



20

No. of  
Employees

5

Hours Saved  
Per Week

1

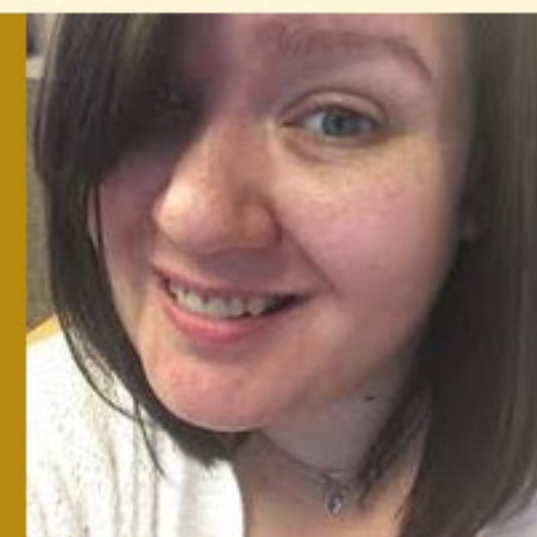
Streamlined  
Communication  
System

# How a Call Center used When I Work to Foster a New Sense of Accountability with Employees

Life Safety Monitoring is a provider of two way voice medical alert system monitoring for independent PERS dealers.

*"It saves me time, aggravation, and is incredibly simple to teach to new employees! I can make schedules months in advance and never have to worry that people don't know when they are supposed to be at work."*

*– Ashley Massart , Central Station Manager*



Life Safety Monitoring is a provider of two way voice medical alert system monitoring for independent PERS dealers. Prior to using When I Work, Life Safety Monitoring was using Microsoft Word to create the schedule and hang it up in the dispatching center, now employees can access the schedule wherever they are. Switching to When I Work allowed them to switch from a fixed schedule to a rotating schedule in order to give employees every other weekend off. When I Work is easy to use, for both herself and staff, which saves them both time. The ability of having employees acknowledge shifts has fostered a new sense of accountability and allowed employees to take ownership of their schedule. Her team also likes that the chat feature makes it easy to talk to everyone at once keeping everyone on the same page.

Products Used



SCHEDULING



TEAM MESSAGING