Questions Webinar 9/4/2024 11:30am EST Session: HCM, Time Tracking and Absence

Q: Re: Change Job Functionality – do we know when the current change job functionality will be deprecated, and we'll have to uptake the new functionality?

A: The change job functionality isn't being deprecated, you can choose whether or not to use the new change job templates, if you don't uptake the change job templates you'll continue to see the current change job functionality.

Q: Previously, the new simplified view on change job was restricted to only certain templates. With this release will the simplified view be available for all types of templates?

A: The change job simplified view is now enabled for all initiating actions with change job including Change Contingent Worker Details, Change Jobs, Change Location and Request Transfer.

Q: Is the manager insights HUB open to all clients? I thought I saw it was only offered at certain service levels.

A: Previously the manager insights HUB was part of the Talent Optimization product, however now it is available to all. There are a few cards and sections that still require some special functional areas, like Core Human Capital Management (HCM) product area.

Q: Doesn't the Manager Insights Hub overlap the items on the Time and Scheduling Hub? If so, what is your recommendation?

A: There is some overlap with time and scheduling hub, the manager insights hub is designed to give managers a one stop view for commonly used items for their teams so it may be more configurable for customers. For those that like a more limited view for manager, then the time and scheduling hub may be more appropriate.

Q: Will the Manager Hub work for management hierarch or only pull direct reports?

A: It pulls direct reports, similar to the My Team functionality

Q: What is the +TG at the end of the field on the job profile custom report

A: That +TG is just displaying because those fields are from a demo environment, which is where Workday pull the screenshot from. You will not see the +TG at the end of your fields in any of your environments, though, so please ignore that.

Q: Benefit Elections User Experience – do we have to uptake the new view?

A: You do not have to uptake the new view because the new user experience view is automatically available so everyone will have the new view without having to take any action.

Q: Is the benefits card view another view? Or is this something that people may have adopted previously and now it is required for all customers?

A: The new view is automatically available with this release. There is not the option (at this time) to opt out of the new view. The new card view was not previously available so it will be new to all with this release.

Q: Will we be able to reorder the Benefits Cards?

A: The order of the benefits cards will be based on the "Display Order" with the "Maintain Benefit Coverage Types" task. If you need to reorder, you can update these values.

Q. Is there an option to show the effective date on the benefits cards without going to view details?

A: There is currently not an option to configure what information displays on the benefits cards. What displays is the Coverage Type, Benefit Plan, Employee Cost per paycheck. Coverage and Dependents. In order to see the effective date (Coverage Begin Date), "View Details" will need to be selected.

Q: Is there a place to include introductory help text on the new benefits view?

A: Enrollment Instruction - > General Enrollment Sections - > Landing Page Instructions can be used to provide direction to employees on benefit events (ex. During OE or New Hires/Life Events). There is not an option for text in the Benefits & Pay Hub on the Benefit Elections page specifically, but you could utilize an announcement within the Benefits & Pay Hub.

Q. For benefits messages, we found that we can't tailor it to a specific population (such as full-time or part-time). Is this correct, that we can't tailor the benefit messages or OE reminders?

A: This is our finding as well. OE Reminders can still be sent to specific populations (ex. In Progress within a certain benefit group); however, sending messages to certain populations based on conditional logic (ex. full-time, part-time, etc.) doesn't appear to be possible. Populations can be manually selected, but that is all we have identified at this time.

Q: Can you assign a goal to multiple employees using 1 goal?

A: Yes, this can be done via the Cascade Goals Business Process however, the new Goal update that was discussed only effects the Manage Goals Business Process when editing/adding Goals ad-hoc on an individual basis via the Worker Profile.

Q: Are Skills Assessment coming now or in December?

A: The Skills Assessment is listed with a Production Date of 12/6/2024.

Q: In Performance – Is the bulk update option available when we use the goal setting process rather than the manage goals?

A: If by Goal Setting, you're referring to a Performance Review Template or the Cascade Goals Business Process then the new update we discussed does not apply as that is only applicable to editing Goals ad-hoc on the worker profile. The functionality and view of adding/editing Goals within a Performance Review Template or via the Cascade Goals Business Process remain the same for this release.

Q: Does the Job Description Summary play into what AI looks at when generating a job requisition? Does Workday plan to add other criteria to what the system looks at?

A: Not at this time. Workday has called out the Job Posting Title, Company Name and Skills currently as the only 3 data points.

Q: For the Job Description Gen AI would we be able to apply that option to the Job Description Summary text box instead or is it only allowed on the Job Description box? (context: we use the Job Description Summary for out postings and Job Description that comes right from the job profile)

A: Not at this time. Workday has this tied to the Job Description field once you enable the functionality. This in on both Create and Edit Job Reqs./Evergreens.

Q: AI Job Description Q – If the job description is in the job profile – does it use that? Or will it still create if there is a job description in the job profile (or conversely if it is missing from the job)?

A: This was brought up and Workday has mentioned that the contents of the job profile are not considered as an input at the time the user clicks generate.

Q: Will the manager insights hub replace the My Team Management section?

A: It can replace the My Team Management which is dashboard. We would encourage you to compare the two to see what is different or may not be available on the Hub before implementing.

Q: Are you able to create and use custom report in the Manager Insights Hub just like how you do on the custom dashboard?

A: Under the Maintain Hub Task, Manager Insights Hub you are able to add an External Link/Task/Report/Dashboard. You can also use customize navigation items to change the labels on the Hub, i.e. change Performance Overview to Employee Evaluation.

Q: It seems like the Mangers Insight Hub consolidates what is currently individual app widgets. Is that accurate?

A: Yes, that is accurate.

Q: Within the new benefits feature, is there a way to configure the data within "View Details" under each benefit plan?

A: The information that displays under the "View Details" is configured within the benefit plan (ex. provider website, coverage levels, cost); however, there is not currently an option to configure what does and doesn't display when you select "View Details".

Q: Does the branding for learning allow multiple banners by country and is there a limit?

A: Currently Workday hasn't specified; however, we have added a question onto the new feature post.

Q: Does Learning Banner and Text display on Mobile as well?

A: Currently Workday hasn't specified; however, we have added a question onto the new feature post.

Q: For virtual classroom integration is it only available for Zoom or are there options for other apps too? Is it we can only map to one app or multiple?

A: Currently it is either Zoom or Microsoft Teams. You can map multiple and then select the type of system type when creating the course offering.

Q: Will these case notifications enhancements allow for case assignees to receive mor real time notifications when the requestor responds to the case?

A: Yes, you can enable a notification based off the initiator's reply directly to the case solver and/or service team.

Q: Has anyone noticed that the "What's New in Workday" report keeps changing?

A: That is not unusual. Workday is actively testing the new features and updating content accordingly. While the identified features for any given release are usually firm, testing, feedback, or other issues can cause a change. The features for the release are not really final until the release is complete.

Q: Any update on the feedback feature? I thought there was some Teams notification/interface update.

A: The only Feedback related changes in the 2024R2 Update are centered around a new user interface to view requested Feedback and Anytime given Feedback by enabling the card format as well as another update that enhances the visual appeal of the Give Feedback. Get Feedback on Self and Get Feedback on Worker tasks (maximize and minimize content gaps).

Q: AI Generate Job Descriptions – Does it learn from any other job postings as you continue to use the feature? Or will it only use those 3 criteria?

A: Someone raised the question if Workday would allow additional data points in the AI engine to generate the job descriptions. This was the response from their Sr. Machine Learning Product Manager. "Getting generated job descriptions to "feel" like your descriptions is one of the important aspects of this feature. We accomplish this by incorporating your publicly posted job postings into the global model using a specialized training method that is capable of identifying patterns in your tenant – for example if you always label a "responsibilities" section as "what you will be doing." Our next training run will happen toward the end of the Preview window, so until then generated job descriptions will feel rather "bland". If you can, please opt in now so the model can start learning from your contributed job postings, test the functionality, and then try again in a few weeks once the model has learned from newly contributed data. You should notice a significant improvement."

Q: Do you need to have Workday Schedules set up for Enter time by Period to work? We have shifts, time tracking templates, etc. set up for our different groups, but we don't have Work Schedules configured.

A: You don't need a work schedule calendar set up for the Enter Time by Period Feature.

Q: Midweek changes for time eligibility: if we already have conditions configured in eligibility rules to account for mid-week changes and decide to opt in for this feature, do we need to remove the conditions we already have applied to time off time plans? Will it cancel itself out or cause evaluation issues?

A: We would need to review your current conditions to determine if all or some need to be removed and can be replaced by the new feature.

Q: Midweek Changes in Time Calculations. If we do nothing, are we okay to maintain our current set up? Time calculations are finally working well for us.

A: Yes, it's completely opt in. If, you're satisfied with your current configuration, you will not see any changes.

Q: I'm confused by the new effective date support changes. I always thought time tracking eligibility was evaluated on a daily basis. How is this different from what was previously available?

A: Currently, if there is a change to eligibility, Workday evaluates the entire week with the new eligibility.

Q: Would the retroactive pay for different tax authorities work for different countries? Eg. UK and Bermuda.

A: Currently this feature is available for 5 countries. USA, United Kingdom, Australia, France, and Canada.

Q. What about enhancements to the Global Payroll Hub?

A: Please see the following link: Global Payroll Hub (workday.com)