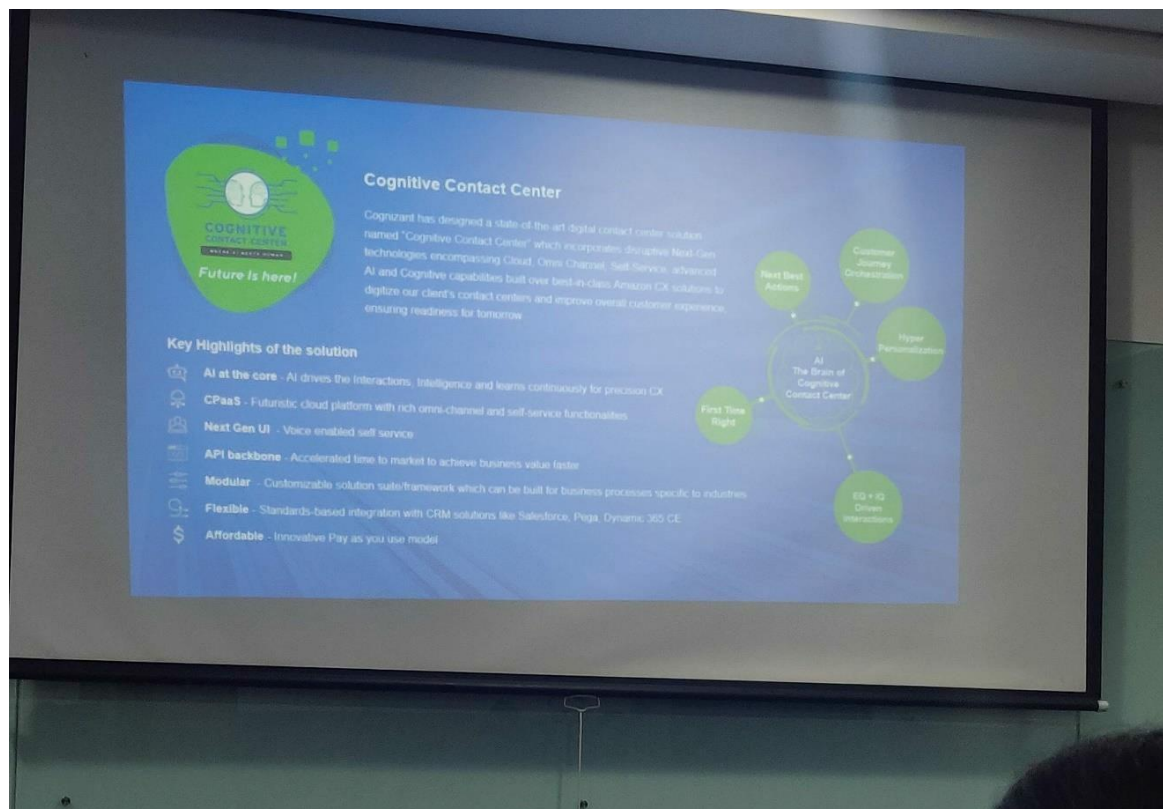
We started off at 9am from BMSIT on 23/2/2019, all excited and in complete formals as per the guidelines from the lecturers, to Cognizant (Manyata Tech Park), an industrial visit organization from our college.



The moment we reached the campus, we were given visitors pass. After which we were asked to be seated in a hall called Sigma hall, where all interactions took place.

There were 3 resource persons where the first person briefed us about how the session was framed. Then we had interaction with one resource person for about an hour. It wasn't a lecture

session, it was more interactive where we got a chance to answer to his questions and also students were given small goodies for answering, even faculty members were a part of that session. Overall session was a fun filled ride with a lot of knowledge gained about current industries and techno aspects.



The session kick started with the introduction of the company and later moved on to giving us the detailed explanation and information about how to sustaining the current market conditions, enlightening us about the trend, the market is setting up lately. We had discussions about Machine learning Artificial intelligence, Cloud computing, Deep Learning, Customer 360

and Customer Analytics. We were given a clear cut difference between call centre and contact centre. We got to know more about what exactly Contact centre does and also how the booming technologies like ML, AI, DL etc can be used to gain the customer satisfaction. We also got to know about the usage of biometrics for face recognition, voice recognition, finger print scanner, emotional analysis. The Cognizant team was well prepared by giving a presentation which covered overall global trends in the market.



Later on having paused for the break, the team offered us biscuits and juice. The session resumed with Brainstorming session which was a group activity. Initially we were divided into 5 groups and we had named our groups. The activity was all about to discuss among members of the group to analyze what

can be done which would make customer experience more better than current scenario when contacted to any customer care service centre. Having noticed on the flaws or inconvenience, we were asked to present our innovative ideas on the scenarios which had been discussed earlier in the session. We were given 15 minutes to think, discuss and gather the innovative solutions for the problems faced by customers during the interaction with the customer care service.





After 15 minutes of discussion among group members, one representative from each group had to come up to the dais and talk about the ideas they've discussed among their group members. Each one of them were given 10 minutes to speak later other group members were allowed to identify flaws in their ideas and point out them. The resource person also guided us and appreciated us for the ideas we came up with. At last the group with best idea was selected through majority votes and all the members of winning group were presented with goodies. It was a complete group activity which was completely fun and we enjoyed the entire session among our group members.

It was a wonderful experience for all of us. Getting to know the IT world before we face our placements has become beneficial to all of us. The entire team of Cognizant co-operated so well with each one of us which resulted in good industrial experience for us. And finally we had a group picture within the Cognizant campus



Students List

Sl.No	USN	Name
1	1BY16IS003	AGNEYA P KOUSHIK
2	1BY16IS005	ALAPATI NAGA HANEESH
3	1BY16IS006	AMRIT RAJ
4	1BY16IS007	ANIRUDH R S
5	1BY16IS010	CHAITANYALAKSHMI P M
6	1BY16IS013	GEETHA PRIYA N
7	1BY16IS014	HARI PRASAD V

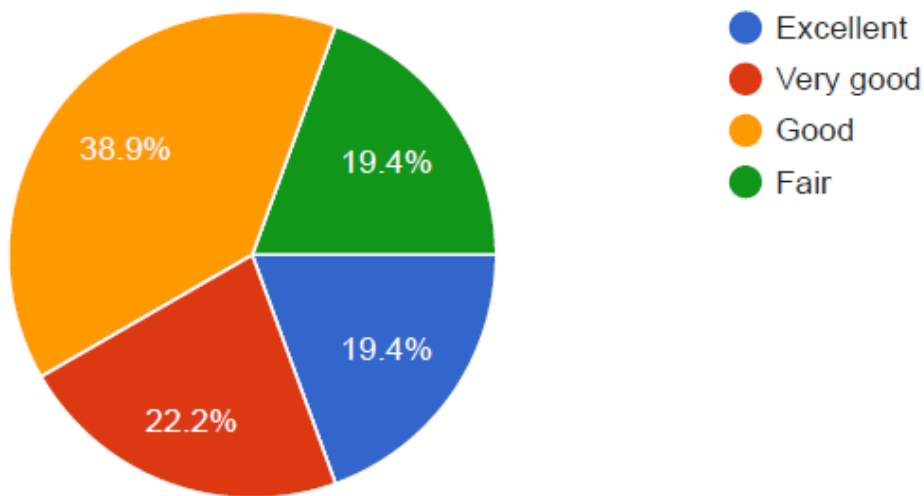
8	1BY16IS016	HARSHITHAA M
9	1BY16IS017	ISHAAN BASAVARAJ GONNAGAR
10	1BY16IS019	JHANVI VERMA
11	1BY16IS020	JYOTHI S
12	1BY16IS021	M PRANEETH
13	1BY16IS022	MAITRI HEGDE
14	1BY16IS023	MOHAMMAD AAQIB JAVED Z
15	1BY16IS024	MRINAL RANJAN
16	1BY16IS025	MUARALI R
17	1BY16IS026	MYTHRI K
18	1BY16IS028	NITESHRAJ B
19	1BY16IS029	PALLAVI M
20	1BY16IS030	PRAGYA ARORA
21	1BY16IS031	PRAKHAR DEWAN
22	1BY16IS032	PRATIK LOKESH
23	1BY16IS033	RAKESH A S
24	1BY16IS034	RAKSHA R
25	1BY16IS037	RUCHITA V
26	1BY16IS039	SAGAR DEVARAJU
27	1BY16IS042	SHILPA ACHARYA
28	1BY16IS043	SHISHIR SHETTY
29	1BY16IS045	SHRAVANI J
30	1BY16IS047	SHREEJA INDUDHARA
31	1BY16IS048	SHREYA RAJ
32	1BY16IS050	SHUBHAM ANAND
33	1BY16IS051	SNEHA YADAV
34	1BY16IS052	SRIPRIYA S KOYA
35	1BY16IS053	SUMEDHA K

36	1BY16IS055	SWATHI P
37	1BY16IS057	THRIVIKRAM MUDUNURI
38	1BY16IS058	V MANISH M SHETTY
39	1BY16IS059	VEDASHREE S
40	1BY16IS060	VINUTHA S N
41	1BY16IS061	VISHWAS S DESAI
42	1BY16IS062	YASHAWINI S
43	1BY16IS063	TABASSUM SARWAR
44	1BY16IS064	ANISHA KUMARI
45	1BY16IS065	BIJEN MAHARJAN
46	1BY16IS068	NIKHIL KHANAL
47	1BY16IS069	RAHUL SHAH
48	1BY16IS070	ROSHAN JAGWANI
49	1BY16IS071	SAKSHI AGARWAL
50	1BY16IS072	AASHIQUE ALAM
51	1BY17IS401	GANESH MANJUNATH
52	1BY17IS402	HARIPRASAD D B
53	1BY17IS403	KEERTHYRAJU C
54	1BY17IS404	M BHOOMIKA
55	1BY17IS405	PRADEEP S
56	1BY17IS406	RAKHI KUMARI
57	1BY15IS004	AEWHITA TEWARI

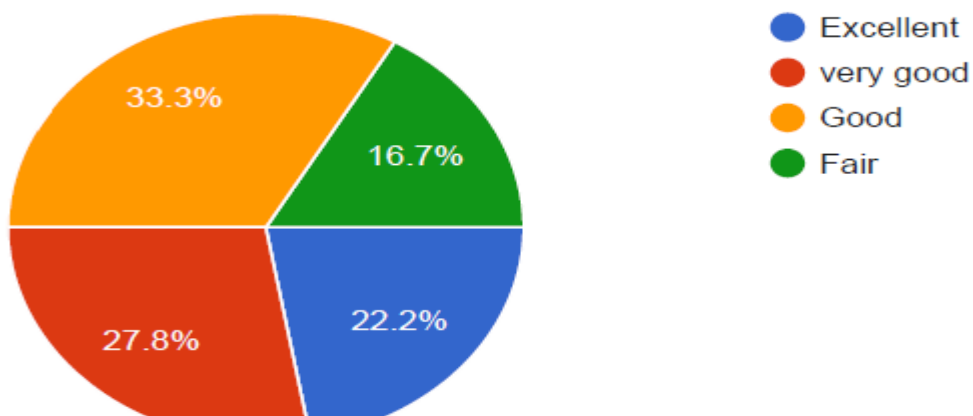
Students Feedback:

1) The knowledge acquired from discussion during cognizant Visit is

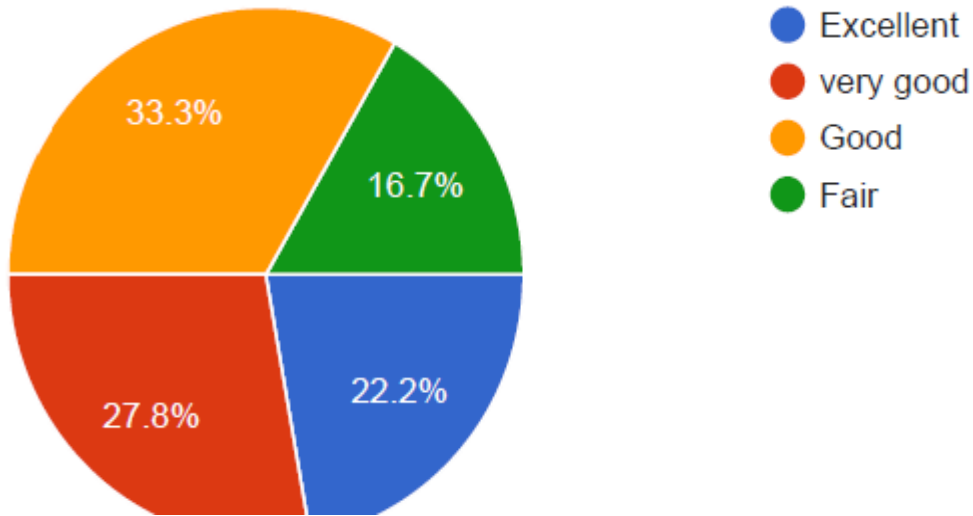
Feedback for Industrial Visit at Cognizant on 23/02/18



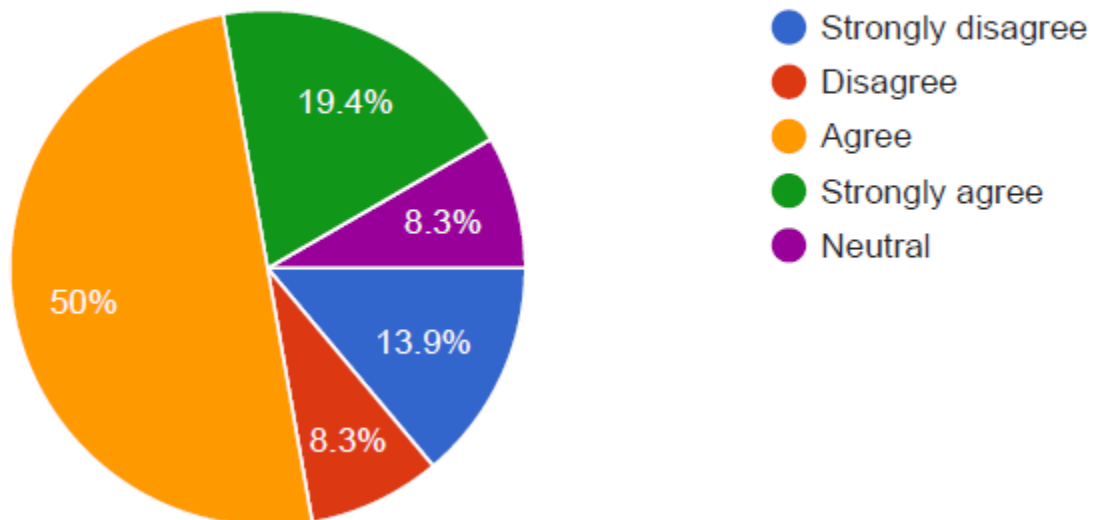
2) The ability to recognize the context in technological change after the cognizant industrial visit.



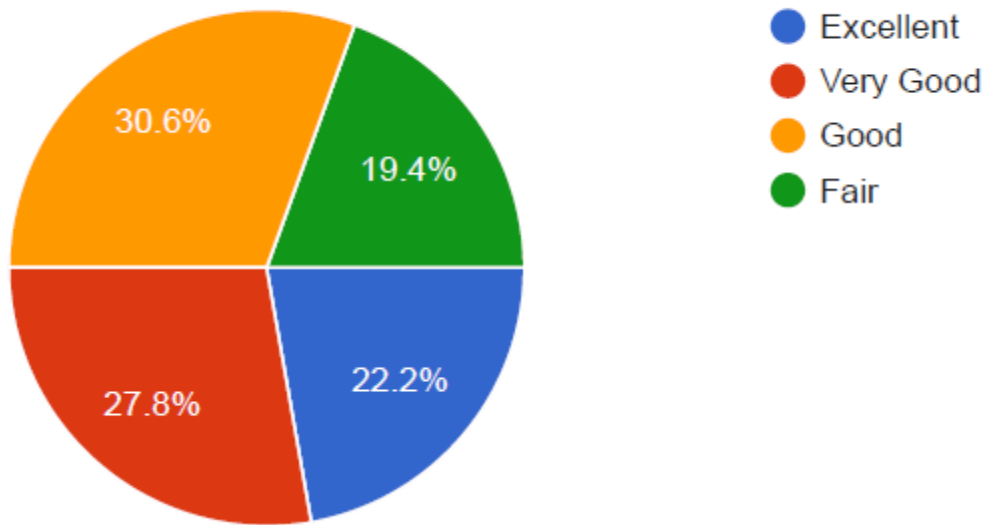
3) Industrial visit encouraged team building and leadership activities



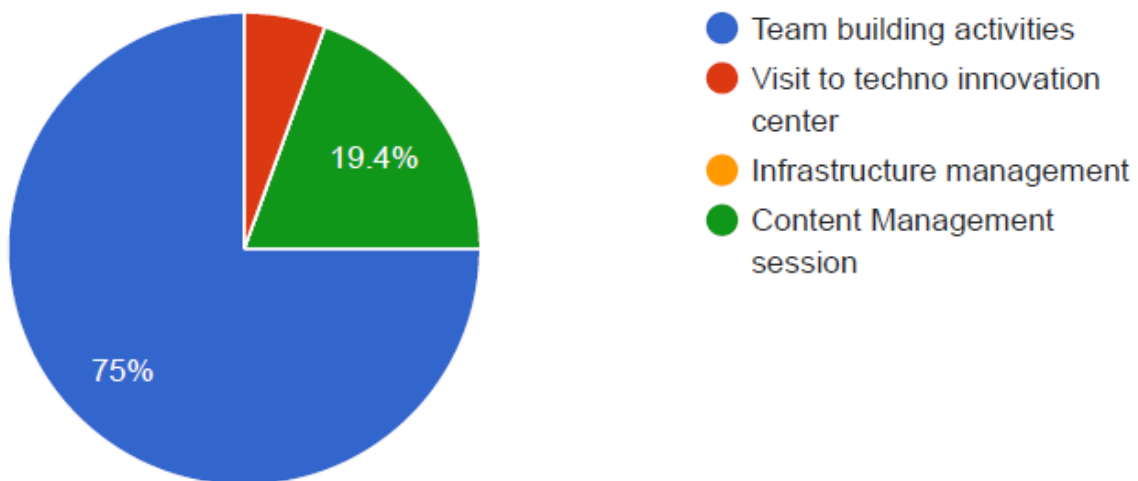
4) The cognizant visit helps to recognize the need for independent learning based on technology change.



5) Have you understand the impact of engineering solution in societal and environmental contexts



6) Which part of the industrial visit you like the most.



7) Write briefly how the industrial visit at Cognizant helps you to build team work and leadership activities (1000 characters)

It helped us give a thought about the problems and how to solve them using technology

It helps me by helping me understand how the tech-support call centers function.

It inspired us to discuss efficiently in team

Good

We had a brainstorming session which was very helpful in understanding and evaluating ideas from our peers.

I learnt the importance of communicating ideas to a group convincingly.

Group discussions helped in building up teamwork and made it fun.

Gave a brief experience of team based tasks and innovative ideas with brainstorming sessions

Brainstorming sessions made us to think individually and discuss among the group which helped to know about what are other members thoughts in the group n come up with a better solution

Team activities were engaging, helping in building team work

In knowing about industrial trends.

it did add knowledge in me about importance of team working and i look forward in applying in my future projects.

it helped us to express our thoughts

it was very helpful by the department people they encouraged how the market works in IT industries and they gave us good advice about the specification.

It was very helpful.

the session included the group discussion,it helped us to understand the importance of discussion and need of good communication. It helped me to understand importance of team work to get the solution

It helped in developing healthy relationship among the group members and sharing and gaining the knowledge from each others.

Gave a glimpse into how team inputs can be utilized for coming up with a good solution for problems faced in the industry

8) What are the technological changes you observe after visiting Cognizant.

Lot of innovation happening in the service industry

The importance of machine learning and artificial intelligence.

New innovations in the form of software such as Amazon service.

None

The growing nature of AI in all fields

No comment

Artificial Intelligence, Machine Learning, Cloud Computing

Importance of AI AND ML.

Implementation of Omni channel based solutions through microservices

Technologies like machine learning,artificial intrlligence,cloud and robotics have greater scope in the upcoming future so after visiting Cognizant we are able to know about different technologies in the market and whats their trend

Identification of industrial trends

Team work.

Combination of different techniques to achieve a real time requirement.