



## Teleopti Launches Schedule Gadget, Integrated with Salesforce Service Cloud

Teleopti, a global leader in workforce management (WFM) software, today announced the launch of its schedule gadget integrated with Salesforce Service Cloud. The schedule gadget is designed to help contact centers deliver 24/7 customer support, and by integrating with Service Cloud, aids the agent workflow and experience by providing them with insights into their schedule for the day.

The schedule gadget builds upon Service Cloud's solution, which transforms the agent experience by offering the resources to automate service processes, streamline workflows and access key articles, topics and experts.

The primary function of Teleopti's schedule gadget is to keep agents up to date with their schedule and where they are within it. The widget can be moved freely around the desktop to the desired position, with the option to maximize or minimize it. Even when minimized, a color coding system means that agents can stay aware of what activity they should be doing. For example, the gadget tab will show green for a phone call or red for a break, and flashes orange when there is a change of activity. Furthermore, with one click, agents can be taken to the Teleopti WFM agent self-service portal.

"Teleopti is strengthening its cloud offering for customers, demonstrated through the launch of the Teleopti schedule gadget integrated with Salesforce Service Cloud and available on the Salesforce AppExchange," comments Jeremy Hamill-Keays, Product Manager at Teleopti.

Jeremy concludes, "Providing a unified desktop by integrating Teleopti schedule gadget with Salesforce Service Cloud, allows agents to remain informed and empowered to meet customer expectations. Keeping agents up to date in an easy format is a great step toward ensuring expected service levels are delivered."

The Teleopti schedule gadget is available for download (along with installation, usage and payment instructions) on the [Salesforce AppExchange](#).

### About Salesforce AppExchange

Salesforce AppExchange, the world's leading enterprise cloud marketplace, empowers companies to sell, service, market and engage in entirely new ways. With more than 5,000 solutions, 5 million customer installs and 70,000 peer reviews, it is the most comprehensive source of cloud, mobile, social, IoT, analytics and artificial intelligence technologies for businesses.

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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. 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. Visit [www.teleopti.com](http://www.teleopti.com).

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