



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 
associação
portuguesa de
contact centers

O Futuro dos Contact Centers

Pedro Quintas / Collab



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DIGITAL
TRANSFORMATION

AI
AND AUTOMATION

CLOUD
READINESS



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