



NEWS ANNOUNCEMENT

Duka selects U-WFM's Cloud Workforce Management

London, 17th October 2019: U-WFM is delighted to announce Duka has selected its Workforce Management in the Cloud for its contact centre in Hinnerup, Denmark.

Duka is an innovative Danish company with ambitions to make a big difference to society. Duka's goal is to make computers and the internet accessible to everyone regardless of age, thereby increasing communication with family and friends and providing access to information and services that are otherwise out of reach.

Designed as an easy-to-use, cloud-based platform, U-WFM will support Duka's fast-growing operations with the proven benefits of automated forecasting and scheduling for its entire contact centre workforce.

Mikkel Degn, Head of customer service at Duka says, "U-WFM's solution is a great fit with our agile and innovative approach. Our personalised IT support is being really well received, and our contact centre needs a workforce management solution that is not only cutting edge but can accommodate our business growth. U-WFM's comprehensive, yet flexible workforce management functionality, speed of implementation and future-proofed cloud technology, will help us to deliver the market-leading service levels that our customers have come to expect."

U-WFM's CEO Matthew Hughes says, "There is a lot of synergy between U-WFM and Duka and we look forward to a long and mutually beneficial partnership. It's great to have the opportunity to work with Duka to maintain their market dominance and look forward to supporting Mikkel and the team during this exciting time in their development."

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Notes for Editors

About Duka

Duka develops digital solutions focussed on convenience and provides easy access to the digital world for all.

Duka is the one of Denmark's premier IT services companies offering personalised help on anything from computer support to cloud services. Founded in 2010, Duka provides "Denmark's best customer service."

For more information, please visit www.duka.dk

About U-WFM

At U-WFM we believe there is an easier way to deploy Workforce Management and make it accessible to all contact centres, regardless of size. We offer our Workforce Management platform as a 100% cloud, OPEX based solution with zero capital outlay and technology hassle. This allows our customers to immediately become more effective, efficient and economic on a pay-as-you-go basis, but still benefit from a premium Workforce Management solution.

There are no exclusions to the U-WFM solution, we believe in delivering all the benefits to our customers, all of the time. For more information, please visit www.u-wfm.com

For further information and imagery, please contact:

Suzanne Congdon
Marketing Director
Tel: +44 (0)207 043 4178
Email: info@u-wfm.com