

Teleopti and ZOOM unite globally to boost Cisco contact center performance

Contact centers can now combine resources, workforce and analytics in a single solution to improve customer satisfaction, profitability and employee engagement.

The extension of a unique partnership was announced today between two top ranked tech firms with European roots. ZOOM customers, globally, can now access a complete suite of call recording, quality management, voice of the customer, speech analytics, business intelligence and workforce management solutions for contact centers and back offices utilizing Cisco Contact Center Express, Enterprise and Hosted platforms.

“We have been working together with Teleopti for many years on deals all over the world” says Simon Vostry, Founder & CEO of ZOOM International “and are very happy to formalize the partnership globally. Both companies share the same culture with a relentless focus on the customer experience and satisfaction and we very much enjoy working together.” Vostry adds.

Since 2012 a tie-up between ZOOM and Teleopti has rolled out a unified product on the US market, for which the partnership has been positioned on the Gartner Magic Quadrant for Customer Engagement Center Workforce Optimization for the years 2012, 2013, and 2014.

“We are very excited to extend the partnership with ZOOM. With their high pace of innovation, ZOOM is the perfect match for a full WFO suite based on our mutual best-of-breed strategy” says Olle Düring, CEO of Teleopti “by consistently going the extra mile, ZOOM continuously ensures excellent customer satisfaction, which is a focus we strongly share”.

Both companies strive to ensure exceptional customer satisfaction ratings, something that was also recognized by industry analysts such as DMG Consulting LLC, in their recent Product and Market reports for WFO and WFM. Continuous delivery of superior customer service ensures that these companies are highly ranked amongst competitors; with Teleopti ranked #1 from nine WFM vendors for overall customer satisfaction, and ZOOM which is ranked #1 for WFO among thirteen vendors.

Following from the close partnership built up over the past years the companies, which share core values and a passion for innovation, are cementing their relationship and expanding their offering globally. A complete package including ZOOM Workforce Management powered by Teleopti is now available through a worldwide network of ZOOM certified partners. This partnership will ensure that customers have access to a single point of contact for both delivery and support.

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.

Founded in 1992, Swedish-established Teleopti has customers in over 80 countries, numerous offices around the world – from Beijing to São Paolo – and a comprehensive global network of partners. With a record of continuous net profitability for over 20 years and with high customer satisfaction ratings, Teleopti serves as a reliable partner. Find out more: www.teleopti.com



About ZOOM International

ZOOM International, a global technology company, gives contact centers the tools they need to make better customer connections, address compliance and service challenges while ensuring excellent customer experiences that enhance their competitive advantage.

By using ZOOM products business managers better understand why customers contact them, how their agents handle customers and how customers feel about the service they receive.

ZOOM is a privately owned company in operation since 1999 with more than 1,400 customers and ten offices worldwide. ZOOM supports a diverse customer base in two centers of operations: Prague, Czech Republic & Franklin, TN USA. Find out more: www.zoomint.com



For further information, please contact

Contact: Simon Vostry, CEO
Phone: +420 222 554 111
Email: simon.vostry@zoomint.com

Contact Teleopti: Olle Düring, CEO
Phone: +46 709 21 81 10
E-mail: olle.during@teleopti.com

Media Contact: Kveta Vostra, Director of Communication and Training
Phone: +420 222 554 111
Email: kveta.vostra@zoomint.com

Media Contact Teleopti: Camilla Arneving, Head of Marketing
Phone: +46 722 22 81 04
E-mail: camilla.arneving@teleopti.com