

Snap Finance

Opportunity

Snap Finance is a rapidly growing digital-finance company that specializes in providing consumer financing and rent-to-own purchase options. This company is technology driven; the IT platform is the backbone for running their operations and is critical to driving cost efficiency. With over 10 years of experience in the financial industry, Snap provides merchandise financing to brick and mortar as well as e-commerce merchants.

With over 400 agents who handle customer service and collections, split into two locations (Utah, US and Costa Rica), it was very difficult for Snap Finance to track productivity, forecast and avoid scheduling errors. It was time to look for their first workforce management solution.

Solution

As Snap was rapidly expanding, it exacerbated the issues they were having with spreadsheets such as managing skill-based routing, scheduling around peak times and tracking schedule adherence which resulted into frequent overstaffing or understaffing and missing service level goals.

After exploring several workforce management solutions, Snap selected Verint® Monet Workforce Management™ because it fulfilled the company's need for a robust cloud-based system and was a good fit for a midsize contact center such as Snap. From a pricing perspective, Verint Monet offered the most competitive option.

Additionally, Verint Monet Workforce Management provided a seamless integration to Snap's telephony system which made things easier to aggregate their data across the different channels.

Customer Success Story



Solutions

Verint® Monet Workforce Management™



Industry

Banking/Finance



Region

Americas

Results

- Improved schedule adherence
- Minimized shrinkage
- Saved 100 FTEs

“When you are looking at WFM solutions, you are thinking about budget and the ability to track down hours because 80% of the contact center’s budget is headcount. Consequently, you need to have a handle on what your workforce is doing and have them in the best place at the best times. This is what we were looking for and this what Verint Monet helped us achieve.”

-Adam Christensen, Director of Resource Management, Snap Finance

Benefits

Since implementing Verint Monet Workforce Management, Snap has been able to optimize scheduling and has been able to bring more schedule adherence into their business. Agents are now expected to follow their schedules to deliver a better customer experience.

Furthermore, Verint Monet Workforce Management provided valuable insight to agent’s shrinkage and gave Snap the means to measure it. Thanks to this metric in one place, Snap was able to track it and minimize it to be successful.

Eventually, Snap was able to cost avoid 100 additional agents thanks to Verint Monet which represents 20-30% of cost savings on the overall contact center budget.

The Customer Engagement Company™

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