



CUSTOMER SUCCESS

Catalina Express

Catalina Express Boosts Efficiency and Lowers Abandoned Calls with Monet Software

20% ↑

Service levels rose from 69% to 83%

30s ↓

Average speed of answer dropped from 1 minute to 30 seconds

Catalina Express began in 1981 when three Catalina Island residents realized the need for fast, reliable transportation to and from the island. In its first year of service, the company operated with one 60-passenger vessel. Today, Catalina Express offers up to 30 daily departures on eight high-speed vessels, operating from Long Beach, San Pedro, and Dana Point. Today, more than 28 million passengers have set sail to Catalina Island aboard Catalina Express.

“ You need to dive into the Workforce Management Solution and stretch your legs to get the return on investment you want to obtain. ”

Steven Jones

Workforce Manager at Catalina Express

Customer Success: Catalina Express



Steven Jones is the company's Workforce Manager. Five years ago, he helped introduce the Monet Software Workforce Management solution to the call center and trained his team and the agents.

Since then, he has been using Monet daily and has proven to be a tremendous asset to the company.

"Forecasts were just way off before Monet, and a lot of them weren't adjusted to our operations" Steven recalls. "When we started feeding Monet with the right food, it behaved the way it was expected".

One of the proudest moments for Steven was when he started diving into what Monet could really do for the call center, and began to improve the performance as a whole. For instance, when they began utilizing Monet their service levels rose from 69% to 83%. Their average speed of answer also dropped from one minute to 30 seconds.

In addition, Catalina Express could now manage their call spikes better. Previously they would last up to 4 hours; with Monet, they stopped after 15-20 minutes.

If Steven had to give a tip to his peers, it would be not to be afraid to experiment with what works and what doesn't for your call center. "You need to dive into the program and stretch your legs to get the return on investment you want to obtain."

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