

SaaS CX platform Latin American Leader





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SaaS CX platform in Latin America, with focus on diverse markets, empowered with conversational AI and no code chatbots.

Generative AI is transforming customer operations by enhancing customer experience and agent productivity. It automates customer interactions using natural language. The Customer Experience Management Market size is estimated at USD 19.03 billion in 2024, and is expected to reach USD 43.35 billion by 2029.

The global conversational AI market size was estimated at USD 10.08 billion in 2022 and is anticipated to grow at a compound annual growth rate (CAGR) of 23.9% from 2023 to 2030. By 2030, the global economy will see an annual boost of up to \$4.4T USD per year thanks to GenAI, with more than 60% of work activities in customer experience fully automated.

Successful track record: +14 years since have founded In-house development +130 top customers in +15 industries 100% Cap Table in the founder team

Continue Revenue and EBITDA Growth: Exponential business model CAGR of revenues +30% YoY EBITDA > 50% for the last three years. > 95% 2024 ARR

High volume of customers transactions: +40 million conversations per month Cloud platform – No code implementation Gen AI module Support +1000 human agents concurrently working

Experienced team: 50 employees Including R&D and professional services

Leader on specifics segments: Customers leaders in Telco, Health, Finance and Utilities

Chatbots and GenA: Gen AI-powered ChatBot services that boost customer experience and provide immediate responses to queries at any time. No-code platform that allows you to easily create complex use cases in minutes.

Customer 360: Centralization and automation of large amount of conversations for tracking customer interactions through multiple digital channels. Easily integration of new channels and multiple modules for different actors.

WhatsApp Business Platform: WhatsApp Business Platform API enables the delivery of continuous messaging services, designed to help maintain customer relationships on a platform that boasts a user base of over two billion people worldwide.

TARGET PRICE

\$30,000,000

GROSS REVENUE

\$8,000,000

EBITDA

\$3,500,000

BUSINESS TYPE

Software & SAAS

COUNTRY

Argentina

BUSINESS ID

L#20251039

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