

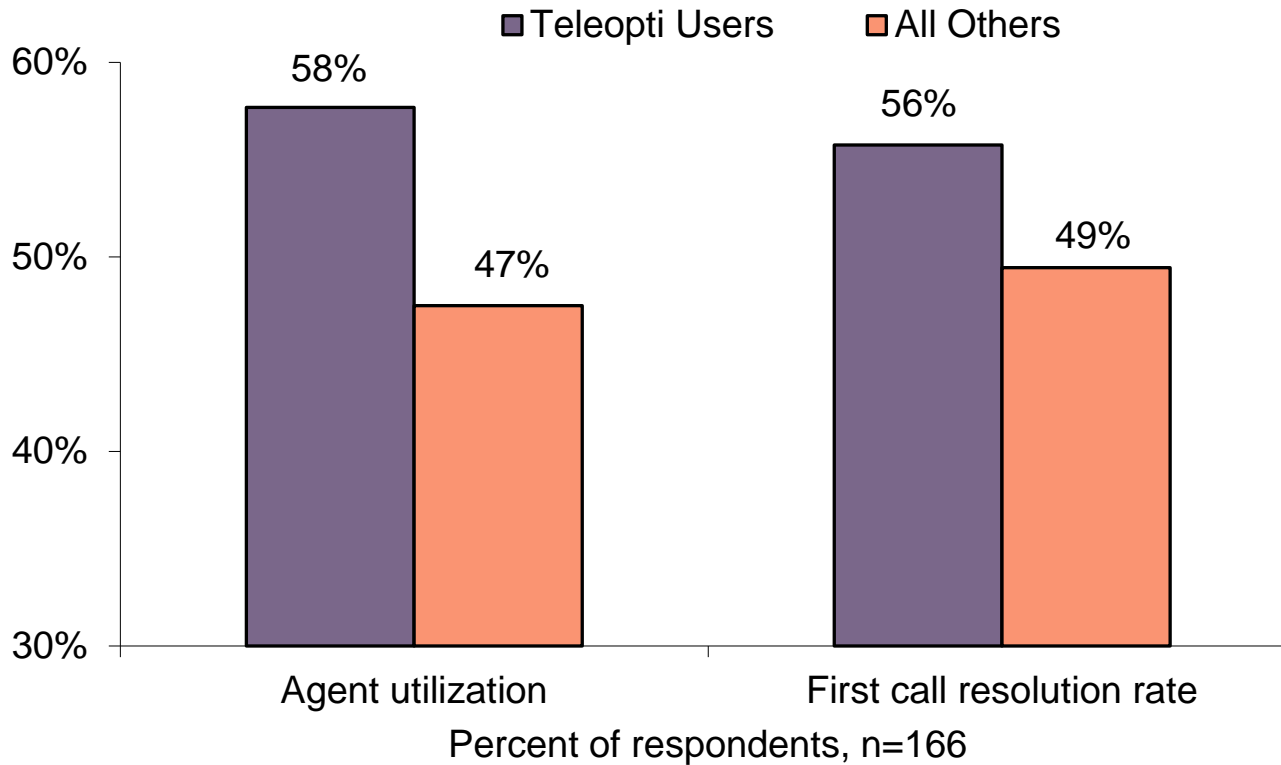
Research Findings on Performance of Teleopti Users



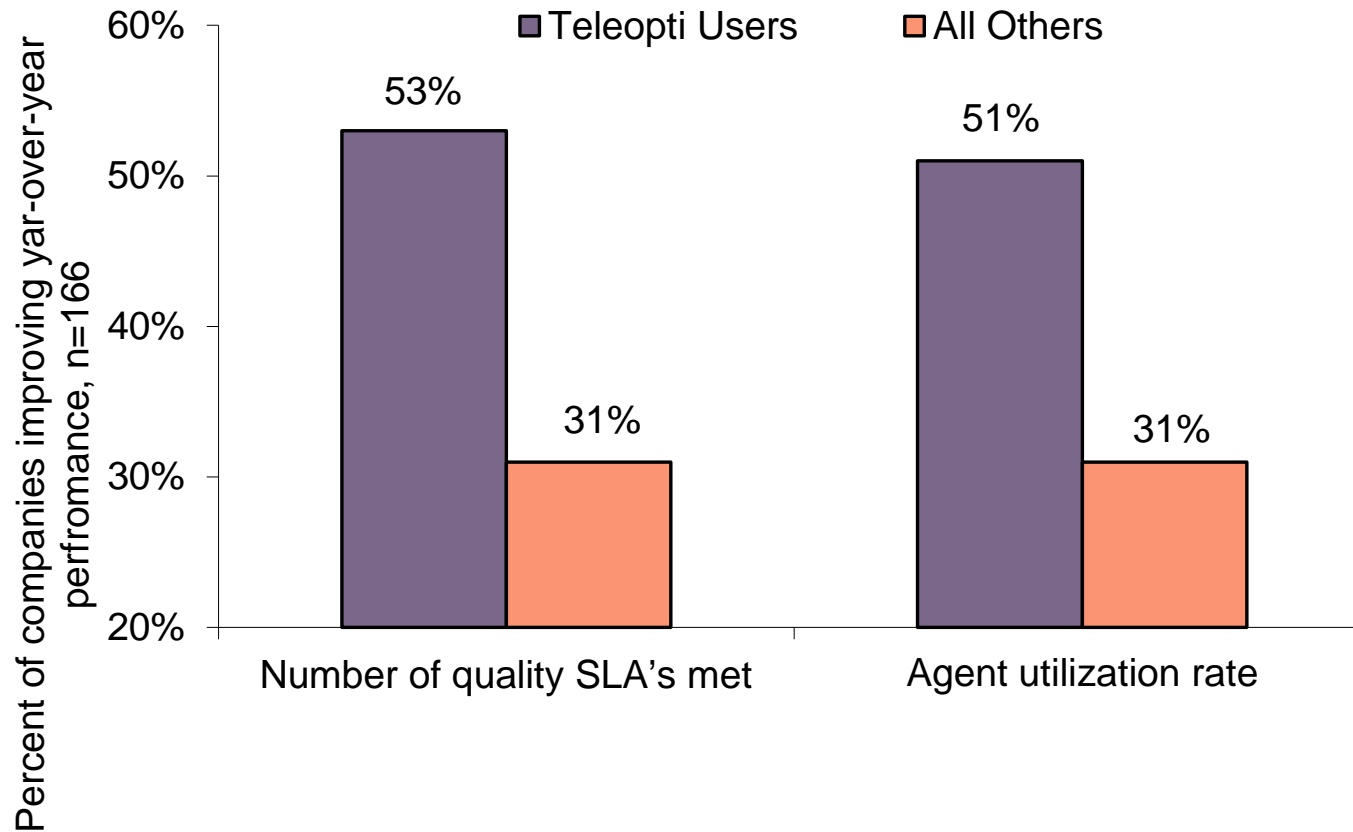
- ❑ In March and April 2012, Aberdeen surveyed 166 end-user organizations regarding their contact center workforce management practices for an upcoming benchmark report, scheduled for publishing on May 2012.

Metrics regarding the performance trends and workforce management practices among **31 Teleopti users** within this survey are presented here.

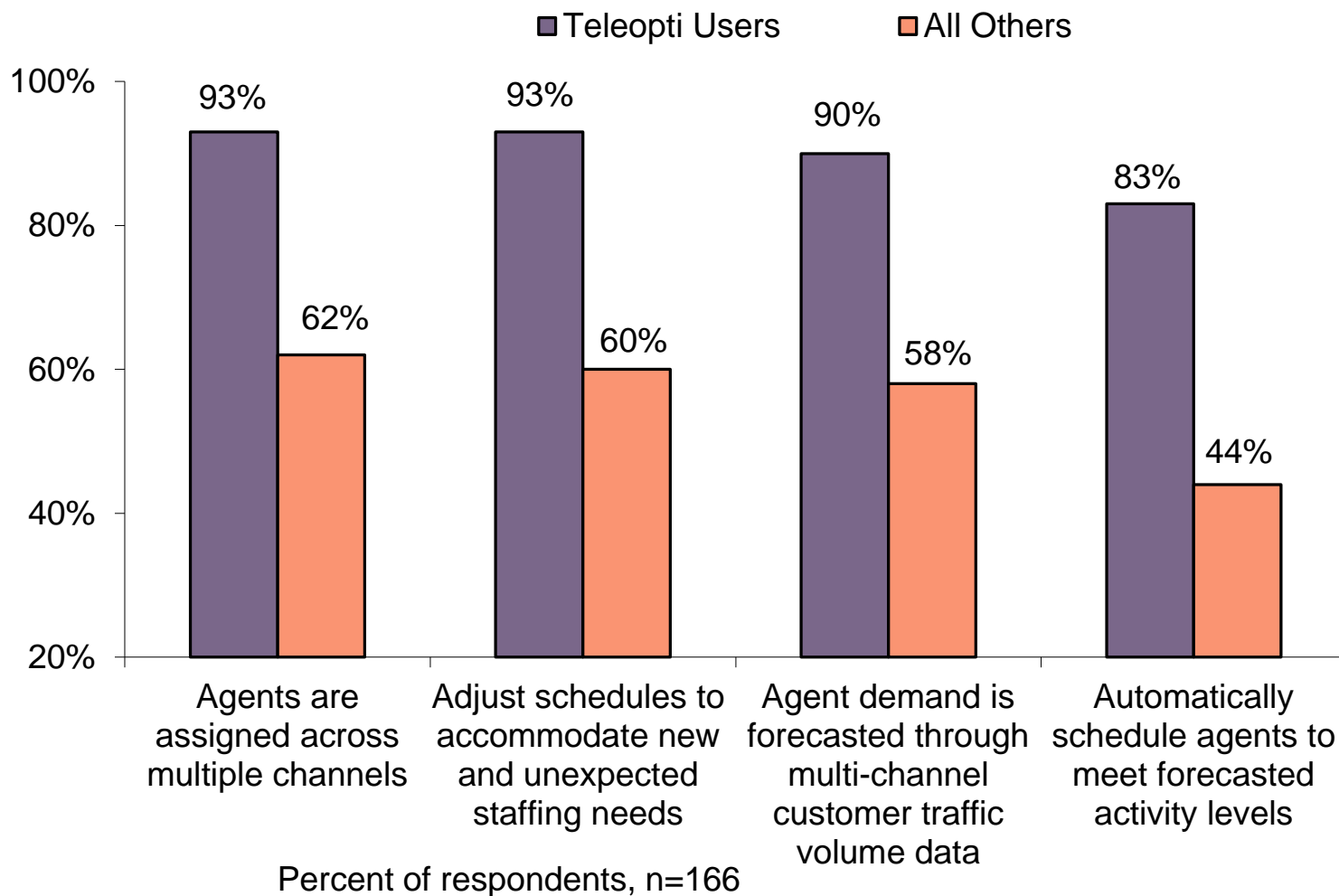
Current Performance



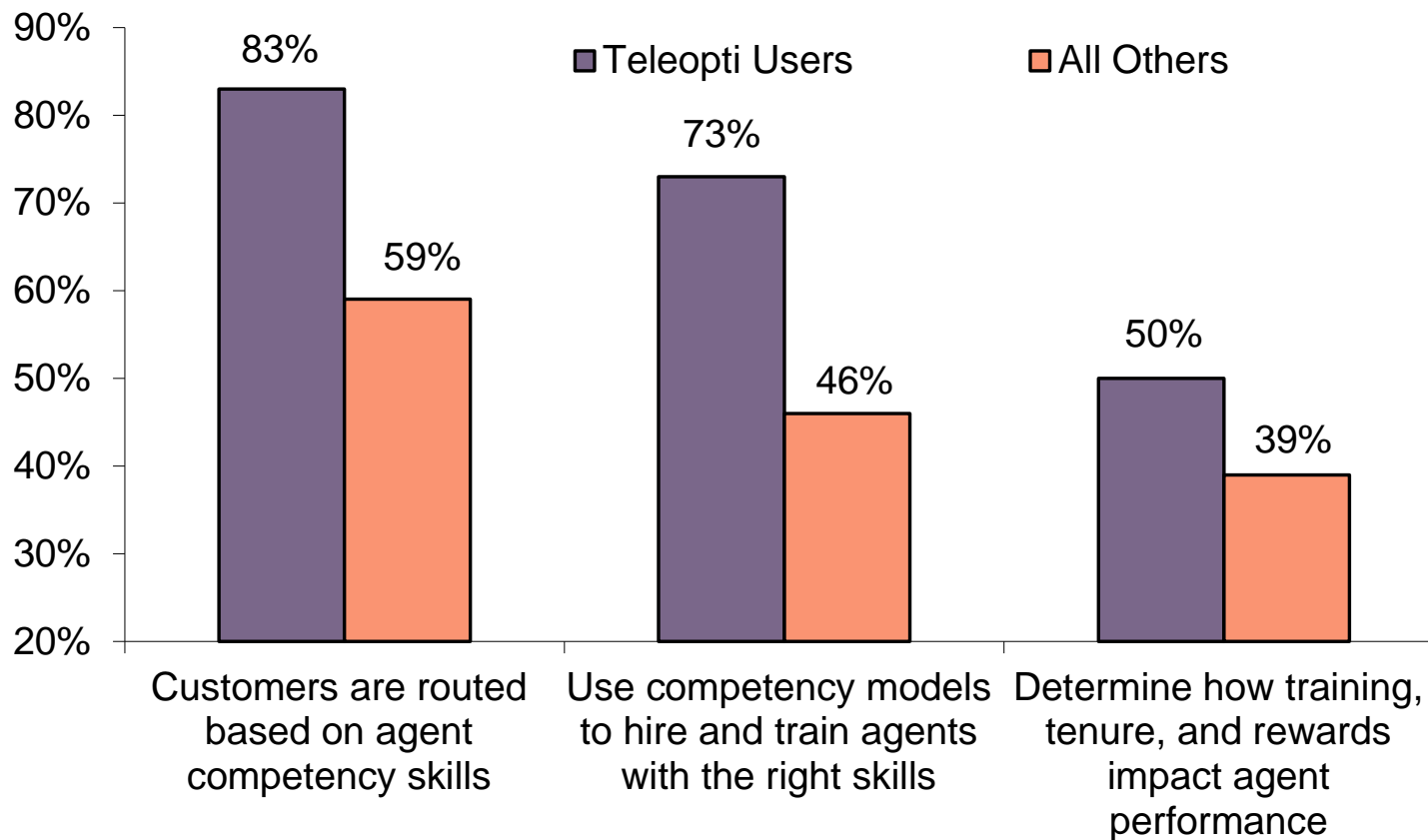
Annual Business Growth Results



Key Capabilities - 1

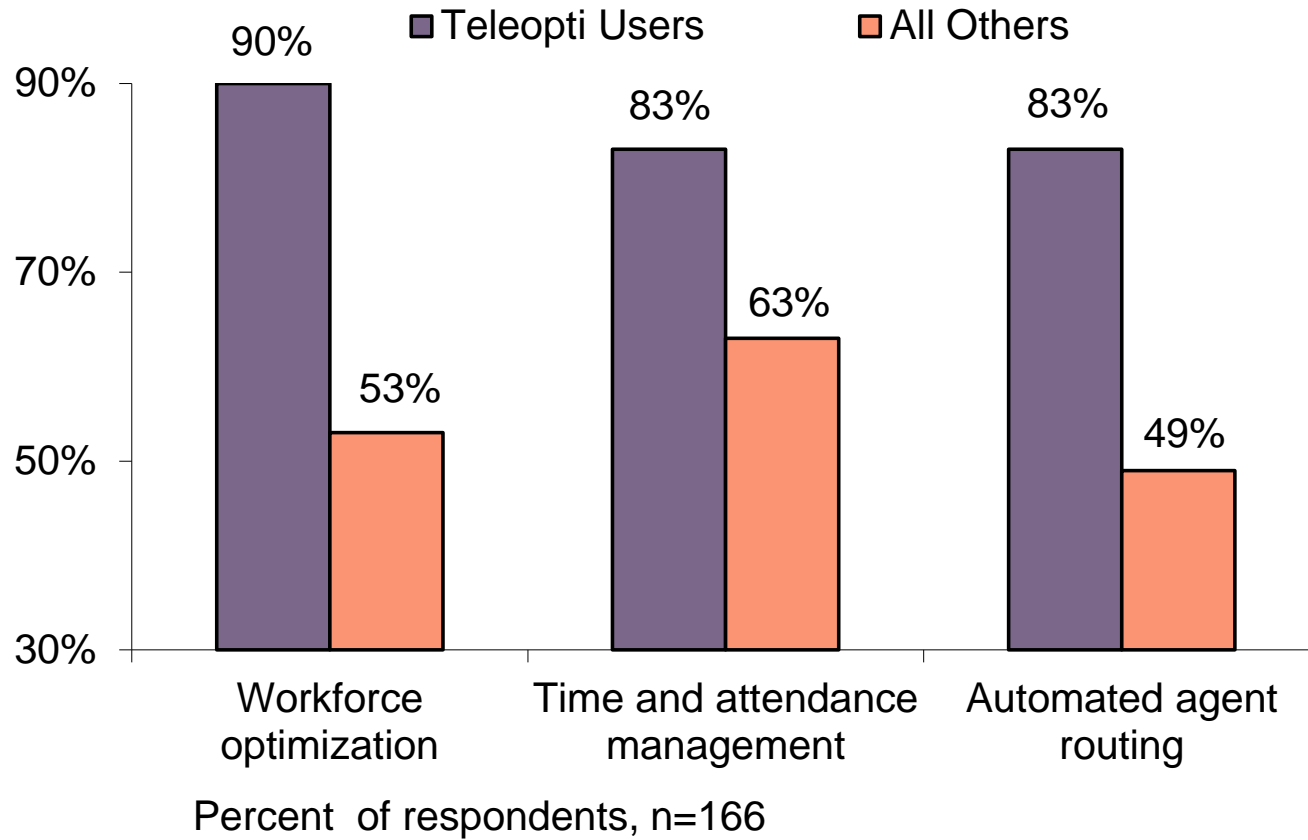


Key Capabilities - 2



Percent of respondents, n=166

Technology Enablers - 1



Technology Enablers - 2

