

# Case Study: Legion

Intelligent Automation Powered by Legion WFM, Maximize Labor Efficiency and Employee Engagement Simultaneously.

## Project Overview

Sole purpose of optimizing costs and measuring productivity. It can help maximize labor efficiency and the employee experience simultaneously through the power of intelligent automation.

## Project Goal

AI has transformed labor operations and enabled unprecedented automation of core workforce management tasks. AI has made it possible to:

- Increase efficiency and create precise demand forecasts by location and by item across all customer touchpoints.
- Instantly create optimized schedules that automatically matches business needs with employees' skills and preferences and improves manager productivity.
- Improve employee retention through greater schedule flexibility and control.

Intelligent automation clearly allows managers to be more responsive to employees' needs and requests while spending less time on those requests.

## Problem Statement

When the user creates a post, the create Post Modal should have an option to create a Poll/ survey. User will be able to see the polls/ Surveys on Newsfeed. They can answer the question by clicking on the options. There should be a counter next to each option that will increase when anyone votes for that option. Clicking on the number will give the names of the voters if the poll/ Survey is not anonymous.

## Solution

Give managers powerful tools to manage labor, automate day-to-day decision-making, improve compliance, and engage effectively with employees. We improved the responsive design and all over readability, formatting text and sizes to make more visible. We added equal margins, paddings to balance the spaces in all around sections and cards.

## Hypothesis of the Project

Automatically optimizes scheduling to match your business needs with employee skills and preferences. Self-learning scheduling automatically learns from manager and employee actions to continuously improve.

## Challenging and Limitation

- Maximize Labor Efficiency and Employee Engagement was a big issue.
- An opinion tracking method based on machine learning models less available.

## Implementation / Testing

Reviewed designs and user flows with iOS and Android engineers. Tested chat and location preference functionality with product manager and QA engineer

## User Insights

**30%**

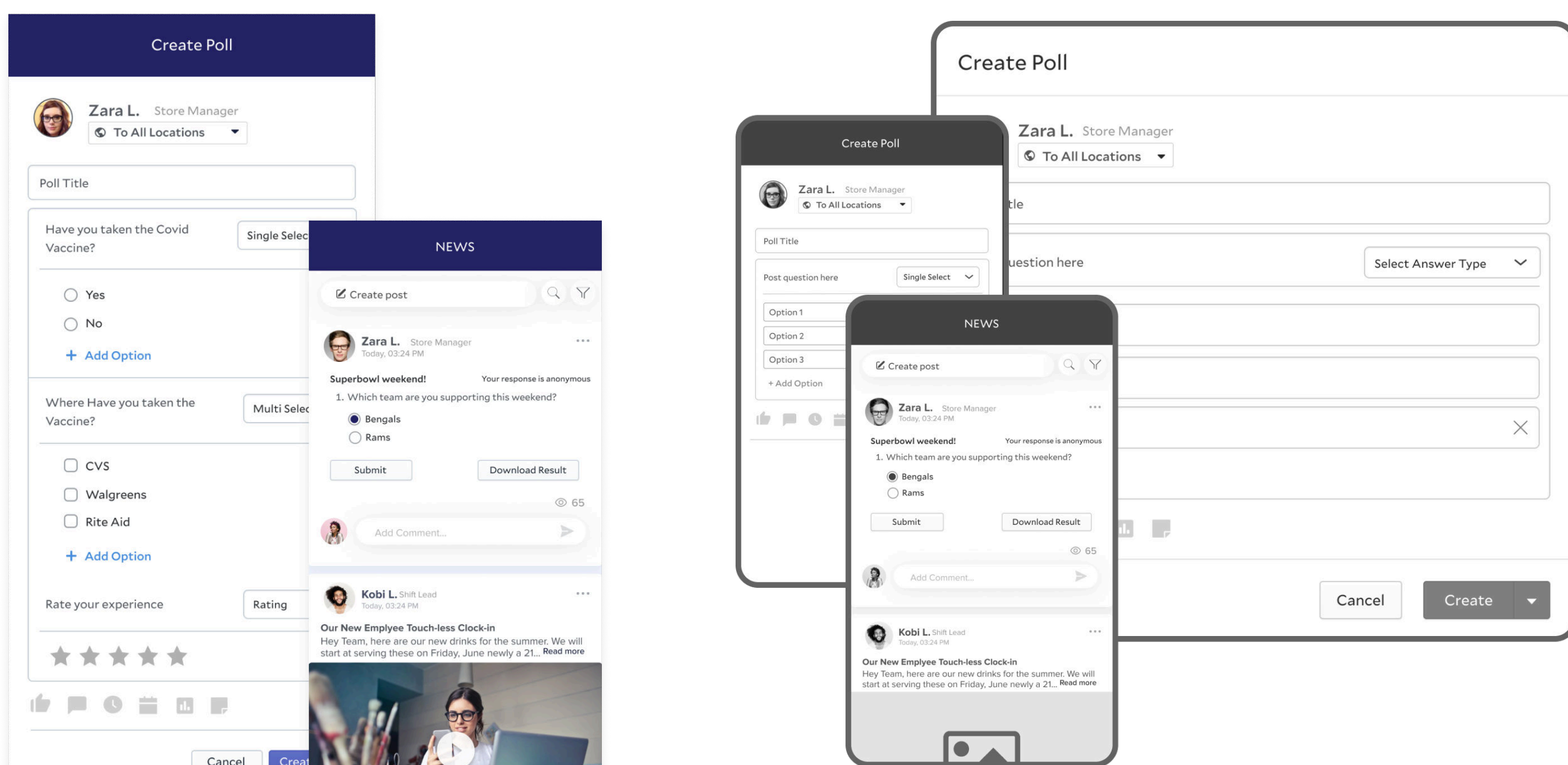
About 30% of user want announcement and polls, it helps to make better policies.

**50%**

About 50% of users find real time performance, schedules, work hours and other reports.

**20%**

About 72% of users reported that schools commonly use WhatsApp for sharing updates and announcements.



The design stage of the creative process of transforming research and ideation insights into tangible representations. This includes crafting wireframes, mockups, or interactive prototype to illustrate the final products layout, structure and functionality.

## User Persona

I learned about the users by creating detailed profiles called user personas, helping me understand their needs, goals and frustrations.

### Frustrations

- Provide powerful reports and insights to all roles.
- Product is easy to use, and integrates with existing platforms.

### Goals

- Optimize labor efficiency and employee
- Increase productivity without incurring additional labor costs

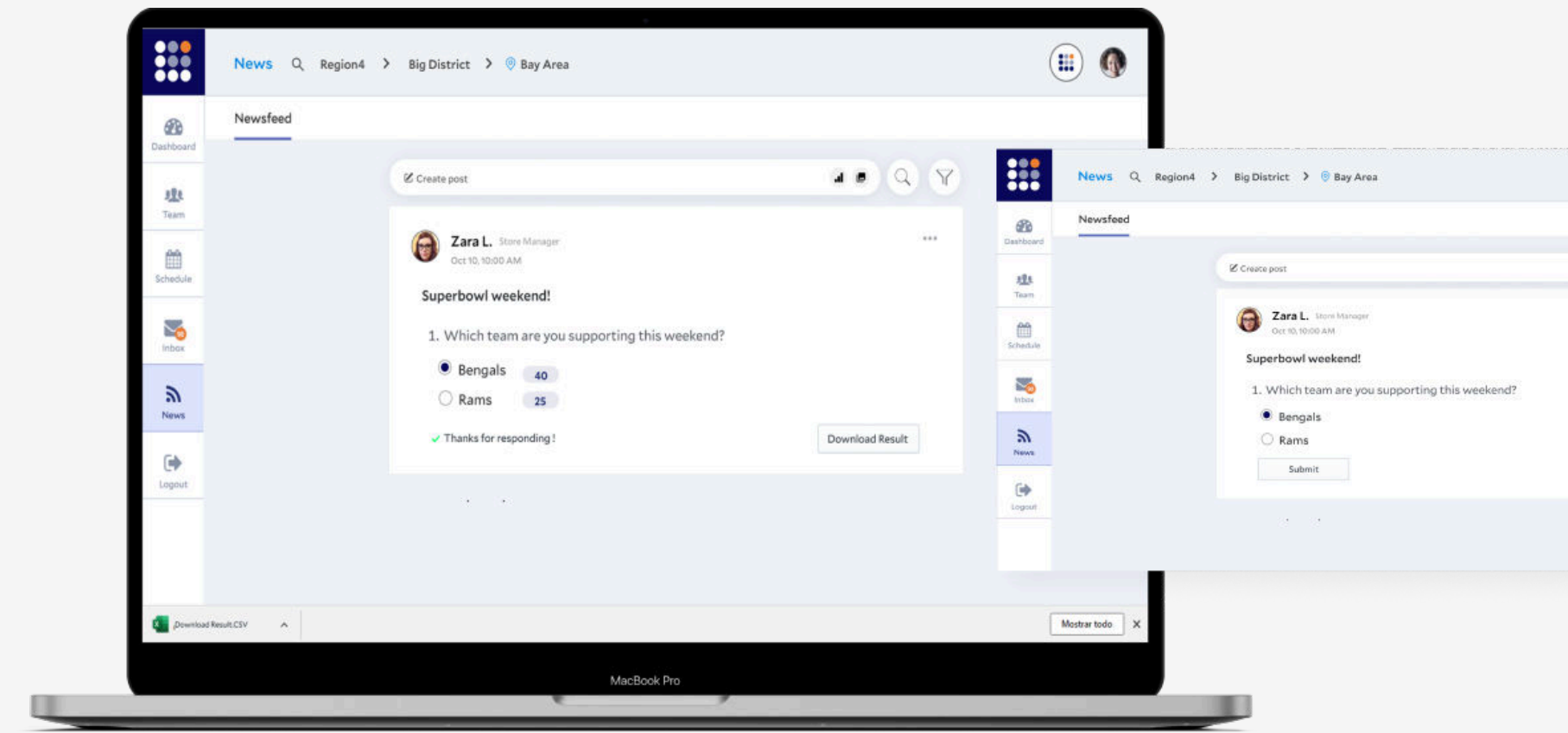
### Needs

- Lack of project visibility, Unclear Goals and Objectives
- Lack of concrete planning exposes a project to unprecedented risks and issues



## Project

- Legion Workforce Management



[www.legion.co](http://www.legion.co)

## Design Process

- Empathize
- Design
- Development
- Ideate
- Prototype
- Testing

## Targeted Audience



Labors

Employee

Administrators

## Services / Support

- Automated Service
- Flexibility
- Improve Satisfaction
- Data Analyzing
- Time Management
- Task Assign
- Budgeting
- Scheduling

## Industry

- Mechanical
- Education
- Science & Tech
- Agriculture
- Garments, etc.



**Jasmine Wilson**

Tech Sevy

Social Skills

**Age**  
26 Years

**Location**  
California

**Occupation**  
Fitness Trainer