

# Verint Monet Workforce Management for Salesforce

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-based 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:

## Salesforce Connector

Enables omnichannel data collection used in workforce management 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.



## Now you can:

- Automate key tasks that have an immediate impact on the bottom line through caseload forecasting, optimum scheduling, and daily performance tracking.
- Optimize omnichannel support to fuse ACD and contact center infrastructure voice channels with digital channels.
- Provide seamless workflows between the agent desktop and the workforce management system for simpler, more efficient agent experiences while reducing IT costs.

# Verint Monet WFM for Salesforce

## Verint Monet Workforce Management for Salesforce Package

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

## Package Feature Descriptions

### Reporting

Provides access to key reports to help supervisors make faster and better decisions.

### 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 optimal staffing schedules.

### 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.

### Exception Planning

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

### Time-Off Manager

Turns the 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. Allows flexible "what if" scenarios for long-term capacity planning and cost projections.



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