LEGION

Retail Scheduling Software

A Buyer's Guide

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Introduction

Retail scheduling has significantly transformed in recent years, driven by technological advancements and changing workforce dynamics. Traditional manual methods have been replaced by AI-powered workforce management systems that incorporate real-time demand forecasting, labor optimization, and compliance automation. These solutions allow retailers to create schedules that adapt to changing customer demand while accommodating employee preferences and availability. Features like self-service tools for swapping shifts, claiming open shifts, and setting work preferences, mobile apps, and gig-like flexibility empower frontline employees, enhance engagement, and reduce turnover—helping retailers address the challenges of high competition and evolving consumer expectations.

Managing an hourly workforce in today's dynamic environment requires more than assigning shifts. It demands precision, adaptability, and employee-centricity. A perfect schedule isn't just about shifts—it's about seamlessly aligning business needs with employee skills, preferences, and compliance requirements. Getting it wrong can have significant implications for managers and employees.

A recent study found that greater schedule flexibility lures hourly workers to new job opportunities. When asked what top three incentives, besides pay, would drive hourly workers to take a new job, almost 60% said the "flexibility to pick up extra shifts and swap shifts." Other top drivers were the "ability to easily give schedule input" and "greater transparency into how shift assignments and hours are given." Having the capability to deliver schedules that meet both the business's and employees' needs is a critical part of retaining employees and attracting fresh talent.

This guide is designed to provide insights into selecting suitable scheduling software for retail stores that can address retailers' challenges with scheduling and staffing requirements.

The Challenges of Retail Scheduling

While increased flexibility appeals to consumers, it introduces various workforce management challenges:

Inconsistent Staffing: Different channels have different peak times and customer flows. Integrating online and offline channels requires coordinating schedules across various customer touchpoints, which, if not appropriately managed, often leads to overstaffing or understaffing, affecting service levels and labor costs.

Cross-Channel Integration: A seamless customer experience across all channels requires staff to be properly trained and scheduled to perform effectively in all areas.

Optimize Employees Across Locations: With the ongoing labor shortage, retailers must optimize capacity and share employees across locations to fill gaps in the schedule. This approach provided employees with greater schedule flexibility and earnings potential. By allowing them to choose their primary work location and additional sites, retailers help employees better balance personal and work commitments.

Skill-Based Scheduling: Different roles or channels may require distinct skill sets. For instance, employees in distribution centers must be adept at inventory management and logistics, while in-store staff need strong customer service skills.

Unexpected Demand Fluctuations: In the omnichannel era, consumer behavior is increasingly unpredictable, leading to sudden demand surges or decreases that complicate scheduling.

Real-Time Changes: Online channels can create potential demand and staffing challenges during hours when stores are closed, requiring a system that can automatically adjust in real time to meet these fluctuations.

Outdated Legacy Scheduling Systems: Traditional scheduling systems may struggle to manage the complexities of omnichannel retail, which can result in inefficient manualworkarounds, errors, or a lack of manager trust in the system.

Unique Staffing Requirements Across Channels

- **In-Store:** Brick-and-mortar stores require personnel knowledgeable about products, skilled at face-to-face customer interaction, restocking and merchandising, and capable of managing cash registers. Staff schedules must account for various roles, such as cashiers, stock room, customer service representatives, and store managers, while also considering peak hours, staff breaks, and unexpected absences. It is also important to align employees to roles based on their skill level. Newer employees can be scheduled during slower periods, while highly skilled employees can be scheduled during peak periods. Effective training is also essential to ensure staff can handle in-store technology and provide excellent customer service. Achieving this balance is difficult without retail scheduling software.

- **Distribution Centers (DCs):** DCs require staff skilled in inventory management, warehousing, packing, and shipping. They are crucial for product selection, packing, and dispatching, particularly during peak demand periods like sales or the holiday season. DCs often operate 24/7, requiring around-the-clock coverage.

- **Online Channels:** Staff must have skills in customer support via chat, email, or phone, as well as order management, and they often need to be technologically savvy.

The Role of Workforce Management (WFM) in Automating Forecasting and Scheduling

Intelligently automated workforce management software allows the creation of optimal schedules that seamlessly match business needs with employee preferences and skills. This eases manager burdens, increases employee retention, and assists **retailers** in addressing the challenges and requirements of delivering a frictionless experience across all retail touchpoints. Key functionalities include:

- **Data-Driven Forecasts:** AI-powered workforce management tools use historical data, trends, weather, and more to forecast demand and predict future staffing needs across all channels. A more accurate forecast improves scheduling, ensuring the right number of employees with the appropriate skills and availability are scheduled at the right time.

- **Automated Scheduling:** Modern WFM solutions enable intelligent automation to automatically generate optimal schedules that match business needs with employee preferences and skills, including the most qualified employee for a shift based on skills, performance, labor and compliance rules, and budget constraints. For example, 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 share employees across locations.

- **Labor Optimization:** Tools that automatically create optimized labor plans enable retailers to deliver a consistent and high-quality customer experience across all touchpoints while managing labor costs and ensuring compliance with labor laws. As the retail landscape evolves, an adaptive and data-driven WFM solution becomes even more crucial.

- **Real-Time Adjustments:** Workforce management tools that use machine learning to adjust schedules based on unexpected changes in demand, employee availability, and absenteeism minimize the impact and potential of understaffing. Intelligent automation enabled by modern WFM makes it easy to meet predictability requirements, improve the employee experience, and ensure schedules are posted at a set time, notifying all affected employees of changes to eliminate delays and miscommunications.

- **Employee Self-Service:** Many workforce management solutions allow employees to manage their schedules, reducing administrative burdens and improving employee satisfaction. For example, employees can share their preferences on when, how much, and where they want to work. Providing a modern mobile app makes it easy to access schedules, request changes, pick up shifts at other locations, swap shifts, receive and respond to open shift requests, and request time off.

- **Compliance Management:** Workforce management systems should automatically track state, federal, and local labor regulations, policies, and union rules to ensure schedules are compliant and all compliance requirements are met and reported on.

- **Integration with Other Systems:** WFM solutions must integrate with other systems, such as HR, payroll, task management, and point-of-sale (POS) systems, to provide retailers with a unified view of operations and simplify data management.

What is Needed to Create Perfect Schedules?

For employees, a perfect schedule means flexibility, fairness, and satisfaction. It considers their work roles, certifications, preferred shifts, and availability, allowing them to maintain a better work-life balance. By factoring in performance and productivity metrics, employees feel valued and recognized, knowing they are scheduled where they can succeed, with a schedule that aligns with their needs and preferences. This results in greater engagement, reduced stress, and increased job satisfaction.

For managers, a perfect schedule is built from an optimal labor plan while increasing efficiency and meeting all compliance requirements. AI-powered scheduling, built from a foundation of accurate demand forecasts and optimized labor plans with automated application of compliance rules, employee data, and constraints like budgets, store hours, and staffing levels, saves managers time and avoids costly errors. A perfect schedule balances business efficiency with employee satisfaction. It includes:

Optimal Labor Guidance: Precise **demand forecasting** and **optimized labor plans** tailored to business needs.

Employee Data and Inputs: Considers employees' skills, certifications, preferences, and productivity metrics.

Compliance with Policies: Automatically adheres to labor laws, ensuring equitable and compliant schedules.

Constraints Management: Automatically incorporates budget limits, store hours, and staffing levels into scheduling decisions.

By integrating these elements, the perfect schedule reduces inefficiencies, cuts costs, and fosters a better work environment for employees while driving operational excellence.

AI-Powered Demand Forecasting

Retailers must select a product that utilizes mature data science to achieve the most accurate demand forecasting results. Intelligent WFM solutions can automatically predict demand across all customer touchpoints and locations while adapting seamlessly to dynamic business changes. These systems enable modeling of what-if scenarios—such as adjusting total budget hours, easily changing inputs, and enforcing operating labor models. Your demand forecasting approach should include highly specific forecast models tailored to each dataset, incorporating external data within an automated and scalable infrastructure. This ensures higher accuracy levels compared to traditional methods. A few questions to ask include:

Demand Forecasting Capabilities

- How does the solution ensure highly accurate demand forecasts across all locations and touchpoints?
- Does the solution leverage machine learning to deliver scalable, consistent, and precise forecasts for individual drivers and locations?
- Does the forecasting solution provide accurate, granular, and precise demand forecasts for short to intermediate time frames using custom models for each demand driver?
- Can you automatically create accurate forecasts for longer timeframes, that consider seasonal variations and various what-if scenarios?

Automation and Real-Time Updates

- Does the platform offer intelligent automation that continuously updates forecasts as new data becomes available?
- Can labor plans and schedules be automatically generated based on real-time demand forecasts and updated guidance?

Precision and Customization

- Can the solution factor in our unique labor model, staffing policies, and operational standards to deliver precise labor guidance?

Integration of External and Internal Data

- Does the solution automatically incorporate external data, such as customer events and weather, for enhanced forecast accuracy?
- Does the solution seamlessly integrate internal event data, such as promotions, product launches, and sales, for precise labor planning?

Manager and Employee Efficiency

- Does the solution free up managers to spend more time focusing on employees and customers?
- Does the solution improve employee satisfaction and revenue by optimizing labor plans and scheduling?

An accurate, granular forecast is the foundation of a good labor plan. Legion **Demand Forecasting** uses Legion AI to predict long-term and short-term future customer demand by analyzing historical data and factors such as macro trends, holidays, promotions, local events, and weather. Please read **"AI-Powered Demand Forecasting: A Buyer's Guide"** for a comprehensive guide to selecting the right demand forecasting solution.

AI-Powered Labor Optimization for Retail

Optimizing scarce labor resources is imperative for retailers and scenario planning plays a critical role. Retailers must balance customer demand, budget constraints, staffing rules, and labor model requirements while ensuring compliance with all regulations. Advanced retail workforce management software leverages intelligent automation to build an optimal labor plan that meets these challenges efficiently.

Legion Labor Optimization uses Legion AI to forecast future workforce needs by analyzing historical data and trends. It generates optimized schedules that align with compliance regulations, budget constraints, and employee preferences.

Questions to ask:

AI-Based Workload Computation

- Does the solution automatically account for flexible workloads, such as restocking or conducting inventory, without requiring manual adjustments?

Comprehensive Staffing Guidance

- Does the platform include the impacts of external events like the weather or internal events such as sales and promotions when creating optimized labor plans?
- Does it consider all labor-related elements, including labor standards and location-specific attributes, in its guidance?

Pre-Built Staffing Ratios

- Are out-of-the-box staffing ratios provided to simplify staffing decisions and ensure consistent workforce planning?
- Does the solution streamline resource allocation using preconfigured ratios?

Granular Task-Based Labor Modeling

- Can the solution create granular, task-based labor models with down-to-the-minute precision across all channels?
- Does the solution allow for detailed labor planning that reflects real-world operational requirements?

Impact Analysis and Adjustments

- Does the platform provide insights into how adding or removing shifts impacts demand fulfillment, budgets, and compliance requirements?

- Can authorized users easily make precise adjustments to forecasts for specific locations, channels, or drivers while ensuring labor remains optimized?

Automation and Adaptability

- How does the solution automatically optimize labor or apply constraints when forecasts are updated or revised?

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Automated, Optimized Employee Schedules for Retail

Effective scheduling can make the difference between operational success and employee dissatisfaction in the retail industry. Modern scheduling software leverages artificial intelligence to simplify and drastically reduce the time spent creating and managing schedules. Retailers can meet business demands while fostering employee satisfaction by instantly generating optimized schedules that align with productivity needs, labor rules, budget constraints, compliance regulations, and employee preferences. AI-driven solutions continuously learn and improve, adapting to changes in compliance rules, employee preferences, and manager adjustments, ensuring schedules remain equitable and transparent. This builds employee trust, enhances workforce engagement, and drives overall operational efficiency, setting the stage for long-term success.

Using AI-powered retail scheduling software, you can automate and simplify routine tasks to improve productivity, increase engagement, and reduce workforce turnover. For example, Legion's Gen AI Scheduling Assistant uses AI to instantly manage and analyze schedules, from adding shifts to approving changes, all with intuitive tools and voice commands.

Questions to ask:

Shift Flexibility

- Does the solution support fixed and dynamically built shifts within a single scheduling process while incorporating labor guidance?

Multi-Location Optimization

- Can the system automatically assign employees across multiple locations based on business needs and employee preferences?

Optimized Schedules

- Does the solution generate optimal schedules considering multiple inputs, including labor guidance, employee preferences, skills, productivity, scheduling policies, and manager adjustments?

AI-Driven Scheduling

- Does the platform use artificial intelligence to instantly curate and offer shifts based on preferences, productivity/performance, skills, and compliance factors?

AI-Enhanced Insights

- Does the solution include tools like a Generative AI Schedule Assistant to provide actionable insights and enable conversational scheduling adjustments?
- Does the solution provide actionable insights based on vast data sets, including peak periods, employee productivity, and schedule quality, empowering better decision-making and strategic planning?

Schedule Bidding

- Does the system support schedule bidding based on skills, seniority, and collective bargaining agreements?

Peak-Time Performance

- Can the system prioritize scheduling top-performing employees during peak periods?

Compliance Assurance

- Are pre-built, up-to-date compliance templates and business rules included, with automatic alerts, detailed reports, and audit trails for managers?

Continuous Learning

- Does the AI-powered scheduling engine learn from manager edits and improve over time?

Employee Engagement

- Does the platform handle employee preferences and ensure schedules promote satisfaction and engagement?

Continuous Adaptation

- Does the system continuously learn and adapt schedules based on employee preferences, changes in compliance rules, and manager edits?

Automated Decision-Making

- Can the solution automatically approve or deny time-off requests, shift swaps, and claims based on pre-configured rules?

Smart Recommendations

- Does the platform provide automated recommendations for filling open shifts, such as suggesting the most suitable team members?
- Can it automatically fill open shifts based on employee availability, skills, and preferences?
- Does it offer targeted shift suggestions tailored to specific employees, considering factors like skills, productivity, availability, and preferences?
- Can the platform automatically schedule employees based on the specific skills or combination of skills required for each shift?

Compliance Integration

- Does the system ensure automated decisions and recommendations comply with labor laws and company policies?

Manager Efficiency

- Does the platform provide tools or workflows to reduce manual intervention in scheduling adjustments? Can scheduling be fully automated but still allow for manager input?

Employee-Centric Schedule Creation

Engagement is more than a buzzword; it can demonstrably impact your business. **Gallup's ongoing engagement survey** found that companies with highly engaged workforces are 23% more profitable and 18% more productive. Employee scheduling is a key contributor to employee retention. Our 2024 report on the **State of the Hourly Workforce** found that 46% of hourly employees place scheduling practices as their top priority. They desire gig-like flexibility and schedules that are published well in advance of their upcoming shifts.

Questions to ask:

Alignment with Employee Preferences

- What percentage of automated schedules match business needs, employee skills, preferences, and availability?

- Can employees define and update their preferences, such as when, how much, and where they want to work, at any time?

Learning and Adaptation

- Does the scheduling solution learn from manager edits and employee behavior to continuously improve the quality and fairness of schedules?

Recognition and Visibility

- Does the solution incorporate badges or similar tools to reflect employees' skills, productivity, certifications, or seniority?

- Can employees easily view and track their achievements to feel valued and motivated?

Flexibility and Empowerment

- Are employees empowered to request, swap, or claim shifts independently as long as they are within compliance and business rules?

- Does the solution provide real-time notifications for schedule changes, open shifts, and manager approvals?

Fairness and Transparency

- Does the system ensure transparency and fairness in scheduling, including shift assignments, bidding processes, and recognition?

Work-Life Balance

- Does the platform help employees achieve better work-life balance by accommodating their preferred hours and ensuring predictable schedules?

Mobile Accessibility

- Is there an intuitive mobile app that allows employees to view schedules, make changes, and receive updates anytime, anywhere?

Channel or Industry-Specific Schedule Challenges:

Retailers, stores, and distribution centers have unique scheduling needs, but the common goal is to balance customer satisfaction, employee engagement, and operational efficiency. A solution that maximizes labor efficiencies and employee engagement across these diverse approaches and challenges is critical for a unified retail employee scheduling system.

Distribution Centers

Distribution Centers typically use fixed, flexible, and shift-based scheduling systems. A key feature is balancing workforce requirements, including skill and certification requirements, with volume fluctuations. Automation also often plays a significant role.

Scheduling Approaches	Schedule Attributes	Unique Challenges
Fixed Scheduling: Staff are given set hours and days, providing predictability for employees and employers.	• Coverage • Proficiency/ Productivity (per employee) • Union rules • Rest/Fatigue management • Federal/State/ Local compliance requirements • Service level • Labor standards • Employee preferences and availability • Seniority • Skills and certifications • Staggered start times • Full/Part-time	Distribution Center challenges include managing unpredictable volume changes, holidays, weather disruptions, and coordinating with various supply chain partners. Flexible and shift-based scheduling helps manage these fluctuations.
Flexible Scheduling: Allows adjustments based on business requirements such as peak periods or seasonal demands.		
Shift-Based Scheduling: Employees work designated shifts to ensure 24/7 operations, which is vital for global distribution.		
Rotating Schedules and Shifts: Ensure all hours are covered while providing employees ample time off.		

Retail Stores

Retailers commonly use flexible, demand-based, part-time scheduling approaches. Stores are often near each other, and sharing staff may be a key way to ensure employees get their desired hours.

Scheduling Approaches	Schedule Attributes	Unique Challenges
• **Demand-Based Scheduling:** Retailers forecast the demand and schedule staff accordingly, which helps in peak periods like Black Friday. • **Part-Time Scheduling:** Many retail employees work part-time, allowing businesses to scale their workforce up and down. • **Shift Marketplaces:** post available shifts for gig-like flexibility.	• Coverage • Proficiency/ Productivity (per employee) • Predictability rules • Federal/State/ Local compliance requirements • Budget • Employee preferences and availability • Seniority • Skills and certifications • Full/Part-time • Fairness	Retailers must manage customer traffic fluctuations, seasonality, and extended hours during peak shopping periods. Demand-based scheduling enables retailers to allocate resources as needed.

Convenience Stores

Convenience stores typically use shift-based, flexible, and part-time scheduling.

Scheduling Approaches	Schedule Attributes	Unique Challenges
• **Shift-Based Scheduling:** Ensures 24/7 operations, which is vital for most convenience stores. • **Flexible Scheduling:** Allows workforce adjustments during peak hours, special events, or employee absences. • **Part-Time Scheduling:** Many convenience store workers are part-time, which allows staff scaling based on need.	• Coverage • Proficiency/ Productivity (per employee) • Predictability rules • Federal/State/ Local compliance requirements • Budget • Employee preferences and availability • Seniority • Skills and certifications • Full/Part-time • Fairness	Major challenges include balancing customer service with labor costs, maintaining 24/7 operations, and accommodating peak periods. Flexible and shift-based scheduling helps navigate these issues.

Intuitive Mobile App

Intelligent, employee-centric scheduling, communications, and on-demand pay capabilities that turn your employees' mobile devices into powerful tools for managing their work lives are a competitive advantage in recruiting and retaining employees. However, many WFM solutions require employees to log into multiple apps or are outdated and lack an intuitive interface.

Questions to ask:

- Is it easy for employees to manage **schedules, shift offers, time-off requests, shift trades, and clock-in** on the app?

- Can employees define when they are available to work, how much, and the locations where they want to work?

- Can employees seamlessly view schedules and expected pay for their shifts or shift offers?

- Does the mobile app share all the same configs, master data, and integrations?

- Are **communications** and **on-demand pay** tightly embedded with automated scheduling, time, and attendance?

- Are schedules, **time and attendance**, and communications clock-aware to prevent off-clock communications or punches?

- Does the mobile app provide geofencing? Geofencing is helpful to ensure employees clock in at work rather than en route or from home.

- Does the employee have to pay for the app?

- What's the app store rating of the app? Over how many reviews?

- Does the app require training, or is it easy to use and intuitive?

- Can employees download an app to get their schedules, making it easy to find what they need?

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The Importance of Earned Wage Access Embedded With Scheduling

Earned Wage Access (EWA) is a critical component of any modern scheduling solution, especially for hourly employees. It empowers workers by providing them with access to their earned wages before payday, improving their financial well-being, and reducing their financial stress. Fully integrating EWA into a scheduling solution, like Legion InstantPay, not only offers flexibility and transparency to employees but also directly impacts business outcomes. By linking work hours to immediate earnings visibility, employees are incentivized to clock in on time, pick up extra shifts, and maintain consistent attendance, creating a win-win for both employees and employers.

Questions to ask:

- Does the solution integrate EWA directly into the WFM platform for seamless access through the same app that employees use to manage their time and schedules?

- Can employees view potential earnings when viewing their schedules or picking up open shifts?

- Does the EWA feature encourage better clock hygiene and reduce retroactive adjustments?

- How does the EWA solution reduce absenteeism, and turnover, and improve recruitment efforts?

- Are there safeguards in place to ensure compliance with payroll and labor laws?

- Is all of the data needed to run a fully compliant EWA/Instant Pay program available directly from the WFM platform?

- Does the EWA solution require separate or special onboarding/offboarding for employees to receive pay instantly, or is it all built-in as a part of a single onboarding process with the WFM solution?

- Does the EWA solution require a separate application for employees to log into?

Legion's fully embedded Earned Wage Access solution transforms scheduling by aligning financial incentives with operational goals. Employees can see their earnings in real time and access them before payday, which has been shown to improve clock hygiene and on-time performance by 70%. This visibility incentivizes workers to pick up additional shifts, even less desirable ones. Employers benefit from reduced absenteeism and turnover while filling open roles faster by offering flexible pay as a recruitment benefit.

Employees using EWA report better financial well-being. By integrating EWA with scheduling, businesses not only improve operational efficiency but also create a more satisfied and loyal workforce.

Fast Go-Live and Widespread Adoption

To address their unique challenges, retailers must select the right technology and invest in training to ensure employees adopt and use the system effectively.

Retail workforce management software should not take years to implement. Modern solutions should offer implementation services that enable the first set of locations to go live quickly, followed by a rapid rollout to additional locations. A WFM solution that uses a templated approach can speed your rollout across all your sites and reduce the time to go live from years to months or weeks.

The successful implementation of workforce management solutions requires a strategic approach.

Questions to ask:

- Are there templates and self-service tools that speed up implementation and reduce the resources required?

- What time savings can be achieved with full schedule automation?

- How do I demonstrate the ROI achieved from investing in a retail scheduling solution?

- What support and tools should be considered to help drive the adoption of the solutions? Are there:

  - ➤ Best practice guides

  - ➤ Resources to support adoption

  - ➤ Support beyond launch

  - ➤ Embedded role-based training

  - ➤ Tools to measure/monitor adoption

Leading Convenience Store Chain Has Seen Employee Engagement Grow

"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

Why AI-Powered, Automated Scheduling is Important

Retail scheduling solutions, like Legion Workforce Management, enable intelligent automation for scheduling by instantly generating optimal schedules that match business needs with employee preferences and skills, including the most qualified employee for a shift based on skills, performance, labor rules, budget constraints, and compliance rules. Legion Automated Scheduling makes it simple to generate an optimal schedule automatically with just 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. Managers automatically receive warnings if an edit they make violates configured rules.

When managers are confident that coverage and compliance are correct and employee needs are met, they can focus on driving revenue, creating a culture that retains employees, and delivering excellent customer service instead of focusing on administrative tasks.

Legion AI uses intelligent automation, to turn your employees' mobile devices into powerful tools for managing their work lives.

Schedules, shift offers, time-off requests, shift trades, clock-in, modern communications tools, performance, and **instant access to their earned wages**, all within the same easy-to-use mobile app that employees use daily.

Employees can define when they are available to work, how much, and the locations where they want to work.

The Legion mobile app is widely used, with a 4.8 rating and an adoption rate of 88%+ among our customers.

Because these powerful tools are all built into the Legion WFM Solution, they share the same configurations, master data, and integrations. They are tightly embedded with Automated Scheduling, Time and Attendance and are clock-aware to prevent off-clock communications or punches.

Luxury Retailer Reduces Scheduling Time and Increases Sales

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 hours, with no more scheduling outside of employee availability. This saved time is now spent on talent development or training. SMCP also saw a 22% increase in manager-driven sales.

Summary

By understanding the challenges of retail scheduling and the benefits of workforce management solutions, you can be sure to select a tool that improves services, cuts costs, and improves employee satisfaction. It is also critical to choose a solution that aligns with your business needs, existing technology investments, and future growth plans.

Workforce management that enables intelligent automation is becoming increasingly vital. By automating forecasting and scheduling, WFM can help retailers meet the diverse needs of different channels, adapt to unexpected changes, optimize staffing, and increase employee engagement. This ultimately leads to improved operational efficiency, enhanced customer service, and better business outcomes.

Legion delivers intelligent, automated, and employee-centric workforce management and maximizes labor efficiency and employee engagement simultaneously. Legion AI is a comprehensive platform that integrates cutting-edge AI technologies alongside enterprise-grade AI infrastructure and data pipeline. It enables intelligent automation across workforce management and drives critical functions within Legion WFM, such as accurate forecasting, optimized scheduling, advanced insights, and conversational assistants.

Legion's AI-powered Demand Forecasting precisely predicts demand by location across all customer touchpoints every 15 minutes. Schedule optimization uses Legion AI to forecast future workforce needs by analyzing historical data and trends. It generates optimized schedules that align with compliance regulations, budget constraints, and employee preferences, skills, and productivity, delivering a 96% match rate while reducing scheduling time by 50%.

Scheduling Assistants further unburden managers by using Legion AI to instantly manage and analyze schedules, from adding shifts to approving changes, all with intuitive tools and voice commands.

Employees get gig-like flexibility, modern tools, and instant access to earned wages, while managers can focus on providing a great experience to customers and employees. Request a demo to see Legion WFM in action.

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-native 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. For more information, visit **https://legion.co** and follow us on **LinkedIn**.