

Redefining Workforce Flexibility

eBay wanted to give their customer service teams more control over their schedules. QStory made it happen. Shift flexibility skyrocketed, managers spent less time on admin, and employees felt trusted. The result? A system where everyone wins—better efficiency for the business and a happier, more engaged workforce.



eBay had a challenge. They, like many businesses, wanted to give their team mates more flexibility. They also aimed to keep operational efficiency. Traditional scheduling models weren't cutting it. Employees needed more control, but the systems in place couldn't handle the level of autonomy they envisioned. Enter **QStory**, a partner that wasn't just selling software but was willing to listen, collaborate, and push the boundaries of what was possible.

This wasn't a straightforward vendor-client relationship. It started with a rigorous RFP process where eBay invited several providers to showcase their solutions. QStory stood out—not just because of what their platform could do but because of what they were willing to build. A key requirement was the ability to transfer shifts between 'red to red' areas. This means moving from one deficit period to another. Most tools would usually block this action. Before eBay even made their final decision, QStory had already developed a solution to this problem. That moment made it clear: this was a company ready to innovate in partnership with eBay.

What followed was a collaboration that went beyond launching a piece of software. Right from the start, QStory worked closely with eBay's operations teams. They joined workshops, took part in configuration talks, and helped with planning sessions. It wasn't about imposing a system—it was about building something that would genuinely work for eBay's people. By the time it launched, the teams involved felt ownership over the solution, making adoption seamless.

The impact has been remarkable. Adoption of the new Flexmate app hit 100%, with record levels of usage. eBay expected to gain financially, but the real highlight was the employee experience. It wasn't just about hitting KPIs or metrics; it was about changing how employees felt about their work. Teammates stopped stressing over strict schedules. Managers no longer spent hours fixing attendance problems. A culture of trust began to grow. Employees felt like adults—trusted, empowered, and in control of their

time. And what made it even better? This flexibility was achieved with, at a minimum, protected service levels, and at best, improved customer experience.

Like any ambitious project, there were hurdles. Pushing the boundaries of what was possible meant facing technical and operational challenges. But instead of seeing these as roadblocks, eBay and QStory approached them as learning opportunities. They became 'critical friends.' They held open talks, made adjustments, and solved every issue together. It wasn't always smooth sailing, but both sides remained invested in making it work.

For businesses looking to implement real flexibility, this partnership offers some key lessons. Change begins with a shift in mindset. eBay took an 'if there were no restrictions' approach. They focused on possibilities instead of traditional limits. Second, the right partner makes all the difference. QStory wasn't just selling a product; they were evolving it alongside eBay's needs. Success comes from total commitment from both sides. This wasn't just about software; it changed how eBay's workforce operates.

The journey isn't over. eBay plans to launch a big recruitment drive. Their system with QStory will help them attract top talent. What began as a vision for more autonomy is now a new way of working. This approach puts people first. It shows that flexibility can increase. Also, it proves that a strong partnership can create new possibilities.