DATAMATICS

CX, EVOLVED: POWERED BY TWO MINDS AND ONE INTELLIGENT CORE

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%

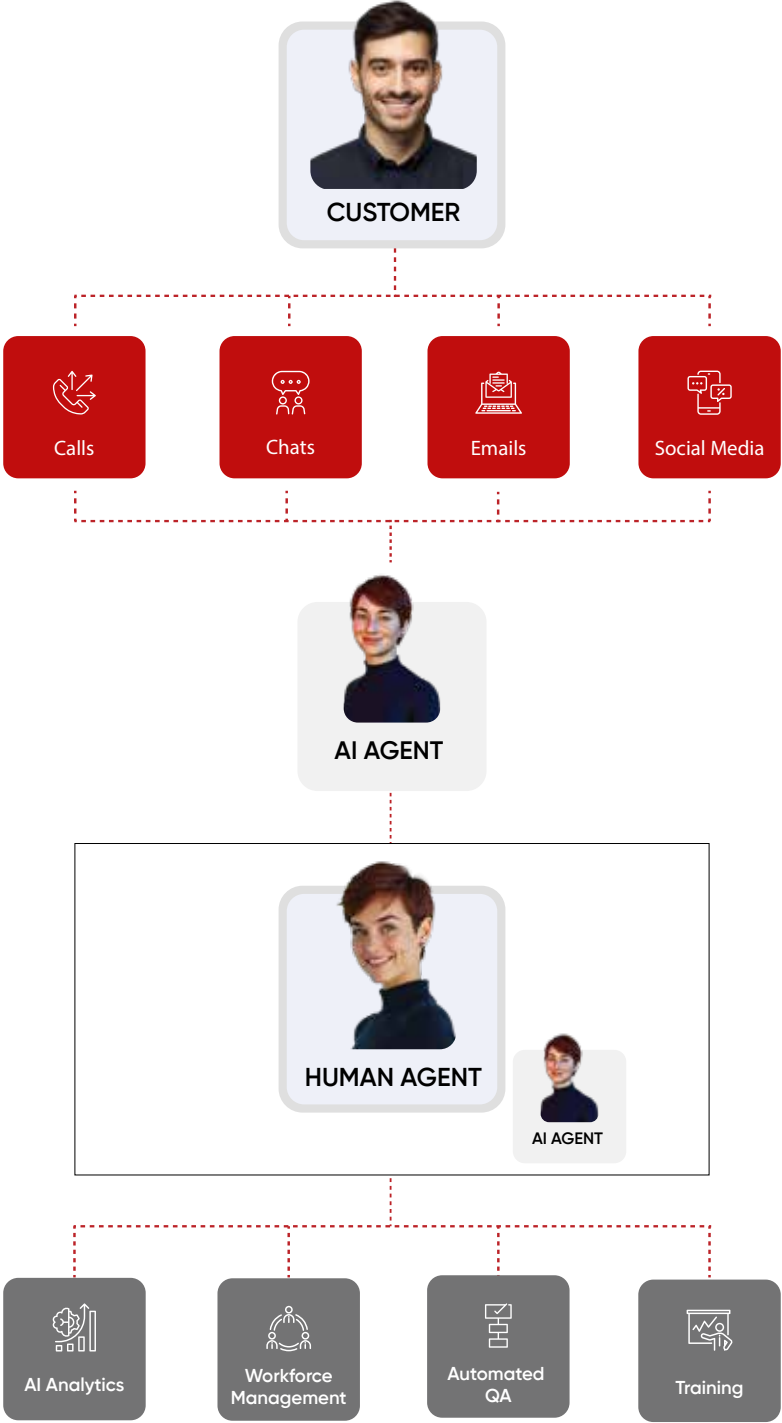# WHY CHOOSE DATAMATICS?

Empower Agents

Enhance Experiences

Elevate Brands

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

CUSTOMER

Calls	Chats	Emails	Social Media

AI AGENT

HUMAN AGENT

AI AGENT

AI Analytics	Workforce Management	Automated QA	Training

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

FOLLOW US ON   in   f   X   ▶

062025

website: datamatics.com

USA | UK | UAE | India | Philippines