Workday Journeys

Every HR organization is unique and wants to create a memorable employee experience for its people; however, many current tools and systems provide static and linear experiences, leaving employees underwhelmed and feeling disconnected. Workday Journeys enables organizations to build tailored, concierge-style experiences for employees to help guide them through the moments that matter most. In addition, modular cards built with low-code tooling can assist employees through day-to-day activities by surfacing actions right at the time of need.

Engage employees in a meaningful way.

The extra mile of personalization goes a long way. If we take a look at a consumer application handbook, the most liked and trusted applications are those that provide a personal and meaningful experience. Workday Journeys takes a similar approach to experiences, both in the moments that matter and the ones in between. Whether preparing for a major career change or requesting time off, the experience must be intuitive and personal, suggestion driven, and accurate—so every person feels supported.

Exceptional experiences for productivity and engagement.

For many employees, being productive can be a challenge despite the abundance of productivity and knowledge tools available. Finding the right tool for the right task can become overwhelming, resulting in employees rarely using these tools at all. With the intuitive interface in Workday Journeys, organizations can create exceptional employee experiences. Whether it's a concierge-style journey with recommendations and steps to succeed in their role or quick access to payslips or rewards outside of Workday surfaced through a card, employees benefit from a single personalized experience for improved productivity and engagement.

Design tooling without the coding.

Experience design sounds complicated, but with Workday Journeys, it isn't. Copy, configure, and launch journeys and cards using clicks, not coding. We built our tooling to be intuitive and flexible so you can create journeys and cards that serve the needs of every employee, taking into account their location, management level, or any other employee parameter within Workday. And because this tooling pulls in real-time Workday data, the steps in a journey path are relevant and accurate for each employee.

Key Benefits

- Create concierge-style journey experiences that surface actions to users in the moments that matter
- Leverage core HCM data in order to more efficiently create experiences (cards and journey paths) for your people
- Create custom cards that allow you to pull in information and tasks from across your enterprise applications
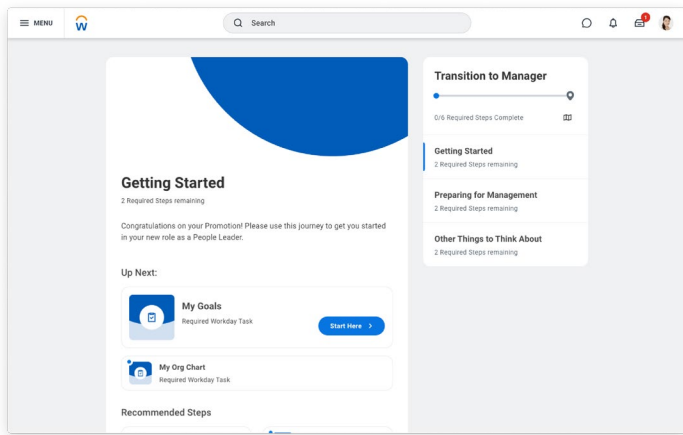
Key Features

- Journey templates
- Journey drag-and-drop builder
- Journey path metrics and reporting
- Modular card creation
- Journey admin console
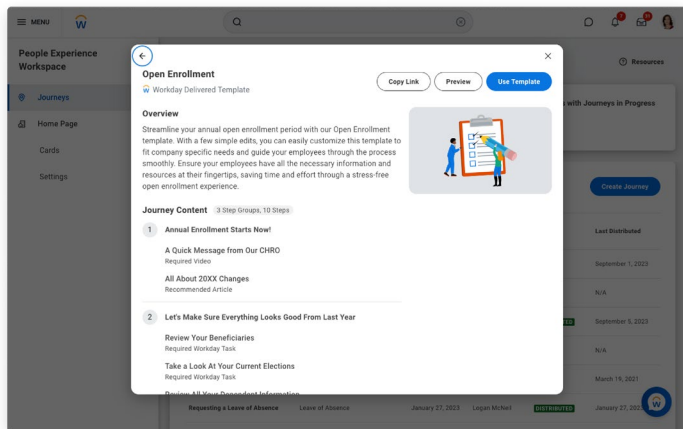- Journey admin preview

Results

- Reduce the time and energy it takes to create personalized experiences for your people
- Increase speed and improve reliability of delivering content and insights to employees
- Reduce costs by centralizing experiences in Workday, eliminating unused tools

The first-time manager training journey path provides the information and education necessary for new managers to hit the ground running.

Extend the experience beyond the application.

The digital employee experience isn't built from a single tool or system—it's a combination of tools and systems, each with separate interfaces, security, and capabilities that can overwhelm employees in their search for guidance. With Workday Journeys, employees benefit from a single workspace that joins data, insights, and actions from multiple systems into one. Leveraging REST API data and the intuitive Workday interface, outside tasks and information are brought into Workday, giving employees one location for what they need, plus a mobile and collaborative experience.

Workday delivers several journey templates that provide prebuilt content recommendations based on our most popular use cases, such as open enrollment, onboarding, diversity and inclusion, and more.

Workday Applications

Human Capital Management

- Human Capital Management
- Workforce Planning
- Benefits
- Compensation
- Talent Management
- Recruiting
- Payroll Solutions
- Time and Absence Management
- Learning
- Help

To explore how Workday Journeys can help your organization engage employees in a meaningful way, please visit: workday.com/en-us/products/human-capital-management/employee-experience.html

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