

# DATAMATICS

## Customer Management Solution by Datamatics

Contact centers are becoming AI-driven hubs.  
Datamatics delivers end-to-end CX that builds trust and loyalty



### OUR CX OFFERINGS

#### Customer Care

- VIP & Concierge Support
- AI-Enabled Chatbots & Virtual Agents
- Omnichannel Customer Support (Voice, Chat, Email, Social, Messaging)
- Social Media Engagement & Response Management
- Tier 1–Tier 4 Technical Support & Helpdesk
- Remote Exam & Assessment Support

#### Digital Proctoring

- Live Online Proctoring Services
- Recorded & On-Demand Proctoring
- Scheduled Remote Proctoring
- Event-Based & High-Volume Exam Proctoring
- Certified & Trained Proctoring Specialists

#### Customer Management Consulting

- CX Strategy, Design & Transformation
- Process Optimization & Automation Advisory
- CX Technology Advisory & Platform Integration
- Training, Change Management & Enablement
- End-to-End Customer Journey Design

#### Customer Analytics

- Voice of Customer (VoC) & Sentiment Analysis
- Predictive & Prescriptive Analytics
- Customer Journey & Behavior Analytics
- Segmentation & Personalization Insights
- Competitive & Market Intelligence

#### Customer Loyalty Management

- Customer Acquisition & Onboarding
- Retention, Renewals & Rewards Management
- Loyalty Program Strategy, Design & Operations
- Personalization & Engagement Analytics

#### Trust and Safety

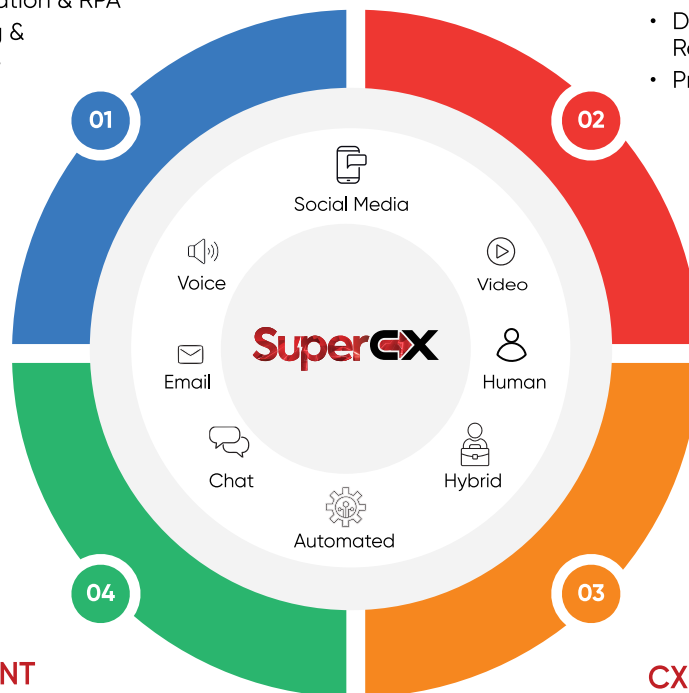
- Content Moderation (Text, Image, Video)
- Fraud Detection & Prevention
- Risk, Compliance & Policy Enforcement
- Online Community Management
- Anti-Money Laundering (AML)
- KYC & KYB (Know Your Customer & Know Your Business)



# AI-POWERED, HUMAN-LED CUSTOMER EXPERIENCE

## AI POWERED CX

- Omnichannel CX Orchestration
- AI-Driven Operations Management
- AI-Powered Insights & Analytics
- Intelligent Automation & RPA
- Machine Learning & Predictive Models



## CX STRATEGY

- Omnichannel Contact Center Optimization
- Customer Journey Strategy & Design
- Data Maturity & Analytics Readiness Assessment
- Process Governance & Compliance

## CX MANAGEMENT

- Customer Acquisition & Lifecycle Marketing
- Retention, Renewals & Experience Management
- Product, Experience & Innovation Insights
- Omnichannel Service Operations
- Digital Proctoring & Assessment Services

## CX TRANSFORMATION

- Next-Best-Action Orchestration
- AI Agent Augmentation & Copilot Enablement
- Generative AI Integration
- Cloud Telephony & Omnichannel Platforms
- Knowledge, Data & Enterprise Content Management

## LANGUAGES

English | Spanish | French | Portuguese | Russian  
Italian | German | Mandarin | Cantonese | Japanese  
Indian Languages | APAC Languages | Others

## INDUSTRIES

Education | Ecommerce | Travel | Retail  
Manufacturing | Healthcare | Hospitality | Telecom  
Media | BFSI | Logistics | Pharma | Others

# ENTERPRISE CX IMPACT ACROSS INDUSTRIES

## CX Operations & Helpdesk Excellence Results:



Achieved 99% adherence to SLAs and KPIs



Improved turnaround time for refund and return escalations



Increased helpdesk CSAT from 3.8 to 4.7

### For a leading telecom provider

#### Impact:

Datamatics delivered a scalable CX infrastructure and deployed omnichannel support across chat, email, voice, and social channels. We implemented a forecasting and resource planning model to optimize workforce allocation and support rapid growth.

#### Results:

- Improved demand forecasting and workforce planning accuracy
- Enhanced service scalability across peak volumes

### For a leading global technology company

#### Impact:

Datamatics developed a workforce projection model and deployed a dedicated HR and payroll operations team to streamline payroll processing and improve service accuracy.

#### Result:

- Monthly payroll disputes reduced to <5%
- Employee engagement satisfaction score of 4.5/5 for payroll services

### For a leading travel portal

#### Impact

Datamatics deployed a robust omnichannel customer service infrastructure to improve service quality and support rapid scalability during high-demand periods.

#### Results:

- Quality output increased to 98.33%
- Enhanced sales outcomes and repeat customer engagement

### For a global biopharma company

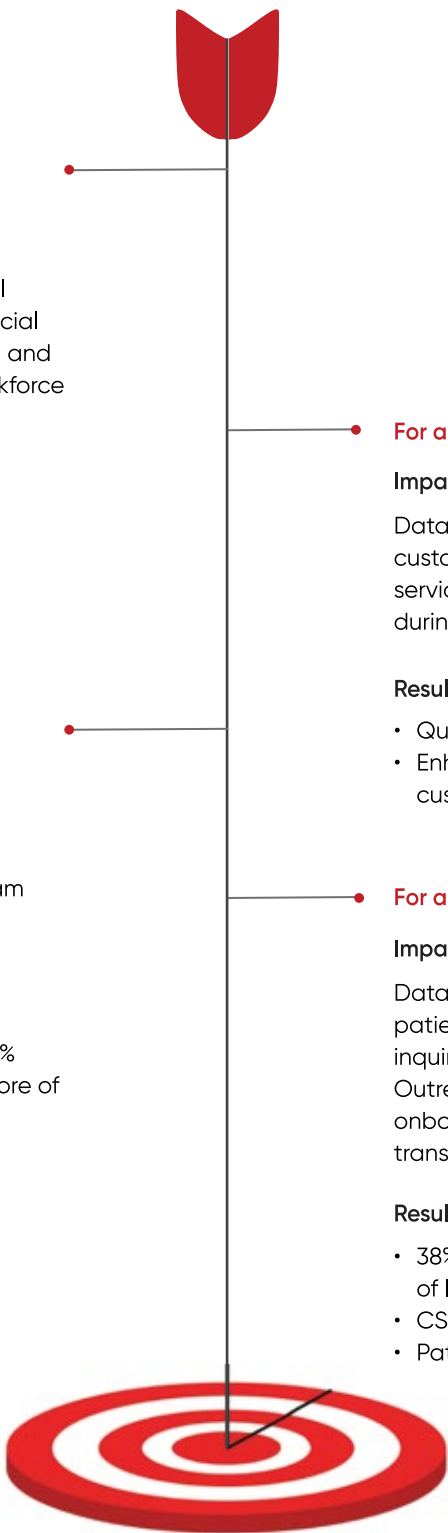
#### Impact:

Datamatics provided registered nurse-led patient support services to handle clinical inquiries, patient triage, and care coordination. Outreach programs supported patient onboarding, appointment reminders, and transition-of-care via voice and SMS.

#### Result:

- 38% increase in consultations within one year of launch
- CSAT improved to 3.7
- Patient retention increased by 17%

“We Cant Wait To See What Inspires You”





## 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](http://www.datamatics.com)

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