



**Optimize agent
schedules**



**Increasing the
production of the staff**

Omnnicell is a leader in medication and supply dispensing automation, central pharmacy automation, IV robotics, analytics software, and medication adherence and packaging systems. The company focuses on improving care across the entire healthcare continuum—from the acute care hospital setting to post-acute skilled nursing and long-term care facilities, to the patient’s home.

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Optimization of the staff is key. The more flexible your agents are willing to be, the better it helps you to use the Workforce Management Software.

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Crystal Frye
Workforce Optimization Analyst

Customer Success: Omnicell

Crystal Frye has been working for Omnicell for ten years. She started as a Customer Service Support agent and now serves as Workforce Optimization Analyst. In this position, she supervises 80 agents, manages three technical assistance centers in three different states, and is responsible for daily forecasting, staffing, PTO approvals, adherence monitoring and roster generation.

Crystal participated in the implementation of Monet Software when she was a Team Lead at Aesynt, later acquired by Omnicell.

Before using Monet, forecasting and scheduling were done manually with spreadsheets. Even though she did not have any experience with Workforce Management software, Crystal found Monet WFM easy to learn and use, especially with the help of her Implementation Manager.

Crystal also helped bring Monet WFM into Omnicell when they acquired Aesynt. At this time, Omnicell also used spreadsheets for forecasts and schedules; Crystal was already familiar with WFM best practices, what they improved, and what needed to be changed.

Thanks to Monet WFM, Crystal has been able to optimize agent schedules and to achieve more with less. Additionally, the real-time adherence feature has been key to increasing the production of their staff as it makes everyone accountable to reach their goals and maintain them.

If Crystal had to give some advice on using a Workforce Management system, it would be to let the software assist you in where you need to staff your people.

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