

AI-native CX Transformation

Flyer



Reimagine customer service for the AI era.

Your customers use AI every day. The question is: Is your CX keeping up? With customers expecting instant answers, personalized help, and 24/7 availability, traditional contact center solutions—with their long queues, high costs, and rigid structures—may fail to meet this new standard. And your brand could end up paying the price—in loyalty and revenue. It's time to adopt AI-native customer experience solutions. Introducing Hexaware's AI-native CX transformation: a powerful combination of autonomous AI, a flexible remote workforce, and robust security, designed to deliver the speed and intelligence your customers demand.

The Three Pillars of Hexaware's AI-native CX Transformation Solution

1. AI-native Contact Center

Autonomous AI agents for 24/7, lightning-fast, and intelligent customer engagement

2. Global Work-at-home Talent

Flexible, skilled, and empathetic human support on demand

3. Security by Design

Enterprise-grade, zero-trust protection for every interaction

Why Choose AI-native CX Transformation?



Up to 50%
cost savings



20–40%
faster resolutions



90%+
customer satisfaction



Fully
compliant and scalable

Ready to future-proof your customer experience? Keep reading to discover how each pillar delivers next-generation CX outcomes.

AI-native CX Transformation: How it Works

1. AI-native Contact Center with Autonomous Agents

- **Autonomous Agents at Scale:** Handle Tier-1 & Tier-2 inquiries 24/7, reducing operational costs by 40–50%
- **Accelerated Response and Resolution:** Instant, context-aware replies powered by your enterprise data
- **Continuous Learning Loops:** Agents learn and improve with every interaction, driving up quality and satisfaction
- **Predictive Analytics:** Real-time insights to optimize workforce and personalize engagement
- **Human-in-the-loop:** Seamless escalation ensures empathy and accuracy when it matters most

2. Geographically Dispersed Work-at-home Model

- **Nationwide Talent Reach:** Access diverse, high-quality agents for any customer need
- **Broad Skill Spectrum:** Customer care, healthcare, finance, tech support, and multilingual CX
- **Diversity:** Better empathy and outcomes by including underrepresented and specialized talent
- **Flexible Staffing:** Instantly scale for seasonal peaks or unexpected surges
- **Integrated Collaboration:** Virtual tools keep remote teams connected and productive

3. Security by Design

- **Zero-trust Architecture:** Continuous authentication, least-privilege access, and multi-layered security
- **End-to-end Encryption:** All interactions—voice, chat, email—are encrypted in transit and at rest
- **AI-driven Threat Detection:** Behavioral monitoring across all digital and home endpoints
- **Compliance-ready:** HIPAA, PCI-DSS, GDPR, SOC 2 certified systems and processes
- **Secure Virtual Desktops:** No data stored locally, fully controlled access



Begin your customer service transformation—securely, intelligently, and efficiently.

Contact us at marketing@hexaware.com to experience the hybrid, AI-driven, and human-empowered future of CX.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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