

Plataforma global de CX y Contact Center



MERGERSCORP

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La empresa es un proveedor líder de servicios de experiencia del cliente (CX) y centros de contacto, especializado en soluciones omnicanal de atención al cliente. Con una plataforma impulsada por la tecnología y más de 4.000 agentes en todo el mundo, la empresa ofrece soluciones innovadoras de experiencia del cliente en diversos sectores, centrándose principalmente en los de Telecomunicaciones, Administración Pública, Servicios Financieros y Sanidad. La empresa mantiene sólidas relaciones con sus principales clientes, sobre todo en el sector de las telecomunicaciones, y su principal cliente representa el 40% de los ingresos. Las capacidades tecnológicas de la empresa incluyen soluciones basadas en IA, como la Simulación de Conversaciones con IA, la Traducción de Acentos en Tiempo Real y el Control de Calidad Automatizado, que la posicionan como un actor innovador en el sector de la experiencia del cliente. La estrategia de crecimiento actual de la empresa se centra en la expansión dentro de sus verticales principales, manteniendo al mismo tiempo la eficiencia operativa y aprovechando su modelo de entrega global que combina capacidades onshore, nearshore y offshore. Además, la empresa está bien posicionada para su próxima fase de crecimiento bajo la nueva propiedad.

Industrias atendidas:

- Telecomunicaciones
- Gobierno
- Sanidad
- Otras industrias

Servicio ofrecido:

- Atención al cliente
- Soporte técnico
- Apoyo a las ventas
- Operaciones de Back Office
- Soluciones basadas en IA
- Soporte Omnicanal (Voz, Chat, Email, Redes Sociales)
- Soluciones digitales y de autoservicio
- Plataforma de soluciones de IA conversacional

Geografía:

- Sede en EE.UU.
- Operaciones en 10 países

Personal:

- Más de 4.000 agentes

Ingresos:

- 191 millones de dólares

EBITDA:

- 11,5% de los ingresos

GROSS REVENUE

\$ 191,000,000

EBITDA

\$ 21,965,000

BUSINESS TYPE

Centro de llamadas

COUNTRY

Estados Unidos

BUSINESS ID

L#20250903

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