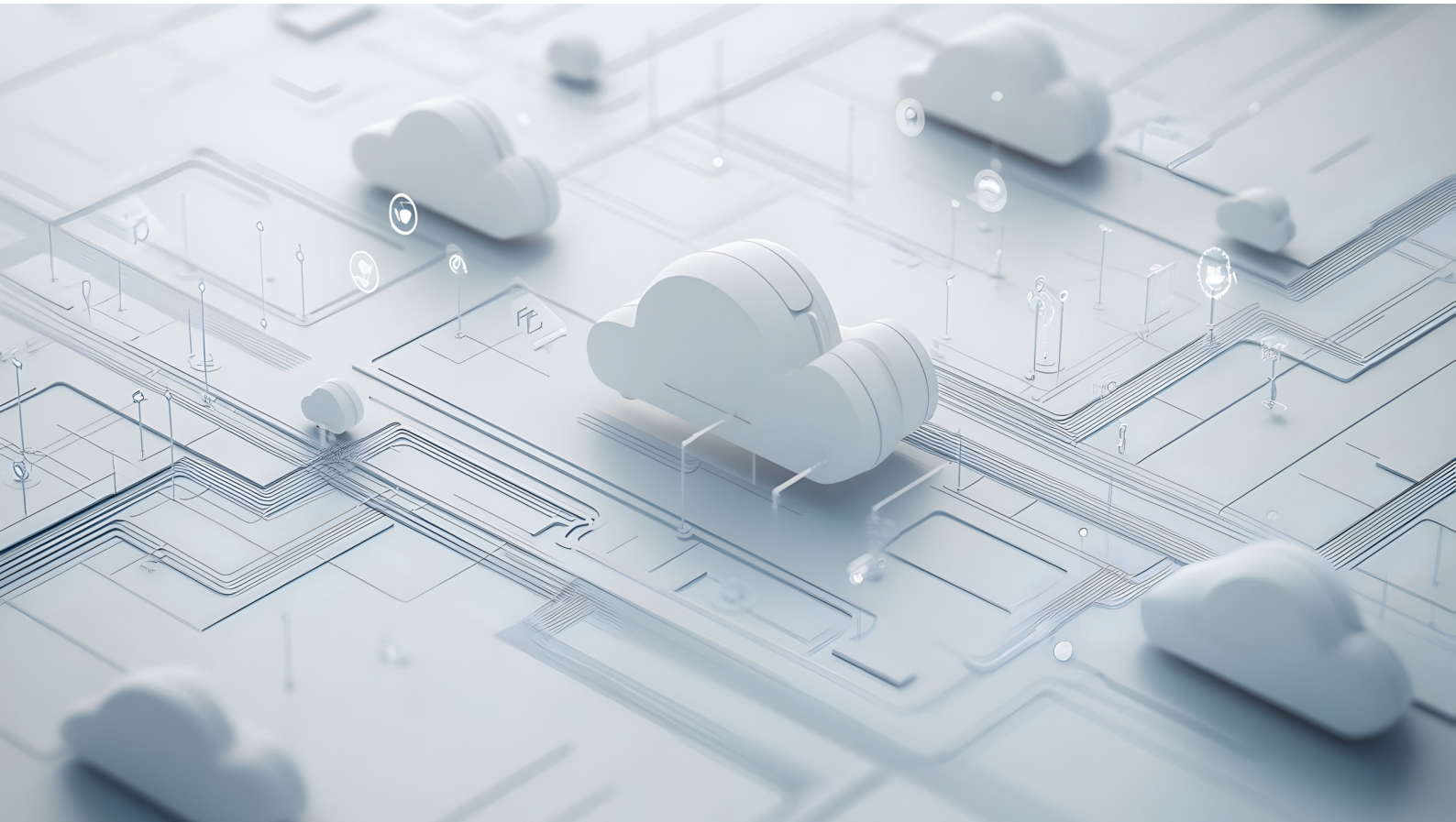


Plataforma SaaS CX Líder en América Latina



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Plataforma SaaS CX en América Latina, con foco en diversos mercados, potenciada con IA conversacional y chatbots sin código.

La IA generativa está transformando las operaciones de atención al cliente al mejorar la experiencia del cliente y la productividad de los agentes. Automatiza las interacciones con los clientes mediante el lenguaje natural. El tamaño del Mercado de Gestión de la Experiencia del Cliente se estima en 19.030 millones de USD en 2024, y se espera que alcance los 43.350 millones de USD en 2029.

El tamaño del mercado mundial de la IA conversacional se estimó en 10.080 millones de USD en 2022 y se prevé que crezca a una tasa de crecimiento anual compuesto (TCAC) del 23,9% de 2023 a 2030. Para 2030, la economía mundial experimentará un impulso anual de hasta 4,4T USD al año gracias a la GenAI, con más del 60% de las actividades laborales en la experiencia del cliente totalmente automatizadas.

Historial de éxitos: +14 años desde su fundación Desarrollo propio +130 clientes principales en +15 sectores 100% Cap Table en el equipo fundador

Continúa el crecimiento de los ingresos y el EBITDA: Modelo de negocio exponencial CAGR de ingresos +30% YoY EBITDA > 50% durante los tres últimos años. > 95% 2024 ARR

Alto volumen de transacciones de clientes +40 millones de conversaciones al mes Plataforma en la nube – Sin implementación de código Módulo Gen AI Soporte +1000 agentes humanos trabajando simultáneamente

Equipo experimentado: 50 empleados Incluyendo I+D y servicios profesionales

Líder en segmentos específicos: Clientes líderes en telecomunicaciones, sanidad, finanzas y servicios públicos

Chatbots y GenA: servicios ChatBot potenciados por IA que mejoran la experiencia del cliente y proporcionan respuestas inmediatas a las consultas en cualquier momento. Plataforma sin código que te permite crear fácilmente casos de uso complejos en cuestión de minutos.

Cliente 360: Centralización y automatización de gran cantidad de conversaciones para el seguimiento de las interacciones de los clientes a través de múltiples canales digitales. Integra fácilmente nuevos canales y múltiples módulos para diferentes actores.

Plataforma WhatsApp Business: La API de WhatsApp Business Platform permite la prestación de servicios de mensajería continua, diseñados para ayudar a mantener las relaciones con los clientes en una plataforma que cuenta con una base de usuarios de más de dos mil millones de personas en todo el mundo.

TARGET PRICE

\$ 30,000,000

GROSS REVENUE

\$ 8,000,000

EBITDA

\$ 3,500,000

BUSINESS TYPE

Software y SAAS

COUNTRY

Argentina

BUSINESS ID

L#20251039

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