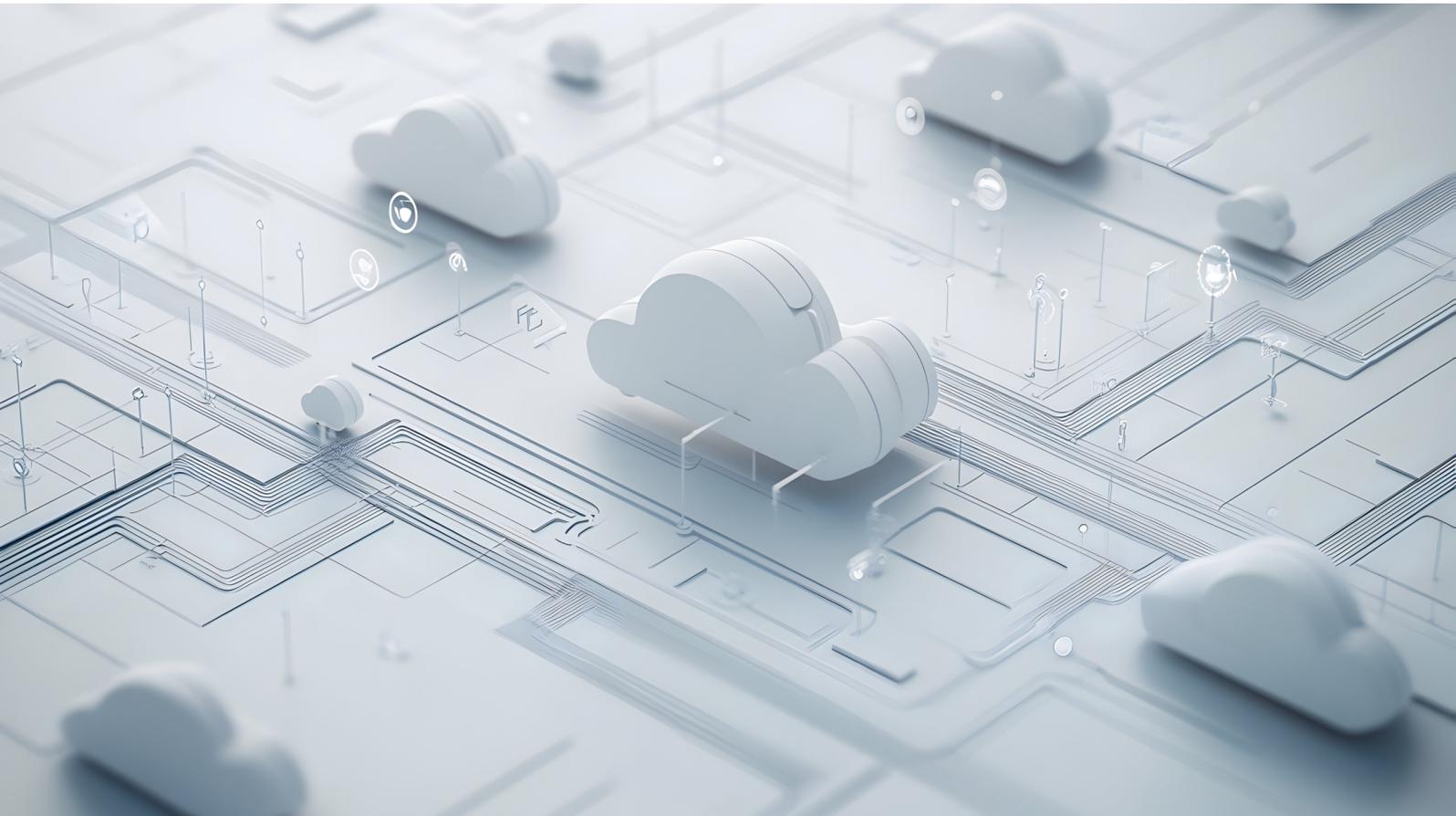


# SaaS CX-platform Latijns-Amerikaans leider



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## SaaS CX-platform Latijns-Amerikaans leider

SaaS CX-platform in Latijns-Amerika, met focus op diverse markten, versterkt met conversatieve AI en chatbots zonder code.

Generatieve AI transformeert klantactiviteiten door de klantervaring en de productiviteit van agenten te verbeteren. Het automatiseert klantinteracties met behulp van natuurlijke taal. De omvang van de Customer Experience Management-markt wordt geschat op 19,03 miljard dollar in 2024 en zal naar verwachting 43,35 miljard dollar bedragen in 2029.

De wereldwijde omvang van de conversational AI-markt werd in 2022 geschat op USD 10,08 miljard en zal van 2023 tot 2030 naar verwachting groeien met een samengesteld jaarlijks groeipercentage (CAGR) van 23,9%. Tegen 2030 zal de wereldeconomie dankzij GenAI een jaarlijkse boost van tot wel \$4,4T USD per jaar zien, waarbij meer dan 60% van de werkzaamheden in customer experience volledig geautomatiseerd zullen zijn.

Succesvolle staat van dienst: +14 jaar sinds oprichting In-house ontwikkeling +130 topklanten in +15 industrieën 100% Cap Table in het oprichtersteam

Inkomsten- en EBITDA-groei voortzetten: Exponentieel bedrijfsmodel CAGR van inkomsten +30% YoY EBITDA > 50% voor de laatste drie jaar. > 95% 2024 ARR

Hoog volume aan klanttransacties: +40 miljoen conversaties per maand Cloud-platform – Geen code-implementatie Gen AI-module Ondersteuning voor +1000 menselijke agenten die gelijktijdig werken

Ervaren team: 50 medewerkers Inclusief R&D en professionele diensten

Leider in specifieke segmenten: Klantenleiders in Telco, Gezondheid, Financiën en Nutsbedrijven

Chatbots en GenA: Gen AI-gestuurde ChatBot-diensten die de klantervaring verbeteren en op elk moment direct antwoord geven op vragen. No-code platform waarmee je eenvoudig complexe use cases kunt maken in enkele minuten.

Klant 360: Centralisatie en automatisering van een groot aantal conversaties voor het volgen van klantinteracties via meerdere digitale kanalen. Eenvoudige integratie van nieuwe kanalen en meerdere modules voor verschillende actoren.

WhatsApp Zakelijk Platform: De API van het WhatsApp Business Platform maakt de levering van doorlopende berichtendiensten mogelijk, ontworpen om klantrelaties te helpen onderhouden op een platform dat kan bogen op een gebruikersbestand van meer dan twee miljard mensen wereldwijd.

### TARGET PRICE

\$ 30,000,000

### GROSS REVENUE

\$ 8,000,000

### EBITDA

\$ 3,500,000

### BUSINESS TYPE

Software & SAAS

### COUNTRY

Argentinië

### BUSINESS ID

L#20251039

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