

Verint Monet Workforce Management for Salesforce



Enhance Forecasting and Scheduling in Your Salesforce Contact Center

Contact centers and help desks using Salesforce must manage a substantial number of cases, so it's critical to always have the right number of agents at the right time, engaged in the right task. Verint® Monet Workforce Management™ for Salesforce is a cloud forecasting and scheduling solution that can help you tackle this challenge. It integrates seamlessly with Salesforce Service, Service Cloud, or Sales Cloud case management systems and provides a range of functionality, including:

- **Workforce Management Connector** — Enables omnichannel data collection used in workforce management (WFM) forecasting and scheduling, such as tracking case queue volume, agent task history, and agent status data for real-time schedule adherence management.
- **Integrated Agent Portal within Salesforce** — Designed for Salesforce, this portal can enable your agents to receive alerts, request exceptions, swap shifts, and check their schedules and adherence scores.

Now you can:

- Automate key tasks that have an immediate impact on the bottom line through caseload forecasting, optimum scheduling, and daily performance tracking.
- Fuse ACD and contact center infrastructure voice channels with Salesforce digital channels to optimize omnichannel support.
- Unify your agents' work environment by providing seamless workflows between the agent desktop and the WFM system. This reduces the number of applications on the desktop, while reducing IT costs.



Affordable

Low fee; minimal capital investment



IT Friendly

Secure and scalable with minimal management




Cloud Deployment

Get started quickly; easy to use and learn

VERINT.
MONET

Verint Monet WFM for Salesforce

Verint Monet Workforce Management for Salesforce Package

Package Features	 Workforce Management for Salesforce
Forecasting and Scheduling	•
Real-Time Adherence	•
Intraday Management	•
Reporting	•
Exception Planning	•
Time-Off Manager	•
Scorecards (Performance Management)	•
Blended Media	•
Long-Term Forecasting	•
Salesforce Connector	•
Salesforce Agent Portal	•

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.

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.

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.

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.

Verint Monet WFM for Salesforce



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

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



Maximize Revenue and Satisfaction

- Increase service levels
- Reduce operational costs
- Improve employee engagement through more predictable, flexible, and efficient scheduling and staffing

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.
- For more information about Verint Monet, call us at 1-310-207-6800 or [email us](#).

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