



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, employees can quickly and easily create a case for additional assistance.

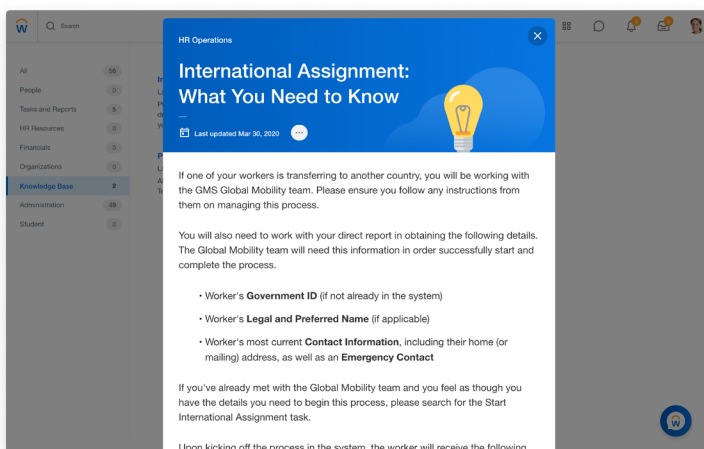
Knowledge Management

Manage Your Source of HR 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 with video, 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 employees' 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 that confidential cases are handled securely and maintain compliance standards

Key Features

Knowledge Management

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

Case Management

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

Results

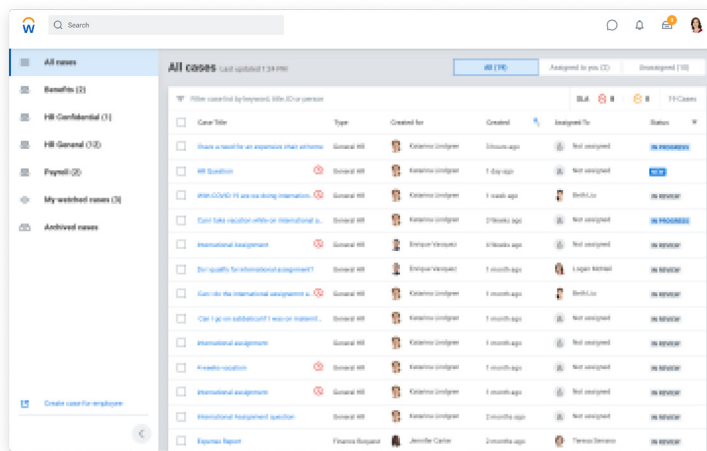
- Reduced need for case creation through an intuitive self-service-first approach
- Increased HR efficiency with increased visibility into case history and employee data, all in the same workspace
- Streamlined content management in a single system of record, making your data easy to maintain

Case Management

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

Enhanced Employee Experience

When employees open a case, they get an experience that immediately supports them by giving them the ability to create a case at the point of need, whether on their desktop, 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.

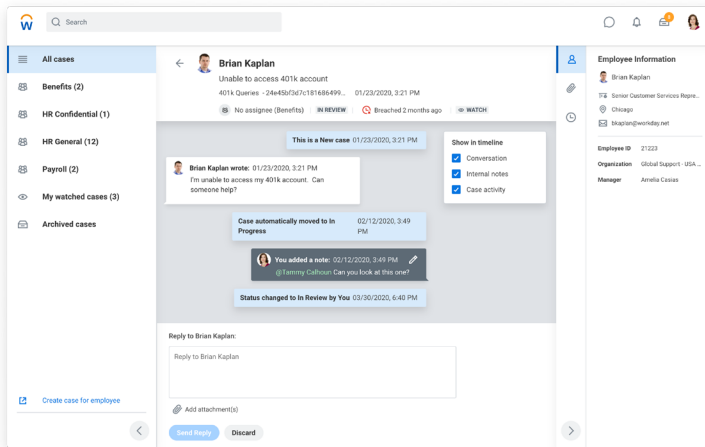


Help Workspace

Build HR Productivity

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

In some industries, employees are supported through a call center or a help email alias. With Workday Help, you have the option to open cases on behalf of an employee, enabling 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 permissions to ensure that only the right individuals have access to cases that are marked as confidential.

Explore how Workday enables smoother HR service delivery:

<https://www.workday.com/en-us/products/human-capital-management/hr-service-delivery.html>

Deploy Workday and Get Significant Value Fast

Workday offers deployment services, training, support, and continuous innovations to help you use its products with confidence as your organization evolves. Because each customer has different requirements, resources, and goals, we've designed our services to meet a variety of needs and learning styles.

To help you reach your goals faster and empower your teams, subscription-based Workday Success Plans offer exclusive access to resources, tools, and expertise for an even deeper understanding of Workday.

For more information, visit workday.com/cx.



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