

全球客户体验和联络中心



MERGERSCORP

该公司是领先的客户体验（CX）和联络中心服务提供商，专门提供全渠道客户关怀解决方案。该公司拥有一个由技术驱动的平台，在全球拥有 4000 多名代理，为各行各业提供创新的客户体验解决方案，主要集中在电信、政府、金融服务和医疗保健领域。

公司与客户，尤其是电信行业的客户保持着密切的关系，其最大客户占收入的 40%。公司的技术能力包括由人工智能驱动的解决方案，如人工智能对话模拟、实时口音翻译和自动质量保证，使其成为客户体验行业的创新者。

公司目前的增长战略重点是在保持运营效率的同时，利用其结合在岸、近岸和离岸能力的全球交付模式，在其核心垂直领域内进行扩张。

此外，在新的所有权下，公司已为下一阶段的增长做好了充分准备。

服务的行业

- 电信
- 政府
- 医疗保健
- 其他行业

提供的服务

- 客户服务
- 技术支持
- 销售支持
- 后台业务
- 人工智能解决方案
- 全渠道支持（语音、聊天、电子邮件、社交媒体）
- 数字和自助服务解决方案
- 对话式人工智能解决方案平台

地理

- 美国总部
- 在 10 个国家开展业务

人数：

- 4,000 多家代理商

收入：

TARGET PRICE

\$ 0

GROSS REVENUE

\$ 191,000,000

EBITDA

\$ 21,965,000

BUSINESS TYPE

呼叫中心

COUNTRY

美国

BUSINESS ID

L#20250903

- 1.91 亿美元

EBITDA:

- 占收入的 11.5%

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