



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



Are you growing or aging?

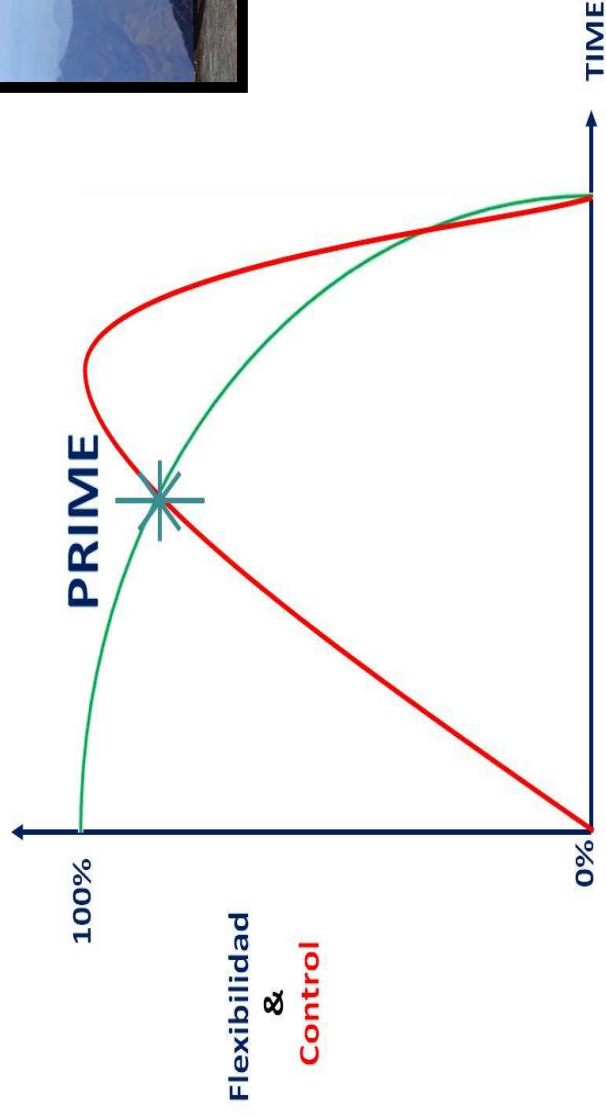
Reflections around breakthrough transformation

emergio

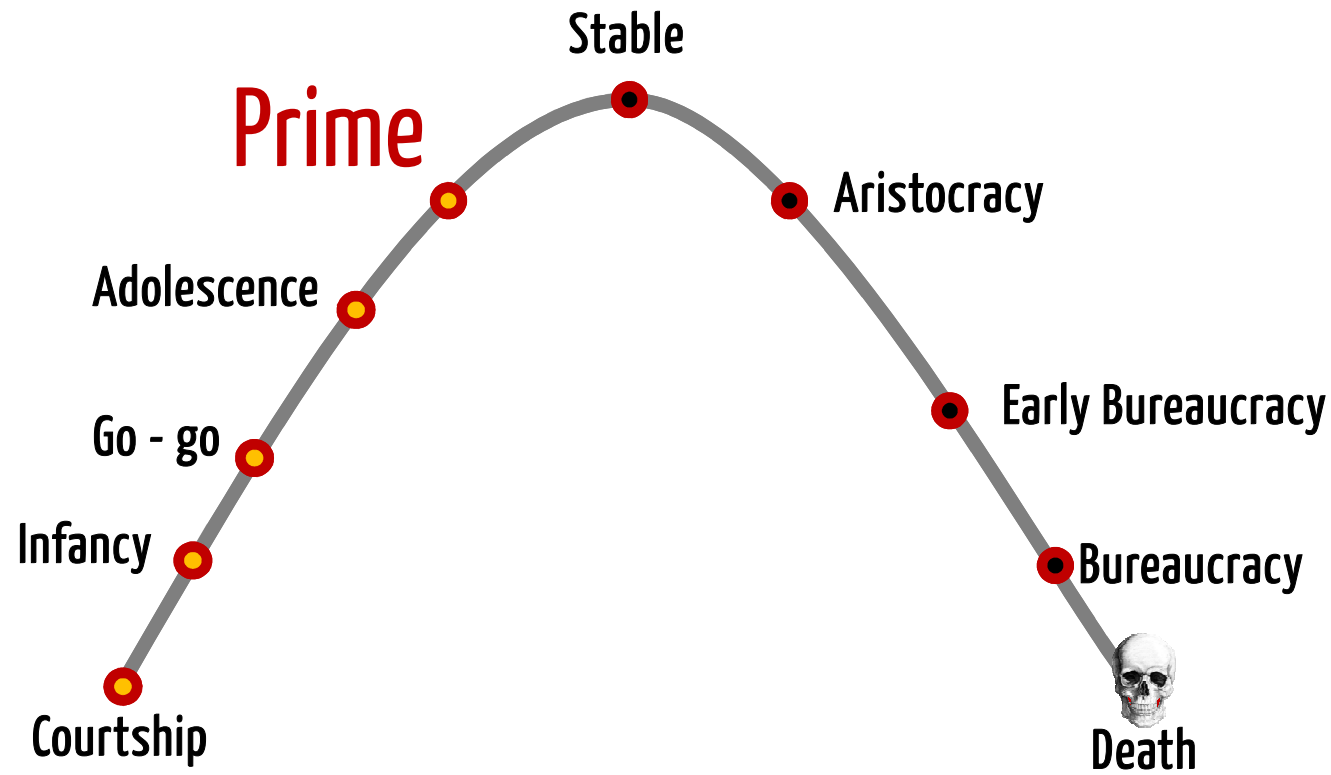


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What stage are your industry, your organization and yourself?





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RESULTS

VISION

OPERATIONS &
TECHNOLOGY

CULTURE



HOW DO YOU KEEP YOUNG?

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



$$\frac{\text{E.R.C.}}{\text{I.R.C.}} < 1$$



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