



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 Loyalty Management

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

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

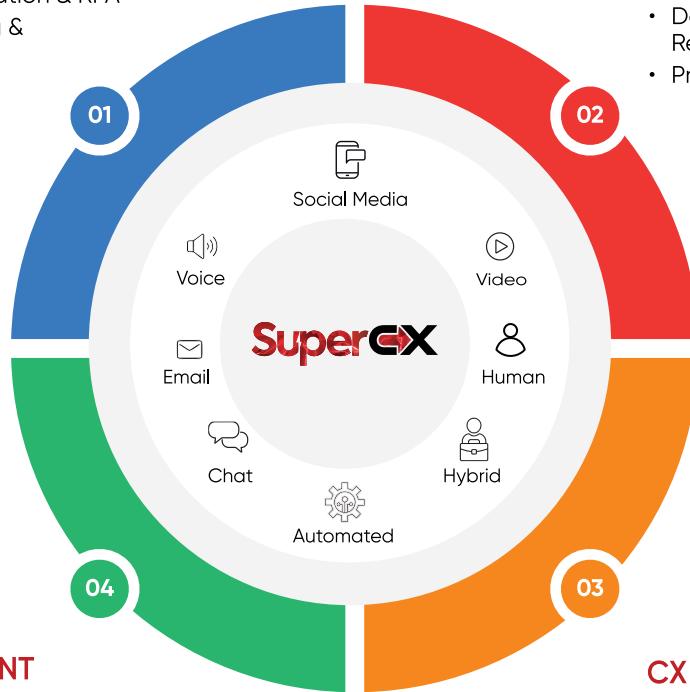
Trust and Safety

- 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

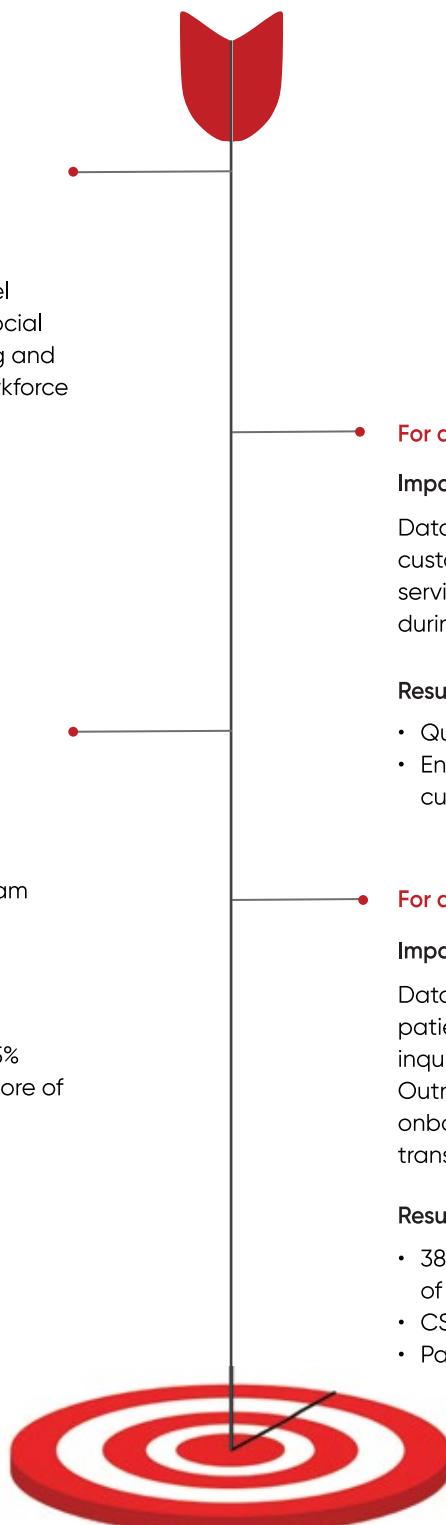
Impact:

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 Can't 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

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