

# Forecasting

## Predicting the future just got easier.

Accurate forecasting is critical to successfully managing your workforce. In order to meet call demand without understaffing or overstaffing, you need a workforce management solution that precisely predicts how many agents are needed to handle the center's contact volume. 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.

### Better Visibility

Monet provides essential visibility into the data needed for effective decision-making. You can quickly generate automatic forecasts for multiple sites, complex routing strategies, and multi-skilled agents. The system's simulator forecasting engine analyzes all call types and routing policies when creating forecasts. This allows you to accurately forecast staffing levels to manage all call types, as well as build scenarios for planning and budgeting purposes.

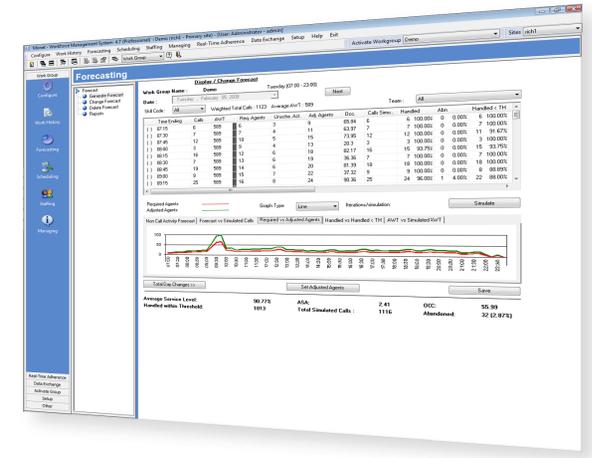
### Better Testing

Comprehensive forecasting features help you evaluate current and future workforce requirements. Develop "what if" scenarios to explore how a change in call volume or service level goals during a specific day or week would affect your center. Monet provides accurate forecasts for normal and distinctive day workloads which, in turn, produce the most effective scheduling of resources.

The Monet Workforce Management System delivers on every conceivable forecasting challenge. You can analyze agent work history data from ACD systems and calculate a forecast for future call volume, agent requirements, average handling time, and other key performance indicators for any time interval of the day based on service level goals. The forecast is then used to calculate the number of agents needed for each time interval based on projected call volume.

Monet delivers an accurate forecast based on a combination of previous events and what will likely occur in the future. The system provides regular intraday forecast updates, automatically calculating a new forecast based on what has already occurred to establish trends that will aid in proactive decision making.

Monet's robust forecasting capabilities can be summed-up in one word: Flexibility. Working in tandem with your center's ACD system that provides vital data on call history, Monet adjusts agents' schedules in real-time based on unexpected call volume fluctuations that may threaten service levels. By making better predictions and accurate, up-to-the-minute forecasts, Monet ensures that you are both consistently and proactively managing your contact center.



## Monet allows you to:

- Use historical data to create accurate forecasts
- Compare forecast information over time
- Generate projected call volumes for a future time period
- Refine forecasts and performance goals based on collected data
- Forecast agent requirements on service objectives and transactional data
- Simulate routing rules, agent skill assignments, and schedules by date range
- Use historical data to predict future contact volume and handle time

**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>.