



WORKFORCE MANAGEMENT WITH A HUMAN TOUCH



Teleopti announces new Country Manager in the UK

A FORMER Head of Contact Centre Resourcing at British Telecom is appointed Teleopti's new Country Manager in the UK.

/UXBRIDGE, 7 DECEMBER 2006/

Teleopti today announced the appointment of Matt Woodward as Country Manager in the UK. Mr. Woodward will replace Niklas Karlsson who will return to the head office in Stockholm, Sweden from January 31. Mr. Woodward will start immediately.

Nils Bildt, founder and CEO since 1992 of Teleopti, leading what has become one of the most innovative contact centre workforce management companies, with more than 400 customers in 30 countries:





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“Teleopti is one of the fastest growing WFM-companies in the UK. Our focus on “Agent Empowerment” and “Lifestyle Scheduling” plus the fact that we are a European company with a deep knowledge of conditions of work, management and legislation in the European workplace, are making the difference,” he said. “Matt Woodward is uniquely qualified to lead this organisation. He has the customer focus, vision and leadership attributes to guide the organisation in pursuit of new levels of productivity and growth.”

Mr. Woodward joined Teleopti from British Telecom where he was Head of their Command Centre Operations since 2004. Prior to that, Mr. Woodward worked as an independent consultant in the call centre industry as an expert in contact centre and workforce management. Before this Mr. Woodward worked at Telecom companies like Orange and T-Mobile as a senior manager in contact centre operations and as a CRM consultant.

“I am looking forward to taking up this exiting new challenge. Teleopti is at the forefront of the call centre industry with an outstanding product. We have a class-leading Workforce Management Solution backed up by a very experienced in-house change-management team who work closely with our customers across Europe and beyond in thirty different countries,” said Matt Woodward.



Teleopti wins again! Teleopti have picked up the CCW Member’s Choice Award – best WFM solution in EMEA – for the second year running.

For more information please contact Niklas Karlsson, UK Country Manager, at niklas.karlsson@teleopti.com.

For high-resolution pictures and additional information please contact: Fred Landergren at Preference PR, phone: 01865 29 20 55 or e-mail: info@preferencepr.com

