## In the next 6-12 months we are planning to use WFM to become more efficient on resource allocation and work on AI to deflect calls and increase self-service.

- Fábio Belchior, CX Director or VP, Indie Campers

Source: Fábio Belchior, CX Director or VP, Indie Campers

:talkdesk<sup>®</sup>



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