

DATAMATICS

CONTACT CENTER
TRANSFORMATION
SERVICES

CX, EVOLVED: POWERED BY SUPER CX

HAPPY CUSTOMERS = HUMAN AGENT + AI AGENT



Customer Experience is Changing—Are You Ready?

In today's world, AI is reshaping every industry, and customer service is no exception. But let's be clear: exceptional customer service isn't just about automation—it's about authentic human connection.

At Datamatics, we don't just automate; We Empower. We Enhance. We Elevate.

INTRODUCING SUPER CX

- A next-generation, AI-first customer experience suite that merges the power of artificial intelligence with the empathy of our human agents.
- AI Conversation Bots handle inquiries instantly and accurately, freeing up agents for more meaningful conversations
- Agent Assist with Next Best Action: Real-time guidance, sentiment analysis, and intelligent suggestions that make every agent a Super-Agent.
- AI-First Knowledge Base: Instant answers. Intelligent auto-recommendations. Everything our agents need at their fingertips.
- Automated Quality Assurance Track, analyse, and optimize every customer interaction for consistent, high-quality service.

REDEFINING SUCCESS IN CX



+25% Agent Productivity

Empowered by AI, our team delivers more, without burning out



Stronger Customer Relationships

With AI handling the routine, our agents focus on what matters: real human connection



Sentiment & VOC Insights

Get real-time feedback and emotional intelligence from every interaction



Scalable, Seamless, Human-Centric Service

Super CX scales with your business, without sacrificing personalization or empathy



AI Led deflection by 30%-40%

WHY CHOOSE DATAMATICS?



Empower Agents

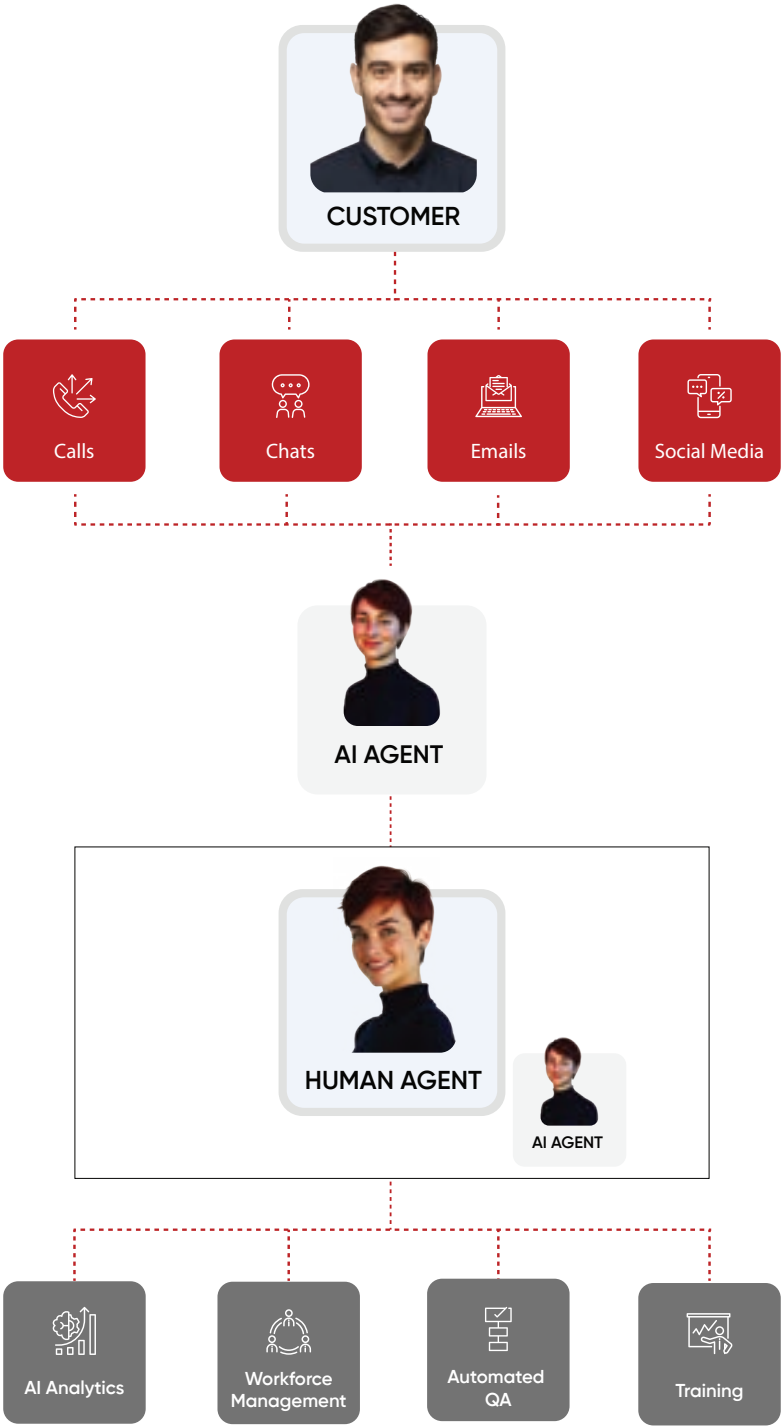


Enhance Experiences



Elevate Brands

TWO-IN-A-BOX: AI AGENT WITH HUMAN AGENT



OUTCOMES WE DELIVER FOR OUR CLIENT

Customer Churn Reduction
by 20%

40% Cost Savings on
Total Cost of Operations

Improved First Contact
Resolution **by 35%**

NPS increased by
20 points

Consistent CSAT Score of
93%-97%

Issue Resolution Rate
by 37%

DATAMATICS Deep in Digital

ABOUT DATAMATICS

Datamatics enables enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans across three pillars of Digital Technologies, Digital Operations, and Digital Experiences. It has established products in Intelligent Document Processing, Robotic Process Automation, AI/ML models, Smart Workflows, Business Intelligence, and Automatic Fare Collection.

Datamatics caters to a diverse global clientele across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across four continents with significant delivery centers in the USA, India, and the Philippines. To learn more about Datamatics, visit www.datamatics.com



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