kieddi

AI for Customer Service

Kieddi is a **multi-agent conversational AI that unifies customer service, sales, and incident management** within a single reasoning engine. It delivers fluid, natural conversations that **understand context and provide precise, empathetic responses** across WhatsApp, social media, and web channels.

PROBLEM

Companies are losing competitiveness due to fragmented, slow, and costly customer service. Clients demand immediate, human, and personalized responses — yet teams struggle to scale without compromising quality or efficiency.

SOLUTION

Kieddi is an AI solution specialized in customer service and sales, powered by a proprietary reasoning engine that understands context, responds with empathy, and identifies sales opportunities. It operates across WhatsApp, websites, e-commerce, and social media, enhancing customer experience and reducing operational workload.

MARKET
Conversational AI

USD 28B	USD 2.5B	USD 200M
TAM	SAM	SOM

METRICS

- +80,000 conversations processed.
- Retention >100%.
- Commercial growth: 20% monthly.
- Projection: 50 active clients by 2026.

PRODUCTS

- **Kieddi Support:** Automates customer service, inquiries, and complaints.

- **Kieddi E-Commerce:** Guides users through their shopping journey and navigates the site on their behalf.

- **Kieddi Leads:** Captures and qualifies prospects in real time.

- **Kieddi One:** On-premise version for large organizations requiring full control and security within their own or Kieddi's infrastructure.

MODEL

Commercialization through direct sales or partners:
- SaaS subscription
- Enterprise licensing
- Custom enterprise implementation
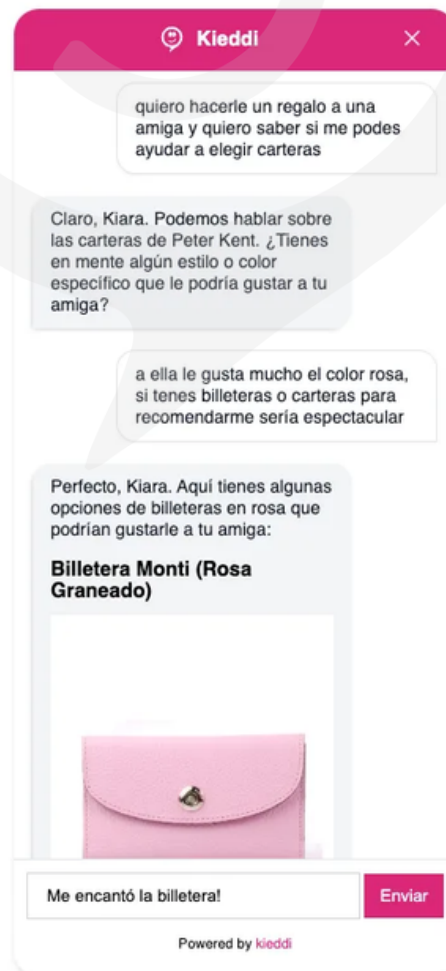
COMPETITIVENESS

- **CX + AI specialists**
- Proprietary reasoning engine
- Human and empathetic responses
- 60% reduction in operational workload and 30% increase in commercial efficiency

TEAM

JP Loiza – CEO
+20 years in Growth & Strategy

Ezequiel Pietracupa – CCO
+20 years in Commerce, Finance & Marketing

Damian Gafinkiel – CTO
+20 years in Tech & AI

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