

Verint Monet Workforce Management

Verint Monet Workforce Management (WFM) is an affordable and easy-to-use solution that includes advanced WFM capabilities such as forecasting, scheduling, real-time agent adherence, intra-day, performance analytics, and agent communications.

Verint Monet cloud-based Workforce Management (WFM) solution enables contact centers and help desks to elevate customer experience, improve agent productivity, identify performance gaps, and empower their workforce to deliver an outstanding and efficient customer service.

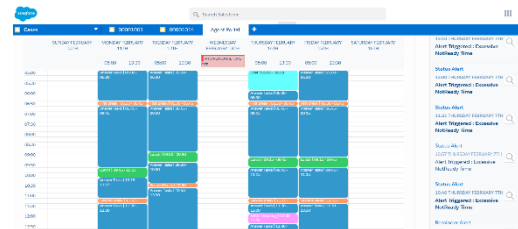
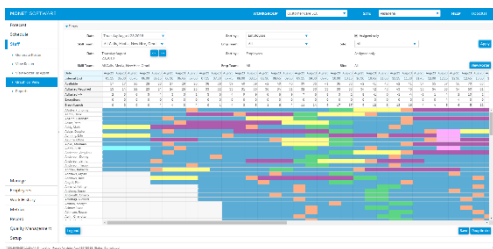
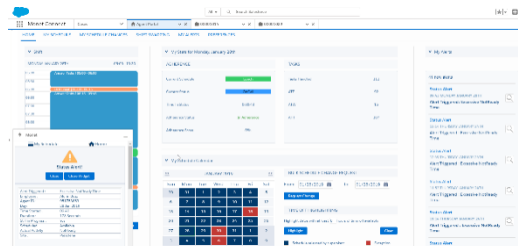
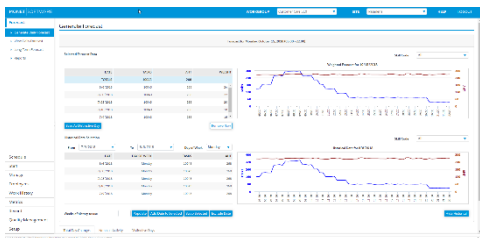
Key Features

Workforce Management

- Forecasting & Scheduling
- Intra-Day Management
- Supervisor Alerts
- Real-Time Adherence
- Agent Portal – Shift Bid/Swap
- Performance Management

Workforce Management for Salesforce

- Omnichannel & Caseload Forecasting
- Agent Access Directly in Salesforce
- Track Case Queue Volume, Agent Task History and Status for RTA Management
- Performance Analysis



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Key Outcomes

1. Optimize the Utilization of your Resources

- Improve forecasting of staffing requirements
- Improve agent adherence and utilization
- Optimize omnichannel support (caseload, chat & email)
- Provide accurate reporting

2. Maximize Revenue & Satisfaction

- Increase Service Levels
- Reduce operational costs
- Improve employee morale through more predictable, flexible and efficient scheduling and staffing

Contact

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About Aria

At Aria we believe that everyone should have a great customer experience – regardless of industry, organization size or channel. We are here to collaborate and solve business and technology problems with you, so you can sleep better at night. Our enthusiastic and highly experienced team can break down your silos and ensure you have a unified customer engagement solution.

Verint. Powering Actionable Intelligence.®

Verint® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in 180 countries—including over 80 percent of the Fortune 100—count on Verint solutions to make more informed, effective, and timely decisions.

