

# DATAMATICS

CONTACT CENTER  
TRANSFORMATION  
SERVICES

## SHAPING THE FUTURE OF CX WITH HUMAN EMPATHY AND AI INTELLIGENCE



Imagine a world where every contact center agent has an AI assistant by their side, guiding conversations, surfacing answers, and never missing a beat. That's Two-in-a-Box.

Our AI-powered contact center services transform ordinary support into extraordinary customer experiences. By combining human empathy with real-time AI, we reduce resolution times, improve agent productivity, and elevate satisfaction at every touchpoint. Whether scaling support or delivering 24/7 personalized service, our model ensures your brand stays responsive, efficient, and future-ready.

Welcome to the next generation of contact center outsourcing powered by people, amplified by AI.

## WITH YOU THROUGHOUT THE ENTIRE CX JOURNEY

### AI POWERED CX

- Omnichannel CX
- AI-Powered Ops Management
- AI-Powered Insights
- Intelligent Automation & RPA
- Machine Learning Models

### CX STRATEGY

- Omnichannel CCaaS Optimization
- Managing Customer Journey
- Data Maturity Assessment
- Process Compliance

### CX MANAGEMENT

- Acquisition & Marketing
- Maintenance & Retention
- Innovation & Product Insights
- Omni-channel Support
- Digital Proctoring

### CX TRANSFORMATION

- Next-Best-Action Management
- Agent Augmentation
- Gen AI integration
- Cloud Telephony & Omnichannel
- Knowledge & Enterprise Data Management

### CX ANALYTICS

- Speech & Text Analytics
- Customer Experience Measurement
- Lead Prioritization
- Workforce Management
- Visualization

### 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



# THE DIFFERENCE WE HAVE MADE TO THE REALM OF CUSTOMER EXPERIENCE



## For a leading telecom provider

Datamatics provided a scalable infrastructure for rapid growth and deployed omnichannel support for various interactions like chat, email, phone, and social media. That resulted in a forecast model that helped better plan the allocation of resources.

### Impact:

- Met **99%** of the set SLAs and KPIs
- Timely escalation and processing of refund and return requests leading to **increased customer satisfaction** from the helpdesk (from Avg. 3.8 to Avg. 4.7)

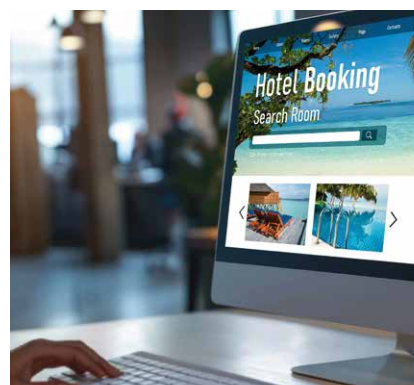
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## For a leading travel portal

Datamatic helped deploy customer service infrastructure to handle omnichannel customer service and reduce issues related to service and scalability.

### Impact:

- Increased quality output to **98.33%**
- Enhanced sales outcome and repeat customers



## For a leading global technology company

Datamatics created a projection model and deployed dedicated personnel for HR and payroll services. Leading to an improved payroll process and less than 5% monthly payroll disputes.

### Impact:

- Monthly payroll dispute reduced to less than 5%
- A satisfaction score of 4.5 was achieved in employee engagement for the payroll process

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## For a global biopharma company

Datamatics provided support through registered nurses qualified in field experiences to assist patients, support general inquiries, and triage judiciously. Patient outreach services welcome patients into the patient support program, provide appointment reminders, and help with the transition of care via phone calls and text messages.

### Impact:

- 38% more consultations booked within a year of the service launch
- Increased patient engagement (CSAT to 3.7) and retention by 17%



# KEY ANALYST COVERAGE



**Star Performers - Major Contenders**  
Customer Experience Management (CXM)  
Services PEAK Matrix® Assessment  
2024- Americas  
**Recognized among Top 15  
Global Vendors**



**Product Challenger**  
ISG Provider Lens™ study 'Contact Center  
- Customer Experience Services 2024  
**Recognized among  
Top 15 Global Vendors**



**Leaders**  
Quadrant SPARK Matrix: Contact Center  
Outsourcing Services, 2024  
**Recognized among  
Top 5 Global Vendors**

# CELEBRATING SUCCESS: KEY AWARDS

Datamatics was recognized for its technological innovation and excellence, earning accolades from Microsoft, Forbes Asia, and achieved ISO 42001:2023 Certification for AI Management Systems, highlighting its leadership in digital transformation.









# 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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