

# 글로벌 CX 및 컨택 센터 플랫폼



**MERGERSCORP**

## CX

이 회사는 옴니채널 고객 관리 솔루션을 전문으로 하는 고객 경험(CX) 및 컨택 센터 서비스를 제공하는 선도적인 기업입니다. 기술 기반 플랫폼과 전 세계 4,000명 이상의 에이전트를 보유한 이 회사는 주로 통신, 정부, 금융 서비스 및 의료 분야를 중심으로 다양한 산업 분야에 걸쳐 혁신적인 고객 경험 솔루션을 제공하고 있습니다. 이 회사는 특히 통신 부문에서 주요 고객과 강력한 관계를 유지하고 있으며, 매출의 40%를 차지하는 상위 고객이 있습니다. AI 대화 시뮬레이션, 실시간 악센트 번역, 자동화된 QA와 같은 AI 기반 솔루션을 통해 고객 경험 업계에서 혁신적인 기업으로 자리매김하고 있습니다. 이 회사의 현재 성장 전략은 운영 효율성을 유지하면서 핵심 업종 내 확장을 도모하고 육상, 근해, 역외 역량을 결합한 글로벌 배송 모델을 활용하는 데 중점을 두고 있습니다. 또한, 새로운 소유주 아래에서 다음 단계의 성장을 위한 유리한 위치에 서게 되었습니다.

서비스 대상 산업:

- 통신
- 정부
- 헬스케어
- 기타 산업

제공되는 서비스:

- 고객 관리
- 기술 지원
- 영업 지원
- 백오피스 운영
- AI 기반 솔루션
- 옴니채널 지원(음성, 채팅, 이메일, 소셜 미디어)
- 디지털 및 셀프 서비스 솔루션
- 대화형 AI 솔루션 플랫폼

지리:

- 미국 본사
- 10개국에서 운영 중

인원수:

- 4,000명 이상의 상담원

수익:

TARGET PRICE

\$ 0

GROSS REVENUE

\$ 191,000,000

EBITDA

\$ 21,965,000

BUSINESS TYPE

콜 센터

COUNTRY

미국

BUSINESS ID

L#20250903

- 1억 9,100만 달러

EBITDA:

- 매출의 11.5%

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