



With Monet, we were able to drop our scheduling time from 20 hours to 3 hours and professionalize our chat queue



Drop scheduling from 20 hours to 3 hours



Decrease the number of calls

Budget Energie is a fast-growing, Netherlands-based green energy supplier with 700,000 customers.

“ I feel that I can improve the company, but also make it more profitable. I use Monet for a lot of my set goals, and I trust this software fully. ”

Jasper Doornik
Workforce Manager at Budget Energie

Customer Success: Budget Energie



Jasper Doornik joined the company as a Customer Service Agent three years ago and currently serves as Workforce Manager. In this position, he has reorganized several key processes for Budget Energie's 80 call center agents, while preparing for an imminent expansion to 280 agents.

Before adopting Monet Software, Budget Energie was scheduling with spreadsheets, which was time-consuming and inefficient. Schedules could take as long as 20 hours to complete.

Jasper started using Monet Workforce Management after a brief five-day training and continued to explore its benefits on his own with the support of the company's Customer Success team.

As a result of introducing new metrics and implementing other changes designed to improve efficiency, it now takes just 3 hours to complete schedules. Jasper also managed to professionalize the contact center's chat queues to decrease the number of calls.

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