

Mobile-First Workforce Management

An admin solution that empowers field managers to manage shifts, track time, and approve leaves on the go through a seamless mobile extension of a complex web ecosystem.

Overview

Transformed a feature-dense web portal into a streamlined mobile experience, enabling managers to handle workforce logistics across multiple establishments from their smartphones.

- Mapped and optimized complex user flows for three core modules—Scheduler, Time Tracker, and Leaves—while maintaining 100% logic consistency with the existing system.
- Achieved significant operational growth within four months of launch, including a 36% increase in newly created shifts and a 31% rise in approved time entries.



Client

The client is a global HR provider that supports essential establishments in food services, freight, public services, and more. They manage a vast pool of candidates and work sites, focusing on connecting eligible talent with critical shift requirements through advanced digital tools.

Challenges

- **Interface Scaling:** The primary challenge involved condensing a complex desktop interface (designed for mouse/keyboard) into a smartphone-sized app without sacrificing functionality.
- **Scenario Proliferation:** Designers had to account for a vast number of scheduling scenarios, including draft vs. published shifts and diverse candidate availability states.
- **Minimal Retraining Requirement:** To avoid workflow disruptions, the app needed to mirror the web portal's logic closely enough so that existing users could transition without formal training.

- **Platform Fragmentation:** Information was divided across three distinct modules (Scheduler, Time Tracker, and Leaves), requiring a unified navigation strategy.

QBurst Solution: A Seamless UX Design to Enable On-the-Go Shift Management

We focused on a high-fidelity translation of the web portal's capabilities into a mobile-first environment. By leveraging low-fidelity clickable prototypes for rapid iteration, the team ensured the app remained intuitive for power users.

- **Unified Scheduler:** Integrated a date-driven view where managers can create shifts, view candidate availability, and publish drafts with one-touch actions.
- **Streamlined Time Tracker:** Built a centralized hub for monitoring submitted timesheets, featuring bulk-approval tools and manual entry capabilities for site corrections.
- **Dual-View Leave Management:** Offered both list and calendar views for tracking pending and actioned leaves, providing managers with a visual heat map of staff availability.
- **Optimized UX Flows:** Simplified data-heavy tasks like shift creation and candidate filtering to fit within mobile-friendly tap targets and gestures.

Design Approach: Iterative Design & Alignment

- **User Flow Mapping:** Conducted exhaustive audits of the desktop portal to ensure every possible user path was accounted for in the mobile architecture.
- **Stakeholder Reviews:** Held weekly design reviews to align mobile features with long-term business goals and ensure consistency with the established web system.
- **Dev-Design Synergy:** Maintained constant communication with developers to design within technical time constraints, ensuring the final product was both high-performing and scalable.
- **Onboarding Optimization:** Prioritized intuitive navigation, which ultimately reduced the client's planned training time for internal users.

Outcome

- **Instant Adoption:** Onboarding and training sessions were significantly shortened as users successfully navigated the app without assistance.
- **Over 36% Shift Creation:** A substantial month-over-month increase in new shifts created, directly attributed to the ease of mobile access.
- **More than 31% Faster Approvals:** Accelerated the time-to-payroll cycle through rapid, on-the-go time entry approvals.
- **+15% Client Engagement:** Consistent growth in unique client contacts logging into the platform daily.
- **Operational Flexibility:** Enabled managers to respond to site-level staffing emergencies in real-time rather than waiting for desktop access.