

# Monet WFM 4.7

## Benefits

**Improved productivity:** Ensuring the right skills are in the right channels when your customers need it.

**Improved decision-making:** Make faster and better-informed decisions based on historical data.

**Flexibility:** Work across multiple channels and operations to present one face to the customer.

**Scalability:** From 25 to 1,000 agents, Monet WFM 4.7 is scalable to meet your specific needs.

**Improved customer service levels:** Your agents spend more time on direct customer service, enhancing repeat business opportunities.

**Reliable time intervals:** Offers 15-minute slot forecasting for reliability and efficiency

## The Challenge

Often the greatest challenge to manage in the contact center is staffing – too many agents and costs rise, too few and customer service suffers. Striking the balance is the key to productivity and efficiency. Many organizations still employ a manual approach that relies on estimates, lacks real-time adherence, and requires manual production of reports. The time and effort spent managing their staff can be significant and costly. This manual approach also prevents the organization from fluidly adapting to changes in contact center volumes.

To compound the problem, many available products intended to automate staffing are not designed to work well in the small and medium-sized contact center environments. “One size fits all” doesn’t work well for companies without large IT departments for support.

## Product Overview

Monet WFM 4.7 delivers a powerful and affordable workforce management solution for contact centers from 25 to 1,000 agents. Designed to offer a flexible solution with enterprise-grade features and performance, Monet has been designed for the needs of the small to medium-sized contact center.

Monet integrates with virtually any ACD or PBX quickly, allowing you to quickly harness the robust tool set. Installation is simple and most users are up and running in one or two days. Once Monet is running, you can accurately forecast call volume and timing, schedule by agent skills and experience, and try ‘what-if’ scenarios. You can manage seasonal volumes and create schedules for special days or day parts, as well as develop customized shifts and schedules. Best of all, you manage in real time.

Monet WFM 4.7 gives you enterprise-grade tools to unlock the efficiency in your contact center and grow along with you.



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**Monet**  
*The Art of Workforce Management™*

## Product Sheet: Monet WFM 4.7

### System Requirements

#### Server Requirements

**Processor:**

Intel *Pentium 4*, 2.4 GHz or higher processor

**Operating System:**

Microsoft Windows 2000 or 2003  
Server edition or higher

**Additional Software:**

Microsoft SQL Server 2000 or 2005

**Memory:**

512 MB of RAM

**Hard Disk:**

200 MB plus 1 MB per agent per year

#### Client Requirements

**Processor:**

Intel *Pentium 4*, 2.0 GHz or higher processor

**Operating System:**

Microsoft Windows 2000 or Windows XP

**Memory:**

512 MB of RAM

**Hard disk:**

44 MB

**Display:**

8-bit color at 1024x768 or higher;  
16-bit color recommended

### Additional Features

#### Monet Anywhere™

This web-based portal provides agents and supervisors easy access to scheduling, tracking, and exception planning functions. Monet Anywhere™ lets agents view, bid, print, and request schedule changes; supervisors can approve, review, modify, and track schedule changes and activity for their assigned agent workgroups. Supervisors can also use Monet AnyWhere™ to generate and view reports.

### Awards and Recognition

### Features

#### Configuration features:

Set up business rules and center group parameters, select 60, 30, or 15 minute time increments to build and collect current or historical data, select center hours of operation, and initialize center service level metrics. Monet's "Quick Data Builder" rapidly builds your centers' histories within a few minutes. The employee database is used to assign agents to created schedules, as well as store important agent profile information in the system.

#### Data collection features:

Monet is integrated with your ACD, and collects data to build the historical database that captures your centers' workload and work time statistics. Monet is highly interoperable, and the built-in data import feature works with all ACD or PBX phone systems. Additionally, the maintenance feature lets you change, append, copy and report any data collected.

#### Forecasting and scheduling:

Direct ACD integration allows you to forecast agent requirements on service objectives and transactional data. You can create schedules and customized shifts to handle forecasted volumes, letting you respond effectively to contact center volume fluctuations, manage your centers throughout the day with intra-day updates and make real-time changes to forecasts and agent schedules.

#### Skill-based forecasting simulator engine:

Monet's all new simulator forecasting engine considers all call types and routing policies when generating forecasts. This lets you accurately forecast staffing levels to manage all call types within your center, and build scenarios for budgeting and planning purposes.

#### Skill-based agent scheduling:

You can assign skill types and skill levels to each agent, yielding improved scheduling and reporting. The work group set up feature allows you to create unique and unlimited call types, and design each call type to match the various queues' routing policies within your centers' ACDs. It also allows you to build splits or agent groups, each with its own set of service objectives and guidelines.

#### Drag and Drop graphical agent roster:

An all new graphical roster display lets you drag and drop breaks, lunches and other changes. Real-time updates are made to required and assigned agents instantly and display surpluses and shortages for each time period of the day.

