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WFM TECHNOLOGY VALUE MATRIX 2022

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THE BOTTOM LINE

Continued difficulty in attracting and retaining a workforce, especially in hourly industries, has led employers to focus more on labor optimization and employee engagement. Leaders in this year's Value Matrix have responded to changing needs through renewed investment in automation and analytics across areas including scheduling and communication to help organizations do more with fewer resources while improving retention. Additionally, vendors have looked to keep up with constantly changing compliance regulations to help customers avoid fines and shift back to in-person work.

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MARKET OVERVIEW

Over the last 18 months, organizations have faced difficulty in attracting and retaining quality talent. This has highlighted the need for solutions that help organizations optimize labor spend while improving employee engagement and wellbeing. Vendor investment throughout the past year has centered heavily on AI and ML capabilities that automate tedious processes and forecast scheduling needs. Other primary areas of focus include tools to navigate complex compliance regulations and integrations that enable the consolidation of solutions to fill in functionality gaps and improve data accuracy.

Since the release of last year's WFM Value Matrix, Nucleus found WFM customers are demanding higher levels of functionality in areas such as scheduling, employee self-service, compliance management, analytics and reporting, and labor forecasting. The most critical capability cited by users is the ability to optimize labor spend and forecast scheduling needs as labor cost represents an area where organizations can either overspend or save significant costs. Compliance management is another area where costs can quickly accumulate, and having a solution that automatically incorporates compliance standards and regulations into schedules can significantly reduce the risk of noncompliance fees. As mass resignations continue to weigh on employers, reporting and analytics provide valuable insights to organizations about employee satisfaction, flight risk, and fatigue; which allows managers to better focus their retention efforts on the teams and employees that need it the most.

In this Value Matrix, Nucleus evaluated several WFM solutions that stand out in their ability to improve workforce efficiency for organizations. The Matrix positions vendors in the market based on the paired functionality and usability of the software and the value that it delivers to customers (Nucleus Research V67 – Understanding the Value Matrix, April 2021.) The WFM space is split between providers well-equipped to support complex use cases and the needs of larger global enterprises and those with functionality that is more tailored to SMB users.

LEADERS

Leaders in the Value Matrix are Blue Yonder, Ceridian, Infor, Reflexis (Zebra), UKG, and Workforce Software.

BLUE YONDER

Blue Yonder provides its customers with optimized scheduling and time and attendance capabilities that can handle high degrees of complexity, making the solution well-suited to the needs of global retailers, wholesalers, and manufacturers. Blue Yonder enables organizations to automate localized labor forecasts, labor plans, and flexible schedules to significantly reduce the time managers spend planning and managing schedules, allowing them to focus on more strategic initiatives. Managers can generate blank weekly schedules aligned with business needs and enable employees to self-select shifts to provide maximum flexibility. It can easily be configured without customization to accommodate the multitude of federal and local labor regulations, business strategies, and other compliance considerations and can instantly be updated to navigate market complexities. The solution allows for employee work preferences to be utilized during the automated scheduling

process to ensure that schedules meet the needs of the business while aligning to each employee's preferred job function and work hours. Blue Yonder WFM includes functionality for long-range staff planning that leverages historical and real-time data to accurately forecast labor budgets and future staffing requirements to proactively help with hiring and cross-training opportunities. Additionally, the vendor's mobile employee self-service capabilities enable employees to change or add shifts through the shift marketplace and communicate with managers from any device.

The solution includes dashboards that allow managers to view side-by-side comparisons of locations affected by over or understaffing, enabling users to adjust schedules mid-week to mitigate or eliminate potential issues before they occur. The solution includes dashboards that allow managers to view side-by-side comparisons of locations affected by over or understaffing so they can adjust schedules mid-week to mitigate potential issues. This flexibility helps businesses prevent overtime costs and helps maintain high service levels, even when things change. Managers can also view employee work preferences and rank employees based on specific skills. Blue Yonder remains an attractive choice for retailers, wholesalers, and manufacturers, as the solution integrates with the vendor's supply chain planning solutions to deliver additional efficiencies related to industry-specific tasks and processes.

Recent updates and announcements include:

- COVID-19 Employee Health Attestations with clock-in validation to help ensure that employees follow health regulations before entering the workplace.
- Mobile punching and geofencing capabilities that enable employees to clock in and out from pre-approved locations.
- The ability to edit shifts in mass to reduce the amount of time required to complete significant schedule changes.
- Additions to legal compliance functionality include automated penalty pay and good faith estimates as well as support for contract management.
- All features are now SaaS-enabled on the Microsoft Azure Cloud, and scheduling optimization and long-range staff planning have been migrated to microservice architecture for easier extensibility and implementation.
- More than 1,300 API expansions have been added.

CERIDIAN

Ceridian Dayforce is a cloud HCM platform that includes the full range of WFM capabilities. The platform has a single dataset governed by a single rules engine, giving customers a single source of record across its HR and WFM operations. Dayforce is a compelling choice

for global organizations or those looking to scale due to its large international presence. The solution's WFM functionality includes time and attendance, labor planning, scheduling, analytics, leave management, absence management, and task management. The platform also has a dedicated mobile app, providing employees with full self-service capabilities enhanced by the vendor's NLP-powered virtual assistant, Dayforce Assistant. Users can use voice or text commands for support, approvals, and absenteeism management in compliance with an organization's specific rules.

Advanced scheduling capabilities through Dayforce give managers the ability to maximize business performance while cutting labor costs through staffing alignment with peak periods, employee skills, and regulatory requirements. Schedules can be built using different methods, including auto-allocation of labor based on prescriptive analytics and historical data. Visual alerts notify users of any labor costs that fall outside of the set budget or any regulations. The vendor's labor scheduling capabilities are well-suited to the needs of industries such as healthcare, retail, hospitality, and manufacturing.

Recent updates and announcements include:

- In November 2021, Ceridian acquired HCM technology company, DataFuZion to strengthen its compliance capabilities. One month later, the vendor acquired ADAM HCM to expand its global presence.
- In February, Ceridian announced the launch of Dayforce Wallet Rewards, a cash-back rewards program for employees utilizing the vendor's on-demand pay and financial wellness tool, Dayforce Wallet.

INFOR

Infor provides industry-specific CloudSuites for 29 verticals. The vertical approach gives organizations in specific industries functionality that is suited to their needs. The vendor offers critical WFM capabilities, such as time and attendance, workforce scheduling, and labor planning and forecasting. Coleman is Infor's AI solution, which leverages natural language processing, image recognition, and machine learning to draw insights from its Birst analytics platform. This data is taken across Infor modules, including WFM, along with other first and third-party enterprise applications. Nucleus found that Infor customers continue to drive value from the use of the vendor's WFM solution, specifically through its ease of access and employee and manager self-service capabilities.

REFLEXIS (ZEBRA)

The Reflexis One platform covers the full spectrum of WFM functionality, including scheduling optimization, employee self-service, time and attendance, and analytics and

reporting. The vendor also offers a fully-integrated Task Management solution that is mature compared to other contenders in the space. Reflexis Workforce Scheduler includes capabilities such as labor budgeting, AI-powered forecasting, and advanced scheduling.

The Reflexis platform is an attractive choice for organizations in retail, banking, and hospitality due to its ability to simplify store and branch operations and optimize labor spend. This, in turn, enables organizations to drive greater sales and customer satisfaction by better allocating available labor based on customer demand. Since its 2020 acquisition by Zebra Technologies, the vendor has integrated into several SaaS-delivered solutions targeted towards frontline workers. This includes the SmartCount inventory management solution, Zebra Prescriptive Analytics, and Workforce Connect frontline worker communication solution. The combination of the two vendors has given existing Reflexis customers access to more advanced capabilities to drive further value from their workforce.

Updates and announcements since the last Value Matrix include:

- In January 2022, Reflexis launched an innovative connector between their Workforce Scheduler application and the Microsoft Teams' Shift application. This seamless connectivity enables retailers and their store associates who use Microsoft Teams as their primary system of engagement to leverage the powerful Reflexis backend system and its advanced capabilities to publish work schedules, syncing in real time between applications. This optimizes how store managers and associates execute in stores, reducing the time spent on cumbersome labor scheduling and increasing the time spent engaging with customers, resulting in a more fulfilling experience for everyone.
- Reflexis also made significant improvements to the core scheduling functionality by enhancing shift policies and shift patterns in their workforce management engine to support increasingly complex scenarios. The solution now supports multiple fiscal calendar options for superior compliance with labor laws in EMEA and APAC countries. Reflexis introduced Shift Tags and Markers to enable better integration with external systems for appointments, trainings, and meetings. They have also added Workstation/Lane-level optimization for scheduling and improved in-store – customer satisfaction.
- Shift Trading functionality has been significantly improved in the latest release of the Reflexis Employee Self Service mobile application. Frontline employees can now utilize the new Shift Trade Board for shift bidding and shift swapping. Both options give employees greater schedule ownership and engagement as well as helps reduce employee attrition. They've also added new options that allow employees to embrace multi-store schedules, giving associates the ability to find additional shifts outside the home store, staying within a specified geo range.

- Reflexis continues to leverage the power of AI to improve the multiple facets of their Workforce Scheduling solution, including AI Budget Planner and AI Staff Planner.
- The newest release of Reflexis Workforce Scheduler includes an Annual Vacation Planner that helps frontline managers oversee vacation plans by employee groups. It employs a bidding process for vacation planning, creating vacation slots against peak days/holidays and takes into account factors such as seniority and rank.

UKG DIMENSIONS

UKG Dimensions is a modern, SaaS-based global workforce management suite, purpose-built to help guide organizations that are enduring the transformation required in order to engage employees at any stage in their life-work journeys as well as meet the demands of the new workplace. UKG Dimensions is best suited to address the complex needs of midsize to large organizations across all industries, including industry-specific solutions for manufacturing, retail, healthcare, hospitality, and the public sector.

The suite provides functionality for timekeeping, scheduling, absence management, forecasting, data collection, and workforce analytics. Powered by the Google Cloud's broad range of computing services, the Dimensions platform is designed to be flexible, intelligent, and extensible, driving digital transformation and seamlessly connecting with HR, Payroll, ERP, and other critical enterprise systems with ease. With a vast amount of workforce data readily available to help make key strategic decisions, the platform guides organizations and their frontline managers toward making the best-fit decisions, including recommendations all on a massive scale. The vendor's AI and machine learning capabilities drive schedule forecasting accuracy, improving its relevancy and effectiveness over time by taking in factors such as organization and industry-specific data, actions performed, employee preferences, market forces, and business climate.

UKG Dimensions also harnesses aspects of HR service delivery, such as file management, document/form generation, and employee case management, into workforce management to address even the most sensitive topics, thus bringing HR's presence even closer to the shop floor as organizations undergo their own transformations. UKG also continues to expand its partner ecosystem and invest in the solution's extensibility, by increasing the number of open APIs and delivered integration platform (Boomi).

UKG Dimensions takes away many of the routine, daily tasks burdening frontline managers and employees and helps organizations create an inclusive, purpose-driven culture elevating the work experience for all people.

Recent updates and announcements include:

- Launch of UKG TouchFree ID. An enhancement to the UKG InTouch DX timeclock, enabling users to punch in and out using facial-scan technology.

- Rewards & Recognition. UKG Dimensions customers can now recognize employees and demonstrate appreciation, including a thoughtful note along with an accrual gift.
- Audit & Risk Mitigation. A robust reporting and analytics solution, complete with artificial intelligence (AI) and an intuitive user experience, is now available within UKG Dimensions Analytics, allowing organizations to effectively mitigate risks. Insights into these risks from potential compliance risks to high-risk locations and even to high-risk employees, organizations are better equipped to take quick and proactive action.
- UKG Wallet. An innovative, flexible earned wage access solution powered by Payactiv, designed to give employees access to their pay when they need it along with tools to promote financial wellness.
- UKG Talk. A recently launched mobile-first platform that enhances communication, develops peer-to-peer connection and improves engagement among frontline and remote workers. Capabilities include messaging, creating groups, engagement/recognition apps, and communication analytics.
- UKG recently acquired its reseller partner, Interboro Systems Corporation, to expand its UKG Dimensions' presence in the Caribbean market.
- Coming soon, UKG will be launching a new product offering called Auctions, where employees will have a more democratized, equitable approach in terms of bidding on their time-off preferences (e.g., vacation time), rather than relying on practices, such as tenure.

WORKFORCE SOFTWARE

The WorkForce Software platform is SaaS-delivered and provides users with a broad range of WFM capabilities, including time and attendance, demand forecasting, predictive scheduling, labor analytics, fatigue management, absence and leave management, and data collection. The vendor continuously builds outs its library of APIs, enabling customers to easily integrate the solution with existing HR and payroll systems. Additionally, the vendor has a fully configurable, automated rules engine that validates input actions, including scheduled shifts, forecasts, and time-off requests within the Workforce Suite. The rules engine continues to expand to better support automated compliance with varying levels of regulations and internal labor rules.

The WorkForce suite gives each employee access to a configurable WorkForce Hub, where they can access and manage priorities and gain visibility into certain actions based on personal preferences. The WorkForce Hub also gives users more control of their schedules, leveraging demand forecasting and schedule optimization to publish schedules quickly and allow enough time to work out potential scheduling conflicts. Employees can utilize self-

service capabilities to state unavailability, swap shifts, request time off, or accept or deny extra shifts. Organizations can pre-set rules to automate the acceptance or denial of employee requests, resulting in substantial manager time savings.

Recent updates and announcements include:

- In June 2021, WorkForce Software released Workforce Experience, a communications and employee engagement component of the WorkForce Suite. Workforce Experience provides tools such as communication and collaboration channels, feedback surveys, and in-the-moment information gathering, micro-training, self-service, automation, and easy access to company information to optimize the employee experience at work.
- Also in June 2021, the vendor launched WorkForce Tasks, a Task Management component of the WorkForce Suite. WorkForce Tasks gives organizations the tools necessary to assign, review, and track tasks. This includes the ability to create tasks of any kind, capture image and video visual confirmation of task completion, and include checklists, surveys, training materials, images, videos, etc. in task definition. Additionally, users can schedule tasks and auto-assign tasks to employees based on factors such as availability. WorkForce Tasks also provides managers with a detailed dashboard where they can review task progress, approve or reject tasks, and manage task due dates, dependencies, and calendars.

EXPERTS

Experts in the Value Matrix are ADP, Replicon, and Quinyx.

ADP

ADP offers three multitenant cloud-based HCM products based on an organization's size. ADP Run focuses on serving small businesses with 1 to 50 employees while Workforce Now integrates well with middle-market customers with 50 to 1,000 employees. Vantage HCM is the vendor's enterprise-grade solution capable of serving organizations with more than 1,000 employees. ADP provides WFM functionality that includes time and attendance, scheduling, absence management, compliance management, and analytics. These capabilities are easily integrated with ADP's payroll and HCM products to provide a full suite experience to its users.

ADP has a large global presence which makes its payroll solution highly attractive to international organizations. ADP leverages partnerships with other solutions such as Microsoft Dynamic 365 Business Central which provides customers of both products with

enhanced HR functionality that supports finance, operations, sales, payroll, time and attendance, tax services, benefits, and talent management on a single platform.

Recent updates to the solution since the release of last year's Value Matrix include:

- Updates to Workforce Now to allow for US and Canada based organizations with a global workforce to run multi-country payroll on the ADP platform with support for 51 countries
- New integrations for medium to enterprise-sized organizations for benefits administration through updates to the vendor's APIs
- The acquisition of Integrated Design to expand the WFM and HCM capabilities of the ADP platform and easily integrates with all of the vendor's HCM solutions
- Updates to WorkMarket, which include new features and an improved UI

REPLICON

Replicon is a cloud-based WFM platform that provides functionality for time and attendance, leave management, job costing, complex scheduling, global payroll and compliance, and workforce analytics. Replicon comes with a mobile application that can be accessed from any location and provides users with a dedicated dashboard and additional functionality including a single source of record for time data, global compliance, and crew management. The solution's functionality for scheduling, global and local compliance, and time and attendance makes it an attractive choice for businesses of any size. The vendor's mobile time tracking platform enables remote employees and supervisors to use self-service capabilities to view, record, and approve time-off requests and expense reports on-demand. Employees can also record times for job costing and accounting. An AI-powered chatbot helps eliminate manual processes by allowing users to enter, approve, and edit time and time-off requests automatically. Replicon Time Intelligence leverages Internet of Things (IoT), artificial intelligence, and deep learning to connect to structured and unstructured time data sources and automates the capture, classification, and contextualization of time spent.

Replicon provides a global pay rules library, time off and absence rules, and rest time enforcement for more than 80 countries which allows for the automation of payroll processing with minimal compliance risk. The solution's real-time time capture also facilitates the accuracy of payroll, job costing, and client billing and allows users to leverage automation capabilities which increases the speed of time to gross pay while eliminating compliance risk and human errors. A customer can also easily integrate their payroll solution to Replicon which helps to consolidate pay data onto a single platform.

Recent updates to the product since the release of last year's Value Matrix includes:

- The release of Polaris PSA which offers AI and ML-based functionality for resource management, project management, financial management, and time capture.

QUINYX

The Quinyx WFM suite is AI-powered and well-suited to the needs of organizations of all sizes, in industries such as retail, restaurant, hospitality, healthcare, warehousing, and transportation. The solution's functionality includes demand forecasting, scheduling, labor optimization, strategic planning, time and attendance, and employee engagement management. The vendor's strategic planning solution enables managers to calculate labor budgets and effectively plan for different scenarios with data-driven insights. Quinyx offers seamless integration with existing HR, Payroll, ERP, and BI systems through an open API framework and dedicated integration team. The vendor recently partnered with training platform, EduMe to add efficiency to the onboarding of deskless workers through mobile onboarding and contextual training.

FACILITATORS

Facilitators in the Value Matrix are Paychex, Paycom, and Paycor.

PAYCHEX

Paychex Flex is Paychex's all-in-one HCM solution, which includes capabilities such as benefits administration, time and attendance, compliance, core HR, and payroll. The solution is suitable for organizations with up to 1,000 employees and leverages advanced scheduling, budgeting, and analytics capabilities. The UI of the platform makes the solution easy to navigate and integrates with applications such as the general ledger. Paychex is continuing to build out its cloud integrations by adding new capabilities and expanding its integrations ecosystem. The solution includes ESS capabilities that enable users to access time and pay information and provides a 24/7 support specialist to answer work-related questions on-demand. Paychex also has a team of more than 200 compliance experts that work along with local, state, and federal jurisdictions so that its compliance capabilities remain up to date with new or changing regulations. A partnership with PayActiv brings the addition of on-demand pay capabilities through its Pay-on-Demand solution which allows users to access their earned wages at any point during a pay period through the PayActiv mobile application.

Recent updates to the product since the release of last year's Value Matrix include:

- The addition of Paychex Pre-Check which allows employees to review their pay data in advance of payouts, allowing employees to confirm the accuracy of the payroll or bring issues to the attention of payroll managers for corrections
- The addition of a Pooled Employer Plan that helps mitigate fiduciary liabilities for employers and offers reduced plan expenses when compared to other traditional employer retirement plans
- A new integration with Clover to allow for more efficient time and attendance and payroll management for users leveraging Clover in their business
- Onboarding ESS capabilities to allow for a faster time-to-hire and eliminates the need for managers to lose time sorting through documents that can be submitted online
- A Labor Cost Hub that gives managers and accountants the ability to view real-time labor job costing and distribution data in a single place
- The acquisition of a benefits administration company, Flock, to bring with it new benefits administration capabilities onto the Paychex platform
- Additions to its talent management capabilities to include retention insights, pay benchmarking, and a Talent Dashboard that combines relevant talent data and displays it in a single location.

PAYCOM

Paycom provides users with a centralized platform with a payroll database that combines both WFM and HCM capabilities. The solution is easily accessible which allows users to access the platform either through a desktop or Paycom's mobile application. The vendor's solution allows for employee self-service (ESS) which enables employees to complete tasks such as clock-in and clock-out, manage expense reports, and change timesheets. Manager on-the-go is another mobile solution that provides managers with the ability to approve tasks from any device. Ask Here integrates with Paycom's ESS and allows employees to directly interact with managers and ask work-related questions. Recent updates to the product include the addition of Beti, an ESS solution that allows employees to manage their own payroll which improves the payroll experience and the accuracy of the data. Paycom has also recently updated its Direct-Data-Exchange tool to more accurately reflect the true cost of manual data entry. Paycom remains an attractive product for small and midsized organizations, as it fulfills the basic needs for functionality at an attractive price while also providing quality product updates.

PAYCOR

Paycor covers areas of WFM including payroll, time and attendance, Core HR, reporting, benefits administration, talent management, employee experience and compliance reporting. The solution is easily accessible and provides a mobile application that allows employees to clock in and out, view schedules manage availability and trade shifts, view pay information andbenefit balances, and request time off. On the manager side, managers can correct timecard issues, update and add missing punches, approve timecard exceptions, and manage time-off requests. The product also includes automation capabilities that can automate attendance policies in the platform's attendance management solution.

Paycor's Scheduling and Scheduling Pro solutions have been augmented through the acquisition of Ximble Scheduling, adding more efficiency to scheduling and shift-swapping processes. A partnership with Visier, an analytics provider, powers Paycor Analytics which provides users with benchmarking capabilities that allow organizations to compare themselves against competitors and provides insights into an organization's workforce. The solution's accruals model supports balance and rollover transfers, daily and hourly-based accruals, real-time deductions, and balance caps and floors.

Recent updates to the product since the release of last year's Value Matrix include:

- Support for advanced pay policies and Payroll-Based Journaling
- enhancements to flexible clocking options and job costing
- the addition of the Developer Portal which allows customers to build self-service integrations within the Paycor platform without needing to employ Paycor support teams
- Automated payroll processing which allows for payroll managers to run payroll automatically and get updates as it progresses
- The addition of on-demand pay through Paycor On Demand Pay which allows employees to access their earned wages at any point in the pay period
- Predictive resignation capabilities which help managers identify employees who are at risk of leaving the organization across locations and predicts employee turnover over a 12-month period
- The addition of Career Management which provides users with the ability to structure and execute succession strategies
- The addition of Talent Development which provides employees with coaching and career planning and allows business leaders to engage with their workforce

CORE PROVIDERS

Core Providers in the Value Matrix are Ascentis, Deputy, Paylocity, and Verint.

ASCENTIS

Ascentis is a provider of cloud HCM solutions that includes WFM capabilities such as compliance, time management, reporting, and advanced scheduling. The platform is modular and can integrate with more than 400 other payroll and HR software systems. This makes the vendor an attractive choice for organizations looking to drive efficiency across HCM and WFM without the need to commit to a full suite. The platform gives full visibility into who is scheduled, not scheduled, pending request, and on leave, as well as access to daily headcount and total hours worked. Compliance functionality enables organizations to add more obscure rules that may not be supported or covered by other vendors. The vendor also has an accruals calculation engine to manage complex rules. Ascentis was recently acquired by UKG, bringing the breadth of the platform's capabilities into the UKG Dimensions suite.

DEPUTY

Deputy is a WFM solution that integrates with an organization's existing payroll, point of sales, and HR solutions and provides organizations with scheduling and time and attendance capabilities. Deputy integrates well with payroll, ECM, and full suite HR vendors such as Paychex, ADP, Dropbox, Box, and BambooHR. The vendor's expertise is centered around its scheduling capabilities which provide managers and employees with access to schedules, timesheets, leave management, shift swapping, and communication all on a single platform. Deputy is easily configured to fit the needs of specific industries and serves verticals including healthcare, logistics, retail, and education. The solution is accessible through both desktop and mobile applications.

PAYLOCITY

Paylocity's functionality spans core HR, payroll, benefits administration, and time and labor. The solution is best-suited to the needs of midsized to enterprise-level organizations and differentiates itself from other providers in the space with its tax filing and reporting services. The vendor's WFM capabilities include time and attendance, scheduling, and time collection. The system runs on a single database, providing ease of integration with payroll which can reduce manual administrative tasks. Scheduling through Paylocity enables managers to create, view, and edit schedules with applicable rules around regulatory factors such as capacity. The Paylocity mobile app enables users to complete WFM-related tasks at

any time, on any device. The vendor recently released on-demand pay, which has become an increasingly critical area of investment for hourly employers.

VERINT

Verint's cloud-based functionality for WFM covers workforce engagement management, automated scheduling, labor forecasting, employee self-service, experience management, and compliance. The vendor serves a broad range of verticals, including finance, retail, and the public sector, and typically targets midsized and enterprise-sized organizations. The vendor offers an Actionable Intelligence platform that includes capabilities such as data capture, analytics, processing, automation, and visualization to help users draw insights and improve decision making. Verint Knowledge Management provides users with search capabilities, and Verint Case management enables employees to launch cases and check their status at any time.

Recent updates and announcements include:

- In June 2021, Verint expanded its WFM offering with the launch of interviewing capabilities from the vendor's acquisition of hiring automation vendor, HireIQ. The solution automates the candidate evaluation process to analyze answers to interview questions and provides insights to improve hiring manager decision-making.
- In July 2021, the vendor announced enhancements to Verint Connect, an interactive engagement portal built to provide customers and partners with access to information about the Verint solutions, services, and training in a single location. Verint Connect is accessible through the Verint Cloud Platform.