



CONTACT CENTERS
CHALLENGE

"What we are
and what we'll be"

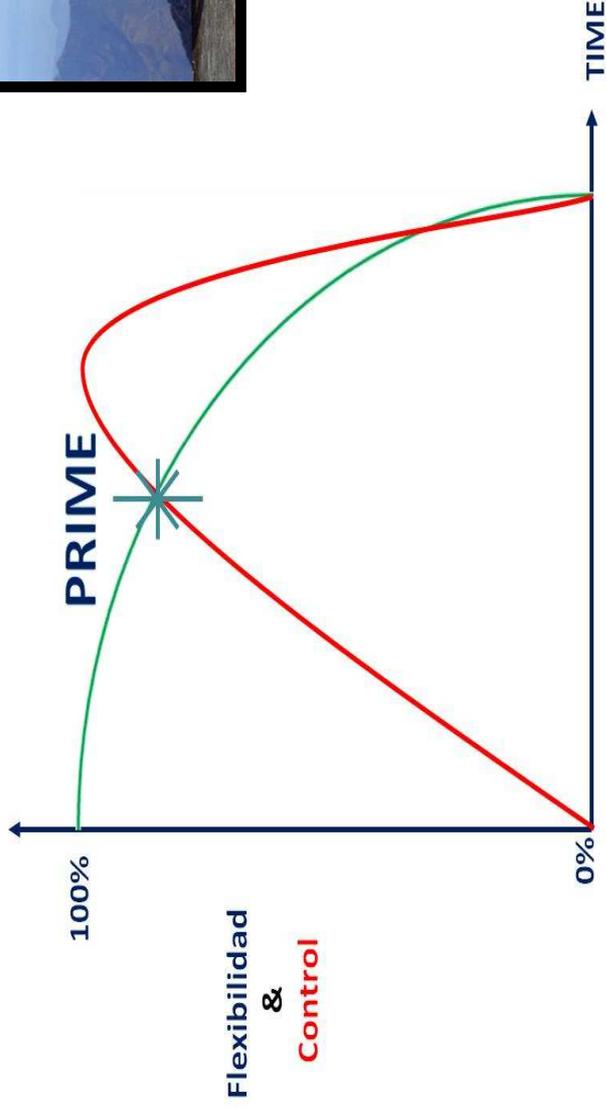
CONFERÊNCIA INTERNACIONAL APCC 2018
4 de Junho de 2018 - Centro de Congressos do Estoril

apcc 
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contact centers

Are you growing or aging?
Reflections around breakthrough transformation

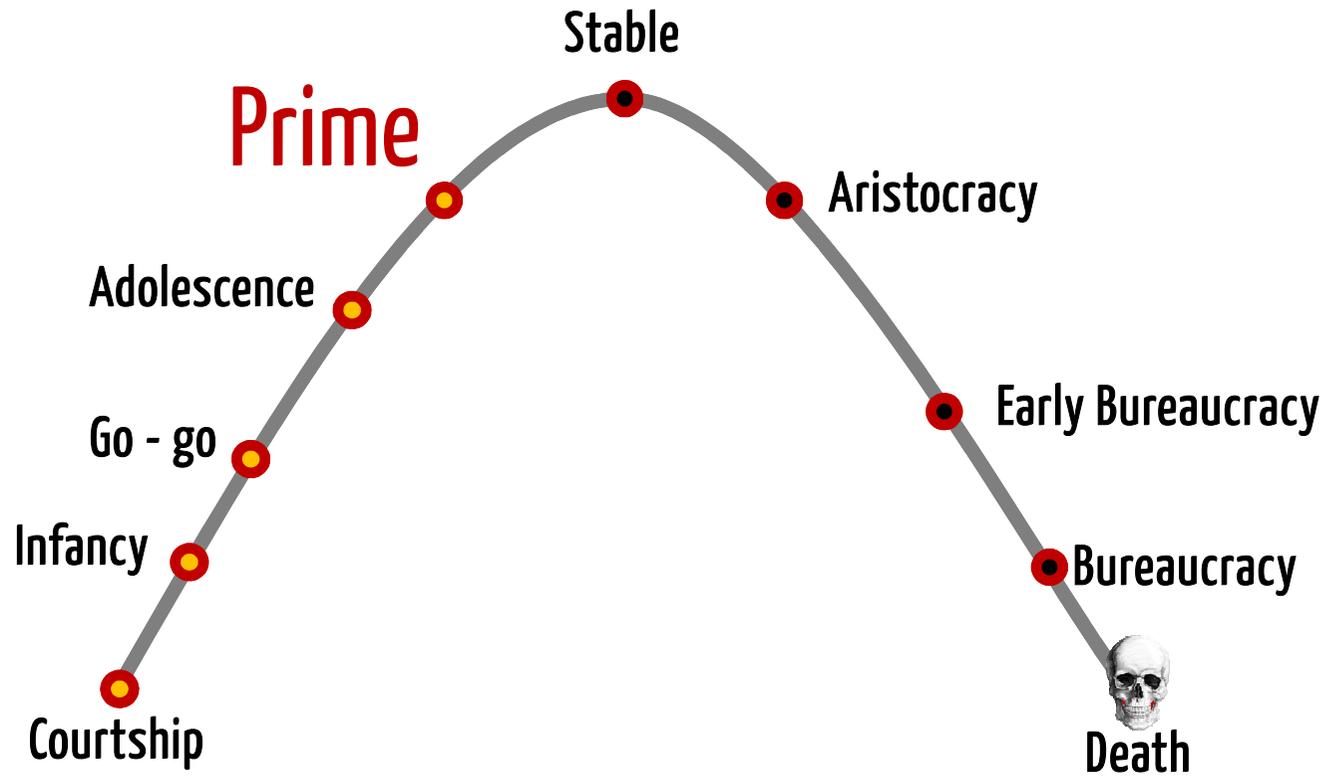


emergio





What stage are your industry, your organization and yourself?





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RESULTS

VISION

OPERATIONS &
TECHNOLOGY

CULTURE



HOW DO YOU KEEP YOUNG?

- New voices
- New eyes
- New experiments
- New passions
- New questions



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