

Monet

Workforce Management System:
Forecasting and Scheduling Intelligence



The Art of Workforce Management

Monet

Workforce Management System:
Forecasting and
Scheduling Intelligence

Innovative

Powerful

Innovating for success

From complete customer service solutions to the most advanced workforce management systems, the pace of technology innovation has been staggering, and Left Bank Solutions has constantly innovated for success, every step of the way.

Left Bank Solutions is always looking and moving forward to enable contact center companies worldwide to keep pace with changing realities and to optimize their workforce investments. Left Bank Solutions delivers extraordinary products and services that work for contact center businesses, but...

Do you know Left Bank Solutions is a pioneer in workforce management systems for small and mid-sized businesses?

Left Bank Solutions had discovered that no solutions provider was fully committed to developing workforce management systems for small and medium size contact centers. In reality, most systems targeted only large enterprise-scale operations and barely reached the mid-way mark in meeting the needs of the smaller sectors.

Left Bank Solutions is working to transform the way small and mid-sized contact center companies do business, and through a distinctive combination of

innovative technology and powerful features, we're optimizing critical workforce resources that translate into an increased business value for our customers and a better customer experience.

The Monet Workforce Management System is an innovative technology product that delivers power-packed features to improve customer service levels. Simple to use and surprisingly affordable, Monet is the sophisticated solution for efficient forecasting and agent scheduling in the real-world.

Who needs this?

You probably do. Whether you need to generate accurate forecasts, create agent schedules, create customized shifts to efficiently handle forecasted volumes or you need to respond to real-time fluctuating volumes, Monet automates these tedious processes with just a few clicks.

To ensure that you have the right information close at hand, this world-class forecasting and personnel scheduling program packs in features that you usually find in expensive large-scale enterprise systems costing 10 to 20 times more.

What to look for in Monet?

- Flexibility
- Robustness
- Affordability
- Performance



What can the **Monet Workforce Management System do for you?**

It can give your contact center the flexibility, efficiency and competitive advantage to make management of your critical workforce resources seem like fine art. It can help you to:

- Generate accurate forecasts.
- Improve productivity by scheduling the right agents to the right shifts.
- Make faster and better decisions with more complete or specific need-based data.
- Increase your business revenues by accruing quantifiable cost savings through a significant reduction of your center budgets.
- Improve customer service levels to better the customer experience while enhancing repeat business opportunities.
- Dramatically increase the employee morale to reduce employee turnover and directly impact the bottom-line of your business besides ensuring a more positive interaction with your customers.

What does the **Monet Workforce Management System actually offer?**

Introducing the most sophisticated and power-packed yet affordable solution for the workforce management of contact centers!

- Forecasting agent requirements on service objectives and transactional data.
- Determine the correct number of agents for each 15-minute period of the day.
- Respond to center volume fluctuations.
- Create schedules and customized shifts to handle forecasted volumes.
- Establish and maintain an employee database and assign agents to created schedules.
- Keep important employee data, like availability, ranking, skill set and other agent profile information.
- Build splits or agent groups, each with its own set of service objectives and guidelines.
- Try what-if scenarios to see how a change in volume would affect your center.
- Manage your center throughout the day with intra-day updates and make real-time changes to forecasts and agent schedules.
- Built-in data import feature that will work with all ACD or PBX phone systems.
- Costing of all forecasted agent shifts and agents schedules to produce center budgets.
- Monet's "Quick Data Builder" allows you to answer just a few questions and will build your centers' history allowing you to begin using all its powerful features within minutes of installing.

Left Bank Solutions' customers who are already experiencing the benefits of the Monet Workforce Management System are using it for forecasting and scheduling agents to handle inbound calls, outbound calls, emails, Internet messages, web callbacks and other back office processes.

Monet

Workforce Management System:
Forecasting and
Scheduling Intelligence

Performance

Intelligent

Application Benefits

- Reliable 15-minute slot forecasting
- Applies critical employee data criteria
- Builds splits or agent groups
- Improves productivity

Customer Service

- More time for direct customer service
- Better customer experience

Speed and cycle time

- Faster decisions
- Handles real time changes
- More efficient forecasting-to-deployment ratio

How does Monet give your business the competitive edge?

Left Bank Solutions' Monet Workforce Management System offers unprecedented and powerful features for the optimization of workforce resources. Additionally, Monet has been designed to be future-proof, and incorporates new and emerging technologies to give your business a distinct, leading edge over competition.

Have a look at these features that your business can benefit from.

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 including setting tolerance and abandonment thresholds.

Data Collection Features

Collect data from your ACD and build a historical database. Capture your center's workload and work time statistics.

Maintenance feature allows you to change, append, copy and report and data collected. Monet integrates with most major telephone system ACDs.

Forecast Features

Generate center forecast and agent requirements to meet service level objectives. Generate daily, weekly and

monthly forecasts with just a few clicks. See personnel requirements for each 15-minute period of the day. Create forecasts for holidays and seasonal volume by building separate data input files.

Scheduling features

Create agent shifts to meet forecasted volume and service level objectives. This feature allows you to modify, append, copy and report on schedules.

Employee Database Features

This feature will create an employee database from which employees can be assigned to create schedules based on skill level, rank, preference and availability.

Select paid and non-paid vacation time, create center budgets for workload handling.

What should you look for in Monet?

We've had 20 years of extensive, valuable experience in technology, telecom and the contact center business. Today, Left Bank Solutions is a pioneer in end-to-end solutions for the small and medium sectors of the contact center industry.

An in-depth understanding of the contact center business, critical customer feedback and our many years of experience have taught us to value:

Flexibility: How well does the workforce management system handle the various permutations and combinations of agent requirements and volumes? Does it respond to real-time fluctuating volumes?

Performance: How many agents can the



system assign? What is the reliability of the forecasting slot? What kind of speed and cycle time is guaranteed? How efficiently does the system use the employee database details?

Robustness: Is the system "hardy" when it handles any kind of forecasting and scheduling requirement, or does it work well only under controlled circumstances?

Scability: How well does the workforce management system scale to accommodate new agents, new schedules, new challenges?

Cost: Is the workforce management system compromising on performance in order to lower cost, or does it strike the right balance between quality and cost?

Now, try applying all these criteria to the Monet Workforce Management System. We are sure you'll find that Left Bank Solutions' Monet Workforce Management System offers you extraordinary performance, flexibility, robustness and affordability. That's what we call the Art of Workforce Management!

What are the pre-requisites for implementing Monet?

The Monet Workforce Management System utilizes the best of emerging technologies necessary for its world-class features. With Monet, there is no need for complex integration, drawn out implementation processes, and consultants. So, you can implement the system yourself within minutes and with relative ease.

The Monet Workforce Management System is available in two versions: the Monet MS-Access Version and the Monet MS-SQL Version.

Monet MS-Access Version

Processor	Intel Pentium or compatible 166-megahertz (MHz) or higher processor.
Operating System	Windows 98, Windows ME, Windows NT Workstation 4.0 with Service Pack 5 or later, Win 2000, Win 2000 Pro, Win XP and Win XP Pro operating systems.
Memory	Minimum of 32 megabytes (MB) of RAM. (64 MB or more is recommended. Additional memory may be required, depending on operating system requirements.)
Hard Disk Drive	44 MB of available hard disk space.
Display	CD-ROM drive. VGA or higher-resolution monitor.

Monet MS-SQL Version

Processor	Intel Pentium or compatible 166-megahertz (MHz) or higher processor.
Operating System	SQL Server 2000 Enterprise Edition and Standard Edition run on Microsoft Windows 2000 Server, Windows 2000 Advanced Server, or Windows 2000 Datacenter Server operating systems, Microsoft Windows NT Server version 4.0 service Pack 5 (SP5) or later, and Windows NT Server 4.0 Enterprise Edition with SP5 or later.
Memory	Enterprise Edition: 64 megabytes (MB) RAM; 128 MB recommended.
Hard Disk	Enterprise, Standard, Evaluation, Developer, and Personal Editions require: <ul style="list-style-type: none"> • 95-270 MB free hard disk space for the server; 250 MB for a typical installation.
Drive	CD-ROM drive.
Display	VGA or higher-resolution monitor.

Claude Monet, the great French impressionist painter, continues to influence the great modern exponents of abstract expression even today. His later works of art demonstrate innovative aspects and ground-breaking importance.

The Monet Workforce Management System draws inspiration from one of the greatest painters ever Claude Monet. This pioneering innovative technology product aims to modernize the contact center business.

To get the Monet advantage, call today: +1 310-207-6800

**Left Bank Solutions, Inc.
11777 San Vicente Blvd.
Suite 710
Los Angeles, CA 90049
USA**

Corporate Office

Left Bank Solutions, Inc.

11777 San Vicente Blvd.

Suite 710

Los Angeles, CA 90049

USA

Tel.: +1 310-207-6800

Fax: +1 310-496-2714

Email: sales@leftbanksolutions.com

www.leftbanksolutions.com

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