

Human Resource Management System

Workday Job Aid Workday Assistant



This Job Aid provides an overview of the Workday Virtual Assistant. Workday Assistant is available on both desktop and mobile devices.

- Employees
- People Managers
- Human Resources

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1. Introduction

Workday Assistant allows you to perform tasks such as requesting time off, viewing time-off balances, giving feedback to a coworker, and viewing an employee's manager and location just by having a conversation. It is available through the desktop or mobile app.

Workday Assistant is a digital assistant chatbot designed to help you conversationally complete tasks and retrieve information within Workday.

Workday Assistant functions by interacting with the user through a conversation. It uses natural language processing and machine learning to analyze and process the input information and determine the user's intentions, while at the same time being able to provide answers to the user's queries.



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2. Using Workday Assistant

Once you sign into Workday, a small blue icon will appear in your lower right corner.



A small chat bubble is also located as an icon at the top right of the screen.



If you click either icon, you are accessing Workday Assistant and can begin interacting with it.

You can use Workday Assistant by requesting information in the form of questions or by typing in short phrases. Workday Assistant will access the information it thinks you are referencing and display it as a simple response.

You can also type a command into Workday and then follow the prompts (see [Functions of Workday Assistant](#) below).

Note: You can disable the Workday Assistant and remove it from view by hovering over the icon and then clicking **Dismiss**.



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3. Functions of Workday Assistant

Some of the principle actions Workday Assistant can do:

- Change contact information/emergency contacts
- Change legal name and preferred name
- Change marital status
- Change photo
- Give feedback to a coworker
- Make changes on supervisory organizations
- Manage time off and view time-off balances
- View total compensation
- Request time off
- Edit worker information
- View pay information
- View direct deposit
- Download tax forms/view W-4
- Recruiter: candidate status
- Management of manager information: approve timesheets, view direct reports
- Clock in, clock out
- Find a coworkers information
- Find jobs
- Get reference letters
- Open Workday Drive
- View a direct report's birthday
- View a direct report's clock events
- View a direct report's time off
- View a direct report's work date
- View dependents
- View holiday schedule
- View my team's anniversaries
- View my team's birthdays
- View my team's clock events
- View my team's hire dates
- View my team's promotion dates
- View holidays
- View my team's time in position
- View my team's time off
- View my hire date
- What is my title
- What is my time in position
- What is my promotion date
- What is my anniversary

Within the Workday Assistant, type **What can I do** in the **Add a message** box.

Click on **Show more capabilities** to get a list of options.

Click **Show all** to see a full list of options.

Note: Your options may vary as they are based on your security/role in Workday.



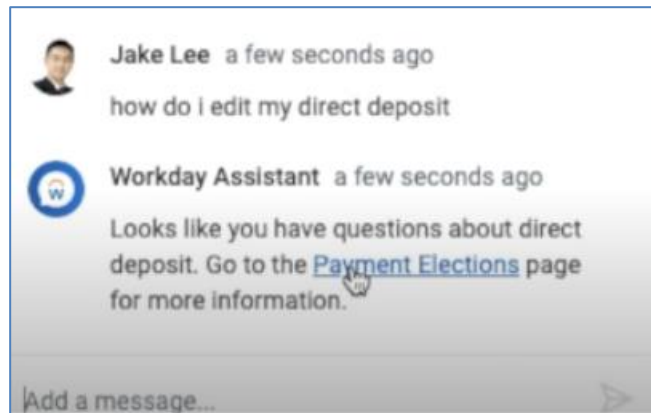
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Note: You can use short phrases when requesting information within Workday Assistant: For example, you may type in the command box, “take time off,” “view dependents,” “how much time,” “view payday,” “view direct deposit” and “find jobs.”

Note: When typing phrases in a question format, for example, “How do I edit my direct deposit”, Workday Assistant can provide a hyperlink to show you how to accomplish that task.



Note: If you are stuck and unable to find what you are looking for, type “help” and Workday Assistant will display a link to the Suffolk County Help Desk for additional assistance.



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Change Log

Revision Number	Date of Change	Affected Lesson	Action	Initials
1.1.1.1	09/15/2021		Log Created	RK

