



## Teleopti continues to be a leader for vendor satisfaction in DMG Consulting's 2017 WFM report

Teleopti, a global provider in workforce management (WFM) solutions, announced today that it has achieved the highest ratings for customer satisfaction in the 2017 WFM Product and Market Report by DMG Consulting LLC. This is the 3rd year in a row that Teleopti has been named a top WFM provider by the analyst firm, consistently receiving high scores from satisfied customers.

The report closely examines eight contending vendors, exploring the capabilities of their WFM suites. In addition to DMG's review of vendors and the WFM landscape for 2017, the analyst firm conducted a detailed vendor satisfaction survey. In this survey, Teleopti received the highest score in eight out of ten evaluation categories, including overall vendor satisfaction. The WFM provider was also awarded top points from customers for ongoing service and support, product innovation, implementation, vendor communication and training.

Teleopti's leading scores in the vendor satisfaction survey is a testament to the company's efforts toward innovation and collaboration, both in its customer care and the product it offers. In the company's 25th year of software development, Teleopti continues to expand and enhance its feature-rich, user-friendly solution so as to provide customers with the resources to actively engage both their employees and customers. A commitment to agent empowerment has equally been highlighted in Teleopti gaining the highest score for agent self-service features in the report's product satisfaction category. Over the last few years, Teleopti has been at the forefront in embracing cloud WFM and the customer's need to focus more on their service and management strategies, and less on IT maintenance.

"Businesses today appreciate that agent engagement is key to delivering an outstanding customer experience," said Donna Fluss, President of DMG Consulting LLC. "Engaged and empowered agents are strong customer advocates who play an essential role in providing high-quality service, building a company's brand, enhancing the customer journey and broadening relationships with customers." \*

"Achieving a top position for customer satisfaction, for the third consecutive year, is indicative of Teleopti's 100% commitment to being a best-of-breed WFM vendor that our customers can trust and rely on," said David Pählman, President of Teleopti Inc.

"This dedication to providing our customers, current and future, with the best WFM solution drives us to constantly expand and innovate, in our business model, as well as our product development," continued David Pählman. "It has fuelled our rapid growth both in the North American market and as a cloud WFM vendor. We believe it is these areas of focus and growth that have led to Teleopti's increased market share, moving up two positions from our market-share ownership in the 2016 DMG report."

"A supportive, collaborative relationship with our customers is something that we have always prioritized, and strived to achieve," concluded Olle Düring, CEO of Teleopti. "Consequently, it is extremely rewarding to find that Teleopti has once again received top ratings in the customer-satisfaction survey by DMG Consulting."

\*DMG Consulting LLC, 2017 WFM Product and Market Report, p. 176-177

To read more about these findings, you can download Teleopti's reprint of the report [here](#).

### About DMG Consulting LLC

DMG Consulting LLC is a leading independent research, advisory and consulting firm specializing in contact centers, back-office and real-time analytics. DMG provides insight and strategic guidance and tactical advice to end users, vendors and the financial community. Each year, DMG devotes more than 10,000 hours to producing primary research on IT sectors, including workforce optimization (quality management/liability recording), speech analytics, workforce management, performance management, desktop analytics, enterprise feedback management/voice of the customer, text analytics, customer journey analytics, cloud-based contact center infrastructure, dialing, interactive voice response systems and proactive customer care. Our actionable recommendations are proven to deliver a lasting competitive advantage, and often pay for themselves in as little as three months. Learn more at [www.dmgconsult.com](http://www.dmgconsult.com).

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### About Teleopti

Teleopti, a top, global provider of workforce management software, offers a world-class WFM solution that is sophisticated, localized and easy to use. As the largest "best-of-breed" vendor, Teleopti focuses on helping contact centers, back offices and retail stores improve customer service, employee satisfaction and profitability – through optimized, automated forecasting and scheduling with cutting-edge features to empower and engage employees. Founded in 1992, Swedish-established Teleopti has customers in over 85 countries, numerous offices around the world – from Beijing to São Paulo – and a comprehensive global network of partners. For more information please visit [www.teleopti.com](http://www.teleopti.com) or contact:

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