



## EXL wins Gold Stevie® award in 2026 Stevie Awards for Sales & Customer Service

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### Gold Stevie Award winner for Best Use of AI Integration in Contact Centers

NEW YORK, March 25, 2026 (GLOBE NEWSWIRE) -- [EXL](#) [NASDAQ: EXLS], a global data and AI company, has won a Gold Stevie Award in the transforming contact centers with intelligent agent assistance category in the 20th annual [Stevie Awards for Sales & Customer Service](#).

The Stevie Awards for Sales & Customer Service are the world's top honors for customer service, contact center, business development and sales professionals. The Stevie Awards organizes nine of the world's leading business awards programs, also including the prestigious American Business Awards® and International Business Awards®.

More than 2,100 nominations from organizations of all sizes and in virtually every industry, in 41 nations and territories, were considered in this year's competition. Winners were determined by the average scores of 150 professionals worldwide on eight specialized judging committees.

The panel of Stevie Awards judges commented on EXL's submission, noting, "EXL's submission clearly demonstrates a strong and practical use of AI to transform contact center operations. The [Smart Agent Assist](#)™ solution stands out for its real-time, agentic AI capabilities that improve agent performance and customer experience. The use of proprietary LLMs, domain intelligence, and live orchestration shows technical depth and innovation. The impact is well supported with strong metrics, including reduced handling time, higher CSAT, improved conversions, and lower cost to serve. Real-world deployment at scale adds credibility to the achievement. The solution is clearly differentiated from traditional agent-assist tools."

"We are honored to receive the Gold Stevie Award in the 2026 Stevie Award for Sales & Customer Service, which reflects the tangible outcomes we have achieved in partnership with our clients," said Shashank Verma, senior vice president, customer service transformation lead at EXL. "Our data- and AI-led solutions enable agents with real-time, insights-driven intelligence that drives operational efficiency, elevates customer engagement, eliminates friction and creates measurable value across industries, without being beholden to legacy or modern technology stacks. This honor reflects our commitment to turning advanced capabilities into lasting business outcomes."

"The remarkable scores achieved by this year's Stevie Awards for Sales & Customer Service winners reflect the extraordinary levels of excellence, innovation, and customer impact they deliver," said Maggie Miller, Stevie Awards president. "We proudly join the judges in congratulating and celebrating these outstanding organizations and professionals on their achievements."

Details about the Stevie Awards for Sales & Customer Service and the list of Stevie winners in all categories are available at <http://sales.stevieawards.com/>.

### About EXL

EXL (NASDAQ: EXLS) is a global data and AI company that offers services and solutions to reinvent client business models, drive better outcomes and unlock growth with speed. EXL harnesses the power of data, AI, and deep industry knowledge to transform businesses, including the world's leading corporations in industries including insurance, healthcare, banking and capital markets, retail, communications and media, and energy and infrastructure, among others. EXL was founded in 1999 with the core values of innovation, collaboration, excellence, integrity and respect. We are headquartered in New York and have approximately 65,000 employees spanning six continents. For more information, visit [www.exlservice.com](http://www.exlservice.com).

### About The Stevie® Awards

Stevie Awards are conferred in nine programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East & North Africa Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Great Employers, the Stevie Awards for Sales & Customer Service, the Stevie Awards for Technology Excellence, and the Stevie Awards for Women in Business. Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations and territories. More than 1,000 professionals around the world participate in the Stevie Awards judging process each year. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at <http://www.StevieAwards.com>.

Sponsors of the 20th annual Stevie Awards for Sales & Customer Service include SOCAP International and ValueSelling Associates, Inc.

### Cautionary Statement Regarding Forward-Looking Statements

*This press release contains forward-looking statements within the meaning of the United States Private Securities Litigation Reform Act of 1995. You should not place undue reliance on those statements because they are subject to numerous uncertainties and factors relating to EXL's operations and business environment, all of which are difficult to predict and many of which are beyond EXL's control. Forward-looking statements include information concerning EXL's possible or assumed future results of operations, including descriptions of its business strategy. These statements may include words such as "may," "will," "should," "believe," "expect," "anticipate," "intend," "plan," "estimate" or similar expressions. These statements are based on assumptions that we have made in light of management's experience in the industry as well as its perceptions of historical trends, current conditions, expected future developments and other factors it believes are appropriate under the circumstances. You should understand that these statements are not guarantees of performance or results. They involve known and unknown risks, uncertainties and assumptions. Although EXL believes that these forward-looking statements are based on reasonable assumptions, you should be aware that many factors could affect EXL's actual financial results or results of operations and could cause actual results to differ materially from those in the forward-looking statements. These factors, which include our ability to maintain and grow client demand, our ability to hire and retain sufficiently trained employees, and our ability to accurately estimate and/or manage costs, rising interest rates, rising inflation and recessionary economic trends, are discussed in more detail in EXL's filings with the Securities and Exchange Commission, including EXL's Annual Report on Form 10-K. You should keep in mind that any forward-looking statement made herein, or elsewhere, speaks only as of the date on which it is made. New risks and uncertainties come up from time to time, and it is impossible to predict these events or how they may affect EXL. EXL has no obligation to update any forward-looking statements after the date hereof, except as required by federal securities laws.*

Media Contact  
Keith Little

[media.relations@exlservice.com](mailto:media.relations@exlservice.com)