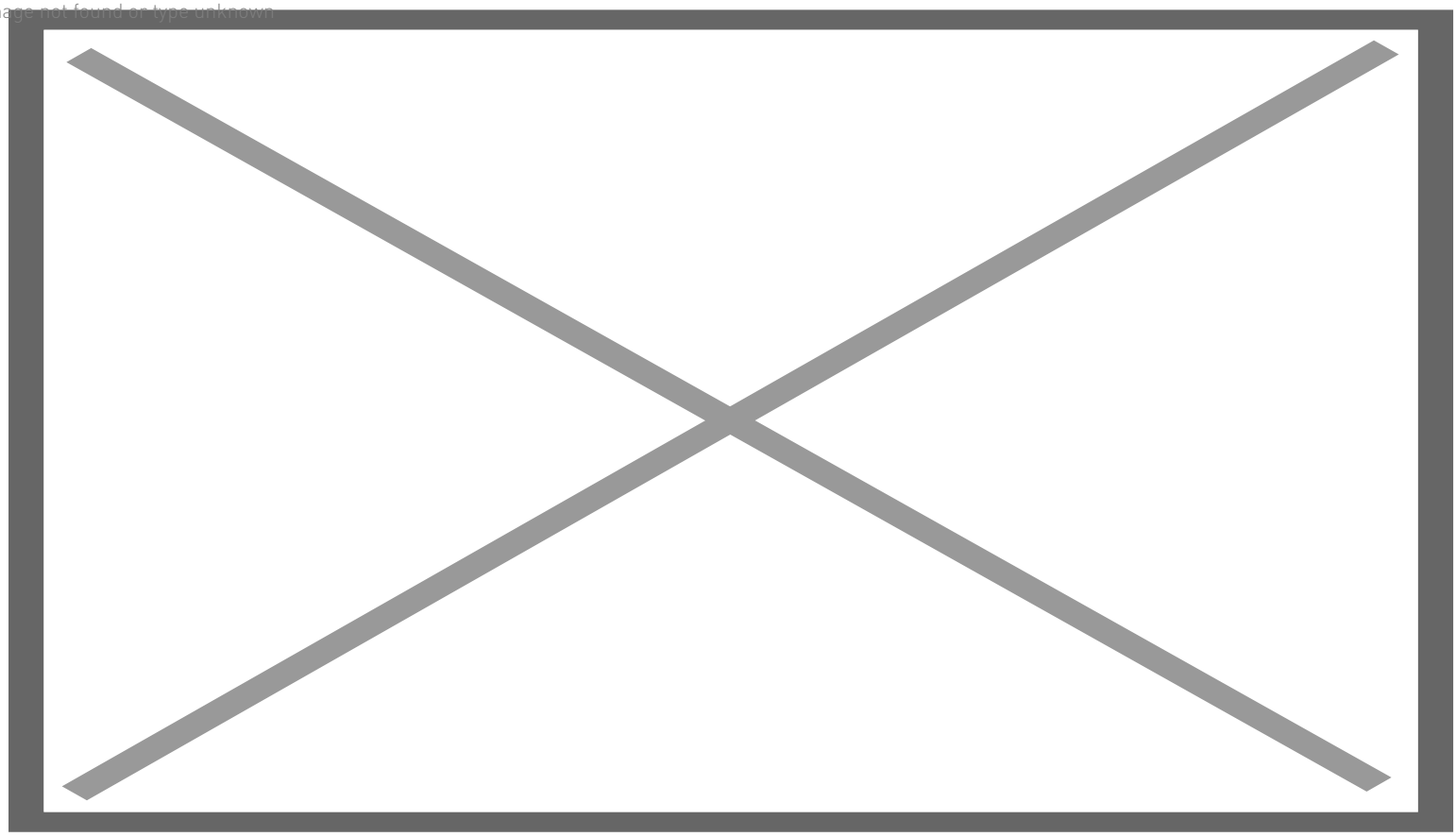
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Plate-forme SaaS CX Leader en Amérique latine

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Plate-forme SaaS CX Leader en Amérique latine

Plateforme CX SaaS en Amérique latine, axée sur divers marchés, dotée d'une IA conversationnelle et de chatbots sans code.

L'IA générative transforme les opérations clients en améliorant l'expérience client et la productivité des agents. Il automatise les interactions avec les clients en utilisant le langage naturel. La taille du marché de la gestion de l'expérience client est estimée à 19,03 milliards de dollars en 2024, et devrait atteindre 43,35 milliards de dollars d'ici 2029.

La taille du marché mondial de l'IA conversationnelle était estimée à 10,08 milliards USD en 2022 et devrait croître à un taux de croissance annuel composé (TCAC) de 23,9 % entre 2023 et 2030. D'ici 2030, l'économie mondiale connaîtra un essor annuel pouvant atteindre 4,4 T USD par an grâce à la GenAI, avec plus de 60 % des activités de travail dans l'expérience client entièrement automatisées.

Une expérience réussie : +14 ans depuis la création Développement interne +130 clients de premier plan dans +15 secteurs d'activité 100% Cap Table dans l'équipe fondatrice

Poursuivre la croissance du chiffre d'affaires et de l'EBITDA : Modèle d'entreprise exponentiel CAGR des revenus +30% YoY EBITDA > 50% pour les trois dernières années. > 95% 2024 ARR

Volume élevé de transactions avec les clients : +40 millions de conversations par mois Plate-forme en nuage – Pas d'implémentation de code Module d'IA générique Prise en charge de 1 000 agents humains travaillant simultanément

Une équipe expérimentée : 50 employés, y compris R&D et services professionnels

Leader sur des segments spécifiques : Clients leaders dans les secteurs des télécommunications, de la santé, de la finance et des services publics.

Chatbots et GenA : les services de ChatBot alimentés par l'IA de Gen qui améliorent l'expérience client et fournissent des réponses immédiates aux demandes à tout moment. Une plateforme sans code qui vous permet de créer facilement des cas d'utilisation complexes en quelques minutes.

Customer 360 : Centralisation et automatisation d'un grand nombre de conversations pour le suivi des interactions avec les clients sur plusieurs canaux numériques. Intégration aisée de nouveaux canaux et de modules multiples pour différents acteurs.

WhatsApp Business Platform : L'API WhatsApp Business Platform permet de fournir des services de messagerie en continu, conçus pour aider à maintenir les relations avec les clients sur une plateforme qui compte plus de deux milliards d'utilisateurs dans le monde.

TARGET PRICE
$ 30,000,000

GROSS REVENUE
$ 8,000,000

EBITDA
$ 3,500,000

BUSINESS TYPE
Logiciels et SAAS

COUNTRY
Argentine

BUSINESS ID
L#20251039

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