

# Verint Monet Workforce Management

## Improve Contact Center Performance Dramatically

The overwhelming majority of ongoing contact center expenses are related to staffing, so it's critical to leverage your staff effectively. Having the optimum number of agents in the right place and the right time with the right skills is essential to contact center success and profitability.

Verint® Monet Workforce Management™ is an affordable, easy-to-use contact center software solution that optimizes employee forecasting and scheduling. It can free you from the limitations of scheduling spreadsheets and help you tackle the two biggest contact center challenges: meeting service levels and controlling costs.

Because Verint Monet Workforce Management is cloud-based and delivered as a service, you can avoid a large upfront investment and painful hardware/software implementations. Better still, the solution is scalable, so you can add on features or migrate to advanced solutions as your business grows.

With Verint Monet Workforce Management, contact centers can:

- Improve forecast accuracy and track intraday trends to make immediate adjustments.
- Create optimal schedules to consistently meet service levels and control costs.
- Monitor agent adherence and other metrics in real time to take immediate action.
- Track and analyze key performance indicators (KPIs) and metrics to optimize service quality and contact center performance.



### IT Friendly

Secure and scalable with minimal management



### Affordable

Low fee; minimal capital investment



### Cloud Deployment


Get started quickly; easy to use and learn

**VERINT.**  
**MONET**



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## Verint Monet Workforce Management Package

Package Features	 Workforce Management
Forecasting and Scheduling	•
Real-Time Adherence	•
Intraday Management	•
Reporting	•
Exception Planning	•
Time-Off Manager	•
Blended Media	•
Long-Term Forecasting	•

## Package Feature Descriptions

### Forecasting and Scheduling

Runs simulations to calculate a precise forecast for future call volume, agent requirements, and average handle time for any time interval of the day, based on historical data from the ACD. The scheduling engine incorporates all call types and other activities to generate staffing schedules that optimize agent availability, work rules, skills, holidays, breaks, service levels, and budgets.

### Real-Time Adherence

Compares planned agent activity to actual activities throughout the day and forecasts to actual call volumes, handle times, and other key performance indicators.

### Intraday Management

Graphically displays agent schedules that can be changed by dragging and dropping breaks, lunches and other exceptions. Real-time updates can be made to required and assigned agents instantly, and surpluses and shortages are displayed for designated time periods of the day.

### Reporting

Provides supervisors with access to key reports to make faster and better decisions. Supervisors can review agent schedules, approve or decline agent exceptions and view critical reports.

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## **Exception Planning**

The integrated exception calendar simplifies the scheduling of agent exceptions, such as time off and one-time or recurring training meetings.

## **Time-Off Manager**

Turns a complex and time-consuming process of managing employee time off requests into a clear and easy-to-administer online system. Employees can view their vacation availability, submit and track requests for time off, and receive status updates on their requests.

## **Blended Media**

Provides the ability to schedule customer service employees across multiple media channels, including email, chat, and phone, to deliver a more cohesive customer experience.

## **Long-Term Forecasting**

Creates long-range forecast calculations using historical volume and arrival patterns, generating accurate staffing requirements. Planners can customize flexible ranges of months as unique, long-term forecasts, each with their own overhead cost values, allowing flexible “what if” scenarios for long-term capacity planning and cost projections.

## **Add-Ons**

Available for an additional fee, these solutions can be added on an a-la-carte basis to help you achieve even greater value from your investment.

## **Scorecards (Performance Management)**

Easily report and analyze all agent activities including schedule adherence and key performance indicators through scorecards. Employees have daily and intraday visibility into objectives and assessments of their performance, empowering them to self-correct behaviors.

## **Salesforce Connector**

Enables omnichannel data collection used in WFM forecasting and scheduling, such as tracking case queue volume, agent task history, and agent status data for real-time, schedule-adherence management.

## **Salesforce Agent Portal**

Enables agents to access essential information - such as schedules, adherence status, performance status, personal time-off requests, and real-time alerts - directly from Salesforce. This integrated agent portal within Salesforce includes agent functionality and visibility.

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## Optimize the Utilization of Your Resources

Improve forecasting of staffing requirements

Improve agent adherence and utilization

Optimize omnichannel support (caseload, chat and email)

Provide accurate reporting



## Maximize Revenue and Satisfaction

Increase service levels

Reduce operational costs

Improve employee engagement through more predictable, flexible, and efficient scheduling and staffing

## Why Verint Monet

**ACD Agnostic:** 65+ CCaaS & UCaaS integrations

**Cloud to Cloud:** Secure, low IT footprint

**Rapid Deployment:** Get up and running quickly

**Easy to Use and Learn:** Intuitive and user-friendly interface

**Enhanced Training:** Dedicated customer success manager

**Languages Supported:** English, Spanish, Canadian French

## About Verint Monet

The Verint Monet award-winning workforce engagement platform helps small- and medium-sized businesses elevate their customer experience.

This affordable, cloud-based solution offers flexibility, reliability and an intuitive user experience, helping to increase productivity and service levels while reducing contact center and help desk costs.

## The Customer Engagement Company™

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