

Club Med

Customer Success Story

Opportunity

Club Med specializes in all-inclusive holidays at over 60 resorts around the world. Club Med relied on spreadsheets for scheduling agents and forecasting, which was extremely time-consuming and not reliable.

They utilized a home base program for their contact center agents who wanted to see their schedules, meaning schedules were printed and distributed every week to approximately 100 agents in three different sites (Portugal, Canada, and the United States), including their sales, service, and back office teams. It could take up to three weeks to complete their schedules.

Solution

As with many call centers using spreadsheets, Club Med's primary objective was to implement software that would make scheduling and forecasting easier.

Jesse Holder started as a Workforce Management Specialist two years ago. Verint Monet Workforce Management was implemented shortly before he started. He found the solution easy to use and navigate and started learning it by himself before his official training.

Benefits

With Verint Monet Workforce Management in place, Club Med significantly improved its abandon rate. When Jesse Holder took over in 2016 the abandon rate was 28%; with the help of Verint Monet, it dropped to 5%, thus meeting Club Med's established goal. Since then, the abandon rate has been maintained at this number.

Service levels improved by 6% and they saw an improved conversion rate. Since the conversion rate increased, more calls led to a transaction.

Satisfied with the results and efficiency obtained by Jesse Holder and the Verint Monet Workforce Management solution, Club Med has expanded the use of the solution into their Brazilian office.

"After having Verint Monet, we can never go back. It's a very intuitive solution to use, especially the way the exports are done. It makes everything easier."

-Workforce Manager Specialist, Jesse Holder

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Solutions

Verint® Monet
Workforce Management™



Industry

Tourism



Region

EMEA, France

Results

- Abandon rate dropped from 28% to 5%
- Service levels improved by 6%
- Conversion rates improved