

DATAMATICS

AI-Powered, **Human-Led** Contact Centers

You're building a customer experience
that scales without losing its human core.
Datamatics orchestrates people,
processes, and AI to get you there.



We at Datamatics build AI-powered, human-led contact centers that guarantee better customer experience, lower cost to serve, and scale on demand. Every interaction stays anchored to a trained agent, backed in real time by the SuperCX AI platform: guided responses, 100% automated quality assurance, agentic bots for high-volume tasks, multilingual voice intelligence, and predictive analytics that keep operations ahead of demand.

At a glance

40–60%

reduction in agent workload from day one

30+

languages delivered with real-time translation

Delivery Centers

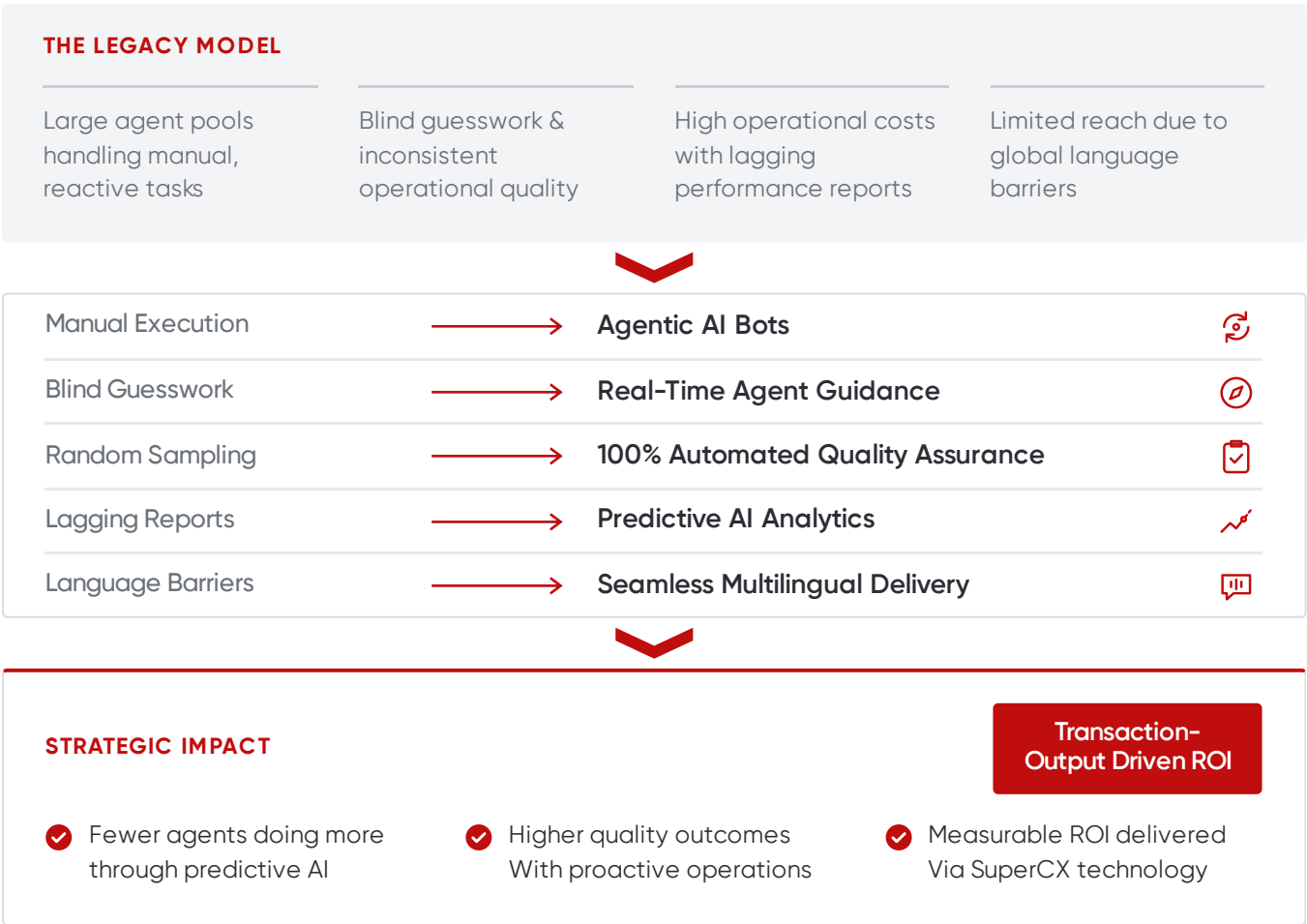
across Philippines, India, Peru and USA

AI-powered

SuperCX platform behind every conversation

From Manual To Intelligent Operations

Traditional contact centers rely on large agent pools, inconsistent quality checks, and reactive reporting. Datamatics replaces each of these with an AI-augmented equivalent, without removing the human agent from the conversation.



Datamatics Contact Center CX Services

Datamatics is with you throughout the entire CX journey: across voice, video, chat, email, and social, and across automated, hybrid, AI-augmented, and fully human delivery modes. Every offering below is backed by the SuperCX AI platform.



Customer Care Services

24x7 multilingual, omnichannel customer support, IT helpdesk, and concierge services, guided in real time by **SuperCX Guide**.



Customer Loyalty Management

AI-driven customer acquisition, lead generation, and loyalty/rewards programs delivered through our digital contact centers.



Trust & Safety

Creating secure online experiences for your brand with services like content moderation, fraud detection, AML support, KYC/KYB, risk management, and compliance.



Customer Analytics

Sentiment analytics, Voice of Customer, journey analysis, and predictive analytics powered by **SuperCX Pulse**.



Customer Management Consulting

End-to-end CX strategy, design, and consulting to optimize processes and augment agents at every stage.

The SuperCX AI Platform

One platform, five ways AI strengthens every human interaction.



SuperCX Engage

Autonomous AI bots that handle end-to-end execution across voice, chat, and email for repetitive, high-volume tasks.



SuperCX VoicePlus

Real-time translation and accent neutralization that enable natural conversations across languages and regions.



SuperCX Guide

A real-time co-pilot that gives live agents next-best-action prompts and instant knowledge access, improving consistency and response accuracy.



SuperCX Check

100% automated QA scoring across every interaction, replacing manual sampling with full-coverage compliance and service-standard checks.



SuperCX Pulse

A predictive engine that forecasts demand, detects operational anomalies, and surfaces trends for data-driven planning.

Our Transformation Promise

 FASTER ROI	40–60% Reduction Agent workload achieved from day one of implementation.
 HIGHER QUALITY	Consistent >95% QA scores with 100% coverage and zero manual sampling effort.
 BETTER CX	Higher FCR, faster resolution, and seamless multilingual support across all channels.
 COMPLIANCE & RISK	Built-in HIPAA, PCI DSS and industry-specific regulatory adherence.
 SCALABLE INTELLIGENCE	Evolution from reactive support to proactive, predictive AI-powered operations.

Success Stories

40% reduction in system downtime through proactive monitoring, with dedicated L1 and L1.5 IT helpdesk support and efficient ticket management for a global talent management and assessment leader.	AI-enabled quality auditing replaced manual processes, delivering 100% customer conversation capture , stronger compliance management, and 20–30% productivity gains for a global biopharmaceutical company.
A global manufacturing leader enabled scalable multilingual support, achieving faster, clearer interactions, 10% lower AHT , and a 78% reduction in noise-related customer complaints .	A global leader in credentialing and skills development partnered with Datamatics for 24/7 multilingual remote examination support , enhancing scalability, security, service quality, and candidate experience across global markets.

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