

Workday Help

Workday Help provides HR knowledge and case management solutions that help your employees find the information they need faster. When employees have an HR question, Workday simplifies their journey by providing information that's accessible and easy to understand. With Workday Help, you can produce and store HR knowledge in a single space that's easy to maintain. When opening a case is the next logical step, Workday Help connects your employee's knowledge search to their unique case, giving case solvers insight into what steps the employee took to self-solve and reducing the need to duplicate work.

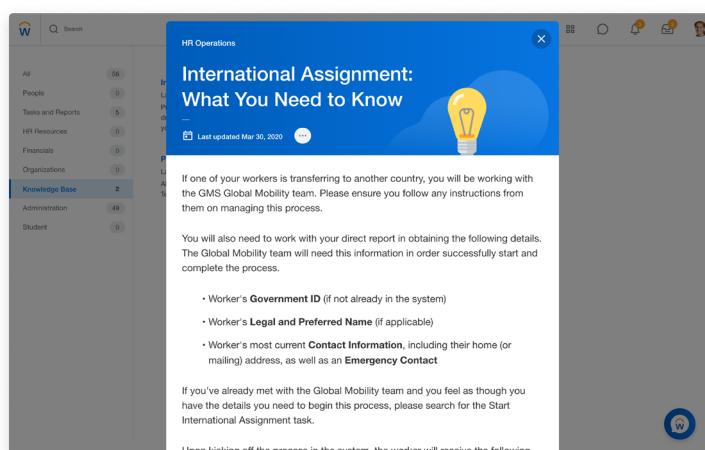
Knowledge Management

Manage Your HR Source of Knowledge

Create, organize, and maintain HR knowledge in a system your team already utilizes to enhance productivity. Create timely and compelling information that can be updated in real time from video, to hyperlinks, and direct access to associated tasks.

Employee Self-Service Knowledge

When your employees have an HR question, a simple search will return rich content, including knowledge articles containing HR videos, suggested supplemental articles, and related links, reducing the need for case creation. Workday Help provides you with a comprehensive knowledge management solution that puts HR information at your employee's fingertips.



Workday knowledge articles house helpful information including: text, video, links, and direct access to tasks and additional assistance.

Key Benefits

- Boost organizational efficiency with a single source for all HR needs
- Enhance your employees' experiences with personalized HR answers
- Ensure confidential cases are handled securely and maintain compliance standards

Features

Knowledge Management

- Intuitive search
- Case creation from a knowledge article
- Access from anywhere, including mobile
- Article management
- Article version control
- Article usage tracking

Case Management

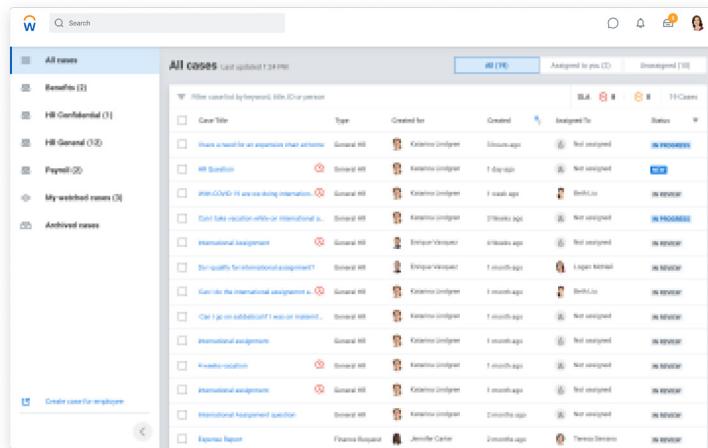
- Interactive case management workspace
- Automated case routing and rules engine
- Internal case notes and attachments
- Case solver view into contextual employee data from Workday Human Capital Management
- Security for confidential cases
- Configurable service-level agreements (SLAs)
- SLA reporting and visibility

Case Management

Case management in Workday Help provides a personal touch when your employees need additional assistance or information. Both employees and case solvers benefit from an intelligent HR case management system that allows the case solver to view the case history, reducing the need to retrace steps and providing a resolution sooner.

Enhanced Employee Experience

When employees open a case, they get an experience that supports them immediately by giving them the ability to create a case at the point of need, whether on their desktop, through email, on their mobile device, or even directly from a knowledge article. From there, they can track their case's progress and communicate with case solvers, keeping them in the loop throughout the process.



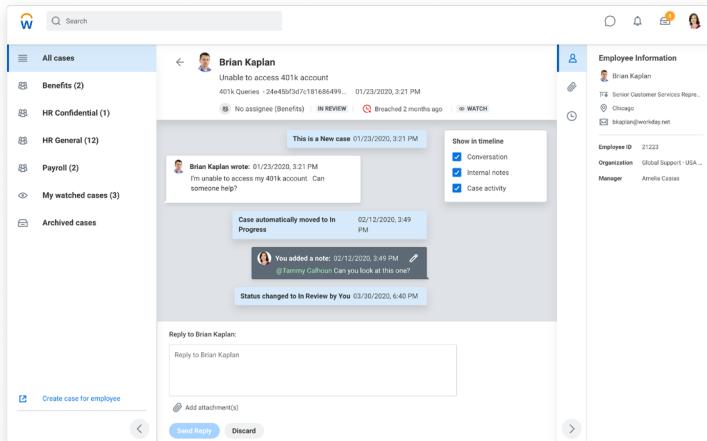
The screenshot shows the 'All cases' page in the Workday Help workspace. The left sidebar includes sections for 'All cases', 'Benefits (2)', 'HR Confidential (1)', 'HR General (3)', 'Payroll (2)', 'My workflow cases (3)', and 'Archived cases'. A 'Create case for employee' button is at the bottom. The main area displays a table of cases with columns: Case Title, Type, Created for, Created, Assigned to, and Status. The table lists 17 cases, mostly of type 'HR Question', created by various users like Katherine Umgren and Enrique Venzuela, and assigned to users like Jennifer Carter and Thomas Stevens. The status for most cases is 'IN PROGRESS'.

Help Workspace

Build HR Productivity

Case solvers can work more productively and efficiently with the ability to review the employee's data, the case history, notes that other HR team members may have added, and attachments, and the ability to reply directly to the employee all in one place. Case solvers benefit from the ability to get feedback about the requestor's experience with an automatically triggered survey, helping to improve future case outcomes.

In some industries, employees are supported through a call center or help email alias. With Workday Help, you have the option to open cases on behalf of an employee, allowing you to provide a more hands-on approach.



Case Details

Security for Confidential Cases

HR cases require special handling to meet compliance standards and to help your employees feel confident that their sensitive information is never shared in a way it shouldn't be. Your organization can set viewing permission at the individual level to ensure that only the right individuals have access to cases that are marked as confidential.



+1-925-951-9000 +1-877-WORKDAY (+1-877-967-5329) Fax: +1-925-951-9001 workday.com

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