CMS

With Monet, we improved service levels by 5% in just 6 months and are able to better manage call volume spikes

5% ⬆

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by 5% in just 6 months**

Continental Message Solution (CMS) is an award-winning call center and live answering service that serves the communication needs of clients worldwide.

CMS handled scheduling for 70 agents manually in the beginning, issuing set schedules with specific agent shifts. It was a time-consuming process that led to repeated instances of overlapping, as there was a lot of guesswork about when the call center would be busy.

But that was before Monet Software, and scheduler Kelley Adkins.

> " It's been nice to see a system that shows us exactly where our high and low call volumes are and to be able to take people's shifts and adjust them day to day to fit where we actually need them. Especially since we have 150 agents now. "

Kelley Adkins
Scheduler at Continental Message Solution (CMS)

Customer Success: Continental Message Solution (CMS)

Kelley began training with the Monet implementation team. She described the process as "smooth" and "quick."

"It's been nice to see a system that shows us exactly where our high and low call volumes are and to be able to take people's shifts and adjust them day to day to fit where we actually need them," Kelley said. "Especially since we have 150 agents now."

After just half a year as a full-time scheduler, Kelley is proud to have improved the service level of the company. "We want 80% of our calls answered within 45 seconds or less. Last year, before I took over, we were under this goal and this year not only the objective has been met, but the percentage of calls answered during this timeframe has gone up by 5%."

With the help of Monet Software and Kelley's hard work, no doubt CMS's customer service is outstanding.

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
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