



NUCLEUS
RESEARCH

WFM Technology Value Matrix 2026

ANALYST

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The Bottom Line

The workforce management market is the most competitive it's ever been as rising buyer expectations, and an accelerated pace of vendor investment drives increased competition. Organizations across frontline-heavy industries are prioritizing platforms that can deliver intelligent decision support directly within the daily workflow of managers and employees, moving evaluation criteria beyond scheduling efficiency, compliance automation, and labor cost control. Vendors have responded by deepening functional capabilities, expanding industry-specific configurations, and accelerating investment in automation and employee experience. Verticalization has become another differentiator, with vendors developing preconfigured solutions for retail, healthcare, logistics, and other frontline organizations. Agentic AI and intelligent automation are increasingly present on vendor roadmaps, signaling that the next wave of WFM investment will center on systems that can proactively identify and resolve workforce exceptions with minimal manager intervention.

Market Overview

For organizations with substantial frontline workforces, workforce management has traditionally been evaluated on its ability to improve scheduling efficiency, automate compliance, support time capture, and control labor costs. In 2026, Nucleus observes that buyer evaluation criteria are expanding beyond these operational foundations. Organizations are increasingly assessing whether a WFM platform can deliver decision support directly within day-to-day manager and employee workflows to reduce the manual effort required to make labor decisions in real time. In the current job market, many leaner operating models place more administrative burden on frontline leaders, making the ability to reduce manager workload through automation, embedded recommendations, and workflow guidance an increasingly important factor in both vendor selection and realized value.

This shift is also changing how differentiation is established across the market. Several capabilities have moved closer to baseline expectations rather than competitive differentiators. Mobile access, skills-based scheduling, shift swapping, scheduling preferences, and related self-service workflows are increasingly viewed as standard requirements, particularly among organizations with younger or distributed frontline workforces. This has raised the usability standard across the category and increased pressure on vendors. As a result, those with fragmented or less intuitive mobile experiences are at a disadvantage compared to the applications employees use outside of work. As these capabilities become more common, differentiation is shifting away from feature presence and toward the quality of execution, adoption, and integration.

Customers prioritize the depth of planning connectivity and compliance coverage as two additional areas of focus. Organizations that operate across jurisdictions with differing pay, scheduling, and labor regulations require multi-jurisdiction support, Fair Workweek compliance, and predictive scheduling rules as a foundation rather than an enhancement. Similarly, integration depth with HR, payroll, and ERP systems has become a prerequisite for larger deployments, as disconnected environments require manual correction that erodes the efficiency gains WFM is deployed to deliver. Several vendors have also extended their platforms including longer-horizon workforce planning, reflecting growing demand for a more unified view of labor strategy and operational execution.

Buyer evaluation criteria are expanding beyond scheduling efficiency and compliance automation toward intelligent decision support embedded in the daily workflow.

Differentiation is shifting away from feature presence and toward the quality of execution, adoption, and integration into day-to-day work.

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 with the product's capabilities (X222 – *Understanding the Value Matrix* – August 2025). This report provides a comparative assessment of vendor capability and usability as of 2026, with reference to the investments most likely to influence customer outcomes in the near term, and takes stock of what can be expected in the future based on current vendor investments and market direction.



Leaders

Leaders in the Value Matrix include Dayforce, Infor, Legion, Logile, UKG Pro WFM, WorkForce Software (ADP), and Zebra Technologies.

Dayforce

Dayforce is a provider of cloud-based HCM software that includes a range of WFM capabilities built to help customers navigate complex regulatory environments. In February 2026, private equity firm Thoma Bravo completed its acquisition of Dayforce, taking the company private. 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 span demand forecasting, labor planning, scheduling, time and attendance, absence management, task management, on demand pay, and analytics. The vendor also offers time clock hardware and software with configurable surveys for attestation, pulse checks, etc., as well as a mobile application that provides end-users with self-service capabilities and the ability to clock in/out with geo-fencing.

The Dayforce AI Assistant delivers real-time, contextual answers about workforce and pay information, helping employees and managers quickly understand their data, such as current and prior pay, without relying on HR. It also supports task-based agents that streamline activities like time-off requests and performance-related content creation. Machine learning forecasting enables organizations to improve manager decision-making and optimize workforce allocation by forecasting future business demand and labor requirements using historical data and real-time drivers including holidays, special events, and weather patterns.

Dayforce's People Analytics functionality includes interactive dashboards and pre-calculated measures for areas such as burnout and worker energy levels. Intelligent nudges offer prompt recommendations to managers to support decision making. The Dayforce platform is open to system integrators, customers, and the Dayforce services team, enabling customers to create custom rules for complex use cases. The Dayforce Exchange provides an open marketplace to connect capabilities across partners, solutions, and talent ecosystems.

Recent updates and announcements include:

► **Flex Work enhancements**

In September 2025, Dayforce evolved its Flex Work solution from an on-demand staffing solution into a comprehensive contingent workforce management platform for frontline organizations. The Vendor Management System (VMS) enables customers to centralize and manage their contingent labor programs by consolidating

Dayforce's People Analytics functionality includes intelligent nudges offering prompt recommendations to managers and other leaders to support decision-making.

staffing agencies, enforcing contract rates, automating invoicing and providing real-time visibility into spend and performance. The expansion followed Dayforce's acquisition of JJJ International, which operated the Jitjatjo on-demand staffing platform and Network vendor management system.

► **Dayforce AI Agents**

In October 2025, Dayforce announced the next generation of Dayforce AI Agents, with pay and time off agents already available and content authoring agents rolled out to most full-suite customers in Q4 2025. At the same time, Dayforce launched Strategic Workforce Planning, enabling leaders to model workforce needs by role, location, and cost, and run scenario analyses. Built on a single data model, Dayforce allows organizations to move from approved plans to execution within the same platform. The launch was accelerated by Dayforce's acquisition of Agentnoon.

Dayforce evolved its Flex Work solution from an on-demand staffing solution into a comprehensive contingent workforce management platform for frontline organizations.

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 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 and reduce unplanned overtime costs. Processes such as time tracking, scheduling, and attendance can be automated, reducing the risk of errors and supporting payroll accuracy. The vendor's pay rule engine and library enable organizations to manage processes by exception.

Infor offers Industry CloudSuite solutions with more than 2,000 micro-vertical specific configurations offered out of the box across its offerings.

Infor WFM delivers two persona-based workspaces for shift-based employees and managers, providing a centralized experience for daily tasks. Managers and employees can access self-service capabilities through a mobile-enabled portal, including schedule management, shift trading, timecard review, and time-off requests. Frontline managers can view and edit timesheets, approve time-off requests, and access reports and analytics. The Birst analytics module, built on Infor's Data Lake, provides leaders with dashboards across time and scheduling with support for bidirectional communications with CloudSuite modules and third-party solutions.

Recent updates and announcements include:

▶ **AI Forecasting**

Infor launched next-generation AI forecasting for workforce management that auto-selects the best hybrid or ensemble model for each organization's data, improving accuracy across labor drivers and volume metrics across industries.

Infor launched next-generation AI forecasting that auto-selects the best hybrid or ensemble model for each organization's data.

▶ **Scheduling Interface**

Infor released a redesigned scheduling interface for frontline leaders that reduces clicks, streamlines schedule creation and edits, and surfaces critical information as part of a broader effort to unify its advanced scheduling capabilities into a single industry-agnostic solution.

Infor released a redesigned scheduling interface for frontline leaders that reduces clicks and streamlines schedule creation and edits.

▶ **Open Shift Automation**

Infor introduced Open Shift Automation to enable organizations to automatically fill open shifts and reduce coverage gaps. The vendor also embedded a conversational AI assistant into Infor WFM that supports natural-language queries and delivers explainable recommendations to help frontline leaders and schedulers make faster workforce decisions.

▶ **Leave Request Management**

WFM-only customers can now manage leave requests directly within Infor WFM without requiring a third-party leave solution. The vendor also made major updates to mobile timesheet, time-off approval, and employee availability capabilities to improve the frontline experience.

Legion

The Legion WFM platform takes a modular approach to product development with pre-configured solutions for industries such as retail, food service, and hospitality. The vendor's capabilities span labor planning, employee engagement suite, strategic insights, platform services, optimized scheduling, including demand forecasting, labor optimization, and automated scheduling. Legion also offers schedule empowerment through its Employee Engagement Suite, workforce self-services, Legion InstantPay and Frontline Communications. The vendor's microservices architecture connects customers to a network of strategic integration partners. Intelligent automation capabilities enable organizations to automate demand forecasting and scheduling while reducing manual errors. Smart Templates simplify schedule creation by combining stable scheduling patterns with AI-driven optimization, enabling managers to publish schedules further in advance. The Workforce Sharing feature automatically schedules employees across

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locations based on preset preferences while maintaining compliance. Legion Strategic Insights provides managers with actionable data on labor optimization, compliance management, employee engagement and operational performance.

Recent updates and announcements include:

► **Productivity-Based Scheduling and On-Demand Shift Offers**

In August 2025, Legion introduced employee productivity-based scheduling, incorporating real performance signals directly into schedule optimization. AI-driven on-demand shift offers automatically identify coverage gaps and surface personalized shift opportunities to eligible employees based on skills, availability, and compliance rules.

► **AI Assistants and AI Hub**

Legion expanded its fleet of AI Assistants with a Shift Explanation Assistant and Forecast Explanation Assistant, providing managers with natural-language explanations of scheduling decisions and demand forecast drivers. The AI Hub centralizes governance and enablement of individual AI Assistants, giving organizations visibility and control over AI usage across the platform.

► **SmartCards and Bottom-Up Labor Planning**

In January 2026, Legion released configurable SmartCards providing managers with customizable real-time dashboards covering scheduled versus actual hours, labor costs, and demand data. The vendor also introduced bottom-up labor planning, converting AI-driven forecasts into store-level labor operating plans expressed in hours and dollars, with approved plans flowing directly into scheduling enforcement.

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Logile

Logile, a global retail solutions provider, offers an AI-powered Connected Workforce Platform that integrates labor planning, workforce management, fresh operations management, and store execution within a unified system. The platform is purpose-built for retail and serves customers in grocery, convenience and fuel, big box, specialty retail, and quick-service restaurant segments. Core WFM capabilities include AI-driven demand forecasting, labor standards and modeling, staff planning, budgeting, AI-driven scheduling, time and attendance, and task management. Logile analyzes demand at 15-minute intervals and schedules at the task level rather than the job level, enabling more precise labor alignment to actual workload conditions.

Automated scheduling and cross-scheduling tools optimize staffing across departments and store locations. Additional scheduling capabilities include priority scheduling for critical tasks during labor availability gaps, flex and gig-style scheduling, and a scheduling effectiveness index that retroactively analyzes schedule accuracy. The platform's time and attendance capabilities enforce compliance with state, regional, and corporate labor guidelines at all levels of schedule creation and timesheet approval. Logile's Connect mobile application provides employee self-service for schedule viewing, time-off requests, shift claiming and swapping, and shift bidding, with integrated communications and task assignment tools. The vendor's Enterprise Labor Model converts demand forecasts into task-level labor requirements, and structured budgeting workflows enable finance, HR, and operations to align financial targets with bottom-up labor requirements before budgets are finalized.

Recent updates and announcements include:

► **Forecasting and Labor Modeling Enhancements**

Logile enhanced its forecasting engine with advanced AI and machine learning algorithms to improve capture of seasonality, localized demand variability, and store-level behavioral patterns. Dynamic cluster-based adaptive labor modeling was introduced to group stores by operational similarity, to enable labor standard precision across diverse store formats and large-scale scenario simulation.

► **Schedule Variance Management and Payroll Safeguards**

Logile formalized schedule deviation controls, including early clock-in and late clock-out logic with cost attribution, unscheduled work approval workflows, and automated alerts for missed punches. Payroll safeguards now prevent submission when punch exceptions remain unresolved, and off-cycle payroll functionality supports corrections without compromising audit integrity.

► **Pay Rule and Compliance Enhancements**

The pay rule engine was expanded to support complex regulated and international environments, including configurable guaranteed minimum premium hours, dynamic meal and break recalculation based on actual worked time, California-compliant back pay exports, and Mexican labor law requirements. Fair Workweek and Good Faith Estimate compliance capabilities were also enhanced, including advance notice enforcement and automated premium pay triggers.

Logile's Connected Workforce Platform integrates labor planning, workforce management, fresh operations management, and store execution with task management.

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► **Store Talk and Associate Experience Updates**

Logile expanded Store Talk with richer channel communications and person-to-person chat within the store environment. Associate scheduling requests are now embedded within Store Talk workflows, unifying communication and approval tracking. AI-enabled logic provides associates with contextual guidance on scheduling requests based on coverage impact, policy constraints, and compliance considerations.

► **Logile AI**

Built on the Connected Workforce Platform, Logile AI shifts retailers from siloed planning and workforce tools to a connected, execution-aware operating model that is grounded in governed data and continuous feedback from execution.

Logile's pay rule engine was expanded to support configurable guaranteed minimum premium hours and complex regulated environments.

UKG Pro WFM

UKG Pro Workforce Management is a global WFM suite built for the needs of midsized 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 runs on UKG Flex, a Google Cloud-based platform with a single data fabric and low-code/no-code developer tooling.

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 Bryte AI enhancements**

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 now features Dynamic Labor Management, a real-time labor dashboard that allows organizations to monitor various aspects of their locations. With this tool, managers can see who is working, who is absent, whether they have adequate coverage, if employees are taking their breaks, and if overtime is necessary. Dynamic Labor Management is powered by UKG Bryte and provides alerts and recommendations so managers can take action in the moment, enabling organizations to maintain compliance, support employees, and align to their goals.

▶ **UKG Employee Voice**

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-

UKG's partner ecosystem includes a marketplace of more than 350 partners with prebuilt connectors and APIs.

UKG has made several WFM-specific enhancements to Bryte AI, including Frontline Assist, a Self-Scheduling Agent, a Meals and Breaks AI Assistant, and Conversational Analytics.

sales systems and InTouch DX timeclocks, addressing primary requirements of the frontline workforce.

► **UKG Talk**

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

WorkForce Software (ADP)

WorkForce Suite is WorkForce Software's SaaS-delivered WFM offering, acquired by ADP in October 2024 and now established as the enterprise-grade solution within ADP's broader workforce management portfolio. The suite includes capabilities for time and attendance, scheduling, labor demand forecasting, fatigue management, employee communications, leave and absence management, task management, and analytics. The WorkForce Suite runs on a configurable, automated rules engine that validates input actions across forecasting, scheduling, and PTO requests, and can automatically approve or deny requests while incorporating changes to local, state, and federal regulations. WorkForce Software also offers WorkForce SPARK, a set of pre-configured solutions built on the Suite Templates Engine to support rapid deployment, with a template library that includes hundreds of parameterized capabilities supporting country- and industry-specific requirements. Partners can add bundled tools and services tailored to different industries.

WorkForce Software's API integrations enable customers to connect existing HCM and payroll solutions with the WorkForce Suite. The Enhanced Communications solution and Digital Assistant are integrated into the WorkForce Suite UI, giving customers access to the full feature set within a unified interface. Industries served include manufacturing, retail, healthcare, energy, higher education, and the public sector.

Recent updates and announcements include:

► **ADP HCM Platform Integration**

In November 2025, ADP made WorkForce Suite available within ADP Workforce Now, ADP Lyric HCM, and ADP Global Payroll, enabling organizations with 150 or more employees to access enterprise-grade workforce management capabilities within ADP's HCM and payroll platforms across 140 or more countries. The integration delivers single sign-on, unified role-based experiences, and synchronized data flow between scheduling, time, HR, and payroll.

ADP made WorkForce Suite available within ADP Workforce Now, ADP Lyric HCM, and ADP Global Payroll, enabling organizations with 150 or more employees to access enterprise-grade workforce management.

ADP released mobile enhancements to WorkForce Suite including mobile shift swap, mobile timesheet entry, mobile timesheet approvals, and web clock attestation.

► **Mobile Enablement Enhancements**

ADP released several mobile enhancements to WorkForce Suite including mobile shift swap, mobile timesheet entry, mobile timesheet approvals, team absence calendar, and web clock attestation, reducing administrative workload and supporting frontline engagement.

WorkForce Software's Digital Assistant is integrated into the WorkForce Suite UI.

Zebra Technologies

Zebra's Workcloud software platform includes operational enablement across enterprise collaboration, workforce optimization, inventory optimization, and demand intelligence. The platform unifies corporate-to-store and frontline communication, automates workforce scheduling, provides intelligent demand forecasting and inventory control and lowers total retail loss, enabling businesses to automate and streamline processes from the corporate level to the front line. The vendor 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 solutions have built-in compliance, enabling organizations to navigate regulations at the federal, state, and local levels, and are designed to interoperate with Zebra mobile computers and hardware.

Zebra's Workcloud software platform includes operational enablement across enterprise collaboration, workforce optimization, inventory optimization, and demand intelligence.

The Workcloud Workforce Optimization Suite, which includes Workcloud Scheduling and Timekeeping, includes functionality for scheduling, time and attendance, employee self-service, and labor optimization, underpinned by AI, reporting, analytics, and mobility. Workcloud Scheduling and Timekeeping solutions are used by more than 2.5 million users across 60 countries, and support employee shift management, labor scheduling and forecasting, and compliance for frontline organizations. AI-powered forecasting aligns scheduling to business needs to optimize labor investments. Forecast modeling uses machine learning and AI to optimize labor planning across a range of forecasting models. The vendor also offers multi-store scheduling and schedule cost calculation through its Timekeeping pay engine. The Workcloud Shift employee self-service application gives frontline workers mobile access to schedules, shift swapping, and geo-fenced time clocking.

Zebra relaunched Workcloud Shift on a device-agnostic codebase, supporting both company-provided and personal devices.

Recent updates and announcements include:

► **Workcloud Shift App Relaunch**

Zebra relaunched Workcloud Shift as a rebuilt employee self-service application on a device-agnostic codebase, supporting both company-provided and personal devices. The updated app

provides geo-fenced clocking, schedule management, and shift swapping through a redesigned mobile interface.

► **Workcloud Clock Deployment Simplification**

Zebra simplified deployment of its tablet-based Workcloud Clock application by making it available through public app stores and streamlining the device registration process for faster on-site installation across multiple locations.

Zebra simplified deployment of its Workcloud Clock application by making it available through public app stores.

Experts

Experts in the Value Matrix include ADP Workforce Manager, Blue Yonder, Deltek, Oracle, Quinyx, and ProHance.

ADP Workforce Manager

ADP offers a broad range of workforce management capabilities across its client base, spanning different organizational sizes and deployment models. ADP Workforce Manager is built on the vendor's partnership with UKG, with ADP white-labeling UKG Pro WFM and adding ADP-developed capabilities to deliver an integrated experience within ADP's HCM platforms, including ADP Lyric HCM and ADP Workforce Now. Capabilities span time and attendance, absence management, scheduling, compliance, and analytics. HCM integration delivers a unified user experience across HR, payroll, and workforce management, including self-service through ADP's mobile app, enabling employees to clock in and out, request time off, and swap shifts. Manager self-service gives frontline leaders the ability to adjust and approve schedules and manage requests.

ADP Workforce Manager includes analytics dashboards with real-time visibility, AI-assisted decision-making and forecasting, and industry benchmarks for KPIs such as overtime and absences.

Workforce Manager includes analytics dashboards with real-time visibility and AI-assisted decision-making and forecasting, and offers industry benchmarks for KPIs such as overtime and absences. The vendor provides rules engines, configuration tools, educational resources, and expert compliance consultation to support customers in staying current with regulatory changes. ADP also offers fully managed implementations to help customers achieve time-to-value and address business changes such as M&A, new processes, and growth.

Recent updates and announcements include:

► **WorkForce Suite Now Available Within ADP HCM Platforms**

In November 2025, ADP made WorkForce Suite available within ADP Workforce Now and ADP Lyric HCM, the same platforms that deliver Workforce Manager. This gives existing ADP HCM

customers access to enterprise-grade WorkForce Suite capabilities without migrating away from their current ADP environment, broadening the WFM options available within ADP's tiered portfolio.

ADP offers fully managed implementations across organizations.

Blue Yonder

Blue Yonder is a provider of supply chain management, warehouse management, and workforce management solutions, serving customers in the retail, manufacturing, and logistics sectors. The vendor's workforce management capabilities span labor planning, forecasting, scheduling, time and attendance, and employee self-service. Blue Yonder solutions use predictive analytics and automation, with AI-driven scheduling that considers employee preferences and adjusts in real time based on business needs. Employee self-service tools allow workers to set preferred work hours, days off, shift durations, and job roles. The Shift Marketplace enables borrowing across locations, allowing organizations to maximize productivity across multiple sites while giving employees the opportunity to work more hours. Blue Yonder is built on a microservices architecture powered by the Snowflake data layer, delivering scalability and integration with operational data across the organization.

Blue Yonder's centralized analytics platform is built on Snowflake with generative AI embedded throughout.

Blue Yonder's AI and machine learning-driven Forecasting and Auto-Scheduling Microservices enable organizations to improve scheduling accuracy and ensure compliance with labor laws and union regulations while reducing manager time spent on scheduling tasks. Dashboarding capabilities provide managers with visibility into staffing and labor performance metrics. The vendor's labor optimization functionality helps organizations align available resources with customer and production demand to reduce unplanned overtime. Blue Yonder continues to expand its library of public APIs, enabling customers to integrate and extend the solution across their existing technology ecosystems.

Blue Yonder's AI and machine learning-driven Forecasting and Auto-Scheduling Microservices support compliance with labor laws and union regulations.

Recent updates and announcements include:

► **Advanced Analytics Expansion**

Blue Yonder expanded its reporting-as-a-service and centralized analytics capabilities, delivering a unified analytics platform built on Snowflake with generative AI embedded throughout. Enhancements include AI-generated explanations of forecast variances, schedule accuracy analysis comparing planned versus actual hours, time and attendance exception analysis, and pay analytics for corporate payroll teams. Generative AI explains trends

and highlights anomalies across workforce data to support faster decision-making.

► **Agentic AI for Workforce Management**

As part of its broader Cognitive Platform expansion, Blue Yonder announced agentic AI capabilities for workforce management that continuously monitor demand signals, attendance, and execution to detect staffing shortages and forecast variances. The agents are designed to surface guided recommendations for shift adjustments, redeployment, or voluntary time off, and to propose and execute actions within predefined business rules with manager approval.

► **Scheduling Microservice enhancements**

Additionally, Blue Yonder made enhancements to its Scheduling Microservice including support for rolling rest day rules by time period, seniority-based scheduling influence, and minor employee maximum hours rules. These additions reduce manual schedule edits and help organizations manage compliance with labor law requirements during automated scheduling.

► **Added rest attestation capabilities**

Blue Yonder also added rest attestation capabilities through the Persona Clock, Employee Portal, and mobile application, giving employees the ability to acknowledge recorded rest times and providing managers with visibility into attestation details and associated pay implications. The vendor also added configuration support for the British Columbia rolling 32-hour rest period rule.

As part of its Cognitive Platform expansion, Blue Yonder announced agentic AI capabilities for workforce management that continuously monitor demand signals, attendance, and execution.

Deltek

Acquired by enterprise software provider Deltek in 2023, Replicon is a cloud-based workforce management platform designed to serve global, project-based organizations. The platform consolidates time and attendance, leave management, employee scheduling, gross pay calculation, and global labor compliance in a single system. AI-powered timesheets through ZeroTime automatically capture work activity from more than 100 collaboration tools and digital applications to pre-populate timesheets for employee review and submission. Dela, Deltek's context-aware AI orchestrator, is embedded across the platform to automate workflows and surface workforce insights. The vendor's CloudClock delivers a touchless clock-in and clock-out experience via facial recognition, voice commands, and a secure photo audit trail, with mobile GPS tracking and geofencing for remote time capture. Replicon includes a labor compliance dashboard covering more than 145 jurisdictions across more than 75 countries, automating

Replicon is a cloud-based workforce management platform designed to serve global, project-based organizations.

gross pay calculations via the Payroll Workbench, and supports government contracting requirements including DCAA, FAR, DFARS, and NIST controls. The platform integrates with ERP, HCM, CRM, payroll, project management, and accounting systems and supports more than 30 languages and currencies.

Recent updates and announcements include:

► **Replicon Time Tracking for Vantagepoint**

In September 2025, Deltek introduced Replicon Time Tracking for Vantagepoint, a premium add-on that combines Replicon's time tracking, leave management, and labor compliance capabilities with Deltek Vantagepoint ERP. The integration is designed for architecture and engineering firms, consulting firms, and high-growth enterprises managing distributed workforces across multiple geographies.

► **California Compliance and Pay Rule Enhancements**

Deltek added a preconfigured pay rule for California 9/80 work schedules, handling seventh day premiums, daily and weekly overtime, and meal and rest break penalties. A new validation automatically generates rest break premium pay when breaks are not provided, reducing manual compliance management for California employers.

► **FedRAMP Moderate Authorization**

In March 2026, Deltek announced that Replicon achieved FedRAMP Moderate Authorization, validated through third-party assessment and sponsored by the United States Department of Agriculture. The authorization supports government contractors subject to DFARS 252.204-7012 and CMMC Level 2 and Level 3 requirements, and lists Replicon on the FedRAMP Marketplace alongside Deltek Costpoint GCCM.

Replicon Time Tracking for Vantagepoint combines time tracking, leave management, and labor compliance with Deltek Vantagepoint project management.

Oracle

Oracle Cloud HCM Workforce Management is natively built on a single, unified platform, providing integration with other Oracle solutions across HCM, Finance, Customer Experience, and Supply Chain Management. 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 with geofencing, flexible punch patterns, schedule integration, and intraday transfers, with built-in intelligence to alert employees of missed punches and enable correction requests. Oracle

Absence Management is used by customers across more than 160 countries, and Oracle Time and Labor supports customers in more than 80 countries. Oracle Workforce Scheduling and Labor Optimization is an AI-driven scheduling solution that includes demand forecasting, shift optimization, and worker assignments based on skills, availability, and preferences. The solution supports complex scheduling requirements across healthcare, retail, manufacturing, and other industries, including clinician scheduling, patient volume-based staffing, float pools, shift bidding, seniority-based rotations, and pay incentives. Employees can take advantage of self-service capabilities including self-scheduling, shift swapping, and bidding while maintaining compliance with company rules, legislative regulations, and union agreements. AI capabilities are embedded across Oracle WFM to deliver insights, recommendations, and contextual assistance to support decision-making.

Recent updates and announcements include:

► **Leave and Absence AI Agents**

In August 2025, Oracle introduced three AI agents for absence management as part of its 25C release. The Leave and Absence Analyst enables employees to manage time-off through natural language, including checking balances, submitting requests, and donating leave. The Leave and Absence Analyst for managers provides team-level visibility into leave balances, scheduled absences, and pending requests to support coverage planning. The Leave and Absence Policy Advisor answers employee questions about leave entitlements, eligibility, and organizational procedures based on configured company policies.

► **Shift Scheduling and Timecard AI Agents**

Oracle introduced a Shift Scheduling Assistant to support schedule creation and management based on coverage requirements and employee preferences, and a Timecard Assistant to facilitate accurate timecard submission and provide employees with explanations of how their pay is calculated.

► **Workforce Operations Command Center**

Oracle announced the Workforce Operations Command Center, an agentic application that uses goal-driven specialist agents to identify and prioritize workforce execution issues including timecard exceptions, coverage gaps, and compliance risks. The Command Center surfaces prioritized actions and guides managers through

Oracle introduced a Leave and Absence Analyst that enables employees to manage time-off through natural language, including submitting requests and checking balances.

Oracle's Workforce Operations Command Center uses goal-driven specialist agents to identify and prioritize workforce execution issues including timecard exceptions and open shifts.

resolution across time, scheduling, absence, and approvals, and can draft targeted communications to eliminate follow-up bottlenecks.

► **Redwood User Experience and Global Payroll Localizations**

Oracle continued its Redwood user interface rollout across HCM modules, including Absence Management, providing a mobile-responsive design with improved navigation and enhanced self-service for frontline employees and managers. The vendor also expanded Oracle Global Payroll integrations with Workforce Scheduling and Absence Management to support new localizations for France and Ireland.

Oracle continued its Redwood user interface rollout across HCM modules, providing a mobile-responsive design with improved navigation and enhanced self-service for frontline employees.

Quinyx

The Quinyx WFM platform serves customers across retail, hospitality, healthcare, manufacturing, and logistics. Capabilities include scheduling, demand forecasting, labor optimization, time and attendance, task management, workforce communications, and analytics. Capabilities also include enhancements such as bulk editing, AI-powered auto translations, algorithm unit selection (allowing managers to define which units or groups can run scheduling algorithms), and seniority-based sorting using custom employee attributes.

These capabilities are underpinned by AI, including AI-driven demand forecasting and automated scheduling that factor in employee availability, preferences, skills, and compliance rules to generate optimized schedules. The platform now integrates Task Management directly into the scheduling view, allowing managers to align labor requirements with specific operational duties in a single workspace. The Quinyx Compliance Checker tracks schedule compliance in real time against labor laws, union agreements, and internal policies. This is supported by Schedule Validation 2.0, an upgraded engine that proactively prevents compliance errors before a schedule is published. Quinyx offers an integrated Employee Hub, which gives frontline workers access to self-service scheduling, shift swapping, task assignments, communications, and company updates in a single application across web and mobile.

Quinyx launched Ava, an AI-powered assistant that provides managers with real-time proactive insights and schedule suggestions through a conversational interface.

Enhanced transparency is now provided through a full Audit Log expansion, offering full visibility on the origin of every shift change or request. The vendor's messenger feature enables direct and group communication within the platform. The platform delivers a unified experience across web and mobile with consistent access to scheduling, time tracking, and self-service tools, supported by a customizable

'Business View' with a persistence-based 'Collapse All' toggle to streamline manager workflows across complex, multi-unit operations.

Recent updates and announcements include:

▶ **Ava AI Assistant**

In 2025, Quinyx launched Ava, an AI-powered assistant that provides managers with real-time proactive insights, schedule suggestions, and labor law compliance guidance through a conversational interface.

▶ **Fairness Crew Scheduling Logic**

Quinyx introduced AI-driven Fairness Crew logic into its Labor Optimization module, incorporating contract hour fulfillment, equitable shift type rotation, and balanced shift distribution across the workforce into automated schedule generation.

▶ **Section-Level Operational Control**

Quinyx introduced Section-Level Opening Hours, allowing managers to define specific operating windows for different areas within a single location (such as a kitchen vs. a drive-thru). This enables the AI to generate more granular, hyper-local forecasts and optimized headcounts tailored to the unique demand patterns of specific work zones.

▶ **Compliance Everywhere and Absence Opportunities**

Expanding its compliance-first approach, Quinyx now enforces real-time validation for all shift actions performed on mobile devices. Additionally, the new Absence Opportunities feature allows managers to proactively offer voluntary time off via mobile when demand drops, automating the unassignment of shifts while maintaining full audit-trail transparency.

▶ **Messenger Plus**

Quinyx launched Messenger Plus, a premium tier of its Messenger communication tool that adds moderation capabilities and enhanced group management, allowing administrators to review flagged messages and create group chats based on existing staff categories, units, and sections within the platform.

Quinyx introduced Section-Level Opening Hours, allowing managers to define specific operating windows for different areas within a single location.

Quinyx's Compliance Everywhere feature enforces real-time validation for all shift actions performed on mobile devices.

ProHance

ProHance is a workforce analytics and operations management platform acquired by ChrysCapital in November 2023. The vendor's primary focus is on back-office and service delivery organizations including BPO,

global capability centers, IT services, healthcare revenue cycle management, BFSI, and contact center environments. The platform is modular and organized across several functional layers: work time analytics, work output correlation, workflow and transaction management, advanced analytics, and asset optimization. Work time analytics provides automated measurement of productive, idle, and non-productive time across distributed teams. Work output correlation connects time and effort data to measurable business outputs such as transactions, tickets, claims, and story points, enabling assessment of performance consistency and SLA adherence. Workflow and transaction management provides task lifecycle visibility, AHT measurement, and planned versus actual variance tracking and contact center platforms to enable real-time operational data ingestion.

ProHanceCX is the vendor's contact center workforce management offering, covering automated forecasting, capacity planning, scheduling, intraday management, and employee self-service, aligned to demand patterns and agent preferences. Intraday management includes real-time traffic monitoring, predictive alerts, and automated adjustment capabilities for agent overlays and schedules. The self-service portal and mobile application support shift communication, availability preferences, time-off requests, shift swapping, and clock-in and clock-out with real-time synchronization to WFM dashboards. The platform holds ISO 27001:2022, SOC 2 Type II, and GDPR-aligned certifications and is available as SaaS or on-premises.

Recent updates and announcements include:

► **AI and Predictive Intelligence Enhancements**

ProHance expanded its AI capabilities with the Retention Risk Index, an AI/ML-driven module that analyzes historical work-pattern signals to identify disengagement trends and predict attrition risk, and the AI Adoption Index, which measures enterprise-wide AI tool usage and correlates adoption with productivity outcomes. A Role-Based AI Insight Engine delivers contextual, persona-specific intelligence for supervisors, HR leaders, and executives, supported by an AI Productivity Agent and a GenAI conversational analytics capability called Ask ProHance.

► **Universal Dashboard**

ProHance introduced a Universal Dashboard consolidating visibility across work time, work output, workflow, AI risk signals, and capacity metrics into a unified executive interface, accompanied by broader UI/UX modernization across the platform.

ProHanceCX capabilities span automated forecasting, capacity planning, scheduling, intraday management, and employee self-service.

ProHance's Retention Risk Index is an AI/ML-driven module that analyzes historical work-pattern signals to identify disengagement trends and predict attrition risk.

► ProHanceCX Expansion

ProHance expanded ProHanceCX capabilities to include enhanced scheduling, adherence and occupancy tracking, contact center call analytics, and broader support for hybrid and distributed workforce models.

ProHance's Universal Dashboard consolidates visibility across work time, workflow, and capacity metrics.

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. The vendor supports industries such as retail, healthcare, hospitality, and logistics. The platform helps businesses manage scheduling, time tracking, compliance, labor optimization, and payroll-related workflows, while also extending into hiring and onboarding through Deputy HR. The platform integrates with payroll, HCM, and POS systems to help align labor planning and execution with business needs. Managers gain visibility across staffing coverage, labor costs, and compliance exceptions, while employees benefit from a mobile-first experience that supports shift swaps, schedule checks, time-off requests, and other self-service actions. Deputy also provides compliance safeguards for rules such as breaks, overtime, and predictive scheduling requirements, alongside reporting and analytics to support workforce decisions.

Deputy Payroll, enabled by Paycor, connects Deputy's time tracking and compliance workflows with payroll infrastructure for U.S. employers.

Recent updates and announcements include:

► Analytics+

In May 2025, Deputy launched Analytics+, a business intelligence and reporting offering designed to give shift-based businesses broader access to workforce data for labor analysis, operational visibility, and decision-making.

Deputy AI is an AI-powered assistant built on AWS generative AI services that assesses schedule and attendance data to answer questions and surface manager recommendations.

► Deputy AI

In November 2025, Deputy launched Deputy AI, an AI-powered assistant built on AWS generative AI services. The platform assesses schedule and attendance data to provide answers to questions, support manager decision-making, and complete requested workforce management actions.

► U.S. Deputy Payroll

In March 2026, Deputy launched Deputy Payroll, enabled by Paycor, connecting Deputy's time tracking and compliance workflows with Paycor's payroll infrastructure for U.S. employers.

isolved

The isolved People Cloud platform includes dedicated modules for time and labor management, workforce scheduling, and expense management with analytics and employee self-service capabilities. The vendor offers physical time clocks including biometric options with AI-driven facial recognition to reduce time fraud. Time tracking can be deployed across remote, on-site, and hybrid work environments. Scheduling through People Cloud enables managers to create and manage schedules from any device. The Analytics Everywhere feature supports staffing requirement forecasts across time periods, employee groups, and other criteria while maintaining compliance with labor regulations. Employee self-service allows workers to view schedules, swap shifts, and request coverage. isolved's WFM modules are accessible through web and mobile applications for iOS and Android. The vendor offers preconfigured People Cloud offerings for customers in industries such as healthcare and restaurants.

Recent updates and announcements include:

► Timecard Redesign and Employee Workspaces

isolved redesigned its timecard interface to streamline punch and edit workflows, reducing manual corrections and shortening approval cycles. Employee Workspaces consolidate core self-service tasks including punching, time-off requests, and approvals in a centralized interface to improve adoption and data accuracy.

► Analytics Hub

The Analytics Hub provides real-time KPI dashboards with visibility into labor metrics including overtime, coverage, and productivity to support scheduling and staffing decisions.

► NXG Clock Enhancements

isolved updated its NXG time clock line to support both Ethernet and Wi-Fi connectivity, increasing installation flexibility and reducing missed punches from connectivity gaps.

► Sam AI Support Assistant

In November 2025, isolved launched Sam, an AI-enabled support assistant built into People Cloud that provides employees and

isolved's Employee Workspaces consolidate core self-service tasks into a centralized hub accessible from web and mobile interfaces.

Sam, isolved's AI-enabled support assistant, is built into People Cloud and provides employees and administrators with instant answers to HR, payroll, and platform navigation questions.

administrators with instant answers to HR, payroll, and platform navigation questions, with escalation to live agents when needed.

Paychex Flex

Paychex Flex is a full-suite HCM solution designed to meet the needs of small and mid-sized organizations. The platform's WFM capabilities include time and attendance, scheduling, compliance management, analytics, and employee and manager self-service. The vendor offers integrated physical and software-based time clocks. Paychex Flex can be accessed from any device, with dedicated web and mobile applications. Paychex Flex Time provides administrators and managers with the ability to create schedules, forecast labor requirements, manage time-off requests, approve timecards, and monitor data for time and pay accuracy. Employees can set availability, request shift swaps, and pick up shifts with manager approval. In April 2025, Paychex completed its acquisition of Paycor, which operates as a standalone business unit within Paychex serving mid-market organizations with more complex WFM requirements.

Analytics and reporting within Paychex Flex provide managers and administrators with more than 160 standard reports and custom reporting options covering labor trends, scheduling, and compliance data. The vendor also provides compliance management tools and expert HR advisory services to help organizations stay current with labor law changes across federal, state, and local jurisdictions. The platform integrates with an organization's general ledger and other business systems, with support for third-party integrations through the vendor's partner ecosystem.

Recent updates and announcements include:

► Analytics and Reporting Enhancements

In October 2025, Paychex expanded its Analytics and Reporting capabilities within Paychex Flex, introducing AI-powered custom reporting and cross-account views for organizations managing multiple accounts under a single employer identification number.

► AI-Powered Time-Off Management

In February 2026, Paychex announced AI-powered time-off functionality within Paychex Flex Time. The feature provides managers with historical insights into peak PTO periods and individual usage patterns, and introduces AI-assisted recurring availability settings and minimum and maximum hour preferences to reduce scheduling conflicts.

Paychex expanded its analytics and reporting capabilities within Paychex Flex, introducing AI-powered custom reporting and cross-account views.

Paychex's AI-powered time-off functionality provides managers with historical insights into peak PTO periods and individual employee usage patterns.

Paycor

Paycor is a full-suite HCM platform, now a standalone business unit within Paychex following the completion of its acquisition in April 2025. The platform targets mid-market organizations and includes WFM capabilities spanning time and attendance, scheduling, labor forecasting, accruals and PTO management, compliance management, analytics, and employee and manager self-service. Features are accessible through web and mobile applications and physical and software-based time clocks. Labor forecasting uses business driver inputs such as sales figures, foot traffic, and transaction volume to generate demand-based staffing projections.

The Time Dashboard consolidates time-off requests and scheduled hours in a single view, with alerts to flag exceptions and discrepancies. The Time Off Advisor enables configurable rules, including blackout dates and balance forecasts, to automate approval and denial of PTO requests. Paycor offers industry-configurable solutions for customers in healthcare, food and beverage, manufacturing, and professional services, with more than 320 third-party integrations available through the vendor's marketplace.

Paycor Assistant, the platform's AI-powered companion, is embedded across web and mobile interfaces to help employees and managers navigate the platform, answer questions, and access scheduling and time information. Timekeeping capabilities include timecard scoring with approval automation, shift trend summaries, and configurable meal policy and premium pay options. In addition to the breadth of employee and manager shift management self-service, Paycor Scheduling Pro includes AI-generated insights into unassigned shifts and direct integration with PTO request management.

Recent updates and announcements include:

► **Smart Scheduler, Agentic Timesheet Approvals, and Auto-Shifts**

In 2026, Paycor released three AI-driven WFM enhancements. Smart Scheduler matches shifts to employees based on skills, certifications, availability, and business rules. Agentic Timesheet Approvals auto-approves compliant timecards and flags exceptions for manager review. Auto-Shifts generates shift plans based on hour limits, rest periods, and fair workweek requirements.

Paycor is now a standalone business unit within Paychex following the completion of its acquisition.

Paycor's Smart Scheduler matches shifts to employees based on skills, certifications, availability, and business rules.

TCP Software

TCP Software provides time and attendance and employee scheduling solutions designed for frontline organizations across industries including healthcare, public safety, manufacturing, and education. TimeClock Plus automates time and attendance with precise payroll calculations, flexible time capture options, and leave management. The platform integrates with payroll, ERP, and HCM systems to reduce manual data entry and supports compliance through missed break tracking, overtime rules aligned with labor laws and union agreements, and secure audit logs.

Humanity Schedule, the vendor's scheduling solution, offers dynamic employee scheduling with AI-driven demand forecasting, automated schedule creation, and a dedicated mobile application. Organizations can build schedules and control labor costs using predictive forecasting and real-time scheduling based on employee availability and skill. Automated communication tools help fill open shifts, send schedule updates, and deliver shift reminders. Aladtec serves public safety and municipal organizations with 24/7 rotational scheduling, minimum staffing enforcement, certification tracking, and fatigue rule management. Features across the portfolio, including shift trading, shift pickup, and employee preference-setting, give workers more flexibility and control over their schedules. TCP integrates TimeClock Plus, Humanity Schedule, and Aladtec, enabling organizations to connect time and attendance data with scheduling across workforce types within a single vendor relationship.

Recent updates and announcements include:

► Humanity Shift Tasks

In 2025, TCP introduced Shift Tasks in Humanity Schedule, enabling managers to assign and track operational tasks within scheduled shifts. Employees receive task instructions at shift start, and managers gain visibility into task completion to support accountability and operational consistency.

► Humanity Compliance Enhancements

TCP added Fair Workweek compliance features to Humanity Schedule, including alerts for schedule changes that trigger predictability pay obligations and tools to document employee consent. The vendor also added youth labor law compliance tools with automated scheduling conflict alerts and academic calendar integrations.

TCP Software provides time and attendance and employee scheduling solutions across healthcare, public safety, manufacturing, and education.

TCP added Fair Workweek compliance features to Humanity Schedule, including alerts for schedule changes that trigger predictability pay obligations.

► **Extra Duty Manager in TimeClock Plus**

TCP launched Extra Duty Manager in TimeClock Plus, enabling K-12 institutions to assign, approve, and track extra-duty work with improved compliance and budget visibility.

► **Aladtec Enhancements**

TCP updated Aladtec with a revamped mobile experience for iOS and Android, expanded reporting, accrual history and forecasting, and more flexible scheduling controls including block-time overrides.

TCP's Aladtec scheduling platform serves public safety organizations including fire, EMS, and law enforcement.

Core Providers

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

ATOSS

ATOSS Software SE is a provider of workforce management software and consulting services headquartered in Munich, Germany. The vendor offers two modular and scalable products: ATOSS Staff Efficiency Suite, a multi-client enterprise solution designed for large and international organizations, and ATOSS Time Control, a solution for mid-sized businesses. Both are available in the cloud or on-premises, serving organizations across manufacturing, retail, healthcare, logistics, hospitality, and public services in more than 50 countries.

ATOSS offers two modular and scalable products, ATOSS Staff Efficiency Suite and ATOSS Retail Edition, with industry-specific configurations for more than 20 verticals.

WFM capabilities include time and attendance management, absence management, qualification and task management, workforce analytics, employee and manager self-services, data-driven workforce forecasting, advanced scheduling, as well as strategic capacity and requirement planning. ATOSS connects time management and data-driven scheduling within a unified system, providing managers with real-time visibility into labor costs, compliance status, and workforce coverage. Employees and managers access self-service capabilities through web and mobile applications. The platform maps labor laws, collective agreements, and local regulations in its standard configuration, supporting compliance monitoring across national and international installations with real-time alerts for rule violations. ATOSS also offers numerous interfaces to common ERP, POS, and payroll systems and is an SAP Endorsed Apps partner, offering certified and standardized integrations to SAP SuccessFactors and SAP Payroll. AI is embedded in the platform to enhance capacity and workforce planning by forecasting demand, vacation rates, and illness rates, and by

identifying anomalies to enable more accurate, demand-optimized staffing decisions.

Recent updates and announcements include:

► **AI Services Expansion for ATOSS Staff Efficiency Suite**

ATOSS initiated the rollout of AI services for the ATOSS Staff Efficiency Suite in 2024 and reached five services in general availability by late 2025.

ATOSS reached five AI services in general availability by late 2025.

ICRON

ICRON is a provider of decision-centric optimization solutions across supply chain planning, aviation, and workforce management. ICRON WFM is the vendor's cloud-based employee scheduling and workforce management solution for shift-based operations, designed for industries including retail, healthcare, manufacturing, and hospitality. Capabilities include employee scheduling, workload management, attendance tracking, task assignment, compliance support, reporting, labor analytics, and self-service scheduling. The platform is built on a distributed architecture with in-memory computing and supports both cloud-based and on-premise deployment. It connects to HRIS, time and attendance, payroll, and other enterprise systems through standard no-code APIs.

ICRON WFM became available in Microsoft AppSource, extending the platform's reach to organizations using the Microsoft ecosystem.

Recent updates and announcements:

► **Microsoft AppSource availability**

ICRON WFM became available in Microsoft AppSource in March of 2025.

NICE WFM

NICE WFM uses AI and machine learning to support labor planning and forecasting, scheduling, intraday management, and employee self-service, with a primary focus on contact center environments. The platform is designed to help managers improve forecast accuracy, optimize staffing across voice and digital channels, and respond to changing demand in real time. Resource capacity management, adherence tracking, and continuous intraday reforecasting are included as part of the workforce management offering. Machine learning-powered scheduling uses historical demand patterns, skills, business rules, and real-time conditions to generate optimized schedules, and employees can make schedule requests and self-schedule within defined parameters. NICE WFM is part of the CXone Mpower platform.

NICE WFM uses AI and machine learning to support labor planning, forecasting, scheduling, intraday management, and employee self-service, with a primary focus on contact center environments.

Adjacent offerings include Employee Engagement Manager, which supports intraday automation and employee self-service, and Enhanced Strategic Planner, which supports longer-range staffing and scenario planning using integrated historical data.

NICE WFM's primary focus is contact center environments.

Paycom

Paycom's HCM software includes workforce management capabilities such as time and attendance, scheduling, time-off management, labor allocation, compliance management, reporting, automated payroll, and analytics, in a single database. The vendor also offers time clocks and terminals. Through its mobile app and web interface, employees and managers have access to self-service functions. Employees can use the mobile app to punch in and out, submit time-off requests, and manage payroll-related tasks, while managers can approve timecards, punch changes, expenses, and other employee-related requests remotely.

Paycom's time-off management tools include GONE, which automates approval and denial decisions based on employer-defined criteria such as staffing needs, consecutive days requested, hours worked, and other policy rules. Paycom's Beti experience continues to position payroll as an employee-first process by automatically identifying payroll errors and prompting employees to correct them before submission. In addition, Paycom's Global HCM offering supports access to many HR tools in more than 180 countries and nearly 20 languages and dialects, and Everyday provides employees with access to earned wages on the next day through the Paycom app.

Paycom's Retention Dashboard analyzes more than 30 employee data points to generate predictive analytics on attrition risk.

Recent updates and announcements include:

► IWant AI Engine

In July 2025, Paycom introduced IWant, a command-driven AI engine available through Employee Self-Service, Manager on-the-Go, and desktop access. Unlike generative AI, IWant retrieves data directly from Paycom's single database to provide accurate, real-time answers without software navigation. WFM-relevant data accessible through IWant includes time-off balances, schedules, coverage thresholds, clock-in status, time-off requests, applicant tracking information and company policies.

► Retention Dashboard

Paycom offers a Retention Dashboard, which analyzes more than 30 employee data points, including commute time, tenure, and pay changes, to generate predictive analytics on which employees may

be most at risk of leaving the company to proactively address potential turnover.

► **Career and Succession Planning**

Earlier this year, Paycom introduced Career and Succession Planning, to protect leadership continuity by identifying successors, assessing bench strength, and supporting talent management and development through capabilities including 9-box talent mapping.

► **Messaging**

Paycom introduced Text Messaging, a communication tool that allows employers to share information with employees on their smartphones through individual or batch texts, with support for templates and scheduled messaging.

Paylocity

Paylocity is a provider of HR, Finance, and IT solutions, that offers tools for workforce management, such as time and attendance, time collection, scheduling, on-demand payment tools, workforce communications, reporting, analytics, and compliance management. Available on desktop and the Paylocity Mobile App, the platform enables employees to view schedules, trade shifts, claim open shifts, clock in and out, and receive real-time shift notifications. These capabilities are applicable to organizations with distributed and frontline workforces. Paylocity's WFM capabilities also extend to labor cost management through budget and sales data import functionality that enables organizations to compare scheduled labor with budget targets, monitor labor percentages in real time, and adjust staffing accordingly.

Paylocity's scheduling tools enable managers to build and adjust schedules based on employee roles, skills, certifications, availability, and labor rules. AI models surface shift recommendations based on historical scheduling patterns and labor data, and alert managers when employees are approaching overtime thresholds. Paylocity's Community communication and collaboration tool supports workforce communication and engagement across teams. The vendor extends its WFM capabilities through technology integrations with vertical-specific platforms including Deputy and When I Work for scheduling, Toast and 7shifts for restaurant workforce management, Homebase for SMB environments, and Smartlinx for healthcare workforce scheduling.

Recent updates and announcements include:

Paycom's IWant is a command-driven AI engine that retrieves data directly from Paycom's single database rather than generating responses from multiple sources.

Paylocity's scheduling tools enable managers to build and adjust schedules based on employee roles, skills, certifications, availability, and labor rules.

► **AI Workflow Automation**

In September 2025, Paylocity expanded its AI Assistant from answering questions to automating actions within the platform, including the ability for employees to check time-off balances and submit requests without navigating menus.

► **Peer-to-Peer Rewards**

In August 2025, Paylocity made Peer-to-Peer Rewards available within its Recognition & Rewards solution, enabling employees to provide direct recognition and rewards to their peers.

Paylocity's AI Assistant automates actions within the platform, including submitting time-off requests and updating availability.

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 industries including retail, finance, healthcare, and the public sector. Verint Cloud WFM includes automated scheduling, labor forecasting, intraday management, employee self-service, and compliance capabilities. The Verint TimeFlex Bot uses AI to optimize the agent scheduling process for contact center employees by integrating with workforce management forecasts and staffing requirements.

Verint's Exact Forecasting Bot and Intraday Spike Bot add AI-based capabilities for demand forecasting and intraday staffing operations.

Verint Da Vinci AI powers the vendor's bot framework and delivers AI-assisted capabilities across forecasting, scheduling, and workforce engagement. Verint's Actionable Intelligence offering provides administrators with data capture, analytics, automation, and visualization tools to support decision-making. IVA Studio, a low-code drag-and-drop editor, allows customers to configure and deploy bots without additional technical resources.

Recent updates and announcements include:

► **AI Forecasting and Intraday Bots**

At Verint Engage 2025, Verint introduced the Exact Forecasting Bot and Intraday Spike Bot, adding AI-based capabilities for demand forecasting and intraday staffing operations.