



Press Release  
4 October 2016  
Stockholm, Sweden

## **Rentalcars.com uses Teleopti technology to support a diverse contact centre workforce of 80 nationalities and 40 languages**

Teleopti announced today that the world's largest online car rental service Rentalcars.com is using the company's strategic Workforce Management (WFM) technology to create efficient, flexible schedules for nearly 800 sales and customer

The Rentalcars.com logo is displayed in a bold, blue, sans-serif font.

service advisors to provide a round-the-clock multilingual service to customers in 169 countries. Rapid business growth drove Rentalcars.com to replace its original manual spreadsheet system with an automated solution to accelerate the workforce scheduling of such a diverse team, handling on average 12,000 calls 24-hours a day.

Mark Simon, Resource Planning Manager at Rentalcars.com commented, *"Before introducing Teleopti's workforce management software, it could take four days of intensive manpower to schedule work for just 130 people and making changes was a clumsy, cumbersome process\*. As our business grew, so did the number of advisors required to support our contact centre. The situation was compounded by the complexity involved in managing multiple multilingual workgroups plus a mix of full-time and part-time employees who are tasked with handling the usual seasonal peaks and troughs associated with our industry. The time had come to seek a more flexible, automated solution from a like-minded technology partner. After evaluating the marketplace, we found Teleopti offered the best package combining technical scalability with a dynamic attitude."*

The automation provided by the Teleopti system puts the six-strong resource planning team at Rentalcars.com in control of scheduling and gives the contact centre managers complete

visibility of their operations. At the same time, agents can access their shifts in advance using their mobile devices or computers wherever they may be.

Rentalcars.com has recently undergone extensive refurbishment of its headquarters in the famous Art Deco Sunlight Building at the corner of Quay Street and Deansgate in Manchester. The innovative new interior design focuses on the theme “our people and our home” and reflects the company’s progressive, forward-thinking approach to its people. The 5-floor refurbishment has been designed to foster a relaxed, inclusive atmosphere with many meeting places and ‘chill out’ spaces that encourage a positive and inspiring work environment. As a result, over the past few months alone, Rentalcars.com has seen employee retention rates increase by 20% during the critical induction period.

Nick Smith, UK Business Manager at Teleopti concluded, *“Our technology offers fast-growing, dynamic organisations such as Rentalcars.com huge scope for flexibility and enormous capacity to grow as their business grows. Automation and the process-driven nature of our system encourage consistent ways of working, essential when operating a complex contact centre. As a result, Rentalcars.com has the confidence and ability to join together an impressive mix of operations, languages and cultures in a truly cohesive way to best manage the needs of their ever-changing international business. We look forward to working with Rentalcars.com as they continue to pursue their goal of delivering great value for money and great customer service.”*

\*For more details have a look at the Rentalcars.com [video](#) or written [success story](#)

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### **About Rentalcars.com**

Rentalcars.com is the world’s biggest online car rental service, arranging over 7.5 million rentals a year in over 49,000 locations worldwide. With customers in 169 countries, the company has a truly global user base, which is supported through a website available in 40 languages and multiple currencies. All Rentalcars.com customers have access to multilingual support by phone or email.

As part of the Priceline Group (Nasdaq:PCLN), Rentalcars.com is a member of the world’s leading travel group, which also includes sister company Booking.com, Priceline.com, Agoda.com, KAYAK and OpenTable.

For more information, visit [www.rentalcars.com](http://www.rentalcars.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 80 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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