

# Глобальная платформа для СХ и контакт-центров



**MERGERSCORP**

## CX -

Компания является ведущим поставщиком услуг в области клиентского опыта (CX) и контакт-центров, специализирующихся на решениях по омниканальному обслуживанию клиентов. Имея технологичную платформу и более 4 000 агентов по всему миру, компания предоставляет инновационные решения для работы с клиентами в различных отраслях, уделяя основное внимание телекоммуникациям, правительству, финансовым услугам и здравоохранению. Компания поддерживает прочные отношения с крупными клиентами, особенно в телекоммуникационном секторе, причем на долю ее главного клиента приходится 40% дохода. Технологические возможности компании включают в себя решения на базе искусственного интеллекта, такие как AI Conversation Simulation, Real Time Accent Translation и Automated QA, что делает ее инновационным игроком в индустрии клиентского опыта. Текущая стратегия роста компании направлена на расширение в рамках основных вертикалей, сохраняя при этом операционную эффективность и используя свою глобальную модель поставок, объединяющую наземные, ближне- и дальневосточные возможности. Кроме того, компания хорошо подготовлена к следующему этапу своего роста под руководством нового владельца.

**Обслуживаемые отрасли:**

- Телекоммуникации
- Правительство
- Здравоохранение
- Другие отрасли промышленности

**Предлагаемые услуги:**

- Обслуживание клиентов
- Техническая поддержка
- Поддержка продаж
- Операции в бэк-офисе
- Решения, основанные на искусственном интеллекте
- Всеканальная поддержка (голос, чат, электронная почта, социальные сети)
- Цифровые решения и решения для самообслуживания
- Платформа решений разговорного ИИ

**География:**

- Штаб-квартира в США
- Операции в 10 странах

**GROSS REVENUE**

\$ 191,000,000

**EBITDA**

\$ 21,965,000

**BUSINESS TYPE**

Колл-центр

**COUNTRY**

Соединенные Штаты

**BUSINESS ID**

L#20250903

**Количество человек:**

- 4,000+ агентов

**Доход:**

- \$191 млн.

**ЕВИТДА:**

- 11,5% от дохода

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