



The Human Touch

Fantastic customer service delivered by engaged employees

Engaged employees will

- Drive positive experiences, value, satisfaction and loyalty
- Thrive in a positive working environment
- Demand timely, clear feedback on performance with structured development opportunities
- Deserve the tools to perform their work efficiently and accurately – knowledge at their fingertips



Why focus on Employee Engagement?

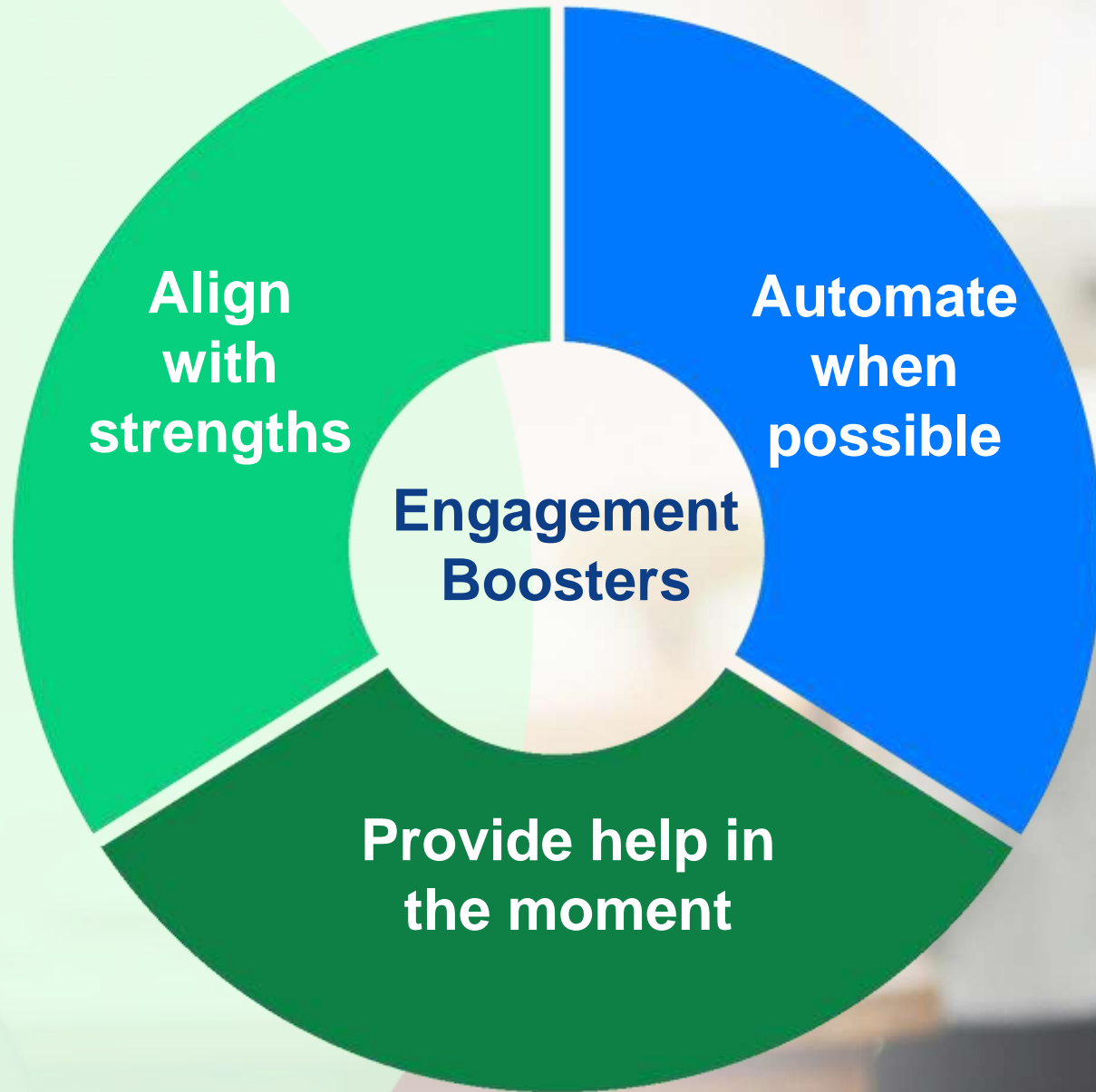
Organisations with a top-quartile employee experience vs those in the bottom quartile*

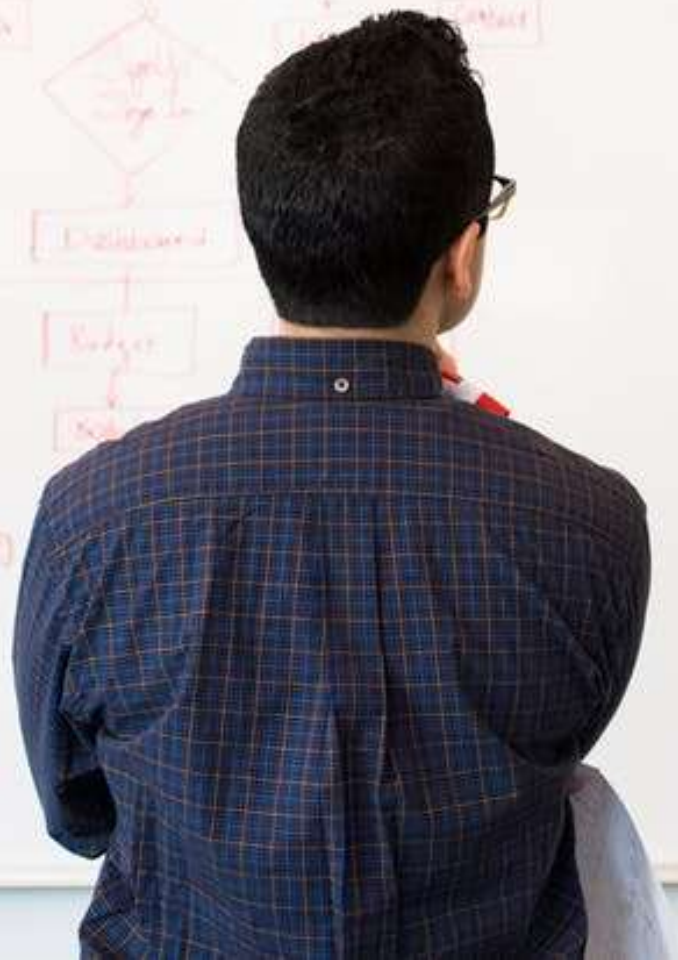
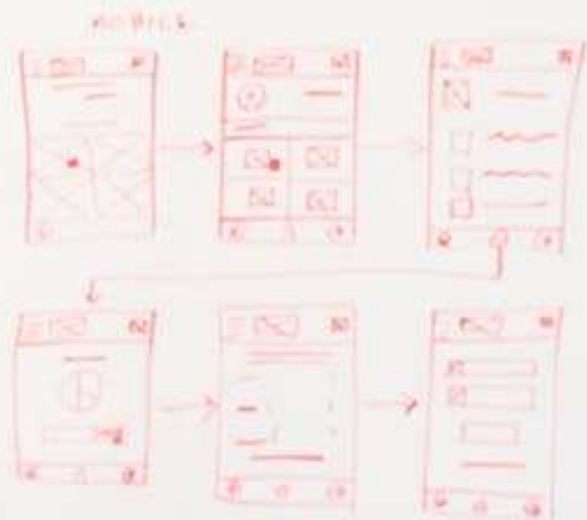
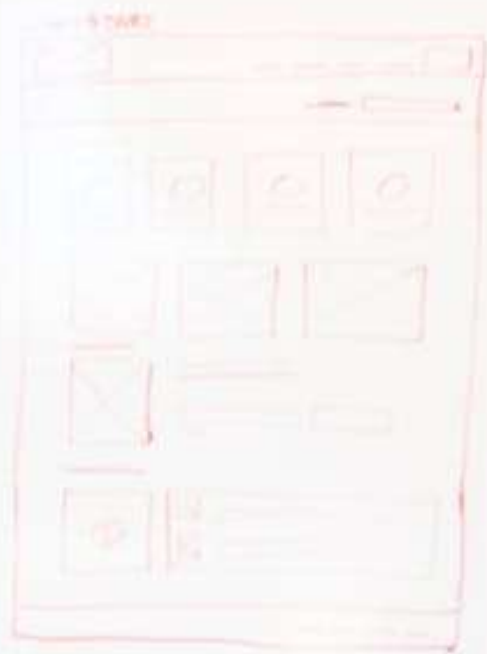


Simplify the Noise



I'm too overwhelmed during an interaction to focus on my customer."





- Forecast
- ▶ Generate Daily Forecast
- ▶ View Daily Forecast
- ▶ Long-Term Forecast
- ▶ Reports
- Schedule
- Staff
- Manage
- Employees
- Work History
- Metrics
- Record
- Quality Management
- Setup

Save As Distinctive Day Weeks of history to use

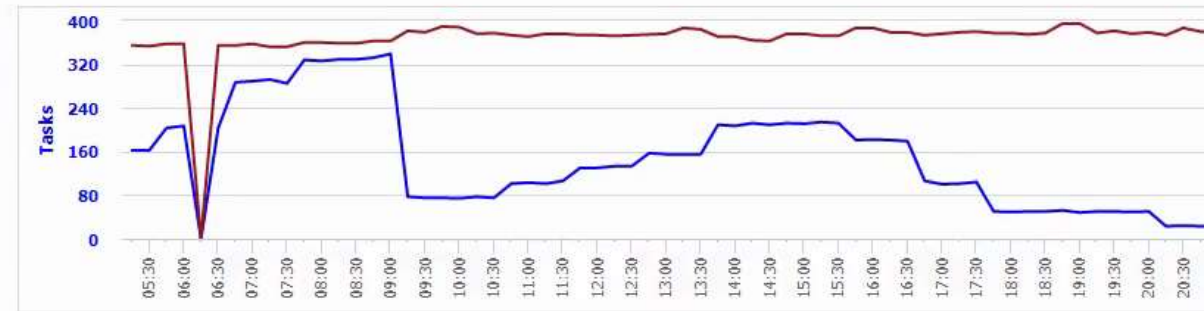
Historical Date Selection

From: To: Day of Week:

DATE	DAY OF WEEK	TASKS	AHT
9/10/2019	Tuesday	9590	276
9/3/2019	Tuesday	9590	276
8/27/2019	Tuesday	9590	276
8/20/2019	Tuesday	9590	276
8/13/2019	Tuesday	9590	276
8/6/2019	Tuesday	9590	276

Skill Code

Historical Data for 9/10/2019



Total Day Changes Non-call Activity Distinctive Days

Total Weighted Tasks: 9590 % Change: Task Forecast: Absent: Unscheduled Breaks: % Non Scheduled Activity:

Total Weighted AHT: 277 % Change: AHT Forecast: Show Individual Skill Details Retain % Changes Across Days

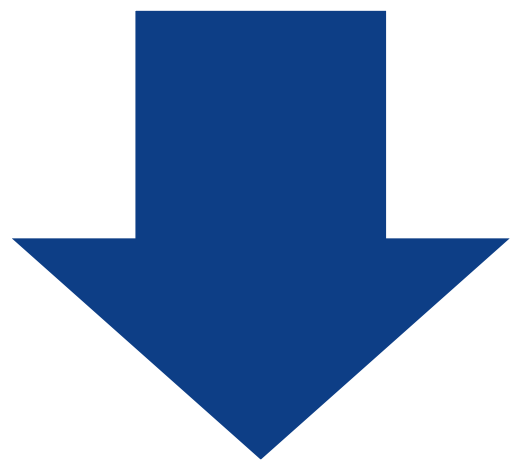
SKILL CODE	SKILL NAME	TOTAL WEIGHTED TASKS	% CHANGE	TASK FORECAST	TOTAL WEIGHTED AHT	% CHANGE
411	411	0	100	0	0	100
510	Outbound 510	628	100	628	175	100
851	Billing 510	2084	100	2084	322	100
C51	Chat 510	893	100	893	274	100
E51	Email 510	1044	100	1044	258	100
G51	General Info 510	1560	100	1560	216	100
O51	Orders 510	1822	100	1822	316	100

Incremental Date Selection

Poll

Which of the following challenges do you face relating to your contact centre agents?

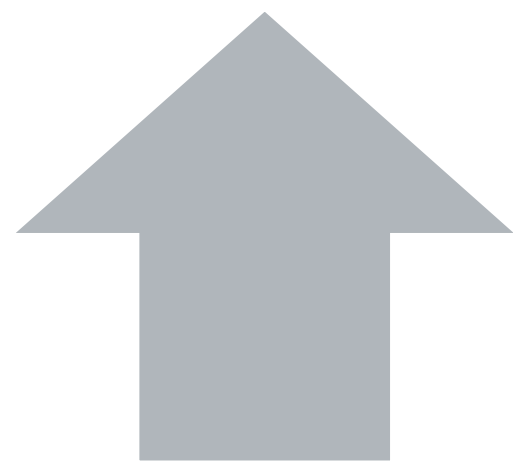
- Retention of my best agents?
- Improving interactions between agents and customers?
- Improving my agent omnichannel productivity?
- Providing agents with the right tools?
- Getting our agent scheduling correct so we have accurate forecasts?
- Something else?



Needs of
the
business



Needs of
the
employee





Case Design issue with mechanical rotor

Edit Delete

Priority: Low Status: New Case Number: 00001024

Related

Open Activities (0)

New Task New Event

Monet My Schedule Home

Monday September 16th, 2019 Buzz Aldrin

Current Schedule	Available
Current Status	OnCall
Time in Status	0:01:24
Adherence Status	In Adherence
Adherence Score	79.91%

View Schedule for Date 09/16/2019

Your current shift is:

ACTIVITY	START	END
Work	05:00 AM	01:30 PM
Answer Tasks	05:00 AM	06:00 AM
First Break	06:00 AM	06:15 AM
Answer Tasks	06:15 AM	09:00 AM
Lunch	09:00 AM	09:30 AM
Answer Tasks	09:30 AM	12:00 PM
Second Break	12:00 PM	12:15 PM
Answer Tasks	12:15 PM	01:30 PM

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View All

New

Upload Files

Or drop files

USER	ORIGINAL VALUE	NEW VALUE
Buzz Aldrin	Partner Relations	Buzz Aldrin
Buzz Aldrin	{"id":"PartnerRelations","type":"que...	{"id":"bkraft@demo2.monetsoftwar...
Buzz Aldrin	Buzz Aldrin	Partner Relations
Buzz Aldrin		{"id":"PartnerRelations","type":"que...

Case Owner	Buzz Aldrin	Status	New
Case Number	00001024	Priority	Low
Contact Name	Lauren Boyle	Contact Phone	(212) 842-5500
Account Name	United Oil & Gas Corp.	Contact Email	lboyle@uog.com
Type	Mechanical	Case Origin	Web
Case Reason	Equipment Design	Web Email	
Web Email		Web Company	
Web Name		Web Phone	
Date/Time Opened	5/17/2018 4:58 PM	Date/Time Closed	
Product	GC3040	Engineering Req Number	868314
Potential Liability	No	SLA Violation	No
Created By	Buzz Aldrin, 5/17/2018 4:58 PM	Last Modified By	Buzz Aldrin, 6/1
Subject	Design issue with mechanical rotor		

To take away

- Spreadsheets can't keep up
- Cloud enables quick, cost effective solutions
- Smart planning with work-life balance
- Involve your people



