Piattaforma SaaS CX Leader in America Latina

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Piattaforma CX SaaS in America Latina, con focus su mercati diversi, potenziata con AI conversazionale e chatbot senza codice.

L'intelligenza artificiale generativa sta trasformando le operazioni con i clienti, migliorando l'esperienza dei clienti e la produttività degli agenti. Automatizza le interazioni con i clienti utilizzando il linguaggio naturale. Le dimensioni del mercato della gestione dell'esperienza del cliente sono stimate a 19,03 miliardi di dollari nel 2024 e si prevede che raggiungeranno i 43,35 miliardi di dollari entro il 2029.

La dimensione del mercato globale dell'intelligenza artificiale conversazionale è stata stimata in 10,08 miliardi di dollari nel 2022 e si prevede che crescerà a un tasso di crescita annuale composto (CAGR) del 23,9% dal 2023 al 2030. Entro il 2030, l'economia globale registrerà un incremento annuo fino a 4,4 miliardi di dollari all'anno grazie alla GenAI, con oltre il 60% delle attività lavorative nella customer experience completamente automatizzate.

Un curriculum di successo: +14 anni dalla fondazione Sviluppo interno +130 clienti top in +15 settori 100% Cap Table nel team dei fondatori

Continua la crescita dei ricavi e dell'EBITDA: Modello di business esponenziale CAGR dei ricavi +30% YoY EBITDA > 50% negli ultimi tre anni. > 95% 2024 ARR

Alto volume di transazioni dei clienti: +40 milioni di conversazioni al mese Piattaforma cloud – Nessuna implementazione di codice Modulo Gen AI Supporto di +1000 agenti umani che lavorano simultaneamente

Team esperto: 50 dipendenti Tra cui R&S e servizi professionali

Leader in segmenti specifici: Clienti leader in Telco, Salute, Finanza e Utilities

Chatbot e GenA: servizi ChatBot alimentati dall'intelligenza artificiale che migliorano l'esperienza del cliente e forniscono risposte immediate alle domande in qualsiasi momento. Una piattaforma senza codice che ti permette di creare facilmente casi d'uso complessi in pochi minuti.

Customer 360: Centralizzazione e automazione di una grande quantità di conversazioni per tracciare le interazioni dei clienti su più canali digitali. Facile integrazione di nuovi canali e moduli multipli per diversi attori.

WhatsApp Business Platform: L'API di WhatsApp Business Platform consente la fornitura di servizi di messaggistica continua, progettati per aiutare a mantenere le relazioni con i clienti su una piattaforma che vanta una base di utenti di oltre due miliardi di persone in tutto il mondo.

TARGET PRICE
$ 30,000,000

GROSS REVENUE
$ 8,000,000

EBITDA
$ 3,500,000

BUSINESS TYPE
Software e SAAS

COUNTRY
Argentina

BUSINESS ID
L#20251039

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