

CUSTOMER SUCCESS



12.5% ↑

Increased adherence levels
from 77.1% to 86.8%

Unitil Corporation is a public utility holding company with operations in Maine, New Hampshire and Massachusetts. Together, Unitil's operating utilities serve approximately 105,000 electric customers and 81,300 natural gas customers. Unitil provides energy for life by safely and reliably delivering natural gas and electricity in New England. We are committed to the communities we serve and to developing people, business practices and technologies that lead to dependable, more efficient energy.

“ With Monet, we improved adherence levels from 77% to 87% in a few months and are able to provide the best phone coverage at any given time of the day. ”

Sarah O'Regan

Customer Relations Quality Assurance Specialist

Customer Success: Unitil

Sarah O'Regan oversees coordinating, implementing and communicating schedule adherence to the customer service representatives (CSR) and management team at the company's call center.

Before using Monet, Unitil relied on a different WFM system that would send a PDF to the scheduler, who would spend countless hours each week putting together a forecast for the next week and guessing how many calls they would have per day.

Sarah began using Monet as a CSR. When she took over the scheduling position, she was able to use the adherence tools in Monet to increase adherence levels from 77.13% in October 2017 to 86.8% in February 2018.

She achieved these results by implementing the email alert function to allow the CSR to be more engaged in the company's adherence goals, levels and what they can do on a daily basis to improve.

If Sarah had to give a tip to her peers, it would be to utilize all the resources at your disposal. Also, it's important to take some time on your own to get to know how the WFM system works, learn each feature and what it does. In other words, play around!

“ The forecasting is accurate and allows me to alter schedules, breaks and overtime according to the call volume and spikes for certain time frames; it's easy to see where the adjustments need to be made to provide the best phone coverage at any given time of the day. ”

Sarah O'Regan

Customer Relations Quality Assurance Specialist

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