Quinyx

The short, but all you need to know, guide on AI-driven WFM

Table of contents

Introduction

In this guide we'll show you how AI can help you make life at work easier-or at least take the headache from scheduling away. PLUS, we'll dig into why it's the secret to making sure work just works for everyone.

AI (artificial intelligence) has been around for some time now, but lately it's been a topic discussed even more intensely than before and for a lot of businesses, it has taken a firm position high up on the agenda. Many are exploring how to leverage AI for new, smart ways of working.

There's a lot of excitement around AI and maybe some question marks too, but what we do know is that AI-powered WFM is a huge force for good. At Quinyx, we've been making AI a part of our DNA, developing solutions to aid in better decision-making, see patterns the naked eye can't compute, while relieving us from time-consuming and labor intensive tasks. Ultimately, AI has the ability to improve the work-life of millions of workers across the globe, stretching from frontline to HQ.

Given the many benefits AI can generate for both your business and your employees, it is safe to say that if you haven't already, it's time to start making the transition towards an AI-powered WFM. Because one thing is for sure—it will change the way we work forever.

How AI can benefit you

(yes, it really can!)

1. Save time and headaches with AI-driven scheduling

The profitability of your business and the happiness of your employees are completely linked to how you create your schedules.

At the heart of it, AI helps you to automatically create a schedule and assign the shifts to available employees with the press of a button. In Quinyx, this is done based on your business objectives, which includes cost savings and employee fairness, as well as better customer facing service.

If you've set the technology up to optimize for cost savings, it will create shifts that tightly hug peak hours to avoid overstaffing, and vice versa when optimizing for superior customer service. Regardless of which objective it has been set up for, AI will never ignore the command to be compliant with labor laws, but we'll get to that later on!

And if you thought it couldn't get any better, it will also try to be as humane and fair as possible—only scheduling based on employee skills, contracts and availability and distributing shifts evenly across the workforce.

How AI can benefit you

Essentially, it will make everything that would cause scheduling to take hours seem easy as can be. If there's ever a need to re-optimize to account for sick leave, unexpected demand changes or simply because life has taken a different turn, AI has your back and pumps out a new schedule just as quickly. Even though it may look simple, it can still sound scary. But not to worry! Repeat after us: "AI is here to simplify our work and to support us in the process". Schedules may be squeezed out in minutes, but you are still in control. Tweak and adapt along the way and give it the final go when you are certain schedules never looked better.

2. Hyper precision with next level demand forecasting

For service-intensive industries like retail and hospitality, the need to have the right people, in the right place, doing the right thing, at the right time is of paramount importance. Although, this is not always an easy task. In fact, many frontline workers often experience over and understaffing.

So how do you know how busy you're going to be at any given time? How can you see what the future holds?

The answer is AI.

In Quinyx, demand forecasting is a solution that takes the context of each demand driver within each individual location into account, to make more accurate demand forecasts on the most granular level. It uses AI-driven algorithms to predict future customer demand that will help capture different demand drivers like transactions, footfall and revenue per location and department, making forecasts more accurate than ever before.

How AI can benefit you

The best examples of demand forecasts combine historical data with events, public holidays or promotions—basically anything that could affect your business demand. You can even identify peak and dull periods on a 15 minute, daily and weekly level.

Using demand forecasting algorithms equipped with machine learning methods to crunch all existing historical data will always give you more accurate results than simply looking at, for example, average sales figures from the past three months.

"We're looking at half a million dollars a year
[in savings] just in the reduction of payroll effort.
How much might eventually be attributed to better
management of our seasonal hiring?
Timing that surge correctly can make or break our
profitability for the season. That's the area we think
Quinyx will have the greatest benefit."

VP/CIO, Retail, Total Economic Impact™ of Quinyx Report

Quality schedules in no time
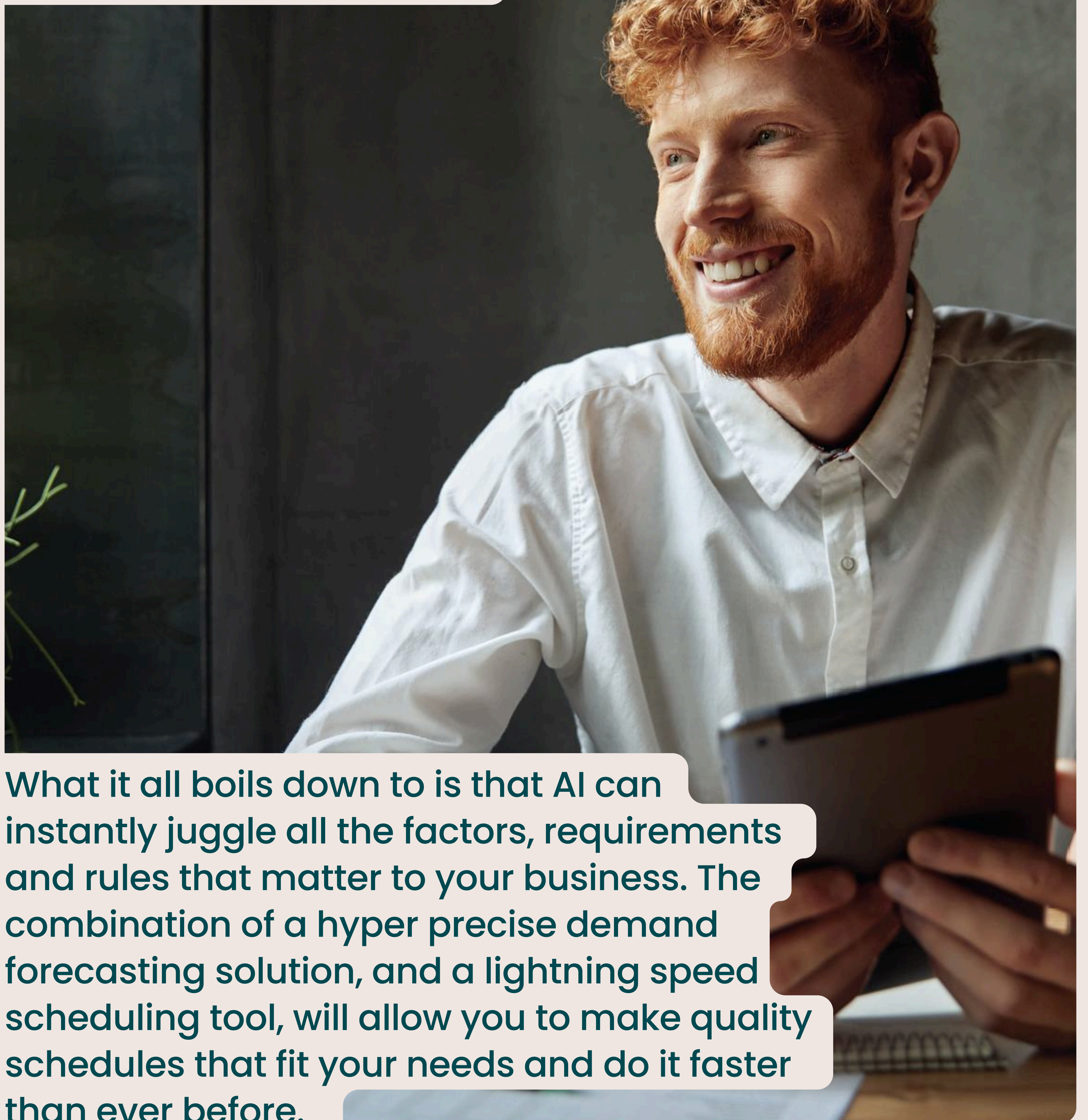
What it all boils down to is that AI can instantly juggle all the factors, requirements and rules that matter to your business. The combination of a hyper precise demand forecasting solution, and a lightning speed scheduling tool, will allow you to make quality schedules that fit your needs and do it faster than ever before.

3. Always compliant with labor regulations

Failure to keep up with changing labor laws can quickly create a perfect storm of non-compliance and financial nightmares for your business.

Manual solutions to manage your workforce, or outdated WFM solutions, can easily see you break labor laws, leading to compliance issues, lawsuits and the prospect of hefty fines. This is where AI-driven WFM comes to the rescue.

Quinyx's AI-driven scheduling solution helps you stay compliant by accounting for scheduling rules, legislation changes, contractual requirements, union limits, breaks and rest periods. Schedules are created only based on the skills and certifications required to perform each role, and schedules are published well in advance. Say goodbye to the constant worry of becoming non-compliant. AI's got you covered!

4. AI-enabled flexibility in the scheduling process

Very often fronline workers say their work schedule causes them to miss out on special moments, like social events or holiday celebrations. When working 9-5 in an office Monday to Friday, being there for these kinds of events can feel like a given. But, for frontline workers, the reality is different. A good workforce management tool allows employees to set their availability and planners to simply schedule based on their availability, AI-driven scheduling or not. What matters is that despite constant changes, automated scheduling can help you iterate on those changes and quickly create new schedules.

Even after the availability period has been locked, it's good to offer employees the possibility to swap shifts with peers to maximize that sense of flexibility.

"There is no doubt in my mind that there is a link between employee engagement and how technology has enabled people to manage their schedules and communicate with their managers."

VP/CIO, Retail, Total Economic Impact™ of Quinyx Report

5. Fairer schedules as standard

Typically, the businesses we work with want to optimize their schedules in relation to three key areas—fairness, performance and cost. Quinyx's AI works alongside our WFM solution to do this to benefit both employees and the business.

One of the rules added to Quinyx to create fairer schedules is to fulfill contract hours relatively equally between employees. This means that several people will get 80% contract hour fulfillment, instead of some getting 100% while others get 60%. So no more feelings of short-coming or being overworked due to unfair scheduled shifts.

On top of that, there will always be what's considered as favorable and less favorable types of shifts. With this in mind, Quinyx AI is not only equally distributing shift types, but also doing the same for types of shifts, so those less favorable shifts (like nights and weekends) are balanced and distributed equally between employees.

When AI makes work just work

Work just works when you can provide schedules that are always labor law compliant and give employees enough rest between and during shifts. When schedules leave enough room for flexibility and employees can update their availability or swap shifts after schedules have been published. And when schedules feel fair and shifts are equally distributed. Who could have thought that something so technological and AI-driven, could be so human and make work just work for everyone?

Wrapping up

When putting the frontline needs first, businesses avoid facing consequences like higher staff turnover, lower productivity and higher sick-percentages.

An AI powered WFM solution that takes time rules, schedule stability, predictability, and scheduling fairness into account, gives frontline workers the right working conditions that can make them want to stay longer in the company. And so, thanks to AI, companies can retain top talent and stay attractive in a competitive market.

Of course we know that it may seem like we're only trying to paint a pretty picture of what AI can do, but after seeing our customers' success, it's incredibly clear that AI for WFM is here to stay.

By powering-up your WFM solution with AI you'll be able to make better decisions, based on real data. It will also take care of the 'heavy lifting' for you, save you hours of admin, help you spark an engaged and motivated workforce, and ensure that work just works for everyone.

Do you want to learn more?

Visit quinyx.com

Quinyx