

Globale CX- und Contact Center-Plattform



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Das Unternehmen ist ein führender Anbieter von Dienstleistungen im Bereich Customer Experience (CX) und Contact Center, der sich auf Omnichannel-Lösungen für die Kundenbetreuung spezialisiert hat. Mit einer technologiegestützten Plattform und mehr als 4.000 Agenten weltweit bietet das Unternehmen innovative Lösungen für die Kundenerfahrung in verschiedenen Branchen, vor allem in den Bereichen Telekommunikation, Behörden, Finanzdienstleistungen und Gesundheitswesen. Das Unternehmen unterhält enge Beziehungen zu namhaften Kunden, insbesondere im Telekommunikationssektor, wobei der wichtigste Kunde 40% des Umsatzes ausmacht. Zu den technologischen Fähigkeiten des Unternehmens gehören KI-gestützte Lösungen wie KI-Konversationssimulation, Akzentübersetzung in Echtzeit und automatisierte Qualitätssicherung, wodurch es sich als innovativer Akteur in der Kundenerlebnisbranche positioniert. Die derzeitige Wachstumsstrategie des Unternehmens konzentriert sich auf die Expansion innerhalb seiner Kernbereiche bei gleichzeitiger Aufrechterhaltung der betrieblichen Effizienz und Nutzung seines globalen Liefermodells, das Onshore-, Nearshore- und Offshore-Kapazitäten kombiniert. Darüber hinaus ist das Unternehmen unter dem neuen Eigentümer für die nächste Wachstumsphase gut aufgestellt.

Bediente Branchen:

- Telekommunikation
- Regierung
- Gesundheitswesen
- Andere Industrien

Angebotener Service:

- Kundenbetreuung
- Technische Unterstützung
- Verkaufsunterstützung
- Back Office Operationen
- KI-gestützte Lösungen
- Omnikanal-Support (Sprache, Chat, E-Mail, soziale Medien)
- Digitale und Selbstbedienungslösungen
- Plattform für konversationelle KI-Lösungen

Geographie:

- Hauptsitz in den USA
- Operationen in 10 Ländern

Anzahl der Mitarbeiter:

- 4,000+ Agenten

Einnahmen:

- 191 Millionen Dollar

EBITDA:

- 11,5% des Umsatzes

GROSS REVENUE

\$ 191,000,000

EBITDA

\$ 21,965,000

BUSINESS TYPE

Call Center

COUNTRY

Vereinigte Staaten

BUSINESS ID

L#20250903

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