



## SOLUTION BRIEF

# Automated Scheduling

What could go wrong with an accurate forecast and optimal labor plan in place? It turns out a lot when it comes to employee satisfaction and retention.

Traditionally, managers are given a forecast and expected to create a schedule that meets business needs, stays within defined budget or scheduling rules, and satisfies employees' preferences. It's a nearly impossible, time-consuming task. And adopting legacy scheduling solutions can also be problematic because managers aren't comfortable with automatically generated schedules that they can't adjust. Often, the end result is schedules that miss the mark and potentially negatively impact retention.

Retention is not a new challenge in retail, with its notoriously high turnover rates and legacy of low-paying, highly demanding jobs. Today, a key component of any retention strategy is providing shifts that best fit their schedules and preferences. A recent survey found that 59% of hourly employees responded that scheduling issues were the main reason (besides pay) they would quit a job.

But, it's difficult for companies to balance varying business needs and accommodate employee requests for schedule flexibility. Almost half (48%) of the managers surveyed said they struggle every day to create schedules that match employee preferences and availability with their business needs.

The war for talent is raging. The best way to win is by providing flexible, predictable schedules that satisfy employee and business needs and tools that empower employees to manage their schedules.

*Legion Automated Scheduling takes care of labor operations, so managers can focus on managing the business, increasing sales, and creating a culture that retains employees.*

## THE LEGION SOLUTION

### Generate Better Schedules

Why spend excessive time creating schedules that don't meet your business needs or make employees happy? Legion's cutting-edge Artificial Intelligence (AI) processes hundreds of permutations, learns constantly, and is built using precise ML-generated demand forecasts. With Legion Automated Scheduling, you can eliminate the guesswork and automatically generate schedules that best align with business and employee needs – all with one click.

The Legion scheduling engine automatically applies rules and constraints such as scheduling policy rules, minor laws, meal and rest breaks, availability, and work role assignments. And, managers automatically receive warnings if an edit they make violates any configured rules.

Managers can copy schedules from a previous week to a new week using the existing employee assignments or as open shifts to be assigned later, reducing the cost and effort required to manage schedules.

When managers have confidence that coverage and compliance are right and employee needs are met, they can focus on driving revenue, creating a culture that retains employees, and delivering excellent service to its customers instead of focusing on administrative tasks.

### Continuously Improve Schedules Automatically

Automated Scheduling continuously improves schedules, incorporating and learning from the good edits managers make.

A weighted score helps managers assess if a schedule meets their objectives, and with dashboards and tools, managers can see if their edits are improving or reducing the schedule quality. For example, they can see how the schedule scores against the business's key goals, including accuracy at peak times, accuracy at non-peak times, compliance, budget, or meeting employees' availability needs.

Only modifications that enhance the schedule score and do not violate any configured rules are incorporated going forward, based on a better understanding of what the manager wants.

As a result of using Legion AI-based Automated Scheduling, SMCP, a luxury retailer, saw a **50% reduction in time spent creating and maintaining schedules**, from 7 hours to 3, with no more scheduling outside of employee availability. The time now spent in talent development or training. And SMCP saw a **22% increase in manager-driven sales**.

SMCP

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*‘There’s not an employee that’s not **in love with Legion**, and **especially the app** because [employees] didn’t have that visibility and ability to start seeing what other shifts are available themselves instead of asking a manager before.’*

Executive Director of Information Systems,  
NATIONAL CONVENIENCE STORE CHAIN

## Easily Manage Unexpected Changes

Life is unpredictable, but the right tools make it easier to manage change. Employees call out or miss shifts. Using Artificial Intelligence (AI), Automated Scheduling helps you find the right employees to fill open shifts and roles. Managers can prioritize shifts to fill the most critical ones first, and employees can be shared across locations.

Automated Scheduling makes managing the unexpected easy through Employee Self-Service capabilities powered by the same AI technology used to generate schedules. It fully automates the process to approve swaps and generates targeted offers for best-fit employees to cover open shifts. While legacy workforce management solutions simply send the requests to managers and have them deal with them, Automated Scheduling eases the burden on managers so they can focus on driving revenue and retaining employees.

## Provide Schedule Empowerment to Employees

The most significant factor in retaining hourly employees isn’t just higher wages. Providing them with predictable schedules and gig-like flexibility to pick up extra shifts that meet their preferences is equally or more valuable. And, having satisfied employees who like their schedules can improve their effectiveness, attitude, and well-being. A perfect-match schedule is the foundation of a good job and leads to better retention and excellent customer service.

Companies that use manual or legacy solutions may produce schedules that don’t meet the employee’s needs and are posted inconsistently. Employees may be unaware of changes and have to go to the store just to get their schedules, creating a negative experience.

With Legion, employees can share their preferences on when, how much, and where they work. They can easily access their schedules, request changes, pick up shifts at other locations, swap shifts, receive and respond to open shift requests, and request time-off in the Legion mobile app. And, to meet predictability requirements and improve the employee experience, schedules are posted at a set time. All affected employees are notified of changes, eliminating delays and lost communications.

## Key Features

- Legion AI curates shift offers based on preferences, skills, and compliance factors in seconds
- Schedule Score helps managers assess schedule quality and meet the factors most important to the business
- AI-generated scheduling engine learns based on manager edits and continuously improves
- Preloaded compliance templates help manage your compliance rules automatically across all stores and locations
- All information for creating schedules is summarized and viewed in one centralized place
- Schedules can be copied forward to a new week with existing employee assignments or as open shifts

## Benefits

- **Automatically matches preferences with business needs** – Employees indicate their scheduling preferences, and Automated Scheduling intelligently matches their preferences to your labor requirements – 96% of the time
- **Increases coverage with workforce sharing** – Employees indicate the locations they can work, which adds variety to employees' work lives while filling coverage gaps and enlisting last-minute help
- **Minimize compliance risk** – Factor in labor compliance rules and business policies automatically and ensure predictable schedules
- **Schedule the best employee for the job** – Identify and schedule top performers during peak periods or special events, and schedule employees across multiple locations with built-in productivity metrics
- **Employee schedule empowerment** – Attract, retain, and empower hourly employees by giving them more input into their schedules, better communication tools, and schedule flexibility

[Request a demo](#) to see Automated Scheduling in action. [Learn more](#) about how Legion can help you increase labor efficiencies and create a great experience for your employees.

## About Legion

Legion Technologies' mission is to transform hourly jobs into good jobs. The company's industry-leading, AI-powered workforce management (WFM) platform optimizes labor efficiency and enhances the employee experience simultaneously – at scale. The Legion WFM platform has been 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.