Opportunity

GECU, a credit union with a contact center staffed by 85 agents, selected Verint Monet cloud-based Workforce Management to boost its customer service levels and reduce operational costs. GECU’s main goal was to deliver better member service with fewer resources while also getting better insights into their contact center operations. Additionally, GECU was looking to:

- Increase individual and departmental productivity
- Improve service levels
- Decrease agent available time (idle time)
- Improve the accuracy of staffing projections (daily and yearly)
- Implement a reporting option that integrated with their CMS system

Solution

GECU conducted a very thorough software selection process, including formal RFP, vendor responses review, product demos, due diligence process, and vendor comparison study. During the selection process, GECU reviewed traditional on-premises software packages as well as different web-based cloud service companies. After careful consideration, GECU came to the conclusion that Verint Monet was the best option for the following reasons:

- Reduced IT investment and admin resources
- Low implementation service fees
- Affordable per user license model
- Technical support for configuration on CMS interface
- Post-implementation training
- Available reporting tools
- Robust yet easy to use interface
- Level of expertise and customer care of employees

Results

- Unscheduled breaks immediately reduced by 30%.
- Call volume spikes were better managed, which in turn allowed them to sustain an abandon rate of 3.72% with 3 less full-time agents.
- Administrative time to develop agent schedules was lessened by 33%
“Now that we have brought Verint Monet in, we are able to push the envelope with handling time and scheduling. Not only has it saved us costs from an administrative perspective, it also greatly helped us with agent head count. We were able to reduce our number of agents by 14 thanks to more effective scheduling and forecasting.”

-Joshua Gomez, Assistant Vice President-Contact Center, GECU

Benefits

Verint Monet Workforce Management delivered the functionality that GECU desired to achieve its goals. Forecasting and scheduling resulted in a 30% reduction in unscheduled breaks. Costly overtime scheduling was reduced, while call volume spikes were managed more easily. Today, the credit union’s quality and service levels rank in the top 97% tier of their peers. One GECU executive reported that the system paid for itself after just a few months, with three years of subscription costs offset by savings in salaries, overtime and administrative costs.

Since Verint Monet is delivered as a cloud-based solution, the implementation and setup was completed within two months. This significantly reduced the investment in hardware, software, and resources.

GECU’s compliance and IT requirements were met through these reliable, safe, functional, accepted, and verified solutions.