Verint Monet Workforce Engagement

Elevate Your Customer Experience with Verint Monet Workforce Engagement Suite

Contact centers and help desks are continually expected to elevate the customer experience (CX) while improving operational performance. To remain agile and obtain fast, easy insight into the parts of the business that impact CX, mid-size and growing contact centers and help desks need robust, affordable solutions for workforce engagement.

Start Your Customer Engagement Strategy Today

Verint® Monet Workforce Engagement™ provides a simple, powerful solution for identifying, evaluating, and improving efficiencies across contact centers and help desks. Unlike point solutions, it combines workforce management, quality management, and performance management, offering you a unified approach for elevating CX while balancing the need to improve workforce engagement, agent and operational performance, and compliance.

With Verint Monet Workforce Engagement, you can benefit from a purpose-built, cost-effective cloud solution that provides an ACD-neutral option for small to medium-sized businesses. And with over 65 integrations (including Salesforce, ServiceNow, and Zendesk), the solution can help you deliver your workforce engagement strategy in the cloud.

Purpose-built, trusted and easy to use

Affordable, flexible and scalable

Rapid cloud deployment and adoption

Now you can:

- Achieve the balance between operational efficiency and delivering superior customer experiences with a single, easy-to-use solution.

- Schedule employees more efficiently and with less effort by replacing spreadsheets with a workforce management solution.

- More accurately forecast workload and schedule employees, providing them with the flexibility they need.

- Focus your quality management efforts on identifying the calls that matter and gaps in employee knowledge, proficiency, adherence to process, empathy, and more.

- Develop and track employee goals easily, and adjust training and processes that directly impact the customer experience and operational needs—all within a single platform.

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Elevate the Customer Experience and Reduce Operational Costs

With Verint Monet, you can achieve the balance between delivering superior customer experiences and improving operational costs and efficiency with a single solution that combines workforce management and quality management.

Features	Quality Management	Workforce Management	Workforce Management for Salesforce	Workforce Engagement
Voice and Screen Recording	•			•
Live Monitoring	•			•
Flexible Archiving	•			•
Flexible Evaluations	•			•
Reporting	•	•	•	•
Encryption	•	•	•	•
Forecasting and Scheduling		•	•	•
Real-Time Adherence		•	•	•
Intraday Management		•	•	•
Exception Planning		•	•	•
Time-Off Manager		•	•	•
Blended Media		•	•	•
Long-Term Forecasting		•	•	•
Pause and Resume	•			•
Salesforce Connector*			•	•
Salesforce Agent Portal*			•	•

*Add-on functionality

Select from a Broad Range of Offerings within the Suite

- **Verint Monet Workforce Management™** — An integrated cloud solution that delivers value to your entire contact center operation, helping to improve service levels and reduce costs while improving employee morale through more predictable, flexible, and efficient scheduling and staffing.

- **Verint Monet Quality Management™** — An integrated cloud solution that can help you improve the quality of interactions between your customers and employees. Listen to the calls that matter, to accurately address gaps in knowledge, proficiency, adherence to process, customer empathy, and more.

- **Verint Monet Performance Management™** — Collects and presents real-time and historical performance data at the agent, group, and center levels. Key performance indicators, employee self-service scheduling, and service-level indicators can be distributed to contact center employees through web-based consolidated reporting.

- **Verint Monet Workforce Management for Salesforce** — Provides the Verint Monet solution directly from Salesforce. Users no longer have to leave Salesforce to access essential workforce management information such as schedules, adherence status, performance status, personal time-off requests, and real-time alerts.

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Benefit from Features Designed for Customer Engagement

Unified Platform

Provides a fully integrated platform combining Verint Monet Quality and Workforce Management.

Voice and Screen Recording

Captures and plays back voice and screens, offering insight to facilitate more accurate quality evaluations.

Live Monitoring

Monitors the status of your workforce for insights on agent performance and the customer in real time, with the ability to monitor audio interactions.

Reporting

Provides access to key reports to help supervisors make faster and better decisions.

Flexible Archiving

Retains audio/screen recordings in local storage within your environment or provides secure storage in the cloud.

Flexible Evaluations

Provides the ability to create evaluation criteria that best fit your business needs and develop evaluations with multiple question types, complex branching, and section weighting. Helps you move beyond spreadsheets and random samplings to quickly identify, focus, and evaluate the interactions that mean the most for your business.

Pause and Resume

Provides an API for enabling recording to be paused and resumed.

Forecasting and Scheduling

Runs simulations to calculate a precise forecast for future call volume, agent requirements, and average handle time for any time interval of the day, based on historical data from the ACD. The scheduling engine incorporates all call types and other activities to generate staffing schedules that optimize agent availability, work rules, skills, holidays, breaks, service levels, and budgets.

Real-Time Management

Compares planned agent activity to actual activities throughout the day and forecasts to actual call volumes, handle times, and other key performance indicators.

Intraday Management

Graphically displays agent schedules that can be changed by dragging and dropping breaks, lunches, and other exceptions. Real-time updates can be made to required and assigned agents instantly, and surpluses and shortages are displayed for designated time periods of the day.

Exception Planning

Provides an integrated exception calendar that simplifies the scheduling of agent exceptions, such as time off and one-time or recurring training meetings.

Time-Off Manager

Turns a complex and time-consuming process of managing employee time-off requests into a clear and easy-to-administer online system. Employees can view their vacation availability, submit and track requests for time off, and receive status updates on their requests.

Blended Media

Provides the ability to schedule customer service employees across multiple media channels, including email, chat, and phone, to deliver a more cohesive customer experience.

Long-Term Forecasting

Creates long-range forecast calculations using historical volume and arrival patterns, generating accurate staffing requirements. Planners can customize flexible ranges of months as unique, long-term forecasts, each with their own overhead cost values, allowing flexible "what if" scenarios for long-term capacity planning and cost projections.

Salesforce Connector

Enables omnichannel data collection used in WFM forecasting and scheduling, such as tracking case queue volume, agent task history, and agent status data for real-time, schedule-adherence management.

Salesforce Agent Portal

Enables agents to access essential information, such as schedules, adherence status, performance status, personal time-off requests, and real-time alerts, directly from Salesforce. This integrated agent portal within Salesforce includes agent functionality and visibility.

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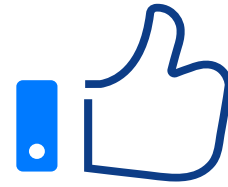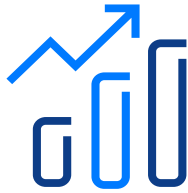
Improve Operational Efficiency

Forecast call volumes and workloads.

Gain visibility into employee activities.

Change schedules quickly.

Remove silos within your organization.

Why Verint Monet

Purpose-built, trusted and easy to use

- Simple-to-use solution with a single user interface, developed for small to medium-sized contact centers or help desks.

Affordable, flexible and scalable

- Many integrations into ACD, CCaaS, and CRM providers
- Move at your own pace by starting with features that make the most sense for your business, and add other solutions in the suite, as you grow.

Rapid cloud deployment and adoption

- Dedicated Verint team experienced in working with small to medium-sized organizations, to help you implement, learn, and drive adoption to help meet your business goals.

Elevate Your Customer Experience

Transform customer interactions with actionable data.

Create opportunities to discover and overcome service and performance gaps.

Ensure that you can meet the security and compliance requirements that today's customers demand.

About Verint Monet

The Verint Monet award-winning workforce engagement platform helps small- and medium-sized businesses elevate their customer experience.

This affordable, innovative cloud solution offers flexibility, reliability, and an intuitive user experience, helping to increase productivity, employee engagement and service levels while reducing contact center and help desk costs.

For more information about Verint Monet, visit our website www.verintmonet.com or email us.

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