

Verint Monet Workforce Management



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 at 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.

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

With Verint Monet Workforce Management, contact centers and help desks 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.

Now you can:

- Automate key tasks that have an immediate impact on the bottom line through more accurate call volume forecasting, optimum scheduling, and daily performance tracking.
- Enable data collection from the ACD for faster and more accurate forecasting, real-time adherence monitoring, and intraday management of contact centers.
- Enable easy, efficient interactions between agents and supervisors while unifying the agent work environment with seamless workflows between the agent desktop and the workforce management system.
- Optimize omnichannel support to fuse ACD and contact center infrastructure voice channels with digital channels.

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Verint Monet Workforce Management

Verint Monet Workforce Management Package

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

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 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.

Exception Planning

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

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.

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. 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.

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