

## Elevate your customer experience with easy, effective workforce management

Combine the Vonage Contact Center for Salesforce platform and Verint® Monet Workforce Management™ (WFM) to take positive steps towards balancing the cost vs. service dilemma using the most accurate data source possible: your own contact center data.

Your agents are the most valuable resource you have. Not only because they are highly skilled and adept at dealing with customer contacts but because they can account for up to 70% of a contact center's cost.



# Solving the Cost Control vs Service Level Dilemma

It's a fine line that you, as management, have to tread. Overstaffing incurs extra cost for the contact center but guarantees short queue times. On the other hand, understaffing helps with budget cuts but results in reduced service levels as customers have to queue to speak to someone.

Many businesses operations are struggling to find a solution that works for them, still using spreadsheets and legacy on-premise solutions that, frankly, aren't up to the task of managing their schedules. Spreadsheets are prone to errors and time-consuming whereas on-premise workforce management solutions are usually complex to maintain with costly upgrades.

## VERINT MONET

### So how can you balance this equation easily?

Together, Verint Monet WFM and Vonage Contact Center for Salesforce allow you to have the right number of people, doing the right thing at the right time.

## Workforce Management for the Modern Contact Center

Workforce Management (WFM) solutions relay the data you have available and use it to improve the accuracy of your forecasts and create schedules that are just right for your organization and service level goals. Traditionally, WFM solutions meant large upfront costs and ongoing maintenance, but now there's a better option.

Vonage Contact Center for Salesforce and the Verint Monet's cloud-based workforce management solution work together to remove the upfront costs and burden on IT resources, all while making the implementation and everyday use far simpler for you.

With Verint Monet's WFM solution for contact centers and help desks you can use your historical activity and apply it to the future. Verint Monet WFM analyses omnichannel data from both your contact center infrastructure and Salesforce to create accurate forecasts, which are used to develop effective call center schedules, so you will always have the optimum number of agents to meet your SLA. With intraday tracking of trends, you can immediately adjust your schedules to meet your changing needs or respond to the unexpected.

# A Solution That Powers Success

With Vonage, Verint Monet and Salesforce you can develop an effortless customer experience and excellent agent efficiency, and now you can also use the insight that Vonage Contact Center for Salesforce provides to make sure you have agents with the right skills available at the right time.



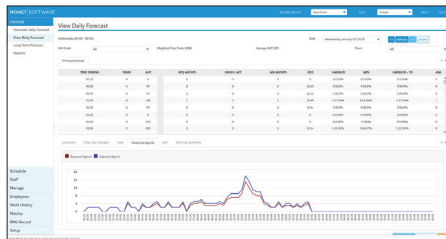
## Key Features

- **Forecasting** - Automated omnichannel forecasting (phone, case, email & chat) with agent requirements for desired timeframes in the future.
- **Scheduling** - Generate optimal staffing schedules that take into account agent availability, work rules, skills, holidays, breaks and service levels.
- **Intraday management** - Track your contact center operation in real-time, compare it to your original forecast, and easily modify agent requirements/ staffing needs.
- **Performance management** - Align your people, processes, and systems to your goals and objectives and transform your contact center performance from a reactive to a proactive approach.
- **Exception planning** - Simplify scheduling of agent exceptions such as holiday using the integrated exception calendar.
- **Real-time adherence** - Compare planned agent activity to actual activity throughout the day, making sure your agents are adhering to their schedules.

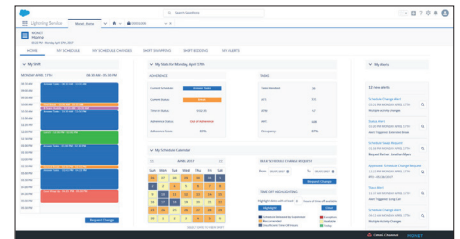


## Key Benefits

- **Optimize omnichannel support** - Fuse contact center infrastructure voice channel with Salesforce digital channels to optimize omnichannel support.
- **Improve forecasting and staffing requirements** - Use your historical contact center data to create accurate forecasts and optimal agent schedules.
- **Resource to meet your service level goals** - Provide the right number of agents, with the right skills to handle predicted call volumes to achieve designed SLAs.
- **Take action in real-time** - Use real-time agent adherence statistics to manage your teams as effectively as possible, giving you the best opportunity to meet service levels.
- **A single vendor advantage** - There's also the added benefit of purchasing a complete solution from a single vendor - easier purchasing, simpler supplier management and support model.
- **Start anywhere** - Whether your business is just starting to mature beyond the capabilities of a spreadsheet or if you are a large global company with multiple locations and sophisticated needs in customer engagement, Verint can deliver the solution that fits your needs. Through the combination of Verint and Monet, you now have the ability to start anywhere with our solutions and we will grow with you and your evolving business needs.



DAILY FORECAST VIEW



AGENT PORTAL IN SALESFORCE

## Contact Us

Vonage Contact Center for Salesforce powers customer engagement that transforms businesses globally. The award-winning cloud customer contact platform revolutionizes the way organizations connect with their customers worldwide, enabling them to sell more, serve better and grow faster.

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