

# Plataforma SaaS CX Líder na América Latina

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Plataforma SaaS CX na América Latina, com foco em diversos mercados, capacitada com IA conversacional e chatbots sem código.

A IA generativa está transformando as operações do cliente ao aprimorar a experiência do cliente e a produtividade do agente. Ele automatiza as interações com os clientes usando linguagem natural. O tamanho do mercado de gestão da experiência do cliente é estimado em US\$ 19,03 bilhões em 2024 e deve chegar a US\$ 43,35 bilhões até 2029.

O tamanho do mercado global de IA conversacional foi estimado em US\$ 10,08 bilhões em 2022 e deverá crescer a uma taxa de crescimento anual composta (CAGR) de 23,9% de 2023 a 2030. Até 2030, a economia global verá um aumento anual de até US\$ 4,4 trilhões por ano graças à GenAI, com mais de 60% das atividades de trabalho na experiência do cliente totalmente automatizadas.

Histórico de sucesso: +14 anos desde a fundação Desenvolvimento interno +130 principais clientes em +15 setores 100% Cap Table na equipe fundadora

Continuar o crescimento da receita e do EBITDA: Modelo de negócios exponencial CAGR de receitas +30% YoY EBITDA > 50% nos últimos três anos. > 95% 2024 ARR

Alto volume de transações de clientes: +40 milhões de conversas por mês Plataforma em nuvem – Sem implementação de código Módulo de IA gen Suporte a +1000 agentes humanos trabalhando simultaneamente

Equipe experiente: 50 funcionários, incluindo P&D e serviços profissionais

Líder em segmentos específicos: Clientes líderes em telecomunicações, saúde, finanças e serviços públicos

Chatbots e GenA: serviços de ChatBot com tecnologia Gen AI que melhoram a experiência do cliente e fornecem respostas imediatas a consultas a qualquer momento. Plataforma sem código que permite que você crie facilmente casos de uso complexos em minutos.

Customer 360: Centralização e automação de grande quantidade de conversas para rastrear as interações com os clientes em vários canais digitais. Integração fácil de novos canais e vários módulos para diferentes atores.

Plataforma de negócios do WhatsApp: A API do WhatsApp Business Platform permite o fornecimento de serviços de mensagens contínuas, projetados para ajudar a manter o relacionamento com os clientes em uma plataforma que possui uma base de usuários de mais de dois bilhões de pessoas em todo o mundo.

### 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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