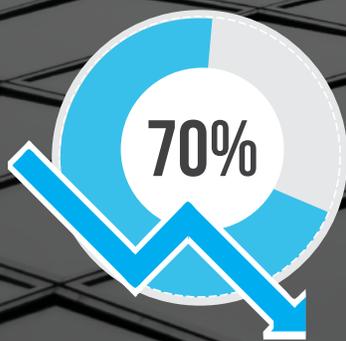# College Hunks Hauling Junk Boosts Schedule Efficiency, Lowers Call Spikes and Improves Agent Morale with Monet Software

70%

Time needed for schedules dropped by 70%

10%

5%

Abandon rate went from 10% to less than 5%

Based in Tampa, Florida, College Hunks Hauling Junk and Moving is the only national moving company that offers residential and commercial moving, junk removal, donation pickups and moving labor services through more than 100 franchise locations across the United States and Canada. For more than ten years, the company has helped customers transitioning through a life-changing event, or those that just need a quick and efficient service visit. College Hunks Hauling Junk prides itself on 100% client satisfaction from start to finish. And that effort begins at the call center.

The Opportunity and Challenge

In the beginning, the company relied on Excel spreadsheets for scheduling, bolstered by personal knowledge of typical call trends. It collected historical call volume data and used that as a guide to determine which weeks and months were more likely to be busy. However, this method made it difficult to forecast organic and new business call volume growth.

In addition, the company struggled to gain insight into and manage agent adherence. Schedule creation was also a time-consuming process and tracking agent requests presented another problem.

As a result, College Hunks Hauling Junk recognized the need for a solution that would provide a historical database of call volumes, as well as automating the assignment of agent shifts, and delivering an agent portal for schedule requests and easy-to-understand reporting.

Solution Selection

The quest for a better forecasting and scheduling solution began when the company reached the 50-agent mark. Tim Heidemann, the Director of the Customer Loyalty Center, had prior experience with several other WFM products. One of them was a dial-in system that he used to run their schedules from and the other was a higher end enterprise system.

Neither of those options seemed like the right fit for this Contact Center, so Tim reached out to contacts he had in the industry and did his own online research. Monet Software was one of the names that consistently came up, and when he saw that user satisfaction was high from existing Monet users, he requested a demonstration.

Over the next six months, CHHJ also evaluated several products based on reputation, price, and the ability to interface with their phone system and grow with the business in the years to come.

They wanted a system that would deliver a solid schedule and that had an easy to access interface for the agents. At the price point, Monet seemed to be the best solution with one of the more competitive. Based on these criteria, Monet Software was selected.

Once the Monet Software solution was implemented, the administrative time needed to develop agent schedules dropped by 70%. Call spikes were better managed, which helped to lower the call abandon rate from 8-10% to less than 5%.

10%

The company was also able to more consistently meet its service level objectives because of the real-time insight into daily activities provided by the system. That boosted agent morale as now requests could be handled more quickly, and schedules could be generated as much as two weeks in advance.

ABANDON RATE

5%

70%

Other important functions, such as callbacks to web leads and agent chat, were also managed more effectively through the Monet Software system.

"I'm very satisfied with Monet; I'm happy with the support I received and the product is living up to my expectations"

- Tim Heidemann, Director of the Customer Loyalty Center

About Monet WFO Live

Monet Software is a global provider of workforce optimization software solutions for call centers. Monet's cloud-based solution, Monet WFO Live, is an affordable and easy to use call center optimization software solution, which includes workforce management, quality monitoring, analytics and performance management. Call centers will start improving service levels and reducing center costs without the upfront expenses and IT requirements of traditional workforce software. With Monet WFO Live customers get all the benefits of Monet's WFO platform:

- Affordable: Low per user fee, minimal capital investment, no hidden costs

- Fast set up: Get started within 60 days, easy-to-learn and use

- Complete functionality: Workforce Management, Quality Monitoring, Analytics and Performance Management

- IT friendly: Secure and cloud-based, minimal IT management

- Proven results: Improved service levels, increased productivity and compliance

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