

Plataforma global de CX e Contact Center



MERGERSCORP

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A empresa é uma fornecedora líder de serviços de experiência do cliente (CX) e de centro de contato, especializada em soluções de atendimento ao cliente omnicanal. Com uma plataforma tecnológica e mais de 4.000 agentes em todo o mundo, a empresa oferece soluções inovadoras de experiência do cliente em vários setores, concentrando-se principalmente nos setores de telecomunicações, governo, serviços financeiros e saúde. A empresa mantém relacionamentos sólidos com seus clientes, especialmente no setor de telecomunicações, sendo que seu principal cliente representa 40% da receita. Os recursos tecnológicos da empresa incluem soluções baseadas em IA, como simulação de conversas com IA, tradução de sotaque em tempo real e controle de qualidade automatizado, posicionando-a como uma empresa inovadora no setor de experiência do cliente. A estratégia de crescimento atual da empresa se concentra na expansão em seus principais setores verticais, mantendo a eficiência operacional e aproveitando seu modelo de fornecimento global que combina recursos onshore, nearshore e offshore. Além disso, a empresa está bem posicionada para sua próxima fase de crescimento sob nova direção.

Setores atendidos:

- Telecomunicações
- Governo
- Cuidados com a saúde
- Outros setores

Serviços oferecidos:

- Atendimento ao cliente
- Suporte técnico
- Suporte de vendas
- Operações de back office
- Soluções baseadas em IA
- Suporte omnichannel (voz, bate-papo, e-mail, mídia social)
- Soluções digitais e de autoatendimento
- Plataforma de soluções de IA conversacional

Geografia:

- Sede nos EUA
- Operações em 10 países

Número de funcionários:

- Mais de 4.000 agentes

Receita:

- US\$ 191 milhões

EBITDA:

- 11,5% da receita

GROSS REVENUE

\$ 191,000,000

EBITDA

\$ 21,965,000

BUSINESS TYPE

Central de atendimento

COUNTRY

Estados Unidos

BUSINESS ID

L#20250903

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