



**AGENTIC AI-LED MIGRATION
ASSISTANCE: FAST, RELIABLE,
EMPOWERING**

DATAMATICS

About the Client:

A premier international humanitarian organization working in 171 countries with more than 550 field offices and a workforce of more than 18,000.

The Challenge: Operating Complex Immigration Process at Scale

As migration patterns gained momentum globally, the organization faced mounting pressure to provide timely and precise migration guidance to vulnerable migrant groups. Asylum seekers, permit applicants, and regular people seeking fundamental services were often subjected to intimidating bureaucratic procedures and confusing migration jargons.

The client team was bogged down by sheer volumes of repeated migration inquiries & spent time answering repetitive questions instead of handling more complex or priority cases. Language barriers contributed further to the issue, and reliance on unofficial sources tended to yield inaccurate information, risking migrants' safety.

The Solution: Agentic AI-Powered Virtual Assistant for Migration

Guidance & Trusted Support

To ensure migrants receive accurate, timely, and understandable migration assistance, Datamatics implemented Migration Pathways – an Agentic AI-based Virtual Assistant that integrated with Azure OpenAI, LangChain/LangGraph, CrewAI, Qdrant (Cloud), ChromaDB (On-prem), and PostgreSQL

Using a simple interface, migrants can submit migration queries to the Virtual Assistant, which is capable of processing multilingual input for broader accessibility and inclusivity. The virtual assistant processes these using Azure OpenAI's embedding models and searches a curated knowledge base for relevant content. It then generates personalized responses, pulling verified information from trusted sources and official immigration records.

Key capabilities include:

- Real-time Interpretation: Converts complex migration jargons into clear, actionable answers related to immigration rights, healthcare, work access, and asylum procedures
- Smart Session Management: Tracks user sessions and directs unregistered users to a quick sign-up process
- Efficient Query Handling: Responses are cached in Azure Redis for faster access and logged in PostgreSQL for audit and analysis

By automating repetitive queries, the assistant significantly reduces the workload on client teams - freeing them to focus on complex or sensitive cases - while empowering migrants with dependable, jargon-free guidance within seconds.

The Impact: Speed, Clarity, and Operational Efficiency

Time Savings

Migration responses are provided 70% quicker, providing immediate assistance

Resource Optimization

The client was now able to concentrate on complex matters instead of focusing on ordinary matters

Quality Improvement

AI draws from confirmed sources, providing factual, accurate information

Quick Access & Resolution

Migrants now can have a direct, assured information channel, enhancing trust and confidence

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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