

Agent & Supervisor Collaboration

Connecting agents and supervisors for online scheduling.

Rapid, real-time, and effective communication between agents and supervisors is important for managing schedule adherence and exception planning. Agents and supervisors need an efficient way to communicate through Web-enabled self-service applications that provide instant access to agent schedules.

Monet AnyWhere™ does just that. This powerful, Web-enabled workforce management interface offers agents and supervisors a convenient, easy-to-use tool for scheduling, tracking, and exception planning functions. Monet AnyWhere allows agents to view, bid, and request schedule changes, and gives supervisors the ability to review and modify agent schedules, approve or deny agent schedule requests, and create and view reports to see how the changes will affect staffing and forecasting.

Giving Agents More Control

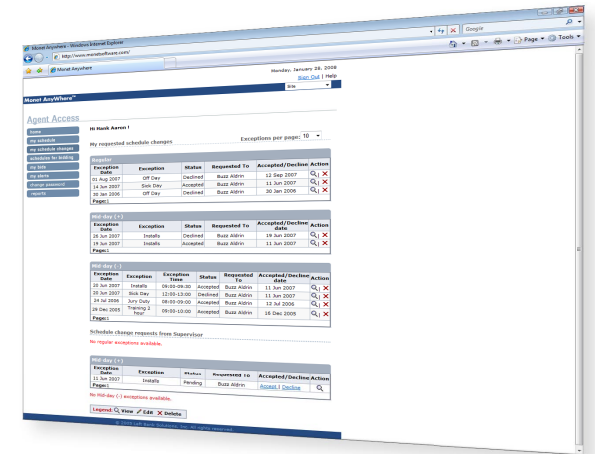
With Monet AnyWhere, agents can view their schedules 24 hours a day, seven days a week. They can take more control over their schedules by requesting time off for vacations, holidays, and breaks, submitting bids for shifts, entering work preferences, and more. While agents are empowered to make decisions that directly affect their work and time off schedules, Monet AnyWhere ensures that center service levels are continually met due to rules-based processes that guarantee adherence to key performance indicators.

Change Management

Since the Monet Workforce Management System tracks contact center activity and performance in real-time, supervisors can make schedule adjustments on-the-fly and automatically notify agents of the necessary changes through the Monet AnyWhere Web-based application. Agents can immediately see the schedule updates and change their plans accordingly. The flexibility to make schedule changes in real-time means supervisors can immediately contact agents through the Web portal to move their lunches and breaks when the center experiences spikes in call volumes.

A little control goes a long way. Watch agent productivity and morale improve with the use of Monet AnyWhere. It's the best tool to connect supervisors with agents via the Web to instantly make scheduling changes that will keep your center running smoothly.

Monet
S O F T W A R E



Monet allows you to:

- Significantly reduce time-consuming administrative tasks
- Reduce the possibility of scheduling problems and improve employee morale
- Empower agents to take control of their work schedules and time off requests
- Proactively communicate with agents and make scheduling changes in real-time online when call volumes are higher than expected
- Minimize the time supervisors spend on reviewing agents' scheduling exceptions to free supervisors up to focus on more critical tasks such as training and performance monitoring
- Let agents manage their own schedules without impacting service level goals
- Consistently manage agents cost-effectively and in real-time