Real-Time Adherence

Monitor your agents' productivity 24/7.

Monitoring agent adherence in real-time is vital because of the affect it has on other important workforce management functions, such as forecasting, scheduling, and budgeting concerns. Without proper real-time monitoring to assess agent adherence to defined schedules, your operation can quickly turn into a cost center rather than a customer service center. You need to maximize agent productivity and minimize agent inefficiencies.

The Monet Workforce Management System continuously monitors and records the real-time status of your staff to show which agents are on the phone and which ones are not, so you can quickly take corrective action to streamline workflow processes. Monet adherence screens display when agents are available for calls and when they take their lunches and breaks based on predetermined schedules.

Compare Agent Activity

A manager can compare planned agent activity to actual activities throughout the day, and can see the real-time status of each agent against the planned activity. Intraday management features provide 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, enabling you to adjust schedules accordingly, begin live monitoring, or record calls for future training sessions.

Adherence views allow you to compare your agents' actual activities against their schedules, review a breakdown of adherence by activity, and manage exceptions. You can easily separate unplanned but approved schedule exceptions from unplanned and unapproved exceptions to reduce shrinkage.

Shrinkage

A key component to managing adherence is shrinkage, which is the time for which agents are paid during times when they are not available to handle calls. Shrinkage can dramatically affect your center's ability to meet service levels. Monet delivers precise forecasting by taking shrinkage parameters into account and reviewing, reporting, and taking action to ensure optimal schedule adherence.

While there are many valid reasons for shrinkage-such as training time, paid time off, and paid breaks-many contact centers do not adequately plan for the amount of shrinkage they will encounter, and therefore do not schedule the required number of agents needed to meet call volumes. Monet takes the hassle and worry out of shrinkage, helping you effectively minimize the minutes per day that agents are being paid while not actually working or available to receive calls.

Monet's powerful real-time adherence function gives managers the tools they need to quickly discern which agents are on schedule with their actual planned activities. This simple but important real-time information can provide evidence for changing agent schedules to reduce shrinkage and increase your center's production and performance.
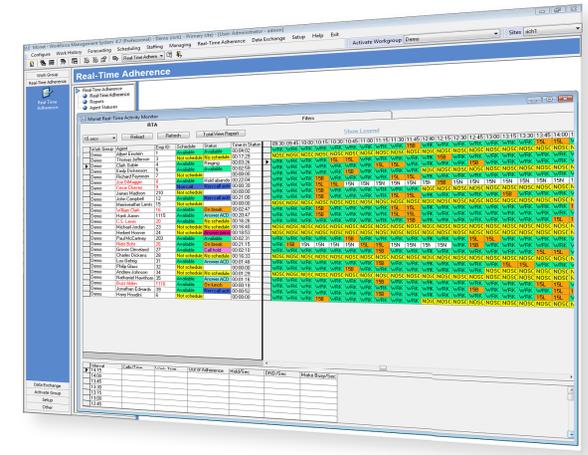
Monet allows you to:

- Monitor agent status in real-time
- Receive instant alerts for out-of-adherence states
- View agent exceptions in real-time and approve or deny them in one-minute increments
- Monitor and analyze key performance indicators and trends to reforecast, reschedule, and adjust staffing
- Track and compare forecasted and actual center statistics
- Schedule overtime or time off during high and low call volume situations
- Evaluate adherence and take action to improve performance

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