

Modern WFM cloud system checklist



Why upgrade from legacy WFM?

Legacy systems are rigid and outdated. When moving to a modern cloud-based WFM solution, make sure it enables:

- ☐ Flexibility to support fast-paced, employee-centric operations
- ☐ A mobile-first experience for both managers and employees
- ☐ Advanced automation and AI capabilities
- ☐ Real-time visibility into workforce performance
- ☐ Seamless compliance with labor laws and regulations
- ☐ Improved employee engagement and autonomy

For managers

Frontline & operational leaders

Your cloud WFM system should include:

- ☐ AI-powered assistants that handle approvals, scheduling, and compliance tasks
- ☐ Smart scheduling based on demand, roles, and operational constraints
- ☐ Automated shift marketplace for filling gaps and offering swaps
- ☐ Dashboards with predictive alerts for staffing gaps and fatigue
- ☐ Real-time compliance monitoring during scheduling
- ☐ Mobile tools to manage teams, approve requests, and track KPIs on the go
- ☐ AI suggestions for schedule updates based on weather or local events

For HQ

Executives / central operations

Look for a solution that offers:

- ☐ AI agents that recommend labor strategies, shift plans, and cost-saving actions
- ☐ Industry-specific configurations (retail, healthcare, logistics, etc.)
- ☐ Demand forecasting that accounts for market conditions, weather, and events
- ☐ Automated compliance monitoring with proactive risk alerts
- ☐ Predictive labor budgeting and profitability insights
- ☐ Real-time dashboards covering engagement, costs, productivity, and risks
- ☐ AI that learns and adapts to seasonal, regional, and behavioral trends

For users

Frontline workers

Ensure your system supports:

- ☐ One platform for scheduling, time & attendance, engagement, and tasks
- ☐ Mobile access to schedules, pay, and comms
- ☐ AI that tailors shifts to preferences and work-life balance
- ☐ Easy self-service to request time off or swap shifts
- ☐ Built-in messaging for fast team communication
- ☐ Recognition and engagement tools like feedback and peer praise
- ☐ Smart scheduling that reduces burnout and supports preferred hours

Core capabilities

Cross-tier benefits



Labor optimization & AI

- ☐ AI forecasting using historical data, promotions, weather, and events
- ☐ AI agents that manage break planning, last-minute coverage, and labor allocation
- ☐ Sector-specific compliance automation



Analytics & insights

- ☐ A unified analytics hub for key metrics across locations
- ☐ Custom reports for execs (macro) and managers (operational)
- ☐ Predictive insights to flag turnover, absenteeism, or budget issues



Platform & security

- ☐ Frequent innovation and feature updates
- ☐ Secure login via Single Sign-On and multi-factor authentication
- ☐ AI-powered 24/7 support with rapid issue resolution

Your workforce deserves better

When switching from Excel or a legacy WFM system, use this checklist to benchmark modern capabilities. Quinyx gives you the tools to optimize operations, engage employees, ensure compliance, and reduce costs – all in one powerful, scalable platform.

See it in action

Book a demo to see how Quinyx streamlines operations, empowers your people, and delivers real results – fast.

[Book a demo](#)

