

Teleopti positioned in the Gartner Magic Quadrant for Workforce Engagement Management

Submitted by: PR Artistry Limited

Tuesday, 14 February 2017

Teleopti placed in the Magic Quadrant for the first time

STOCKHOLM, SWEDEN, 14 February, 2017: Teleopti, a global leader in feature-rich, employee-focused Workforce Management (WFM) solutions, today announced it has been positioned by Gartner, Inc. as a Niche Player in its 2017 Magic Quadrant for Workforce Engagement Management.* Teleopti had been previously cited in the Gartner Magic Quadrant but this is the first time that the WFM vendor has been placed in the quadrant.

The report evaluated 8 different software vendors on 15 criteria and positioned Teleopti in the Niche quadrant.

“We believe Teleopti has been recognized in the Magic Quadrant for the first year ever because our WFM solution reflects the growing need for a person-oriented focus when managing employees,” comments Magnus Geverts, Teleopti’s Chief Business Development Officer. “In 2017 we will celebrate 25 years of innovation where employee engagement, and the software features that aid it, have constantly been a central focus. Our unique lifestyle scheduling, agent self-service and gamification offerings are examples of our many industry-first employee engagement features.”

According to Jim Davies and Drew Kraus, the analysts for Gartner’s 2017 Magic Quadrant for Workforce Engagement Management, “Organizations need to assess the potential needs, expectations and aspirations of the next generation of employees within their centers. The impact a motivated and engaged employee can have — not just on operational performance, but also on the customer experience — should not be underestimated and should help justify future investment.”

Olle During, CEO of Teleopti, said, “At Teleopti we are proud to both be placed in the Magic Quadrant for the first time, and be positioned as a Niche Player, which we believe is owed to our continual efforts to be a best-of-breed WFM vendor, 100% of the time. In addition, a key focus and achievement for Teleopti in recent years has been our rapid growth both in the US and to the Cloud; this growth will continue to be a leading goal for the company moving forward.”

* Gartner “Magic Quadrant for Workforce Engagement Management” by Jim Davies, Drew Kraus. January 19, 2017.

About the Magic Quadrant:

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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, offices in Sweden, United States of America, Canada, United Kingdom, Russia, United Arab Emirates, China, Germany, Brazil, South Africa, Malaysia, Finland and Norway – and a comprehensive global network of partners. With a record of continuous net profitability for 25 years and with high customer satisfaction ratings, Teleopti serves as a reliable partner.

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