MASON Companies, Inc.

Boosts Schedule Efficiency and Adherence

with **Monet Software**

-90% ↓	**80%** ↑	**+7%** ↑
Administrative time reduced by 90%	**Schedule adherence increased from 60% to 80%**	**The number of calls per agent improved by 7%**

Mason Companies, Inc

Mason Companies is a family-owned business and began more than 100 years ago. Today, Mason is the largest mail order footwear company in the world and the 150th largest e-commerce retailer in the United States. Mason's catalog business includes: Auditions, Maryland Square, BA Mason, Masseys Credit, Mason Easy-Pay, K. Jordan, Stoneberry, Figi's Gifts in Good Taste, Figi's Gallery and an internet only site – ShoeMall.com.

Mason Companies remains committed to its customers, employees and the Chippewa Falls community where they are headquartered.

> " Monet Software is a quality solution for different spectrums of the call center that has made my time more efficient and has allowed me to provide more timely data to the leaders and agents I support. "

Keith Tietz
Workforce Management Specialist

The Challenge

As a thriving retail catalog company that has a call center with approximately 330 agents between two locations, Mason struggled to forecast and schedule efficiently and effectively using spreadsheets. Scheduling was done from scratch each week and was taking about 20 hours. Mason began to look at Workforce Management solutions early 2016, shortly after a Director was appointed to oversee the call center. The objective was to be able to forecast based on the fluctuation within the business day, and the ability to make schedule adjustments quickly.

Also, due to the nature of their business, Mason Companies deals with seasonal spikes where they must adapt staffing rapidly to deliver an outstanding customer experience. Consequently, Mason needed a flexible solution to fit the seasonality of their business.

In addition, Mason had to manage a culture change as their agents and leaders had no Workforce Management experience to the level of detail now provided by Monet.

The Solution

When looking for a WFM solution, Mason's main criteria was simplicity, ease of use and integration, and system communication between the phone system and WMT (Workforce Management Tool) as well as the performance in reporting, which is crucial to their business.

After exploring several WFM vendor solutions, Mason opted for Monet WFM since they could generate reports for Real-Time Adherence, build accurate forecasts and schedules with the ability to monitor and alert their agents as well as the ability to make on the fly adjustments to their schedules. As a true multi-tenant solution, Monet was perfect for adjusting to their seasonality spikes and thanks to the training and support provided by Monet, the learning process went smoothly for the managers and agents.

The Results

Soon after implementing Monet Software, Mason started to see positive results in scheduling more efficiently, the administrative time to develop schedules was considerably reduced. Prior to Monet, scheduling would take up to 20 hours per week. This has been reduced to approximately 2 hours per week. Scheduling was also improved as it is now scheduling in 30 minute increments reducing staffing variability during the day.

During the benchmarking phase in preparation for introducing schedule adherence, the contact center agents were averaging around 60% adherence. After implementing Monet, and introducing schedule adherence metrics and reporting to the contact center, the average moved to ~ 80% within 30 days.

In addition, over time, the number of calls per agent improved by about 7% due to better adherence and productivity metrics implemented.

Monet Software

Monet Software is a global provider of cloud workforce optimization software solutions that enable contact centers and help desks to deliver outstanding customer experience.
With a true cloud environment, Monet Software award-winning platform includes workforce management, call recording, quality assurance, and performance management and ensures flexibility, intuitive user experience, and reliability, resulting in increased productivity, service levels while reducing center costs.

For more information about Monet Software, please call 310-207-6800 or 888-456-4558 or go to
www.monetsoftware.com.