



## Teleopti joins Talkdesk's AppConnect as launch partner

### *Talkdesk to expand cloud contact center capabilities through innovative app marketplace*

Teleopti is proud to announce its availability as one of Talkdesk's launch partners for AppConnect, the first enterprise app store. Talkdesk, the world's leading cloud-based contact center software announced AppConnect today at Opentalk, their annual thought leadership event in San Francisco.

AppConnect is now available for all Talkdesk customers, with an initial offering of 16 apps, including Teleopti's workforce management (WFM) solution. Starting today, Talkdesk admins can integrate Teleopti's WFM capabilities into their contact center with just a single click. Like all AppConnect tools, Teleopti WFM is available as a free trial with a pay-as-you-go system in place after the trial.

Teleopti, a global leader for contact center workforce management software, helps businesses optimize their workloads and engage their employees to deliver a superior customer experience. AppConnect customers will benefit from a seamless solution from two leaders in communications and contact-center platforms; receiving a single global offering inclusive of product, services and support. Teleopti's Chief Business Development Officer, Magnus Geverts, was a guest speaker at Opentalk today, discussing Talkdesk and Teleopti's AppConnect partnership and the possibilities this will offer to contact centers.

"We are thrilled to partner with Talkdesk and to be supporting their enterprise contact-center clients," said Magnus Geverts. "This partnership will answer the demands of Talkdesk's existing customer base and help win new deployments. The collaboration between our two platforms will help businesses be more productive, efficient and competitive when it comes to meeting the needs of both employees and customers."

"AppConnect is a big step for Talkdesk and we're proud to be taking that step with our friends at Teleopti," commented Robert Sur, Head of Platform at Talkdesk. "Both companies are focused on providing customers with the most innovative contact center capabilities and today we both took a big step in the right direction."

### **About Talkdesk**

Talkdesk is next-generation cloud-based contact center software that helps you deliver delightful customer service. The intuitive browser-based interface offers robust functionality with advanced features, comprehensive reporting and seamless integrations with 25+ business tools to empower agents to have personalized, effective conversations with customers.

In April of 2017, Talkdesk launched AppConnect, the first enterprise app store, expanding their contact center functionality to include integrations with new partners. These one-click integrations all offer free trial versions for interested customers and can be managed on a pay-as-you-go plan after the trial. For more information, visit [appconnect.talkdesk.com](http://appconnect.talkdesk.com).

### **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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