

# Reshaping the Workday User Experience with AI

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## **Abstract:**

Organizations across the globe are focusing more on the user experience of their applications. They want to provide their employees and business owners with the best simple user experience in the application they used to perform on a day-day basis. Applications which are built and maintained in-house can be updated by the internal IT team to modify the user interfaces and controls to provide better user experience whereas organizations using SaaS application need to commit with the user interfaces provided by the SaaS products. SaaS products is already focusing on improving their user experience by various methods and techniques and one of the common solutions they are enhancing is the inclusion of Artificial Intelligence (AI). This article focusses on explaining how AI improves the user experience, especially on Workday applications. Workday has lot of tools which use AI to streamline the process and the user experience.

**Keywords:** Workday, AI, NLP, Workday Illuminate, Workday Assistant, Workday Everywhere.

## **1. Introduction**

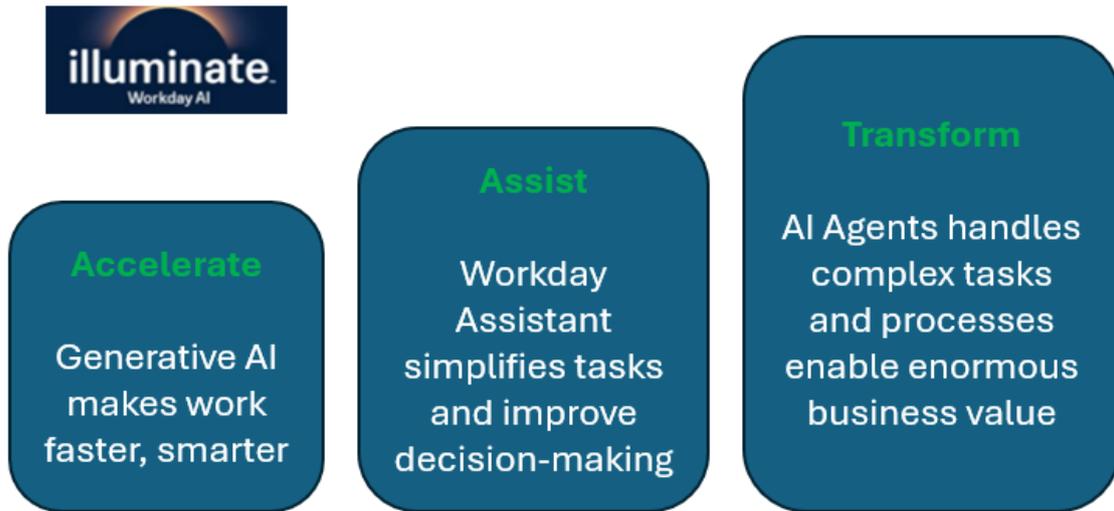
Organizations from various industries are facing the same set of challenges and one of the common challenges is certainly around the system complexity. There are more and more systems out that increase the cost and effort and the end user perspective, it is just lot of systems that they need to navigate to perform various functions. Now AI is making a massive movement to solve many challenges which includes solving system complexity and navigation of applications. Many IT leaders are planning to go for AI Adoption as one of the critical and high priority items of implementation. Now all the users want the same user experience of their day-to-day activities whether it has been accessed in laptop, mobile iPad etc. We can now learn how Workday AI is helping to solve the User experience.

## **2. What is AI?**

Artificial intelligence (AI) refers to the systems which can perform tasks that require human intelligence, such as reasoning, analyzing, learning, decision-making and perception. This AI concept encompasses a wide range of technologies, including machine learning, deep learning, and natural language processing (NLP)

## **3. Workday Illuminate**

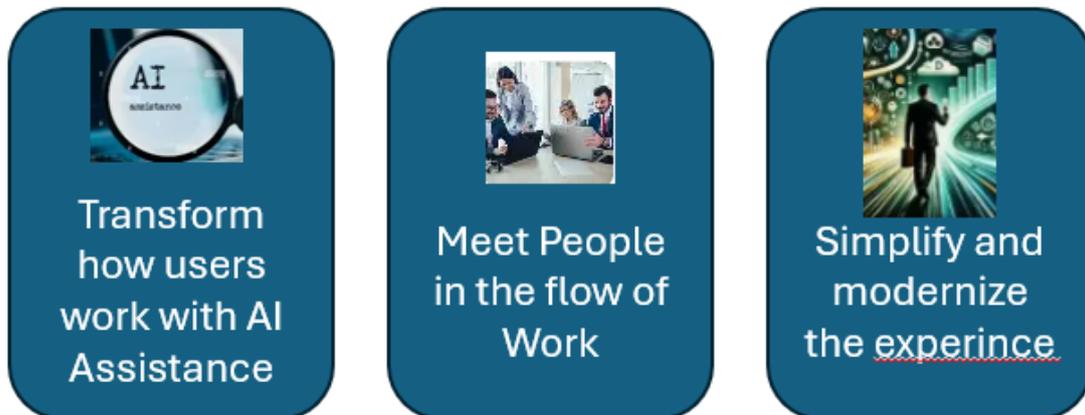
Workday Illuminate is a set of powerful AI solution delivered by Workday to enhance productivity and efficiency which includes talent optimization, app development, user experience etc. Workday Illuminate integrates AI into everyday workflow tasks, automating complex tasks to allow employees to focus on higher-value work. It also enhances user experience through features like **Workday Assistant**, which provides personalized support and automates routing tasks and **Workday Guidance** which also streamline tasks. Workday Illuminate transforms business operations by leveraging AI to provide smarter insights and improve decision-making across applications.



**Figure 1: Workday illuminate Strategy**

**4. Workday Experience Strategy**

Over the past couple of years, Workday has started to really move around the mission to make work effortless for the end users. Workday is focused on making the application simple, intuitive, and anticipating the user’s needs and finding it quickly. To the user experience strategy is build on 3 key factors.



**Figure 2: Workday Experience Strategy**

**AI Driven Experience:** Leverage AI to create smarter, more personalized experience for the users. Anticipate the user’s needs, streamline the flows, and include conversational AI for future experiences.

**Workday Assistant**

Workday Assistant is a conversational tool designed to enhance user experience within the Workday platform which allows workers to quickly complete actions and retrieve information using natural language queries.

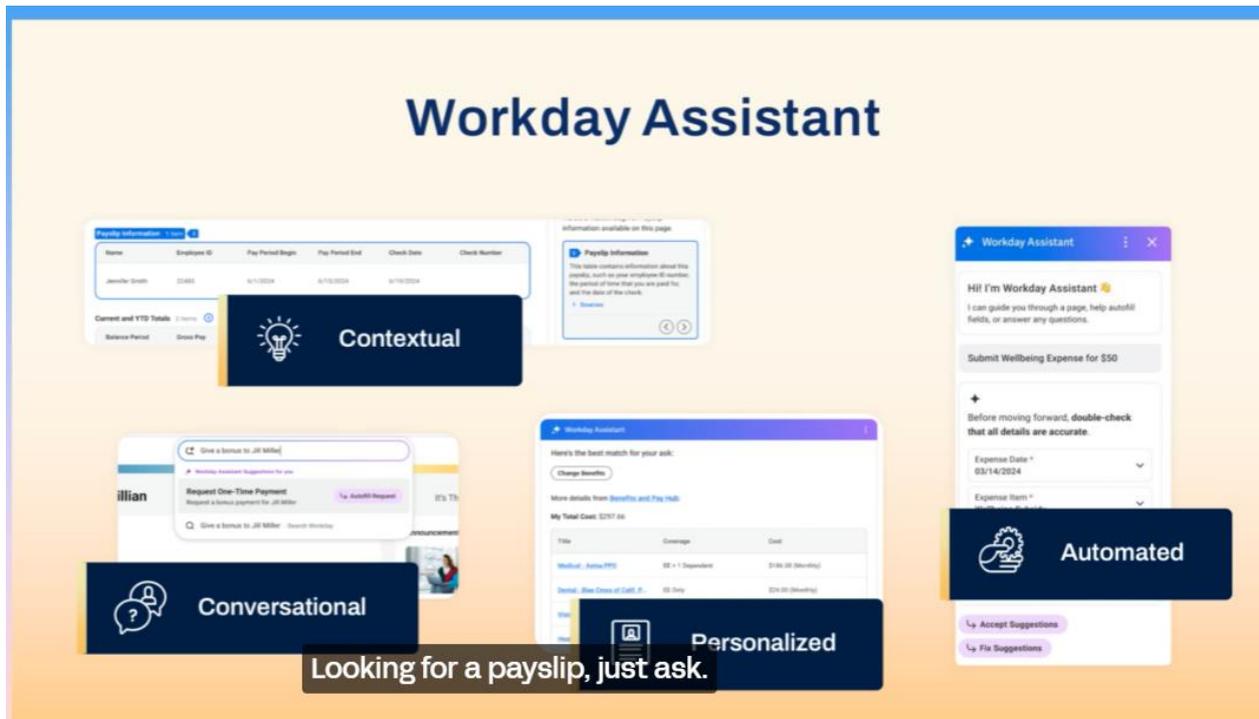


Figure 3: Workday Assistant

**Key Features**

- **Machine Learning-Enhanced Search:** Provides relevant search results based on user queries.
- **Multi-Language Support:** Support multi language and available in Dutch, English, French (Canada), French (continental), German, Italian, Japanese, Korean, and Spanish.
- **Accessibility:** Can be used on various platforms including desktop, mobile, Workday for Microsoft Teams, and Workday for Slack.

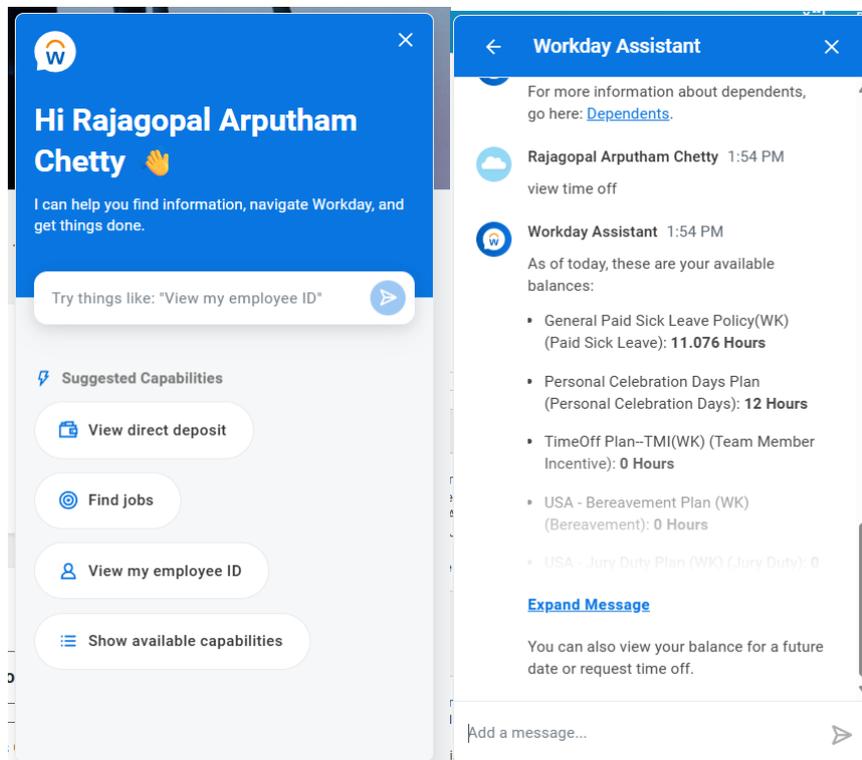


Figure 4: Workday Assistant – User Experience

**Business Benefits**

- **Increased Efficiency:** Reduces the time needed to find information and complete tasks.

- **Customized Responses:** Offers tailored information to users based on their queries.
- **Reduced Help Cases:** Helps users locate tasks and reports without needing to know exact names.

### Use Cases

Workers can use Workday Assistant to:

- Clock in and out
- Request time off
- View and update personal information
- Change job details
- Manage team information

### Recommendations

- Enable **Workday Help** for access to knowledge articles and help case creation.
- Integrate with **Microsoft Teams** or **Slack** for seamless access to Assistant capabilities.

### Limitations

- File attachments are only allowed when opening Help cases.
- New capabilities are primarily delivered in English.

Workday Assistant aims to streamline workflows and improve productivity by providing intuitive, conversational support to users.

**Natural Flow of Work:** Workday Unified Experience which includes Intuitive wayfinding, Unified Self Service and Deeply configurable experience help the users between HR and Finance to have Unified experience. Workday Everywhere to support users to work with their everyday products like Microsoft Teams etc. It also helps users to get the right information at the right time, so that the users can perform their work without switching applications.



**Figure 5: Workday Unified Experience**

The **Workday Unified Experience** groups all critical workflows into a single platform, simplifying complex processes and ensuring a consistent work environment. Key features include:

- **Smarter Recommendations:** Offers tailored suggestions based on user's needs.
- **Predictive Insights:** Provides insights that anticipate user requirements.
- **Adaptive Interfaces:** Customizes the user interface to fit individual preferences.

**Workday Homepage:** The Workday Homepage is designed to be a one stop shop wherein we can have the page configured to have all Quick Tasks, Announcements, Workday Assistant etc. in a single home page which provides the users with the best experience to start from single page

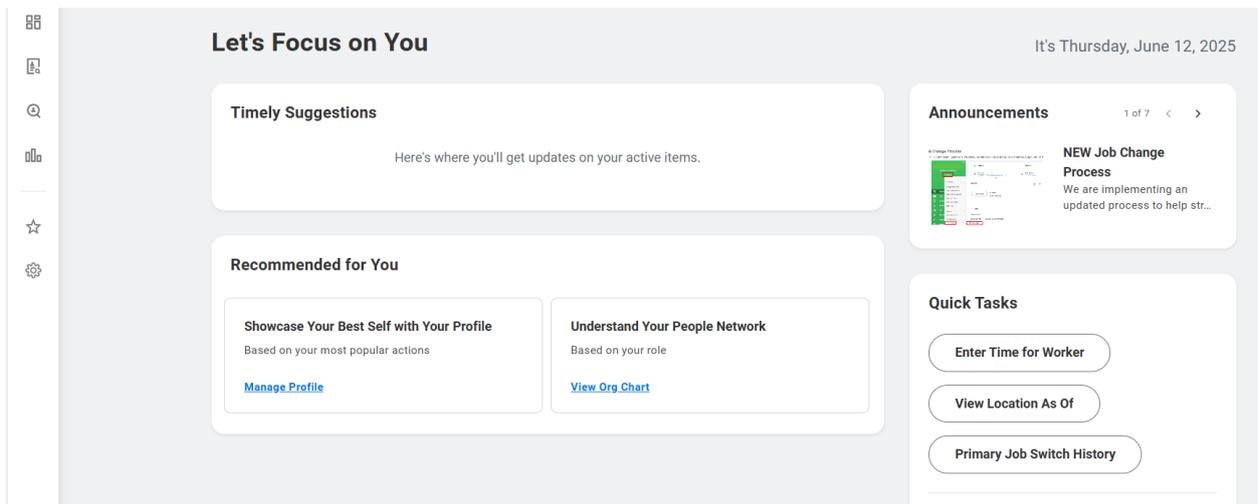


Figure 6: Sample Workday Homepage

**Workday Global Navigation:** The global Navigation helps the users to connect all the dots and navigate the application with ease. This is completely configured by the users based on their needs. You can include the pinned items, external links, configurable categories, custom labels, and Mobile menu parity.

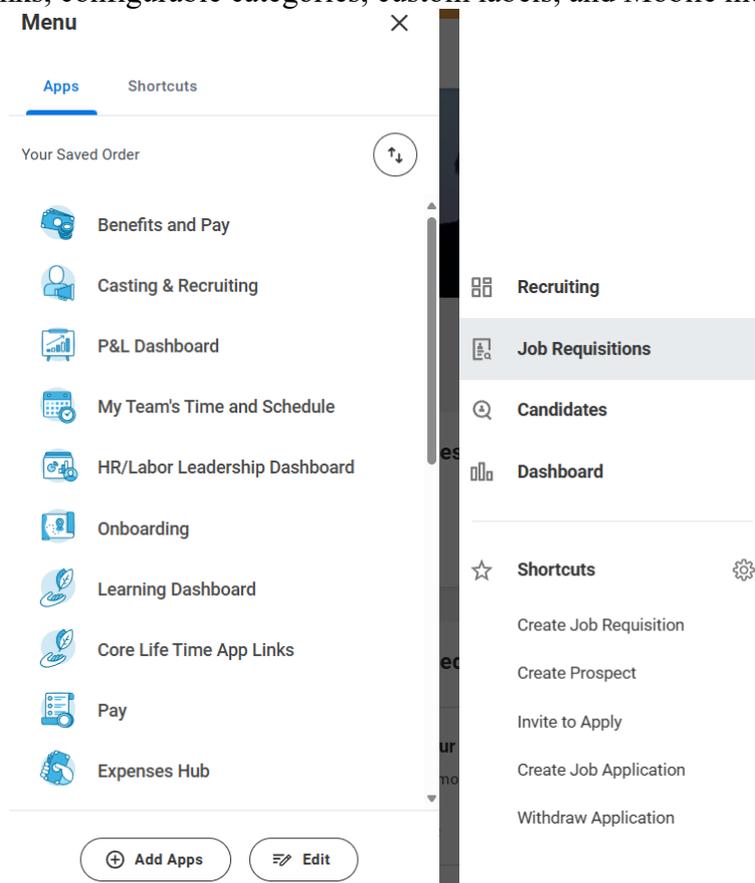


Figure 7: Workday Global Navigation

**Workday Extensible Search:** This extensible search enables users to configure custom search topics and their associated results within the company policy and from the data which is not available in Workday.

The screenshot shows a search bar with the text 'commission' and a magnifying glass icon on the left and a close icon on the right. Below the search bar, a toggle switch indicates 'Simplified Search is Enabled' is turned on. There are three filter buttons: 'Top Results' (highlighted in black), 'People (88)', and 'Tasks and Reports (10)'. To the right is a dropdown menu labeled 'All Categories'. Below these filters, a rounded rectangle contains a purple star icon and the text 'Workday Assistant'. Underneath, it says 'Here is the best match for your ask:' followed by a button labeled 'Bonus and One-Time Payment History'. Below this, the section 'Tasks and Reports' is shown, with a link for 'Commission Plan' (Report). The description for 'Commission Plan' states: 'View the definition of a **commission** plan as of a specified date. Enables you to verify plan information and compare plan definitions over time. Details include: eligibility rules; plan defaults such as compensation element, target/draw amounts, and recoverability; and associated compensation events such as plan adjustments. As a related action on the plan, you can edit, audit, adjust, delete, view assignments, and roll out or remove employee plan assignments. As a related action on a plan adjustment event, you can cancel or rescind that event. Required prompts: View as of, **Commission** Plan Optional prompt: none'.

**Figure 8: Workday Search**

**Workday Everywhere:** Workday Everywhere is a platform designed to enable workers and managers to perform self-service Workday tasks directly from collaboration tools like Microsoft Teams and Slack. This functionality allows users to access information, complete common tasks, and receive support without needing to open Workday in a web browser. Workday Everywhere will also benefit the user and managers to be top of their work which requires immediate attention.

#### Key Features

- **Self-Service Tasks:** Users can enter phrases to perform tasks such as changing marital status, checking vacation time, or requesting time off.
- **Notifications:** Managers can receive alerts when their workers request time off, and workers can be notified about the status of their requests.
- **Language Support:** Workday Everywhere supports multiple languages, including English, French, German, Japanese, Korean, and Spanish, with English as the default.

#### Security and Access

Users can access actions and information in Workday Everywhere that they would typically have access to in the main Workday application. For example, managers can view performance reviews for their team, while individual workers can only access their own reviews.

#### Integration

Workday Everywhere can be integrated with Microsoft Teams and Slack, allowing for seamless communication and task management within these platforms.

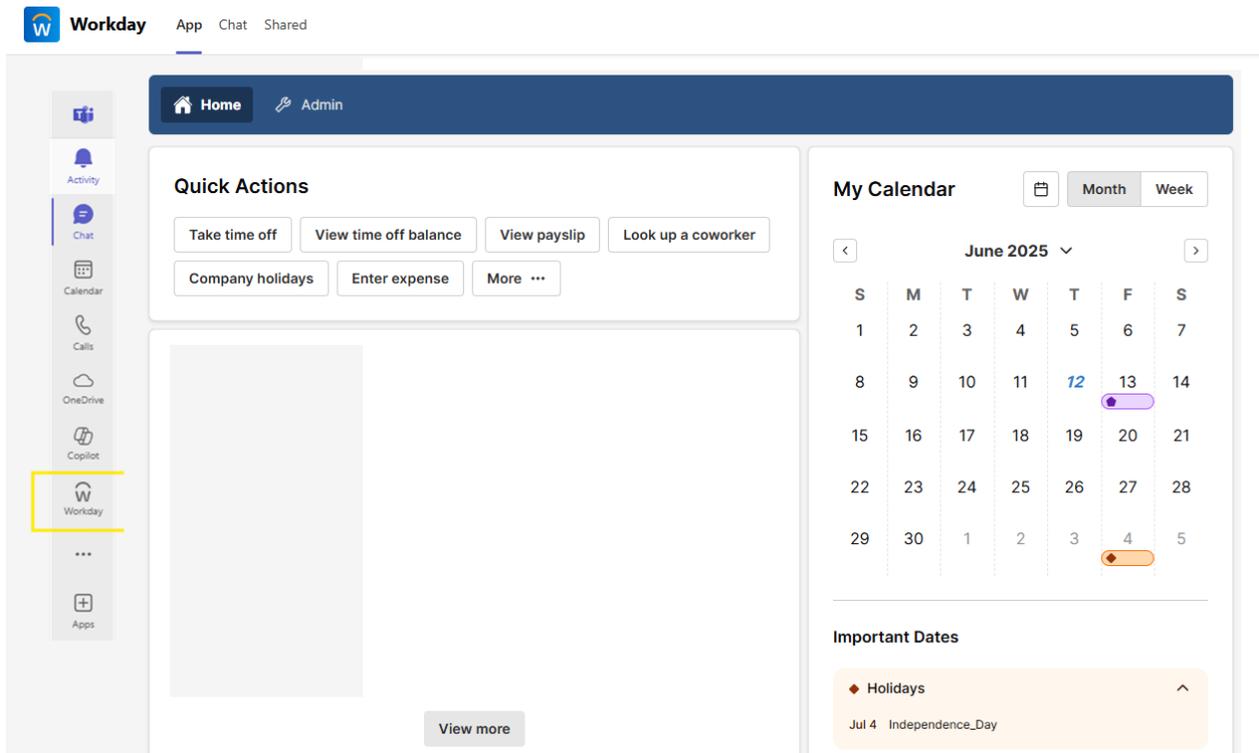


Figure 9: Workday Everywhere

**Simplify the experience:** Simplify the experience across products with more intuitive and enhance ease of use. Workday Guidance is the digital adoption tool which helps the users to have the right help at right moments to complete their tasks with the best and simplify user experience.

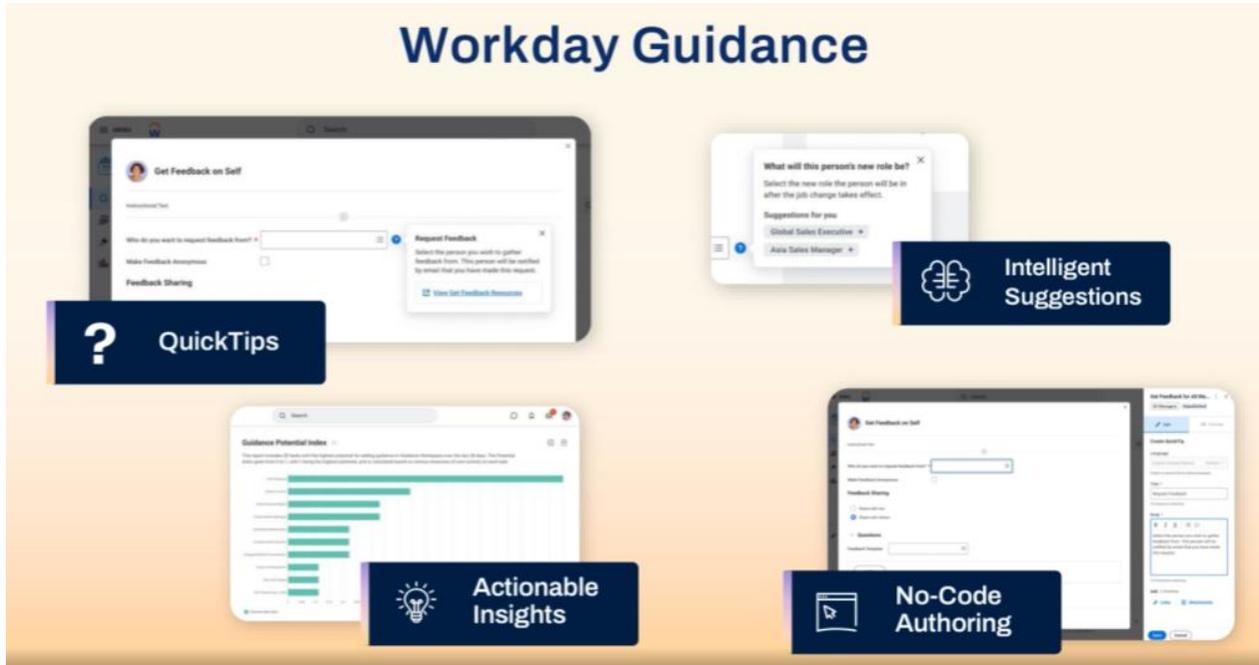


Figure 10: Workday Guidance

Navigating complex business processes while staying productive can be frustrating. Often users need to look for information outside Workday and may result in creating support cases.

**Quick Tips** are short, helpful pieces of guidance designed to assist users in navigating tasks within a system. They can be added to various tasks to enhance user experience and provide immediate support.

### Key Features of Quick Tips

- Customization: Quick Tips can be tailored to meet specific business needs and tenant configurations.
- Sample Library: A collection of sample Quick Tips is available to help users create their own, including titles and descriptions.
- Guidance Workspace: Quick Tips can be integrated into the Guidance Workspace for tasks like creating job requisitions or requesting feedback.

### CONCLUSION

Users are expecting to have seamless and simplified user experience to complete their day-to-day tasks and activities. Users do not want to navigate different applications separately to perform their duties but also expect guidance and tips within their tasks to be completed. Users are also getting frustrated creating support tickets to get information to complete their tasks. Incorporation of AI by Workday in the user experience space not only enhances the user experience but also provides simplified user experience. Concepts like Workday Assistance and Workday unified experience model help the users to have one stop solution to navigate all their applications and ask to get answers by the conversational method. Workday is also a step ahead to have the users to have custom Quicktips configured for the tasks based on their needs and provide intelligent suggestions. Workday Everywhere which can be integrated with Microsoft Teams and Slack, helps the users and managers to perform their self-service actions which requires immediate attention from Teams or Slack without logging into workday application. Simplified user experience is always key for user satisfaction which will lead to more user productivity. Workday AI model which is not only providing best and simplified user experience but also reshaping the user experience.

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