Reporting & Performance

Improving performance with superior insight.

To successfully manage performance in all areas of the contact center, you need a system to capture and distribute critical data to managers and supervisors who can take action to correct problems, adjust schedules, update forecasts, setup training, and many other tasks to ensure that your center meets service level goals and provides excellent customer service.

The Monet Workforce Management System delivers a powerful reporting and performance management solution that enables contact centers to assess operations and make necessary changes to key processes and plans to increase productivity, customer service, and profits. You can analyze and act on data captured by the system, including real-time adherence, customer interactions, key performance indicators, and other important factors presented in graphical reports that provide true visibility into your operation and workforce.
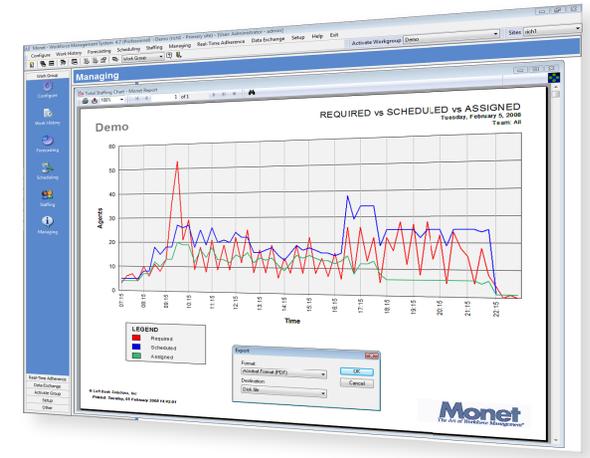
Agent Performance

Monet allows you to benchmark individual agent performance against groups, and measure the statistics against industry standards to benchmark the overall performance of the entire center. By generating and reviewing reports-and then implementing strategic changes based upon analysis-Monet enables you to dramatically enhance your decision-making capabilities to manage your center's performance with current key performance indicators that show actual versus forecasted call volumes, and adherence to schedules and service levels.

Reporting on individual agent performance is an important component of assessing the operational performance of the center. Monet provides comprehensive reports on every aspect of agent activity, including comparing scheduled activity to actual activity, examining overall schedule adherence, and measuring whether agents meet key performance indicators.

Center Performance

At a macro level, Monet tracks and reports on the overall efficiency of the contact center, determining whether the center is appropriately handing call volume, achieving service level goals and, perhaps more importantly, achieving those service levels with the right number of the right agents at the right time. Analyzing the center's operational performance helps you leverage key resources, minimize costs, and maximize revenue.

Monet allows you to:

- Create accurate forecasts and schedule the right amount of agents
- Analyze center and agent performance and build intelligent staffing schedules
- Monitor agents to assess adherence and correct any problems in real-time
- Use reports to easily document agent behavior
- Gain complete visibility into your center's processes to make quick and better decisions that can immediately affect performance and customer service
- Hold agents accountable and enhance agent satisfaction by providing them with measurable insight into their performance range
- Examine recorded customer interactions and make informed decisions that improve service and processes
- Track and evaluate actual performance with service level goals

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.