



# Frontline Communications

Attracting and retaining hourly employees is one of the biggest challenges businesses face today. One of the top reasons employees leave their jobs is poor communication with their managers. Modern, consistent communication can boost employee engagement, build trust and transparency, and increase retention.

## THE LEGION SOLUTION

### Unlock the Power of Digital Communication

Legion Frontline Communications dramatically improves the experience of frontline hourly workers by providing modern, schedule-aware communications that create trust, transparency, and engagement.

### Drive Higher Employee Engagement

Frontline Communications empowers employees with an easy-to-use mobile app with built-in Chat, Newsfeed, Announcements, Polls, and Surveys. Companies can communicate with frontline employees about store closures, share polls and surveys, and more while controlling off-clock activities. By sharing kudos and other updates, they can build corporate culture and empower employees with direct information from headquarters.

Polling and Survey capabilities enable managers to consistently listen to employees by conducting quick pulse surveys to get immediate feedback on employee sentiment and reduce avoidable attrition. Surveys and Polls make it easy for you to gather real-time feedback on employee satisfaction—using the same mobile app and communication tools they use daily.

#### Related Products

- Automated Scheduling
- Time and Attendance
- Legion InstantPay
- Performance and Rewards
- Strategic Insights

#### Integration Requirements (Pre-Built Integrations)

- Import employee details (e.g., names, badges, job titles, home locations, location permissions).
- Non-Legion Time & Attendance users can import clock data for off-the-clock controls.

### Build Trust with Compliant, Transparent Communications

Legion Workforce Management (WFM) enables intelligent automation and frees managers from manual tasks, removing barriers previously preventing companies from providing modern communication tools to the frontline. Communication rules can be set through configurable policies based on your organization's hierarchy and granular permissions. Administrators get powerful moderation tools to isolate and resolve improper use of communication tools quickly.


### High Adoption Drives Value

Frontline Communications leverages policies, organizational hierarchies, roles, and permissions already set up in Legion WFM, enabling faster rollout because a new app or IT project isn't required. The solution is highly adopted because hourly employees access the communications tools in the same Legion mobile app they use to view schedules, swap shifts, track time-off requests, or clock activity.

## Amplify Your Communications With Newsfeed

- Replace or complement in-store message boards and reach employees where they are.
- Build culture by sharing company news, leadership communications, and top-performer recognition.
- Utilize Generative AI Messaging Assistant to improve the speed and quality of field communications and create post content with AI-assisted authoring and corrections.
- Share policy and health updates to all field locations, specific locations, or targeted roles.
- Measure reach with reports on posts, views, comments, and reactions.
- Set view, post, and edit permissions by role and enable or disable post reactions and comments.
- Create Newsfeed posts for immediate distribution or schedule posts to appear or expire on a future date.

### Create Post ✕

 **John M.**  
📍 Chicago Loop

Promotion Celebration  
Recognition Appreciation

**B** *I* U ☰ ☰ ☰ ☺

Your message

Generate a message of appreciation for all the hard work that my team has put into the past week.

Tone **Professional** ▾ Length **Short** ▾

This is powered by AI, surprises and mistakes are possible. [Learn More.](#) 🌟 Generate **BETA**

👍 💬 📅

Cancel Post now ▾

## Target Your Message with Announcements

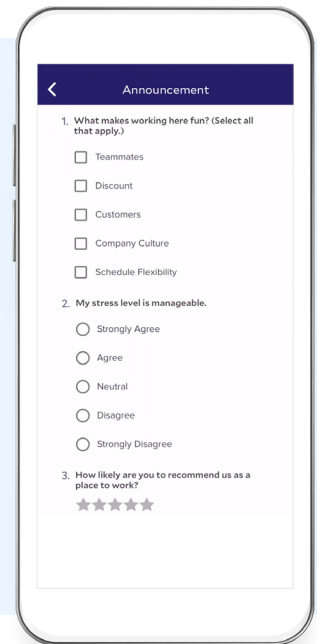
- Target messages to groups of employees based on work role, job title, location, badge, and more.
- Configure Dynamic Employee Groups that automatically update recipients as employees are hired, terminated, and transferred.
- Report on whether employees viewed, liked, or acknowledged the message.

## Support Group or One-To-One Messaging With Chat

- Facilitates employee/manager interactions when they can't meet face-to-face.
- Enables employees to contact each other in a secure, auditable channel.
- Allows you to define specific recipients or use pre-defined communication groups by roles, locations, and titles.
- Lets you snap and attach photos easily.

## Optimise Employee Experience with Polls and Surveys

- Through polls and surveys, employees can give feedback and make their voices heard by management.
- Managers can create single-question polls on Newsfeed to get a quick pulse of employee sentiment or share fun questions to engage employees.
- For deeper insights, managers can develop multi-question surveys and use announcements to share them with a targeted group of employees.
- Anonymous feedback creates a safe space for employees, and all surveys can be marked anonymous to protect employee privacy.



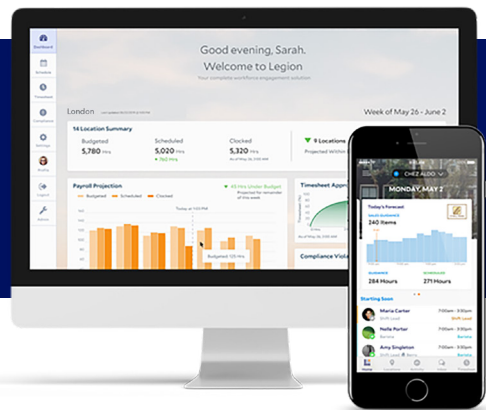
## Powerful Moderation Tools

- Businesses can restrict viewing (when an employee isn't working) of any or all communication channels and require associates to explicitly opt-in to view communications outside of work hours.
- Managers can override off-the-clock controls to send urgent messages to employees even when they're off the clock.
- Moderators can access "Moderation Hub" and receive notifications when employees report content.
- Post edits and moderation actions are logged to provide audit trails.

## Benefits

- **Achieve higher engagement** by empowering employees with flexible scheduling and intuitive self-service capabilities, all without the need for a new app download.
- **Improved compliance with** real-time schedules and clock awareness that enforces communication policies and off-clock rules.
- **Enhanced policy and permission enforcement** using embedded user roles, permissions, and placement in the organizational hierarchy
- **Complete reporting and analytics** on employees' views, clicks, likes, and comments.
- **Powerful moderation tools** quickly isolate and resolve improper use of communication tools.
- **Seamless on/off-boarding** through a unified process with communications built into Legion WFM.
- **Capture the pulse of employees** with one-question polls or multi-question surveys to gain actionable data on engagement and satisfaction.

[Request a demo](#) to see Legion Frontline Communications in action. Learn more about how we can help you transform how you communicate and engage with employees across your organization.



## About Legion

Legion Technologies delivers the industry's most innovative workforce management platform. It enables businesses to maximize labor efficiency and employee engagement simultaneously. The award-winning, AI-driven Legion WFM platform is intelligent, automated, and employee-centric. It's proven to deliver 13x ROI through schedule optimization, reduced attrition, increased productivity, and increased operational efficiency. Legion delivers cutting-edge technology in an easy-to-use platform and mobile app that employees love.