



APCC is The Portuguese Contact Center Association. Founded in 2004, our mission is to achieve credibility, prestige and sustainable development for the Contact Center Industry in Portugal.

We bring together 117 Companies from the 12 Portuguese Economic Sectors (Banking, Certification and Consultancy, Commerce, Distribution, Energy, Equipment, Training, Outsourcing, Health, Insurance and Assistance, Technology and Telecommunications). Companies with activity related to the Sector, defending its prestige and disseminating good practices. Organizations that follow the same ethic code and share similar quality and value for service to their Customers.

APCC Members

| Accenture | ACP | AdvanceCare | Aegon | AgentifAI | April | Armatis | Automaise | AXA Partners

| Banco Santander | Beedoo | Between Percentages | Bosch | Bureau Veritas | Byside | CGD | Cetelem | CGI |

| Chubb | Clientscape | Cofidis | Collab | Concentrix | Connecta | Crédito Agrícola | CTT | Deloitte | DHL Express |

| Edenred | EDP Comercial | Egor | EIPeople | El Corte Inglés | Empathy Believer | Endesa | Enghouse | E-REDES |

| Europ Assistance | Fidelidade | Five9 | Floene | Foundever | Future Healthcare | Gal 24 Assistance |

| Galp Energia | GBI | Generali Seguros | Genesys | Genpact | Gmtel | GO Connection | Goldenergy | GoContact |

| Grupês | Grupo Multi Contact | Happy Work | Hypesoft | Iberdrola | IKEA | IMA Ibérica | Inconcert | InPar |

| Intelcia | Kenwin | Kiamo | Knower | Konecta Portugal | Leads4Sales | LeasePlan | Leroy Merlin | Let's Call |

| Leverage | Logicalis | Majorel | Manpower | Medicare | MEO | Metlife | Millenniumbcp | Mitel | MST |

| Município do Funchal | Newspring Services | NOS | NOWO | Olos Tecnologia | Oney |

| OralMed | Pingo Doce | Pipedrive | Prosegur | QuandaGo | Randstad | Reditus | RHmais | Rook | Salesforce |

| SCML | Seamly | Sector Interactivo Group | SIBS | Solverde | SU Eletricidade | Sunrise | Talkdesk |

| Teleperformance Portugal | Transcom | Unilabs | Universo | Visor.ai | Vodafone | VoiceInteraction | Warpcom |

| Webhelp | Worten | Xseed | Zurich |

HEAD OFFICE:

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Main Benefits

- Networking with direct access to business opportunities among the main players and top management decision makers.
- Members exclusive sponsorship packages.
- Exclusive events, namely at least 2 annual Debate-dinners or webinars on important current issues (e.g., GDPR, Labour Laws, Recruitment and Selection, Industry Prestige, among others).
- Support member events by ensuring the presence of the appropriate interlocutors from other member companies (Breakfast, late afternoon gathering, lunch, etc.).
- Brand and product promotion through our communication platforms and APCC promotion initiatives (e.g., Website, newsletter, events, press releases, etc.).
- 6 FREE tickets for the most important APCC annual [Conferences](#) (3 Lisbon | 3 Oporto).
- More than 30% discount on the acquisition and renewal of the [APCC Quality Seal](#) (Exclusive APCC Contact Center Certification, analysing close to 200 items and relevant KPI's).
- FREE application for the annual [APCC Best Awards](#) that reward the best operations in Portugal.
- Access to all studies produced by APCC, like [Contact Center Activity Benchmarking](#).
- Special conditions in professional [training](#) with APCC partners.
- Participation and involvement in APCC activities (e.g., [Fortius Awards](#) – rewarding the best professionals in The Industry; [International Contact Centers Week](#)).
- APCC represents the Member companies next to Government bodies and national and international federations such as CCP and ECCCO.
- Legal advice concerning the Contact Center Industry.
- Fiscal Benefits (for taxpayers in Portugal - IRC).

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Membership Conditions

Companies with an yearly turnover > 1.800.000€ (previous year)	1.260€ entry fee	1.800€ annual quota
Companies with an yearly turnover < 1,800,000 € (previous year)	630€ entry fee	900€ annual quota

Why do we exist?

APCC wants to gather all those who comply with the values defended by the Association. Members are Companies that seek the best service levels, with recognized and valued professionals, generating and promoting value for their shareholders, employees and customers. Over the past few years, the “Contact Center” market has undergone a very positive evolution. A careful reflection on this period made us identify 7 main reasons that justify the existence of the Portuguese Association of Contact Centers:

1. Because it is necessary to regulate and organize the Sector, to create more and better opportunities for credible Companies that want to invest and develop this market.
2. Because it is necessary to create a national powerful force, selecting and mobilizing the best, so that we can all compete internationally.
3. Because it is essential to systematize, develop and promote know-how into the Sector to make it more competitive.
4. Because it is necessary to evaluate and recognize the quality of the service provided by operators.
5. Because it is a Sector with a remarkably high job creating index and potential professional growth.
6. Because this sector is a market niche in which Portugal can become internationally competitive.
7. Because we want to create wealth for our Country.

We believe your Organization will seize the opportunity of joining a group of Companies that mean to be distinctive and to influence the development of Contact Center activities in Portugal.

We look forward to receiving your membership registration.

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