

Schedule Optimization

Position the right agents at the right place and right time.

Managing call volume with appropriate staffing is a challenge for every contact center. This can be complicated further by inefficient spreadsheet scheduling systems and a lack of insight into the strengths and weaknesses of your workforce. Without the right workforce management system in place, managers must spend an inordinate amount of time ensuring that their centers are appropriately staffed-time that is much better spent on more critical, revenue-driven responsibilities.

The Monet Workforce Management System makes scheduling easy. Based upon precise forecasts, the system develops staffing schedules that optimize a wide range of factors, including agent availability, skill types, agent skills, projected call volume, holidays and breaks, service levels, center budgets, and more.

Monet's comprehensive scheduling solution greatly decreases your administrative burden to enable you to make more proactive, knowledgeable, and efficient scheduling decisions. Scheduling and tracking processes are automated using algorithms that configure service level agreements and agent skills, preferences, and availability.

Skill-Based Scheduling and Routing

Monet's simulator scheduling engine incorporates all call types and routing policies when generating schedules. Assign skill types and skill levels to each agent, enabling you to automatically route calls to agents with specific capabilities-such as language skills.

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>.

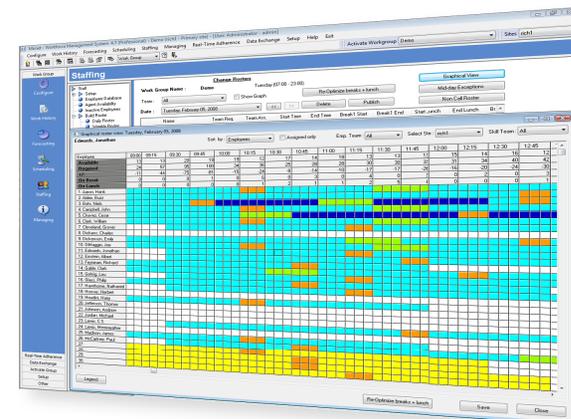
Multiple Sites and Time Zones

Monet can be used across an unlimited number of sites, each with its own code, description, and time zone. Managers can assign multiple sites within a particular workgroup. For instance, some centers may be inbound while others are outbound, and some centers may support one specific product while others support a line of products.

Assign predetermined schedules to a specific work week and designate agents to work on the roster quickly and easy with Monet's drag and drop graphical agent roster. The graphical roster display 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's sophisticated skills-based scheduling processes are unmatched. Automatically create schedules that adhere to forecasted call volumes, staff requirements, and agent work rules and skill sets. Monet's feature-rich technology and vision into your operation give you the tools you need to efficiently balance costs with your most valuable resources.

The work group setup feature allows you to create unique and unlimited call types and design each call type to match the various queues' routing policies within your center's ACD. It also enables you to build splits or agent groups, each with its own set of service objectives and guidelines. In addition, members of a workgroup can be assigned multiple skills at various skill levels.



Monet allows you to:

- Completely automate scheduling processes
- Create schedules and customized shifts to handle forecasted volumes and respond to real-time volume fluctuations
- Make intraday updates and real-time changes to forecasts and agent schedules
- Easily identify scheduling conflicts
- Create schedules based on skill sets that align with call routing methods
- Automatically match employee skills and qualifications
- Integrate time and attendance
- Schedule single, multiple, or virtual contact centers across time zones

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