

Customer Experience Management

Seamless. Scalable. Always-On

Struggling with CX Chaos?

You're not alone. Disjointed SLAs, chatbots on the fritz, agents falling short, and a black hole where omnichannel visibility should be — sound familiar?

Lumina Datamatics is here to turn your CX headaches into strategic wins.

What's Breaking Your CX?

- Disjointed SLAs are causing confusion
- High abandonment & churn rates are draining revenue
- Underperforming chatbots are frustrating customers
- Inconsistent agent performance is throwing off your game
- No omnichannel visibility is leaving you in the dark

THE RESULT?



Slower Resolutions



Rising Costs



Dissatisfied Customers

Why Settle For That? Let's Flip The Script

Why Lumina Datamatics?

5MN+ Annual CX Transactions

100+ Custom Dashboard & Reports,
Suit Analytics

25% Reduction in AHT

99% SLA Compliance

28% Productivity Savings

15% Improvement in FCR

Ready to see CX differently? Turn the page ►

Advanced CX Services

We've Got You Covered

Powering CX with AI, Insights & Scalable Innovation

- AI-driven Automation & Real-time Workforce Management
- Smart Bot Orchestration & Anomaly Detection
- Centralized Experience Command Centres
- Deep Churn & Sentiment Mapping
- Culture-aligned, CX-ready Talent
- Multi-skill Load Balancing
- Omnichannel Journey Intelligence
- Proactive, Data-backed Engagement

From Pre-Sale to Post-Sale — And Everything In Between

- Lead Qualification & Conversion
- Customer Onboarding Assistance
- Order Processing & Fulfilment Support
- Returns & Refunds Management
- Billing & Payment Follow-ups
- Technical Issue Resolution (L0-L3)
- Seller Outreach & Incubation
- Customer Retention & Win-Back Campaign
- Sales Support & Upselling
- Post-Call Audits & Quality Checks

Our Edge

- BI-Powered Causality Engine for WFM KPIs
- Volume Forecasting Using Hybrid Statistical + ML Models
- Anomaly Detection & Alerting Framework
- Hallucination Detection & Response Validation Engine
- BI-Powered Knowledge Base with Dynamic Resolution Ranking
- Churn Intelligence Powered by AI-Led Sentiment & Root Cause Mapping

THE BENEFITS YOU'LL LOVE



Faster Resolutions



Improved SLA Adherence



Lower Support Costs



Happier, Loyal Customers

READY TO REDEFINE YOUR CUSTOMER SUPPORT STRATEGY?

Intelligent CX is just a scan away.



About Us

Lumina Datamatics is a trusted partner providing eCommerce support services to 3 of the 5 largest retailers/marketplaces worldwide. Lumina Datamatics provides product content transformation services, competitor intelligence, and technology services to eCommerce retailers, marketplaces, and brands. Our organization has over 6500 professionals across APAC, Europe, and North America.