

The Monet Workforce Management System

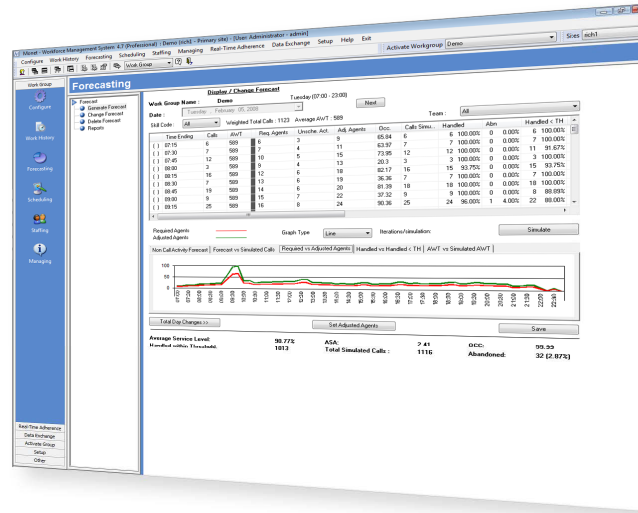
A complete workforce management solution for any size contact center.

One of the greatest challenges of managing contact centers is staffing. Costs rise with too many agents, and customer service can suffer with too few agents. Striking the balance is the key to productivity and efficiency. To effectively manage their most important asset—their agents—contact centers need a comprehensive workforce management system that can accurately forecast call volumes, leverage flexible scheduling processes, integrate with other corporate systems, and produce reports that measure agent and center performance.

The Monet Workforce Management System provides a powerful, robust, and affordable workforce management solution for small, medium, and large contact centers. Monet delivers a flexible solution with dynamic features and world-class technology that automates every facet of the workforce management experience, giving you the tools you need to succeed in an increasingly complex environment.

Forecasting

Monet provides essential visibility into the data needed for effective decision-making. Analyze agent work history data from ACD systems and calculate a precise forecast for future call volume, agent requirements, and average handling time for any time interval of the day based on service level goals. The ability to correctly forecast enables you to create optimized schedules that balance service levels, costs, and agent requirements to plan for your center's long-term staffing needs.



Schedule Optimization

Real-time, automated scheduling processes greatly decrease your administrative burden, letting you make more proactive and knowledgeable scheduling decisions. Based upon forecasted call volume, Monet's simulator scheduling engine incorporates all call types and routing policies to generate staffing schedules that optimize a wide range of factors, including agent availability, work rules, skills, holidays and breaks, service levels, and center budgets. Monet's graphical agent roster lets you drag and drop breaks, lunches, and other changes to agent schedules. Updates are made in real-time to assigned agents instantly, and the system displays surpluses and shortages for each time period of the day.

Monet allows you to:

- Eliminate the manual approach to workforce management by automating the tedious process of forecasting call volumes and agent scheduling
- Make faster and better-informed decisions based on historical data
- Improve productivity by ensuring that the right skills are in the right channels when your customers need it
- Achieve full workforce optimization at a fraction of the cost and significantly increase profitability
- Gain greater access through a Web portal that allows agents and supervisors to view schedules, monitor performance, and automate common tasks
- Leverage intelligent tools that add instant value to your contact center by receiving better information that allows you to make smarter decisions
- Easily manage your workforce across multiple contact centers and time zones
- Streamline tasks, enhance performance, increase customer service levels, and significantly reduce overall costs

Monet
SOFTWARE

Monet Software develops and markets applications for contact centers to increase service levels and profits through optimal management of their personnel. The Monet Workforce Management System automates the process of forecasting call volumes and agent scheduling, ultimately improving service levels and reducing costs. Monet is affordable, easy-to-use, and completely flexible to meet all of your workforce management needs. For more information about Monet Software, visit <http://www.monetsoftware.com>.

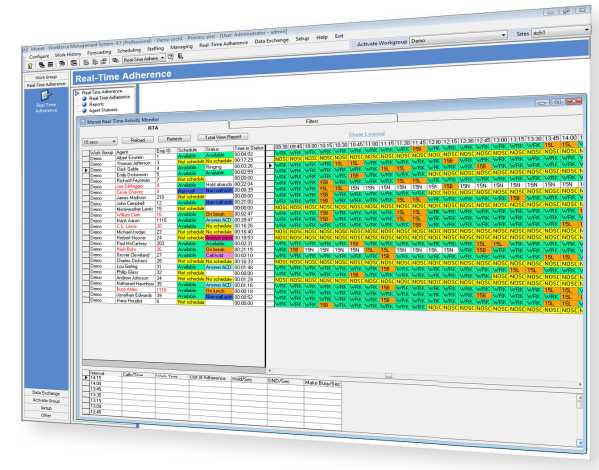
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Agent & Supervisor Collaboration

Monet AnyWhere™ connects agents and supervisors through a Web-based interface, allowing them to instantly communicate to streamline scheduling. Monet AnyWhere makes scheduling, tracking, and exception planning easy, and lets agents view, bid, and request schedule changes. Supervisors can create and view reports to see how the changes will affect staffing and forecasting, and then approve or deny agent schedule requests online. Monet AnyWhere empowers agents to take control of their work and time off, and minimizes the time supervisors spend on managing schedules to let them focus on more critical tasks such as training and performance monitoring.

Reporting & Performance Management

Monet's robust reporting features enable you to capture and analyze critical data in all areas of the contact center to make informed decisions when making operational changes—all of which can have a profound impact on your center. You can generate reports on all agent activities, including their schedule adherence and measuring whether they meet key performance indicators. Center-level performance can also be easily tracked and reported to see how your center is handling call volume, achieving service level goals, and managing costs and revenue.

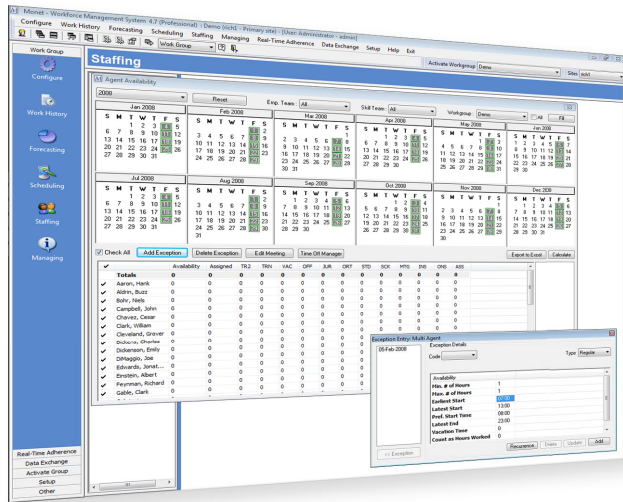


Real-Time Adherence

Continuously monitor and record the real-time status of your agents to quickly see whether they are adhering to their schedules. Monet enables you to compare planned agent activity to actual activities throughout the day, as well as real-time views of forecasted, actual, and predicted call volumes, handling times, and other key performance indicators. Monet alerts you when agents are out of adherence, helping you reduce shrinkage by effectively minimizing the minutes per day that agents are being paid while not actually working or available to receive calls.

Exception Planning

Scheduling agent exceptions such as time off and one-time or recurring training meetings is a simple process with Monet's fully integrated exception planner. Monet's easy-to-use, color-coded availability calendar displays a real-time summary of time off, making it easy for managers to see whether to grant an agent's time off request. Complete schedule integration ensures the center will be appropriately staffed if the time off is approved and that you will continually meet service levels.



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