

Harnessing AI for Enhanced Scheduling: A Case of Orquest



Source: Unsplash (2025)

Background

Human labour is a valuable resource for every company, and securing sufficient manpower is the key to unlocking service quality and many other factors such as cost efficiency and staff retention. This case explores how artificial intelligence (AI) can support businesses in optimizing workforce management and staff scheduling.

Orquest, a workforce management solution company, is using AI to create optimal schedules for multinational corporations such as McDonald's and ZARA (Raconteur, n.d.). By using advanced AI algorithms, Orquest analyses historic data from each store to forecast seasonal demand patterns and calculate the number of staff needed to cover peak hours while minimizing overstaffing during quieter periods (Retail Gazette, 2025). Mohammad Amireh, Senior Manager of Operations at McDonald's Bahrain, says the technology has been able to accurately predict the number of staff required for the day for over 90% of the time (Orquest, 2023).

For Orquest, smart scheduling isn't just about forecasting demand and staffing the right amount of people but also optimizing the use of every employee. By factoring in employee preferences and skills, the system assigns employees with the right skills for each task (Retail Gazette, 2025). Hence, maximizing operational efficiency and alleviating guest experience. On the other hand, Orquest empowers employees with self-service tools that allow them to easily enter their availability and change their schedule preference at any time (Hospitality Tech, 2024). As the system updates in real-time with each employee request, this dynamic scheduling approach offers a high level of flexibility, contributing to employee well-being and promoting retention (Raconteur, n.d.).

In addition, implementing a smart scheduling system can significantly reduce the time managers spend on repetitive administrative tasks, such as compiling roster schedules each week. According to Orquest (2023), the adoption of AI scheduling has enabled McDonald's Bahrain to save up to 3.5 hours in staff schedule preparation every week. As a result, managers can have more time focusing on other parts of their job that are more enjoyable for them.

Challenges

While AI scheduling requires a certain level of digital literacy among managers to maximize the effectiveness of the system, managers must regularly input high-quality data and remain familiar with AI tools (Forbes, 2024). Moreover, while algorithms can optimize staffing based on data, they

lack the human touch needed to interpret nuances in employee behaviour and well-being. A good manager can sense when an employee is excelling, struggling, or newly skilled—insights that are not easily captured by data alone.

AI systems are still reliant on human input to reflect such contextual information. For instance, if employee A has shown noticeable improvement, employee B has gained a new qualification, or employee C is underperforming due to personal issues, these factors must be manually fed into the system. While AI can recommend ideal schedules based on existing data, managers still play a crucial role in reviewing and adjusting the final rosters to ensure fairness, empathy, and operational balance.

Discussion Questions

1. How does AI scheduling improve operational efficiency and employee satisfaction?
2. Beyond the system's inability to assess employee conditions like a human manager, what other potential challenges might arise from implementing AI scheduling?
3. How might AI-driven workforce management system evolve in the future to address current limitations?

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Keywords

- Artificial Intelligence (AI)
- Demand Forecast
- Human Resource Management
- Scheduling
- Employee Skill Matching
- Operation Optimization

运用人工智能优化排班：Orquest 案例



Source: Unsplash (2025)

背景

人力资源对每家公司而言都是宝贵的资源，确保充足的人力是保障服务质量以及成本效益和员工留存等诸多因素的关键。本案例探讨了人工智能如何帮助企业优化劳动力管理和员工排班。

Orquest 是一家劳动力管理解决方案公司，正在利用人工智能为麦当劳和 ZARA 等跨国公司创建最优排班方案(Raconteur, n.d.)。通过使用先进的人工智能算法，Orquest 分析每家店铺的历史数据，以预测季节性需求模式，并计算高峰期所需员工数量，同时尽量减少清闲时段的人员过剩(Retail Gazette, 2025)。麦当劳巴林分公司高级运营经理 Mohammad Amireh 表示，该技术能够以超过 90% 的准确率预测每日所需员工数量(Orquest, 2023)。

对 Orquest 而言，智能排班不仅仅是预测需求和安排合适数量的员工，还要优化每位员工的效用。系统通过考虑员工的偏好和技能，为每项任务分配具备合适技能的员工(Retail Gazette, 2025)。从而，最大化运营效率并提升客户体验。另一方面，Orquest 通过自助服务工具赋能员工，使他们能够轻松录入自己的可工作时段并随时更改排班偏好(Hospitality Tech, 2024)。随着系统根据每位员工的请求实时更新，这种动态排班方法提供了高度的灵活性，有助于员工福祉并促进留任(Raconteur, n.d.)。

此外，实施智能排班系统可以显著减少管理者花费在重复性行政任务上的时间，例如每周编制排班表。根据 Orquest (2023)，采用人工智能排班使麦当劳巴林分公司每周在排班准备上节省了高达 3.5 小时。因此，管理者可以将更多时间专注于他们工作中其它更有乐趣的部分。

挑战

尽管人工智能排班系统对管理者的数字素养有一定要求以最大化系统效用，管理者必须定期输入高质量数据并保持对人工智能工具的熟悉(Forbes, 2024)。此外，虽然算法可

以基于数据优化人员配置，但它们缺乏解读员工行为和福祉微妙之处所需的人性化考量。一位优秀的管理者能够感知员工何时表现出色、遇到困难或掌握了新技能——这些洞察力仅靠数据很难捕捉。

人工智能系统仍然依赖人工输入来反映此类情境信息。例如，员工 A 表现出显著进步，员工 B 获得了新的资质，或者员工 C 因个人问题表现不佳，这些因素必须手动输入系统。虽然人工智能可以根据现有数据推荐理想的排班方案，但管理者在审查和调整最终排班表以确保公平性、同理心和运营平衡方面仍扮演着关键角色。

讨论问题

1. 人工智能排班如何提升运营效率和员工满意度？
2. 除了系统无法像人类管理者一样评估员工状况外，实施人工智能排班还可能带来哪些潜在挑战？
3. 未来，人工智能驱动的劳动力管理系统可能会如何发展以应对当前的局限性？

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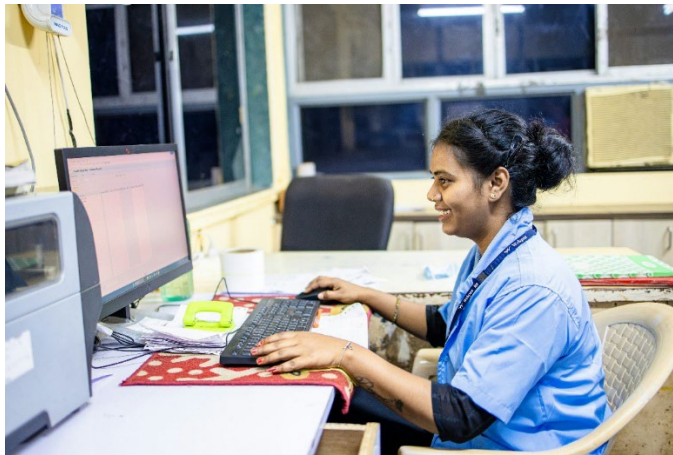
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关键词

- 人工智能
- 需求预测
- 人力资源管理
- 排班
- 员工技能匹配
- 运营优化

運用人工智慧優化排班：Orquest 案例



Source: Unsplash (2025)

背景

人力資源對每家公司而言都是寶貴的資源，確保充足的人力是保障服務品質以及成本效益和員工留存的關鍵。本案例探討了人工智慧如何幫助企業優化勞動力管理和員工排班。

Orquest 是一家勞動力管理解決方案公司，正在利用人工智慧為麥當勞和 ZARA 等跨國公司創建最優排班方案 (Raconteur, n.d.)。通過使用先進的人工智慧演算法，Orquest 分析每家店舖的歷史數據，以預測季節性需求模式，並計算高峰期所需員工數量，同時盡量減少清閒時段的人員過剩 (Retail Gazette, 2025)。麥當勞巴林分公司高級營運經理 Mohammad Amireh 表示，該技術能夠以超過 90% 的準確率預測每日所需員工數量 (Orquest, 2023)。

對 Orquest 而言，智能排班不僅僅是預測需求和安排合適數量的員工，還要優化每位員工的效用。系統通過考慮員工的偏好和技能，為每項任務分配具備合適技能的員工 (Retail Gazette, 2025)。從而，最大化營運效率並提升客戶體驗。另一方面，Orquest 透過自助服務工具賦能員工，使他們能夠輕鬆錄入自己的可工作時段並隨時更改排班偏好 (Hospitality Tech, 2024)。隨著系統根據每位員工的請求實時更新，這種動態排班方法提供了高度的靈活性，有助於員工福祉並促進留任 (Raconteur, n.d.)。

此外，實施智能排班系統可以顯著減少管理者花費在重複性行政任務上的時間，例如每週編制排班表。根據 Orquest (2023)，採用人工智慧排班使麥當勞巴林分公司每週在排班準備上節省了高達 3.5 小時。因此，管理者可以將更多時間專注於他們工作中其他更有樂趣的部分。

挑戰

儘管人工智慧排班系統對管理者的數位素養有一定要求以最大化系統效用，管理者必須定期輸入高質量數據並保持對人工智慧工具的熟悉 (Forbes, 2024)。此外，雖然演算法可以基於數據優化人員配置，但它們缺乏解讀員工行為和福祉微妙之處所需的人性化考

量。一位優秀的管理者能夠感知員工何時表現出色、遇到困難或掌握了新技能——這些洞察力僅靠數據很難捕捉。

人工智慧系統仍然依賴人工輸入來反映此類情境資訊。例如，員工 A 表現出顯著進步，員工 B 獲得了新的資質，或者員工 C 因個人問題表現不佳，這些因素必須手動輸入系統。雖然人工智慧可以根據現有數據推薦理想的排班方案，但管理者在審查和調整最終排班表以確保公平性、同理心和營運平衡方面仍扮演著關鍵角色。

討論問題

1. 人工智慧排班如何提升營運效率和員工滿意度？
2. 除了系統無法像人類管理者一樣評估員工狀況外，實施人工智慧排班還可能帶來哪些潛在挑戰？
3. 未來，人工智慧驅動的勞動力管理系統可能會如何發展以應對當前的局限性？

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關鍵詞

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- 人力資源管理
- 排班
- 員工技能匹配
- 營運優化