

NUCLEUS
RESEARCH

WFM Technology Value Matrix 2025

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The Bottom Line

Effective workforce management operations cannot be sustained with a “set and forget” approach. Instead, the dynamic nature of frontline organizations and their challenges require constant innovation, making the market for WFM solutions increasingly competitive. In addition to adding more industry-specific capabilities and solutions, vendors have continued to refine their offerings on several fronts. For example, compliance management updates continue to be a crucial point of investment to ensure that customers can confidently meet changes in regulatory environments. Employee experience has also come to the forefront of expectations, with features that give workers more control over schedules and engagement tools to lower traditionally high attrition rates among frontline industries. Additionally, while AI and machine learning have long been staples of labor demand forecasting, several vendors have invested in Generative AI, offering assistants that can answer employee inquiries and provide managers with actionable recommendations to accelerate and improve decision-making.

Market Overview

For frontline organizations, effective workforce management (WFM) is always a moving target. Considering fluctuations in labor budgets, regulations, and employee expectations, advanced capabilities and solutions for WFM have become increasingly crucial for driving both top and bottom-line results. As more organizations seek to optimize their workforce management operations and avoid costs of unplanned overtime and attrition, the market for WFM software has become more competitive than ever before. To better meet the nuanced requirements across frontline industries, many vendors have put more emphasis on pre-configured, industry-specific capabilities to drive accelerated time-to-value and improved ROI outcomes for customers across sectors such as retail, healthcare, hospitality, and manufacturing.

Adoption is a make-or-break component of any technology deployment. However, the unique nature of frontline organizations leaves little time for formal training and requires consumer-grade mobile applications. Recognizing this, many vendors have made improvements to the user experience of their mobile applications, ensuring that managers and employees can quickly and effectively complete self-service tasks. Vendors have also continued to add elements of employee engagement, such as communications and the ability to set shift preferences, to combat traditionally high attrition rates among frontline-heavy industries. Cross-locational scheduling has also been a more significant point of focus as organizations seek to maintain efficiency amid labor shortages.

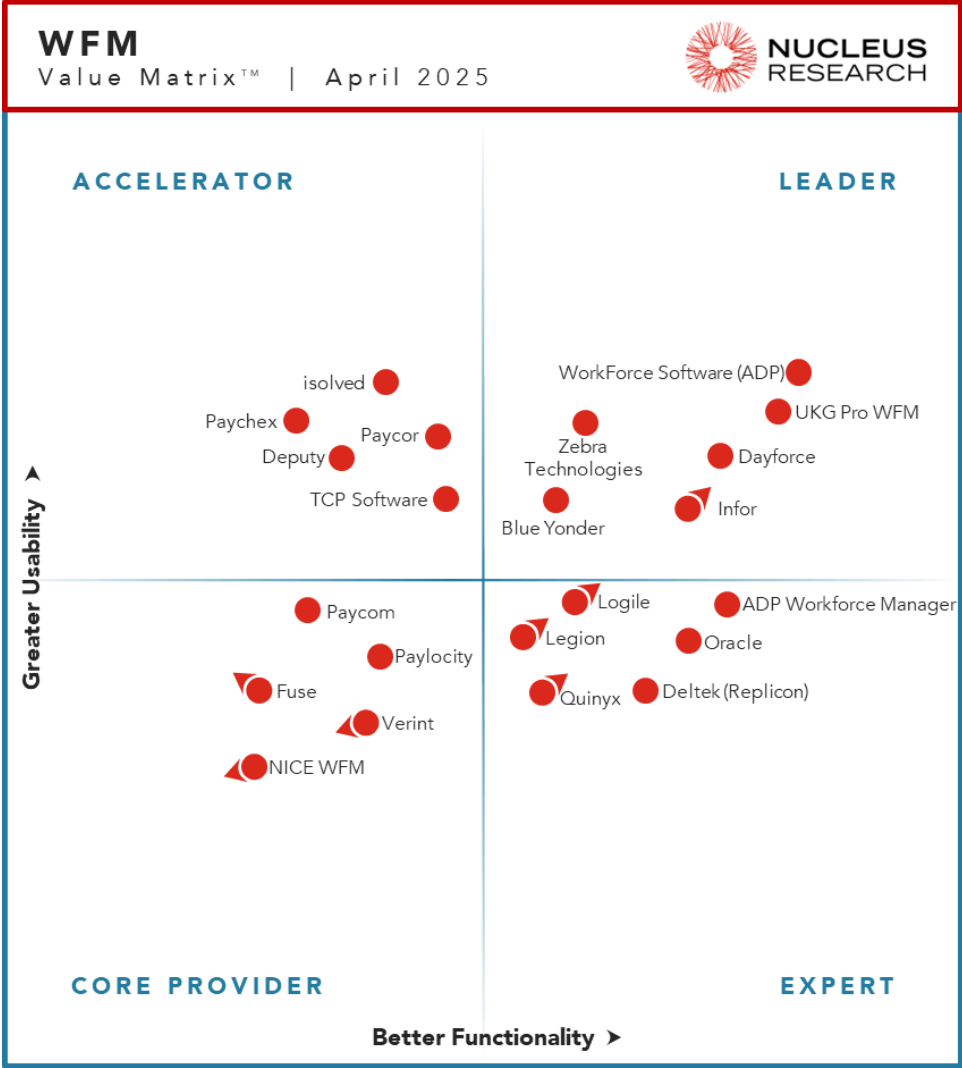
AI and machine learning have long been present in forecasting and scheduling capabilities across vendor offerings. However, many have invested in the next frontier of AI innovation in WFM. This includes Generative AI assistants to answer employee inquiries and AI-powered insights in analytics tools that deliver actionable nudges to help managers and other frontline leaders make quick, informed decisions. As always, the dynamic compliance landscape requires constant attention to regulatory changes, prompting enhancements to compliance management capabilities and increased integrations and partnerships with HR, payroll, and other enterprise systems to create unified systems of record.

For this year's Value Matrix, Nucleus evaluated WFM providers based on the relative functionality and usability of their solutions to assess the value that can be achieved through the use of the product's capabilities (X222 – *Understanding the Value Matrix* – December 2023). The report

The complexity of managing a frontline workforce requires advanced capabilities, making the market for WFM software increasingly competitive.

While AI and machine learning are not new to WFM, the introduction of Generative AI assistants can lead to further productivity gains.

is intended to serve as a snapshot of the WFM technology market, highlighting the specific ways in which vendors are delivering value to customers and taking stock of what can be expected in the future based on current investments.



Leaders

Leaders in the Value Matrix include Blue Yonder, Dayforce, Infor, UKG Pro WFM, Workforce Software (ADP), and Zebra Technologies.

Blue Yonder

Blue Yonder is a provider of supply chain management, warehouse management, and workforce management solutions, making it an attractive choice for organizations in the retail and manufacturing sectors. The vendor's workforce management capabilities span labor planning, forecasting, scheduling, time and attendance, payroll, and

employee self-service. Blue Yonder solutions use predictive analytics and automation, with a focus on employee usability. For example, AI-driven scheduling considers employee preferences and adjusts in real time based on business needs. These preferences can be set through the vendor's employee self-service tools, and include preferred work hours, days off, shift durations, and job roles. The vendor's Shift Marketplace enables borrowing across locations, allowing organizations to maximize productivity by utilizing employees at multiple sites while also giving employees the opportunity to work more hours. Blue Yonder is built upon a microservices architecture and powered by the Snowflake data layer to deliver improved scalability and integration with data across the organization.

Blue Yonder's Shift Marketplace enables borrowing across locations, allowing organizations to utilize employees across multiple sites while giving employees the opportunity to work more hours.

Blue Yonder's AI and machine learning-driven Forecasting and Auto-Scheduling Microservices enable organizations to improve scheduling accuracy and ensure compliance with various labor laws and union regulations while giving managers more time to rededicate to other high-value tasks. Dashboarding capabilities provide managers and other leaders with enhanced visibility into metrics such as staffing, enabling them to make quick, real-time changes. The vendor's labor optimization functionality can also help organizations better align available resources with customer and production demand to reduce instances of unplanned overtime. Blue Yonder continues to add to its library of more than 1,500 public APIs to help organizations custom-fit the solution to unique requirements.

Recent updates and announcements include:

► **Mobile Messaging Updates**

Blue Yonder's Mobile Messaging feature now includes manager-to-employee group broadcast messaging and corporate broadcast messaging. Messages can also be archived, and employees and managers can opt-in to updates through the vendor's integrated notification system.

► **Reporting and Analytics Enhancements**

The vendor released enhancements to its reporting-as-a-service and centralized analytics capabilities, including a unified reporting platform in Snowflake, enhanced core reports, customizable reports, advanced visualization tools, and expanded site manager dashboards.

► **New Scheduling Microservice Features**

Blue Yonder made updates to its Scheduling Microservice, including an unfilled shift preference that can prioritize longer shifts when filling gaps. Additional new features include specified unfilled shift schedules, protected manual shifts, employee preferences by priority, employee-assigned shift scheduling for larger locations, meal break configuration, and performance improvements for faster processing and better responsiveness.

► **Compliance Updates**

The vendor also made enhancements to improve its ability to address legislative requirements in time and attendance, including weekly attestation, real-time shift-level approvals, shift-level attestation enhancements, multiple minimum wage values per org unit, and minimum shift start enforcement.

► **AI and Machine Learning Forecasting Enhancements**

Updates to Blue Yonder's AI and Machine Learning forecasting for workforce management include a new quarter-hour forecasting model, forecasting workbench enhancements, custom overrides and settings, what-if labor modeling, and optimized data management through the vendor's partnership with Snowflake.

Blue Yonder enhanced its compliance management capabilities to address requirements such as weekly attestation, real-time shift-level approvals, and minimum shift start enforcement.

Dayforce

Dayforce is a provider of cloud-based HCM software that includes a comprehensive range of WFM capabilities built to help customers navigate complex regulatory environments. The vendor's platform is governed by a single data set and rules engine, enabling deep integration of WFM and global payroll functionality. WFM capabilities within Dayforce span time and attendance, scheduling, absence management, labor planning, task management, on-demand pay, and analytics. The vendor also offers time clock hardware and software, as well as a mobile application that provides end-users with self-service capabilities through a personalized interface. Dayforce Co-Pilot, Dayforce's AI-powered virtual assistant, helps streamline workforce management and payroll processes and answer employee inquiries about their work and time information.

The Dayforce platform is governed by a single data set and rules engine to enable deep integration of WFM and global payroll functionality.

Dayforce's People Analytics functionality includes Measures for areas such as burnout and worker energy levels. Intelligent nudges offer recommendations to managers and other leaders to support decision-making. The Dayforce platform is open to system integrators, customers, and the Dayforce services team, enabling customers to easily create custom rules for complex use cases. The Dayforce

Exchange provides an open marketplace to connect Dayforce capabilities across partners, solutions, and talent ecosystems. Additionally, customers can simplify the creation of integrations between Dayforce and other third-party tools through the Integration Studio.

Recent updates and announcements include:

► **Workforce Planning and Budgeting**

Workforce Planning and Budgeting in Dayforce enhances workforce management with advanced analytics and AI-driven insights. The vendor supports large-scale imports of structured and unstructured data to drive precise labor cost forecasting, dynamic budget adjustments, and real-time scenario planning.

► **Machine Learning Forecasting**

Dayforce Machine Learning forecasting was launched to improve manager decision-making and optimize workforce allocation by forecasting future business demand and labor requirements. The forecast can leverage historical data and real-time labor drivers, including holidays, special events, and weather patterns, to fulfill demand.

Dayforce Machine Learning forecasting was launched to improve manager decision-making and optimize workforce allocation.

Infor

Infor is an enterprise cloud software provider that takes a vertical approach to product development, offering Industry CloudSuite solutions with more than 2,000 micro-vertical specific configurations offered out of the box across its offerings. The vendor also sells its workforce management suite on a standalone basis, which includes capabilities for time and attendance, scheduling, labor planning, analytics, and compliance management. AI and machine learning capabilities are embedded throughout the solution, enabling customers to automate and optimize schedules, thus reducing unplanned overtime costs while saving managers' time. Processes such as time tracking, scheduling, and attendance can be automated, reducing the risk of errors while leading to more accurate payroll. The vendor's pay rule engine and library also enable organizations to manage processes by exception.

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Infor's Shift Billboard is part of WFM and enables managers to post open shifts that can be claimed by employees, reducing understaffing while providing employees with more control over their schedules. Employees can also post their assigned shifts to the Shift Billboard for other employees to claim. The module can be configured to give

organizations more control over who can post shifts, who can claim posted shifts, and when shifts can be posted. Additionally, workflows can be configured to determine which validations or approvals are needed to complete these transactions while maintaining compliance with various regulations.

Infor WFM delivers two persona-based workspaces for shift-based employees and managers. These workspaces provide a centralized experience for daily tasks and actions, eliminating the need to toggle between separate modules. Managers and employees can also take advantage of self-service capabilities through a mobile-enabled self-service portal. For example, employees can build and manage their schedules, trade, post, and claim shifts, and gain a better understanding of their timecards. Frontline managers can view and edit timesheets, approve time-off requests, and access reports and analytics to make data-driven labor planning decisions. The Birst analytics module uses Infor's Data Lake, built on Infor OS, providing leaders with more than 30 dashboards across time and scheduling with support for bidirectional communications with CloudSuite modules and other third-party solutions.

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Recent updates and announcements include:

► **Infor Digital Assistant Enhancements**

Infor has enhanced its AI-powered Infor Digital Assistant with large language models to streamline interactions and ultimately boost productivity.

► **Forecasting Updates**

The vendor has revamped its workforce forecasting, which now includes the latest advanced machine learning models to deliver more accurate forecast results across industries. The experience for setting up, managing, and analyzing forecasting results has also been redesigned to be more intuitive.

► **Timesheet Management Improvements**

Infor has improved its timesheet management capabilities to enable organizations to configure and access daily summary tabs that provide supervisors with a clear view of metrics and data to help simplify time entry management.

► **Extensibility Framework Expansion**

The vendor continues to expand its embedded Extensibility Framework to include additional solution areas and enable the Infor WFM platform to meet more unique needs.

► **Cross-locational Scheduling**

Cross-locational scheduling flexibility enables organizations to access a shared pool of employees across multiple locations. The tool ensures that cross-scheduled locations use the same Schedule Requirement Intervals and Budget Type, enabling managers to seamlessly generate schedules.

► **Automated Employee Engagement**

Automated Employee Engagement monitors and influences employee behaviors based on clock data, identifying patterns and trends and automatically recommending tailored learning modules, setting achievable goals, and rewarding employees.

► **Next-generation Time-off Planner**

The vendor's next-generation Time-off Planner simplifies workflows and provides employees and managers with necessary in-context information. Employees can easily view schedules while requesting time off, and managers have the information they need to make informed approval decisions.

► **Advanced Open Shift Manager**

The advanced Open Shift Manager can post open shifts on the employee billboard with optional SMS broadcasting capabilities, providing managers with visibility into claimed and unclaimed shifts or expired bid shifts, reducing instances of understaffing while providing employees with greater flexibility.

Infor's Automated Employee Engagement monitors and influences employee behaviors based on clock data.

UKG Pro WFM

UKG Pro Workforce Management is a global WFM suite built for the needs of mid-sized and enterprise-sized organizations. The solution supports all types of employees, including hourly, salaried, project-based, field service, part-time, gig, and contingent workers. Capabilities of the suite include timekeeping, scheduling, forecasting, strategic workforce planning, earned wage access, communication, culture-building, and absence management with real-time employee shift swapping. Additional functionality includes data collection, people analytics, and AI capabilities that consider organization- and industry-specific data, employee preferences, skills, and market conditions to optimize schedule forecasting. UKG Pro WFM can be used across all industries, and the vendor offers specialized, industry-specific solutions for customers in hospitality, retail, healthcare, public sector, and manufacturing. For customers with complex global payroll needs, the suite can also be deployed with UKG One View, the vendor's multi-country payroll solution.

UKG Pro WFM can be used across all industries, and the vendor offers specialized, industry-specific solutions for customers in hospitality, retail, healthcare, public sector, and manufacturing.

UKG Pro WFM runs On UKG Flex, a Google Cloud-based platform with a single data fabric, modern extensibility, and low-code/no-code developer tooling. WFM-specific features include real-time insights, recommendations, reminders, and nudges based on WFM data. UKG Bryte AI, the vendor's AI-powered assistant, is also embedded throughout the suite, leveraging generative AI and WFM data from more than 40 million frontline workers to enhance productivity and employee satisfaction. For example, Bryte can help users streamline processes and get accurate answers to questions. Employees can also gain insight into their schedules and shift trends, enabling them to better balance their lives and work.

UKG's partner ecosystem includes a marketplace of more than 350 partners to improve the extensibility of its products through prebuilt connectors and APIs to be used with the delivered integration platform. Additionally, UKG Pro WFM integrates aspects of HR service delivery, such as file management, employee case management, and document and form generation.

Recent updates and announcements include:

► **WFM Enhancements to Bryte AI**

Recent WFM-specific enhancements to Bryte AI include Employee Assist and Frontline Assist, as well as a Self-Scheduling Agent, Meal and Break Agent, and Conversational Analytics. Frontline Assist can provide employees with personalized guidance based on skills, availability, and preferences to pick up shifts, request time off, or swap shifts with colleagues. The Self-Scheduling Agent, designed for the healthcare industry, delivers hyper-personalized schedules based on individual preferences, credentials, and eligibility. Additionally, the Meal and Break agent helps organizations ensure compliance with meal breaks by guiding frontline managers through proactive alerts and notifications of who is due back when, and who needs to take their break.

► **Intelligent Shift Incentives**

UKG released intelligent shift incentives to address labor shortages in the healthcare industry. These incentives use artificial intelligence to enable healthcare organizations to better meet fluctuating needs by dynamically increasing the hourly rate for hard-to-fill shifts.

► **Dynamic Labor Management**

UKG Pro WFM adds Dynamic Labor Management, a real-time labor dashboard that helps managers see what is happening at their

UKG Bryte, the vendor's AI-powered assistant, is embedded throughout the UKG Pro WFM suite.

UKG has made several WFM-specific enhancements to Bryte AI, including Employee Assist and Frontline Assist, Self-Scheduling Agent, Meal and Break Agent, and Conversational Analytics.

locations: Who is working? Who is out? Do they have enough coverage? Are employees taking their breaks? Is overtime necessary or not? Dynamic Labor Management is powered by UKG Bryte and provides alerts and recommendations so managers can take action in the moment – turning insights into action to maintain compliance, support employees, drive better customer outcomes, and align to their goals.

► **UKG Employee Voice for Pro WFM Customers**

UKG Employee Voice is now available to Pro WFM customers. The solution enables flexible survey collection through channels including UKG Talk, browser-enabled devices, and even point-of-sales systems and InTouch DX timeclocks, addressing primary requirements of the frontline workforce.

► **Enhanced Language Support in UKG Talk**

UKG Talk, the vendor's communication and collaboration tool, is now available in more than 250 languages.

UKG Employee Voice is now available to Pro WFM customers, enabling flexible survey collection through channels including UKG Talk, browser-enabled devices, POS systems, and InTouch DX timeclocks.

Workforce Software (ADP)

WorkForce Suite is WorkForce Software's SaaS-delivered WFM offering, which includes advanced capabilities for time and attendance, scheduling, labor demand forecasting, fatigue management, leave and absence management, task management, and analytics. The vendor also integrates the functionality of its WorkForce Experience solution and Digital Assistant into the WorkForce Suite UI, enabling customers to access all of the vendor's features in a unified interface. The WorkForce Suite runs on a configurable, automated rules engine that can be used to validate input actions across various processes, including forecasting, scheduling, and PTO requests. Administrators can also set rules that can automatically approve and deny requests and incorporate changes to local, state, and federal regulations. In addition to the WorkForce Suite, WorkForce Software also offers WorkForce SPARK, a set of pre-configured solutions built on the Suite Templates Engine to ensure rapid deployment and time-to-value. The template library includes hundreds of parameterized capabilities that support country- and industry-specific requirements. Additionally, the vendor's partners can add to the value of SPARK by offering bundled tools, technologies, and services that are tailored to the needs of different industries. WorkForce Software's network of API integrations enables customers to easily integrate existing HCM and payroll solutions with the WorkForce Suite to reduce data siloes and associated manual data entry.

WorkForce Software, an ADP company, offers WorkForce Suite as its SaaS-delivered WFM offering.

In October 2024, WorkForce Software was acquired by ADP, adding the WorkForce Suite to ADP's global product portfolio. The move will enable WorkForce Software and its partners to expand customer reach through ADP's large, established client base. WorkForce Software's reputation for managing substantial levels of WFM complexity will enable ADP customers seeking advanced capabilities to take advantage of WFS capabilities while maintaining deep integration with their existing ADP HCM deployment.

WorkForce Software's acquisition by ADP will add the WorkForce Suite to ADP's global product portfolio.

Zebra Technologies

Zebra's Workcloud software solutions optimize critical resources: employee time and activities, inventory, and budgets. These solutions are designed to improve task management, labor scheduling, communication, inventory management & visibility, and loss prevention. Workcloud enhances the daily operations and assorted functions of the frontline. With the added benefit of interoperability with Zebra mobile computers, Workcloud solutions boost productivity while enabling frontline employees to focus on their customers.

Zebra Technologies offers industry-specific solutions for customers in retail, banking, healthcare, manufacturing, and hospitality.

The vendor's offerings are best suited to the needs of organizations with large workforces and otherwise complex WFM requirements. Zebra offers industry-specific solutions for customers in retail, banking, healthcare, manufacturing, and hospitality, with more than 20 years of expertise in serving retail and banking organizations. Workcloud software solutions have built-in compliance, enabling organizations to navigate regulations at the federal, state, and local levels.

The Workcloud Workforce Optimization Suite includes functionality for scheduling, time and attendance, employee self-service, task management, compliance, and labor optimization, all underpinned by reporting, analytics, and mobility. Zebra's employee self-service functionality in Workcloud Shift enables employees to take a greater degree of control over their own schedules, leading to improved engagement and reduced attrition. AI-powered forecasting aligns scheduling to business needs to optimize labor investments and deliver a better customer experience. The vendor's forecast modeling functionality provides customers with more than a dozen forecasting models that use machine learning and AI to optimize labor planning and spend quickly and efficiently. Managers can generate schedules that align with their specific staffing goals, including the ability to align staffing with factors such as customer demand. Schedule generation also automatically factors in employee considerations and preferences, ensuring that their needs are accommodated. The vendor also offers multi-store scheduling, providing customers with the ability to schedule

shifts across multiple locations and schedule cost calculation options using its Timekeeping pay engine.

► **New ESS UX**

The Workcloud Shift employee self-service app has an overhauled UX design that dynamically fits any device or screen size with ADA compliance.

► **High Volume Data Hub**

Zebra's High Volume Data Hub connects solution data to a customer's data warehouse enabling modernized, performant data extracts. This enables ETL pipeline setup and BigQuery APIs to support end-to-end processes.

► **Strategy Partnership**

The vendor has partnered with Strategy to deliver Next-Gen Workcloud BI, a modern, configurable reporting solution for frontline organizations.

► **Additional Enhancements**

Zebra has made several enhancements across capabilities including annual labor forecasting, workload rounding, role delegation, schedule calendar view, and day-level shift templates.

Zebra's Workcloud Shift employee self-service app has an overhauled UX design that can fit any device or screen size.

Experts

Experts in the Value Matrix include ADP Workforce Manager, Deltek (Replicon), Legion, Logile, Oracle, and Quinyx.

ADP Workforce Manager

ADP offers a broad range of Workforce Management capabilities to meet the needs of different organizational sizes and needs across its client base. These features are included as part of the vendor's HCM platforms (ADP Lyric HCM, ADP Workforce Now, and ADP RUN), providing customers with a unified experience across HR, payroll, timekeeping, and scheduling.

ADP Workforce Manager is built on the vendor's partnership with UKG, with the vendor white labeling UKG Pro WFM and adding ADP-developed capabilities to enhance customers' experience when using the functionality with other ADP products. These capabilities span time & attendance, absence management, scheduling, compliance, analytics. HCM integration delivers a unified user experience with HR, payroll and more, including self-service through the vendor's mobile

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app which enables employees to complete tasks such as clocking in and out, requesting time off, and swapping shifts. Manager self-service gives frontline leaders the ability to adjust and approve schedules and approve or deny requests.

Workforce Manager includes analytics dashboards with real-time visibility and AI-assisted decision-making and forecasting and offers industry benchmarks for KPI like overtime and absences. The vendor provides rules engines and configuration, educational tools, and expert compliance consultation to ensure that customers stay up-to-date with regulatory changes. Additionally, ADP offers fully managed implementations, helping customers not only achieve quick time-to-value but also address changes in the business, such as M&A, new processes, and growth.

Recent updates and announcements include:

► **WorkForce Software Acquisition**

In October 2024, ADP announced its acquisition of WorkForce Software, expanding ADP's WFM footprint to more than 130,000 customers. WorkForce Software's WorkForce Suite is built to manage high levels of complexity, making it ADP's new flagship product for large, global enterprises.

DelteK (Replicon)

Acquired by enterprise software provider Deltek in 2023, Replicon is a modern, cloud-based workforce management platform designed to serve global, project-based organizations. The platform simplifies time and attendance capture and overtime tracking using AI-powered timesheets, integrating data from more than 100 collaboration tools and digital apps. The vendor's CloudClock delivers a touchless clock-in/out experience via facial recognition, voice commands, and a secure photo audit trail. Its mobile app—with advanced GPS tracking and geofencing—supports remote time capture, and specialized crew time management solutions address the complexities of mass time entry for field teams. The solution further enhances operational efficiency by offering intelligent scheduling, visibility into employee absences, and time-off management within a unified system that streamlines time tracking for government contracting and commercial operations. In addition, Replicon minimizes compliance risk by integrating a comprehensive labor compliance dashboard covering more than 145 jurisdictions supporting labor compliance in more than 75 countries, automating gross pay calculations via Payroll Workbench, and incorporating robust security measures. The platform also acts as a

ADP Workforce Manager includes analytics dashboards with AI-assisted decision-making and forecasting.

Acquired by Deltek in 2023, Replicon is built to meet the workforce management needs of global, project-based organizations.

single source of record for payroll and costing by unifying time, project, and compliance data and seamlessly integrating with ERP, CRM, HCM, payroll, project management, and accounting systems on a scalable, multi-tenant framework that supports more than 30 languages and currencies.

Replicon can integrate with ERP, CRM, HCM, payroll, project management, and accounting systems.

Recent updates and announcements include:

► **ZeroTime Integration with AI Assistant**

In March 2024, Deltek integrated ZeroTime into Deltek Dela, its AI-powered business companion, automating timesheet entries based on historical work patterns and using AI to enable task automation.

► **Expanded Labor Compliance Support**

In April 2024, Deltek expanded its labor compliance support to five additional countries: the Cayman Islands, Mauritius, El Salvador, the British Virgin Islands, and the Dominican Republic. This expansion helps mitigate the risk of non-compliance in more than 75 countries.

► **Enhanced Compliance Features**

In April 2024, Deltek enhanced Replicon WFM compliance features, including improved schedule break compliance, break reminder notifications, automated shift audit trails, and new time-off compliance for part-time employees in France.

Legion

The Legion WFM platform takes a holistic, modular approach to product development with pre-configured solutions for industries such as retail, food service, and hospitality. The vendor's capabilities span labor budgeting, labor optimization, AI-driven demand forecasting, time and attendance, scheduling, and strategic insights. Legion also offers performance tracking and rewards, frontline communications, and earned wage access functionality. The vendor's microservices architecture gives customers access to a network of strategic integration partners, enabling them to connect their HCM ecosystem to the platform while taking advantage of best-of-breed WFM functionality.

Legion offers pre-configured solutions for specialized industries such as retail, food service, and hospitality.

Intelligent automation capabilities through Legion WFM enable organizations to streamline routine processes such as demand forecasting and scheduling while mitigating the errors associated with manual work. Additionally, the vendor's Workforce Sharing feature can automatically schedule employees from other locations based on preset preferences while maintaining compliance. Legion Strategic Insights provides managers with actionable insights into trends, such as

manager productivity, labor optimization, and compliance management.

Recent updates and announcements include:

► **Legion AI**

Legion announced the release of Legion AI, which now supports more than 70 use cases across WFM and includes a fleet of generative AI assistants that can enhance operations by offering personalized guidance, automating repetitive tasks, and providing support for managers and employees. Specific agentic assistant use cases include scheduling, authoring for newsfeed posts and announcements, translation, and time and attendance.

Legion AI supports more than 70 uses across WFM, and includes a fleet of generative AI assistants to provide personalized guidance, automate tasks, and provide support for managers and employees.

Logile

Logile, a global retail solutions provider, provides a platform of solutions designed to empower a connected retail workforce to optimize the customer experience. Logile leverages its AI-powered forecasting engine to integrate and optimize labor planning, workforce management, and inventory management, and provides data-driven insights that enable real-time adaptability and operational efficiency.

The vendor's unified retail platform offers solutions for various aspects of labor operations, including labor standards and modeling, AI forecasting, staff planning, budgeting, AI-driven scheduling, as well as time and attendance. Logile provides automated scheduling and cross-scheduling tools to optimize current staff across different departments and store locations. Their solution enables retailers to analyze demand down to 15-minute intervals and to schedule at the task level rather than the job level. Additional scheduling capabilities include priority-scheduling of the most important tasks during labor availability gaps, flex/gig-style scheduling, and a scheduling effectiveness index that retroactively analyzes schedule accuracy for improved visibility and performance.

The platform's time and attendance features ensure compliance with rules, regulations, and company policies. Compliance is a priority for Logile, with state, regional, and corporate guidelines automatically incorporated into schedule creation and timesheet approval processes at all levels, including corporate, state, and municipal.

Logile's Connect mobile application engages and empowers store associates. Employee Self-Service capabilities enable users to view and manage their schedules, including requesting time off and shift

Logile's unified retail platform offers solutions for various aspects of labor operations, including labor standards and modeling, AI forecasting, staff planning, budgeting, AI-driven scheduling, and time & attendance.

claiming, swapping, and bidding. The Connect app delivers robust communication and messaging capabilities and gives the associate one place to go for task assignments and in-app guidance, alerts, and real-time company updates.

Recent updates and announcements include:

► **Growth In India**

Logile announced plans in February 2025 to establish a wholly owned subsidiary in Bhubaneswar, Odisha, India, in the second quarter of 2025. This expansion represents a significant step in Logile's global growth strategy, demonstrating its commitment to innovation, retailer empowerment, and job creation within India's expanding technology hub.

► **Updated Time and Attendance UX**

The vendor introduced an updated UX design for the time and attendance module to simplify the timesheet approval process.

► **Updated Pay and Scheduling Rules**

Updated pay and scheduling rules to maintain compliance with legislative changes. For example, the Fair Workweek ordinance.

► **Enhanced Flexible Scheduling Capabilities**

Enhanced flexible scheduling capabilities, enabling gig workers to be scheduled across multiple locations and pick up short-notice shifts through the Logile Connect mobile app.

► **Flexible Gig Shift Feature Enhancements**

The Flexible Gig Shift feature and its rule-based allocation system were enhanced to optimize and improve shift distribution.

► **Centralized Forecast Management**

A new Centralized Forecast Management feature allows retailers to oversee and modify forecasts at different hierarchical levels, using rules-based allocation for enhanced control from corporate to store level.

► **Floater Shift Management**

The Floater Shift Management feature allows for seamless scheduling of floaters across districts or higher jurisdictions to ensure optimal staffing levels.

Logile's Connect app delivers communication and messaging capabilities, giving associates a single location to go for task assignments and company updates, with in-app guidance and alerts.

► **Advanced Employee Attestation**

Advanced Employee Attestation is a new automation tool for FLSA and predictive scheduling compliance that applies penalties based on nested attestation and edit reasons.

► **Logile Digital Adoption**

Logile Digital Adoption is a new tool that integrates training and knowledge base capabilities to support application training and continuing education for employees.

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Oracle

Oracle Cloud HCM Workforce Management is natively built on a single, unified platform. This approach provides a more streamlined user experience and integration with other Oracle solutions across HCM, Finance, Customer Experience (CX), and Supply Chain Management (SCM). The vendor's WFM capabilities include Oracle Time and Labor, Oracle Absence Management, and Oracle Workforce Scheduling and Labor Optimization. Oracle Time and Labor includes a web clock solution that includes geofencing, flexible punch patterns, schedule integration, and intra-day transfers. Built-in intelligence alerts employees if they miss a punch and enables them to submit correction requests.

Oracle Workforce Scheduling and Labor Optimization is an AI-driven advanced scheduling solution that includes demand forecasting, shift optimization, and intelligent worker assignments based on skills, availability, and preferences. The solution was initially optimized for the complex scheduling needs of healthcare, supporting clinician scheduling, patient volume-based staffing, float pools, shift bidding, seniority-based rotations, and pay incentives with delivered support of other industries including (not limited to) retail and manufacturing. Employees can also take advantage of self-service capabilities such as self-scheduling, shift swapping, and bidding while maintaining compliance with company rules, legislative regulations, and union agreements on a global scale. Generative AI is embedded across Oracle WFM, delivering real-time insights, recommendations, and contextual assistance to speed up and improve decision-making. AI and machine learning are also used to personalize experiences for users.

Oracle Workforce Scheduling and Labor Optimization includes demand forecasting, shift optimization, and intelligent worker assignments based on skills, availability, and preferences.

Recent updates and announcements include:

► **Enhanced Capabilities**

Oracle has enhanced its WFM capabilities in time tracking, absence management, and scheduling, particularly around industry-specific workflows.

► **Improved Integrations**

The vendor has improved the integration of WFM with Oracle Cloud solutions for SCM and Healthcare.

► **Advanced Labor Optimization Metrics**

Oracle has launched advanced labor optimization metrics to drive greater operational efficiency while maintaining compliance.

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Quinyx

The Quinyx WFM platform includes capabilities for scheduling, employee engagement management, workforce communications, time and attendance, task management, labor optimization, demand forecasting, and analytics. These capabilities are underpinned by AI. For example, AI-powered demand forecasting and automated scheduling enable organizations to schedule the right number of employees at the right time, minimizing overstaffing while increasing revenue opportunities and improving operational efficiency. The vendor also offers an integrated Employee Hub, which gives frontline workers access to self-service scheduling and shift-swapping capabilities. Employees can also receive timely update messages and task assignments within the Employee Hub, reducing reliance on external applications. Acknowledging the critical and dynamic nature of compliance in frontline-heavy industries, the vendor offers Quinyx Compliance Checker as a tool to track compliance in real-time and ensure that organizations are able to comply with changes to labor laws, union agreements, and internal policies.

Quinyx has introduced a single platform across web and mobile apps for workforce management, optimization, and engagement.

Recent updates and announcements include:

► **Single Platform**

Quinyx introduced a single platform across web and mobile apps for workforce management, optimization, and engagement, enabling customers to roll out tasks, communications, documentation, and shared calendars to their workforce through the same app they access their schedule in. Users can now access both WFM and Employee Hub in a single location, and administrators can take advantage of shared provisioning integrations, user administration tools, SSO, and security models.

► **Personio Partnership**

The vendor entered into a partnership with European HCM software provider, Personio, to facilitate more seamless and secure transfer of employee data between the two systems.

► **Quinyx Messenger**

Quinyx Messenger, the vendor's communication tool, was launched directly within the Quinyx app to eliminate the need for external communication platforms such as WhatsApp or Facebook.

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Accelerators

Accelerators in the Value Matrix include Deputy, isolved, Paychex, Paycor, and TCP Software.

Deputy

Deputy is a workforce management platform designed for businesses that rely on hourly and shift-based workers. Used by over 380,000 workplaces globally, Deputy supports industries such as retail, healthcare, hospitality, logistics, and more across the United States, the United Kingdom, and Australia. The vendor helps businesses manage the full employee lifecycle—from hiring and onboarding to scheduling, time tracking, compliance, and payroll readiness.

Deputy's WFM platform supports industries such as retail, healthcare, hospitality, and logistics across the US, UK, and Australia.

The platform integrates with payroll, HCM, and POS systems to ensure labor planning and execution stay aligned with business needs. Managers gain real-time visibility across locations, while employees benefit from a mobile-first experience. For example, workers can use the app to swap shifts, request time off, and check schedules, reducing administrative overhead and improving workforce satisfaction. Pulse surveys allow businesses to collect real-time employee feedback, fostering engagement and workplace improvements. Features like real-time workforce visibility and proactive scheduling notifications help ensure smooth operations while giving employees more control over their schedules. Deputy's pay rate builder/engine helps businesses automate wage calculations, ensuring accurate pay based on hours worked, overtime, penalty rates, and labor laws.

Deputy provides tools for standardized scheduling across multiple locations, helping businesses create repeatable and scalable workforce operations. The platform gives managers centralized visibility into staffing coverage, labor costs, and compliance exceptions, reducing administrative load and enabling proactive workforce decisions. Additionally, the solution includes built-in compliance safeguards to

help organizations adhere to complex regulations, including Fair Work Week, overtime, PTO, and break requirements. Features such as automated scheduling rules, real-time alerts, and audit logs support businesses in reducing compliance risks and further ensuring accurate pay practices.

Recent updates and announcements include:

► **AI-Powered Scheduling and Labor Optimization**

Deputy's AI-powered demand forecasting and labor modeling help organizations align staffing with business needs. By incorporating real-time data—such as sales figures, foot traffic, and weather trends.

► **Reporting & Actionable Insights**

Deputy provides detailed reporting and analytics, giving businesses actionable insights into labor trends, staffing efficiency, compliance risks, and cost management. These reports help organizations make data-driven workforce decisions to improve profitability and operational efficiency.

► **Deputy HR**

In July 2024, Deputy launched Deputy HR in the U.S., adding capabilities for hiring, onboarding, document management, and compliance. This expansion broadens the platform's scope beyond scheduling and time tracking, supporting businesses throughout the employee lifecycle.

Deputy's AI-powered demand forecasting and labor modeling incorporates real-time data including sales figures, foot traffic, and weather trends.

isolved

The isolved People Cloud platform includes dedicated modules for time and labor management, workforce scheduling, and expense management with added analytics and employee self-service capabilities. The vendor also offers physical time clocks for employee convenience, data security, and ease of regulatory compliance. These clocks include AI-driven facial recognition biometric options to prevent time fraud. Time tracking functionality within People Cloud can be deployed across several types of work environments, solving for the needs of different structures such as remote, on-site, and hybrid. Scheduling through People Cloud enables managers to create schedules and manage employee inquiries at any time, from any device. Managers can also take advantage of isolved's Analytics Everywhere feature to predict staffing requirements across time periods, employee groups, and other criteria while maintaining compliance with various business rules and labor regulations. Insights and recommendations are

The isolved People Cloud platform includes dedicated modules for time and labor management, workforce scheduling, and expense management with added analytics and employee self-service capabilities.

delivered in context and in the flow of work to maximize productivity. Employee self-service features give workers the ability to view schedules and request shifts and shift coverage as needed. isolved's WFM modules can be accessed through web and mobile apps for iOS and Android, offering a consistent experience regardless of the device used. The vendor also offers preconfigured People Cloud offerings for customers in industries such as healthcare and restaurants that face high levels of WFM complexity.

Recent updates and announcements include:

► **NXG G8 Time Clock**

isolved released the NXG G8 time clock, which features a high-resolution, 8-inch capacitive color touch display with flexible connection options. The clock also has out-of-the-box functionality for two optional relays (door control and bell buzzer) for secure business access.

► **Scheduling Enhancements**

The vendor has made enhancements to isolved Scheduling, specifically enabling the Scheduler view to filter by shift status and only show employees with shifts matching the selected status.

► **Occurrence Reporting Enhancements**

The vendor has also improved its Occurrence reporting, with its Occurrence Count Alert Report now able to display occurrence point amounts and corresponding totals to be displayed with the alerts for a given date range.

isolved has improved its Occurrence reporting, with its Occurrence Count Alert Report now able to display occurrence point amounts with corresponding totals.

Paychex

Paychex Flex is a full-suite HCM solution designed to meet the needs of small and mid-sized organizations of one to 1,000 employees. The platform's WFM capabilities include time and attendance, document management, employee communication, financial wellness, scheduling, compliance management, analytics, and employee and manager self-service. The vendor also offers integrated physical and software-based time clocks. Paychex Flex can be accessed from any device, with dedicated web and mobile applications. The platform also integrates with an organization's general ledger and other business systems, with the vendor continuing to add to its partner ecosystem for third-party integrations. Paychex Flex Time provides administrators and managers with the ability to create schedules, forecast labor requirements, manage time-off requests, approve timecards, and review data to ensure time and pay accuracy. Additionally, employees

Paychex Flex is designed to meet the needs of small and mid-sized organizations of one to 1,000 employees.

can set availability, request shift swaps, and pick up shifts with manager approval.

Recent updates and announcements include:

► **Paychex Flex Engage**

In August 2024, Paychex launched Paychex Flex Engage, a comprehensive employee engagement solution developed to help organizations digitally manage their workforce while driving collaboration and enhanced employee experience. The solution includes a social dashboard that keeps employees aware of company events, promotions, and more. Other features include pulse surveys, rewards and recognition tools, performance and goal management, and compensation management.

► **Paychex Flex Perks**

Also in August 2024, the vendor released Paychex Flex Perks, a digital marketplace that is integrated directly into Paychex Flex. The marketplace is comprised of benefits that are curated to meet the needs of today's diverse workforce, including access to earned wages, financial wellness solutions, and voluntary lifestyle benefits.

► **HR Analytics with AI Insights**

In November 2024, the vendor launched HR Analytics with AI Insights, which is integrated into Paychex Flex and powered by Paychex's partnership with people analytics vendor, Visier. Paychex data is combined with Visier datasets, providing more accurate benchmarking and insights. The vendor's HR Analytics capabilities are comprised of three components: HR Analytics Premium, which provides insight into workforce distribution, cost, attrition, turnover, and retention; HR Premium Plus, which also offers employee job matching and compensation benchmarking; and AI Insights, a generative AI-powered digital assistant that helps leaders to better use and understand the data.

Paychex launched HR Analytics with AI Insights in partnership with Visier to provide customers with more accurate benchmarking and insights.

Paycor

Paycor is a full-suite HCM platform with WFM capabilities that span time and attendance, workforce communication, labor forecasting, scheduling, accruals and PTO management, compliance management, and analytics with AI-generated insights. The vendor's features can be accessed through web and mobile applications, providing employees and managers with self-service features. For example, employees can clock in and out, access pay information, request time off and pick up, release, and swap shifts. Managers can utilize self-service capabilities to

Paycor provides frontline leaders with demand-based forecasting of labor needs using various business driver inputs.

adjust and confirm schedules, approve time-off and shift swap requests, manage exceptions, edit time punches, and conduct group punches. Labor forecasting through Paycor provides frontline leaders with demand-based forecasting of labor needs using business driver inputs such as sales numbers, foot traffic, and transaction volume. The solution also includes a Time Dashboard for managers that consolidates all time off requests and hours in one place, with alerts in place to flag any errors or discrepancies. The Time Off Advisor enables leaders to set up configurable time off rules, such as blackout dates and balance forecasts, to automatically approve or deny PTO requests and escalate exceptions. The vendor's workforce communication functionality enables employee-to-employee, manager-to-employee, and group messaging.

Paycor offers third-party integrations and industry-configurable technology offerings to meet the complex WFM needs of organizations in industries including healthcare, food and beverage, manufacturing, and professional services. The vendor also delivers expert advice on HR, compliance, payroll, and taxes.

Recent updates and announcements include:

► **Predictive Work Scheduling Enhancements**

Paycor's Predictive Work Scheduling includes new automated alerts for managers when creating, publishing, and modifying employees' shifts if changes do not provide sufficient notice to the employee in accordance with Fair Workweek laws. The feature can also automatically apply penalties in jurisdictions where shift publishing and modification limits are regulated, helping to ensure compliance.

► **Expanded Budgeting**

Expanded budgeting enables managers to establish weekly schedule budgets with daily totals, enabling adjustments to future scheduled days to manage a weekly budget total.

► **Labor Forecasting Updates**

Paycor enhanced its Labor Forecasting interactions to enable the import of forecasted values via API to plot within Scheduling. Forecasted labor views have also been expanded to include daily coverage, schedule by job, and schedule by team.

► **Embedded AI**

Paycor has invested in embedded AI to help managers gain a better understanding of data, with insights into overtime patterns, time-off

Paycor's Predictive Work Scheduling includes new automated alerts for managers when creating, publishing, and modifying employees' shifts if changes do not meet Fair Workweek regulations.

usage, exceptions trends at company and individual levels, and more.

► **Additional Enhancements**

Time punches can now be recorded and automatically allocate labor costs based on a profile associated with the location rather than the individual employee. Additionally, employees can now sync approved time off and shifts with their personal cloud-based calendars, such as Outlook and Google.

TCP Software's Humanity Scheduling offering includes AI-driven forecasting, automated schedule creation, and a dedicated mobile app.

TCP Software

TCP Software provides time and attendance and employee scheduling solutions designed for organizations across complex industries. TimeClock Plus automates time and attendance with precise payroll calculations, flexible time collection options, and leave management. Customers can reduce costs, cut errors, and save time through automated timekeeping and integration with payroll, ERP, and HCM systems. The platform also helps organizations effectively manage compliance with missed break tracking, overtime rules aligned with labor laws and union agreements, and secure audit logs. Humanity, the vendor's scheduling solution, offers dynamic employee scheduling with AI-driven forecasting, automated schedule creation, and a dedicated mobile app. Organizations can build efficient schedules and control labor costs with predictive forecasting and real-time scheduling based on availability and skill. Automated communication tools help fill shifts, send updates, and deliver shift reminders. Aladtec is another TCP product for scheduling public safety workers, supporting complex shift rotations and rules to meet minimum staffing levels. It helps agencies streamline scheduling, maintain coverage, and quickly fill shifts with paging. Built-in fatigue rules and certification tracking help with compliance and transparency. Features across the two products, including shift trading, shift pickup, and the ability for employees to set preferences help organizations improve retention by providing workers with more flexibility and control over schedules. TCP also offers deep integration between TimeClock Plus and Humanity, providing customers with a single, unified time and workforce management experience.

Recent updates and announcements include:

► **Linking Tasks with Schedules**

In March 2025, TCP Software introduced a new feature that enables tasks to be linked with schedules. These tasks can be time-based and customer-specific and can record task durations for reporting

purposes. Additionally, the update includes functionality for shift trading, disqualification criteria, conflict identification, and the ability to manage minor rule variations across different states and certifications.

Fuse WFM integrates with a customers' existing HR, Payroll, and other enterprise systems.

Core Providers

Core Providers in the Value Matrix include Fuse, NICE WFM, Paycom, Paylocity, and Verint.

Fuse

Fuse Workforce Management is a cloud-based WFM platform with capabilities across time and attendance, scheduling, payroll, and analytics. The software streamlines employee schedule management by automating shift planning, tracking employee availability, and aligning business demand with labor scheduling. Fuse WFM has self-service and mobile capabilities that enable employees and managers to access schedules, submit time entries, and manage requests on any device. It tracks time and attendance to facilitate payroll processing and management of labor costs and integrates absence and leave management tools to maintain compliance with labor legislation. Real-time dashboards and reporting tools provide actionable insights into workforce performance to enable businesses to optimize staffing levels and reduce waste. Fuse WFM integrates with existing HR, payroll, and enterprise systems to provide data consistency and operational continuity across business functions.

NICE WFM

The NICE WFM platform uses AI and machine learning to increase efficiency in labor planning and forecasting, scheduling, and task management, with expertise in servicing call centers due to its strong staff planning capabilities. The solution's machine learning-powered scheduling allows administrators and managers to create optimized schedules based on historical data on metrics such as average handle time. Continuous re-forecasting provides managers with notifications if staffing changes are needed and gives employees greater insight into whether their schedule requests will be approved. NICE WFM provides managers with the ability to view and manage resource capacity while improving forecasting accuracy by considering backlog and adherence to scheduled tasks. Additionally, it supports employees by offering self-scheduling capabilities.

NICE Workforce Management's staff planning capabilities make it a good choice for call centers.

Paycom

Paycom's HCM software includes WFM-centered capabilities such as time and attendance, scheduling, time-off management, labor allocation, compliance management, reporting, automated payroll, and analytics. The vendor also offers physical time clocks and terminals. Through the vendor's mobile app and web interface, employees and managers have access to self-service functions. For example, Employees can use the mobile app to punch in and out, submit time-off requests, upload receipts for reimbursement, and correct time sheets. The app also has a tool with automated time-off approvals and denials based on employer-set factors such as staffing needs, days requested, and individual hours worked. Managers have the ability to approve timecards, punch changes, expenses, and other essential tasks related to their employees from any location

Paycom's Beti experience offers self-service payroll that automatically detects errors and guides employees through the correction process before submission, ensuring accurate paychecks. Additionally, Paycom provides a direct communication channel between employees and managers, facilitating seamless interaction and issue resolution. Paycom's global HCM solution offers unified HR management for clients with both domestic and international employees. Its self-service functionality and tools for compliance, scheduling, and time and attendance are accessible to users in more than 180 countries with support for nearly 20 languages and dialects. Paycom also offers Everyday, a tool that provides employees with daily access to earned wages.

Paylocity

Paylocity is a provider of HCM solutions that offers tools for workforce management, including time and attendance, on-demand pay, workforce communications, scheduling, tax filing, reporting, analytics, and compliance management. Paylocity, accessible via web or mobile app, enables users to manage their work schedules conveniently. The platform enables shift trading, schedule viewing, clocking in and out, claiming open shifts, and receiving real-time notifications for shift changes. These features are particularly valuable for organizations with large frontline workforces. Paylocity's automated scheduling system can optimize shift coverage by considering employee roles, skills, certifications, availability, and preferences. It also ensures compliance with company-set rules and regulations. Managers can create and modify schedules and use AI-powered staffing insights to optimize future schedules. For example, AI models can recommend shifts based

Paycom is a provider of HCM software that includes WFM capabilities such as time and attendance, scheduling, time-off management, labor allocation, compliance management, reporting and analytics, and automated payroll.

Paylocity's automated scheduling system considers employee roles, skills, certifications, availability, and preferences.

on historical company trends and user data and notify managers when employees approach overtime. Furthermore, the vendor's Community Plus communication and collaboration tool can improve workforce engagement and boost frontline productivity.

Recent updates and announcements include:

► **Integrated Headcount Planning**

The vendor's Integrated Headcount Planning solution was announced in September of 2024. The solution is expected to unify HR, Finance, and talent acquisition within workforce planning. This announcement includes plan creation and real-time management capabilities, more automation for employee lifecycle events for onboarding, role changes, and offboarding. Additionally, customers will be able to set company goals, including hiring plans, and measure headcount targets with budgets. The offering also includes dashboards and analytics for straightforward decision-making.

► **AI Assistant**

The vendor launched an AI Assistant in October 2024 to deliver personalized, role-aware support and elevate the self-service experience.

► **Airbase Acquisition**

In October 2024, Paylocity acquired Airbase Inc. to integrate Airbase's modern spend management, corporate cards, and procurement capabilities into its product.

Paylocity's Integrated Headcount Planning solution was launched in September 2024, and is expected to unify HR, Finance, and talent acquisition within workforce planning.

Verint

Verint provides workforce management, knowledge management, case management, and interactive engagement solutions. The vendor's products are designed for mid-sized and enterprise-sized organizations across specialized industries such as retail, finance, healthcare, and the public sector. Verint Cloud WFM offers a comprehensive suite of tools for workforce management, featuring automated scheduling, labor forecasting, employee self-service, built-in compliance, and workforce engagement management. Verint's Actionable Intelligence solution equips administrators with data capture, analytics, automation, and visualization tools to enhance decision-making. Verint IVA's advanced capabilities, powered by Verint Da Vinci AI, provide users with insights and automation across the Verint platform through a conversational interface. Additionally, IVA Studio, a low-code drag-and-drop editor, allows customers to quickly launch and adjust their bots without the

Verint's offerings include solutions for workforce management, knowledge management, case management, and interactive engagement.

need to employ additional technical resources. The Verint TimeFlex Bot uses AI to optimize the agent scheduling process for contact center employees by integrating with WFM forecasts.

Recent updates and announcements include:

► **RingCentral Partnership**

RingCentral and Verint partnered in November 2024 to provide RingCX customers with AI-powered workforce engagement management (WEM) and CX automation solutions.

Verint partnered with RingCentral to provide RingCX customers with AI-powered workforce engagement management and CX automation solutions.