



Region

Americas



Solutions

Verint® Workforce
Management™
Professional



Industry

Healthcare

Results

- Optimized agent schedules.
- Increased staff productivity and goal attainment.

Opportunity

Omnicell 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.

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.

Frye participated in the implementation of Verint® Workforce Management Professional™ when she was a team lead at Aesynt, later acquired by Omnicell.

Solution

Before using Verint Workforce Management Professional, forecasting and scheduling were done manually with spreadsheets. Even though she did not have any experience with workforce management software, Frye found Verint Workforce Management Professional easy to learn and use, especially with the help of her implementation manager.

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.

– Crystal Frye, Workforce Optimization Analyst, Omnicell



Frye also helped bring Verint Monet Workforce Management Professional into Omnicell when it acquired Aesynt. At the time, Omnicell also used spreadsheets for forecasts and schedules. Frye was already familiar with workforce management best practices, what they improved, and what needed to be changed.

Benefits

Thanks to Verint Workforce Management Professional, Frye 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 productivity of the company's staff as it makes everyone accountable to reach their goals and maintain them.

Part of Verint Customer Engagement Cloud Platform

Verint Workforce Management Professional is part of a patent-protected portfolio of cloud solutions for building enduring customer relationships. With a full set of solutions for digital-first engagement, Verint helps the world's most iconic brands efficiently connect work, data, and experiences to consistently deliver differentiated experiences at scale.



Learn more about
Verint Customer Engagement Solutions at
www.verint.com/engagement

The Customer Engagement Company™

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