

# Piattaforma globale di CX e Contact Center



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## Piattaforma globale di CX e Contact Center

L'azienda è un fornitore leader di servizi di customer experience (CX) e contact center, specializzato in soluzioni di customer care omnichannel. Con una piattaforma tecnologica e oltre 4.000 agenti in tutto il mondo, l'azienda offre soluzioni innovative per l'esperienza dei clienti in vari settori, concentrandosi principalmente su telecomunicazioni, governo, servizi finanziari e sanità. L'azienda mantiene solidi rapporti con i clienti, in particolare nel settore delle telecomunicazioni, e il suo cliente principale rappresenta il 40% del fatturato. Le capacità tecnologiche dell'azienda includono soluzioni basate sull'intelligenza artificiale come la simulazione di conversazione, la traduzione dell'accento in tempo reale e il QA automatizzato, che la posizionano come attore innovativo nel settore della customer experience. L'attuale strategia di crescita dell'azienda si concentra sull'espansione all'interno dei suoi settori principali, mantenendo l'efficienza operativa e sfruttando il suo modello di consegna globale che combina capacità onshore, nearshore e offshore. Inoltre, l'azienda è ben posizionata per la sua prossima fase di crescita sotto la nuova proprietà.

### Industrie servite:

- Telecomunicazioni
- Governo
- Assistenza sanitaria
- Altre industrie

### Servizi offerti:

- Assistenza clienti
- Assistenza tecnica
- Assistenza alle vendite
- Operazioni di back office
- Soluzioni alimentate dall'intelligenza artificiale
- Assistenza omnichannel (voce, chat, e-mail, social media)
- Soluzioni digitali e self service
- Piattaforma di soluzioni AI conversazionali

### Geografia:

- Sede centrale negli Stati Uniti
- Operazioni in 10 paesi

### Organico:

- Oltre 4.000 agenti

### Ricavi:

- 191 milioni di dollari

### EBITDA:

- 11,5% del fatturato

### GROSS REVENUE

\$ 191,000,000

### EBITDA

\$ 21,965,000

### BUSINESS TYPE

Call Center

### COUNTRY

Stati Uniti

### BUSINESS ID

L#20250903

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