

Teleopti Success Story **Delta Air Lines**

Delta Air Lines Moves to the Cloud with Teleopti WFM



As a specialized travel agency support center under the global sales division, Delta Air Lines operates a 24/7 global sales support center with over 220 employees in 6 countries and 40 to 50 skills. This always-on, complex business requires real-time flexibility and advanced forecasting capabilities in order to achieve business continuity and meet the needs of their customers. As a long-time customer of Teleopti, Delta Air Lines sought their trusted advice to move from their current premise-based WFM solution to the cloud hosted by Microsoft Azure.

Communicating effectively and adapting quickly at a global scale

Delta Air Lines needed a workforce management solution to handle complex operations that “followed the sun” to capture its Asia Pacific operations while maintaining ease of use and adaptability. Due to unpredictable weather patterns, call volumes could change at a moment’s notice and affect the speed and service level performance. Furthermore, providing global support meant multiple work rules based on skill and language requiring quick, intelligent action in a real-time environment. Of the highest importance in a competitive environment, a need arose for Delta Air Lines to seek a solution that worked hand-in-hand with their current ACD system and increase speed and flexibility of planning and operations.



Flexible Workforce Management software backed by trusted, secure cloud technology

Delta Air Lines selected Teleopti’s cloud-based Advanced WFM package with features like including real-time monitoring and adaptivity in order to strengthen operational excellence. This new, quick-action tool allows for easy schedule modifications across the globe and easy skill re-routing. The strong relationship with the Teleopti team, plus the outstanding support and continuous strive for improvement led Delta Air Lines to begin the migration to the cloud with ease. Additionally, with wider organization being supported by Microsoft Azure, key stakeholders were convinced they had selected the right cloud WFM technology.

Delta has a powerful and flexible foundation for future growth, with Azure and Teleopti WFM

Delta Air Lines looks forward to the future, where efficient integration between solutions will provide better insight and reporting. Additionally, they anticipate the benefits of automation and quick feature release that comes with their Teleopti WFM cloud solution. As business grows, Delta Air Lines has confidence that adding new employees, as well as opening new locations, will be done with speed and ease. Moving to the cloud has solved a growing need within their service center for high functionality around the clock, quick responsiveness and adaptivity to changing service volumes, and expansion.

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Teleopti, a Calabrio company, helps organizations empower their employees to provide outstanding customer service through our cloud-first workforce management (WFM) software. We are a global team of innovators and experts focusing 100% on WFM, enabling companies with user-friendly automation and optimization of omnichannel forecasting, scheduling, and people management. Teleopti WFM supports companies’ profitability by elevating operational efficiency, employee engagement, and customer experience. Since the start in 1992 we have grown our customer community to 100 countries, collaborating with partners worldwide, and today Teleopti WFM plans and empowers over 500,000 employees. For more information visit www.teleopti.com