



Talent, Recruiting, and Learning Top Features

Workday 2025R2

8/27/2025

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Today's presentation may contain forward looking statements that are subject to risks and assumption as described in Workday's SEC filings.

Your Host/Your Team of Experts



Kalman Debski

CVS Consulting Services Manager



Katie Ossio

CVS HCM Consulting

Talent

Release features

Talent

- Mass Populate Worker Profile with Skills
- Give Requested Feedback: Generate Feedback Suggestions

Mass Populate Worker Profile with Skills

Workday updates the Machine Learning Feature with Suggested Skills for Worker Profile as a skill source in the new Suggested Skills section of the task.

Reasons to consider this feature

More accurate and comprehensive skill data by adding Suggested Skills for Worker Profile as a ML skill source

Improves user experience and efficiency.

Helps drive skill adoption and updating workers skill profiles within Workday.

What do I need to do

Activate and configure the *Set Up: Mass Populate Worker Profile Skills* domain

Assess the **Maintain Skills and Experience Setup** task, and ensure the following options are selected:

Enable Workday Skills Cloud

Populate Suggested Skills for Workers

Populate Suggested Skills for Job Profiles

(Optional) Add a custom message in the **Custom Notification Message for Mass Populate Worker Profile Skills** field for workers to receive skills that are added to their worker profile.

[Mass Populate Worker Profile with Skills](#)

Mass Populate Worker Profile with Skills demo

Mass Populate Worker Profile Skills Task

Mass Populate Worker Profile Skills

Define Target Worker Population

Location

Supervisory Organization

X Global Modern Services

Include Subordinate Organizations

☐

Workers with fewer than specified number of skills *

5

Select Skill Sources

Job Profile:

Skills from the Worker's Primary Job Profile

☐

Suggested Skills:

Suggested Skills for Worker Profile

☒

Suggested Skills for the Worker's Primary Job Profile

☒

Maximum Number of Suggested Skills to be Added *

10

Confirm You Understand This Action Can't Be Undone *

☐

Cancel

OK

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Mass Populate Worker Profile with Skills demo

Mass Populate Worker Profile Skills Task

in behalf of: Evelyn Welch

MENU

Q

Search

Notifications

Viewing: AllSort By: Newest

From Last 30 Days

New Skills have been added to your profile

New Skills have been added to your profile

28 second(s) ago

New Skills have been added to your profile

28 second(s) ago

Skills associated with your position have been automatically added to your profile. You may add or remove skills from your profile by visiting the Career Hub or your Worker Profile

Edit Skills

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Mass Populate Worker Profile with Skills demo

Mass Populate Worker Profile Skills Task

Edit Skills

 Evelyn Welch

Skills

✕ Board Administration

✕ Calendar Management

✕ Communication

✕ Deadline Management

✕ Document Management

✕ Domestic Travel Arrangements

✕ Hotel Management Systems

✕ International Travel Arrangements

✕ Interpersonal Communication

✕ Multitasking

✕ Office Administration

✕ Oral Communications

✕ People Management

✕ Project Management

✕ Scheduling Meetings

✕ Teamwork

✕ Time Management

✕ Travel Bookings

✕ Travel Coordination

✕ Travel Itineraries

✕ Travel Planning

✕ Travel Scheduling

Suggested Skills

+ Travel Logistics

+ Travel Administration

+ Calendar Coordination

+ Travel Expense

+ Travel and Expense Management

+ Calendar Planning

MENU



Search

7







Evelyn Welch

Executive Assistant

Actions







Location

Dallas

Manager

Oliver Reynolds

Job Details

Employee ID

21157

Supervisory Organization

Global Modern Services >> Information Technology

Position

P-00187 Executive Assistant

Business Title

Executive Assistant

Job Profile

Executive Assistant

Skills

Board Administration

Calendar Management

Communication

Deadline Management

Document Management

Domestic Travel Arrangements

Hotel Management Systems

International Travel Arrangements

Interpersonal Communication

Multitasking

Office Administration

Oral Communications

People Management

Project Management

Scheduling Meetings

Teamwork

Time Management

Travel Bookings

Travel Coordination

Travel Itineraries

Travel Planning

Travel Scheduling

Edit

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Mass Populate Worker Profile with Skills

Call Outs

- If you update the worker's skills, Workday will NOT automatically update the job profile's skills.
 - This is true if you are adding skills or removing suggested skills to the Worker's Profile.
- You do NOT have to leverage Job Profile skills to generate suggested skills for the Worker's Profile.
- This feature is NOT updating the Job Profile's Skills, but it will leverage skills on the job profile if skills are available.

Label Changes

- Workday renames several objects in this task based on feedback from the previous release.

Sections:

- **Target Worker Profiles By to Define Target Worker Population**
- **Populate With to Select Skill Sources**

Prompts:

- **Maximum Number of Skills Required Trigger Population on A Worker to Workers with fewer than specified number of skills.**

Checkboxes:

- **Job Profile Explicit Skills to Skills from the Worker's Primary Job Profile**
- **Job Profile Suggested Skills to Suggested Skills for Primary Job Profile**
- **Maximum Number of Suggested Skills That Can Be Added to Maximum Number of Suggested Skills to be Added**

[Mass Populate Worker Profile with Skills](#)

Mass Populate Worker Profile with Skills

Call Outs

Select Skills Sources

Workday added the **Job Profile** and **Suggested Skills** sections to the **Mass Populate Worker Profile with Skills** task in the **Select Skills Sources** section.

You can now select **Suggested Skills for Worker Profile** as a new skill source, include suggested skills for the worker profile, in addition, to skills included on the job profile and suggested skills for the worker's primary job profile.

By default, Workday set the **Maximum Number of Suggested Skills to be Added** prompt to 10. You can include up to 20 suggested skills from these sources to be added to the worker profile.

[Mass Populate Worker Profile with Skills](#)

Mass Populate Worker Profile with Skills demo

How does Workday Populate the Suggested Skills on the Worker Profile?

Sources for AI-Inferred Skills

Using AI, additional suggested skills are inferred from text associated with targeted pieces of worker profile data. The order of display of these skill suggestions is determined by the calculated relevance of the suggestions to the worker's profile.

Input

- Worker:
 - Position: Title, Job Description
 - Note: In the event that customer has opted into Position History for Skill Suggestions and Verification (on the Maintain Feature Opt-Ins report) and the Job Description Summary and Job Description fields aren't populated on Position, then the algorithm will refer to data in the Job Profile Summary and Job Description fields from the associated Job Profile.
 - Job History: Job History Information, Job Title, Most Recent End Date, Start Date
 - Anytime Feedback (non private, non confidential): Feedback Comment
 - Worker Profile Skills
 - Locale
 - Learning: Title, Description, Skills
 - Projects: Name, Description, Role, Skills

Output

- Suggested Skills

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Mass Populate Worker Profile with Skills demo

How does Workday Populate the Suggested Skills on the Job Profile?

Model Description

Input

- Job profile details
 - Job profile name
 - Job profile description
 - Job profile summary
 - Additional job description
 - Default job title
- Job requisition (from the 10 most recently created or edited job requisitions where the given job profile is the primary job profile for the requisition) - to treat as textual sources
 - Job posting title
 - Job description
 - Additional job description
 - Job description summary
- Job requisition required and optional skills (from the 10 most recently created or edited job requisitions where the given job profile is the primary job profile for the requisition) - for calculation of frequently recurring skills (See details below.)

Output

- List of suggested skills for each of the 3 input types.

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Give Requested Feedback: Generate Feedback Suggestions

Workday leverages the Google Vertex AI model to enhance the Give Requested Feedback experience.

Reasons to consider this feature

Employees can utilize Generative AI (GenAI) to write more effective and actionable feedback by providing guidance based on the Situation-Behavior-Impact (SBI) framework.

Improved response rate to submitting feedback.

More meaningful feedback conversations and improves performance.

What Happens if I do Nothing?

- Workers providing requested feedback won't see AI suggestions for text-based responses.

What do I need to do

Opt-In to HCM Machine Learning GA Features in the **Maintain Innovation Services Data Selection Opt-In** task.

Access the **Maintain Feedback Setup** task and select **Enable Generative AI for Feedback Suggestions**.

Set up your feedback template and select which text-based questions you want to provide feedback providers GenAI support.

(Optional) Set up condition rules in the **Maintain Feedback Setup** task to specify which feedback template is visible to a specific group of users.

[Give Requested Feedback: Generate Feedback Suggestions](#)

Give Requested Feedback: Generate Feedback Suggestions demo

Generative Feedback Template and Questions

Questions 7 items

Question

Overall, how well did the worker perform on the project?

Did this worker work well with the project team and client?

Project End Date

Percentage of Time

Characteristics Displayed

Would you recommend?

Additional Contributions

Relates To

Job Competence (Competency)

Communication (Competency)

Enable Generative AI situation behavior impact

Yes

Yes

Yes

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Give Requested Feedback: Generate Feedback Suggestions demo

Generative Feedback Templates



Get Feedback Carmen Cortes ⋮

Instructional Text
Submit the question you would like answered by the list of invitees. Choose if you wish the names of the responders displayed with their responses. Responders have the choice to decline or submit feedback on your question.

Who do you want to request feedback from? *

✕ Alex Garcia ⋮

✕ Robert Hsing ⋮

Feedback Sharing

☐ Don't share with Carmen Cortes

☒ Share with others

▼ Questions

Feedback Template

✕ Project Completion Feedback ⋮

Submit

Save for Later

Cancel

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Give Requested Feedback: Generate Feedback Suggestions demo

Generative Feedback Templates



Give Feedback

Carmen Cortes

Requested by: Logan McNeil On: 08/18/2025

Instructional Text

Your response to this Feedback request will be shared. As result your name **WILL BE** displayed to the recipient, as well as your Comments.

Please use this opportunity to provide valuable feedback to your project team member. For additional information, you can review this [article](#) on how to provide peer feedback.

Question

Overall, how well did the worker perform on the project?

Answer

Normal

B

I

U

Carmen performed exceptionally well on this project. She communicated great, managed stakeholder exceptions well and addressed all issues in a timely manner. This project was a success because of Carmes ability to manage the project.

Suggest Response Improvements

Relates To

Job Competence (Competency)

Decline

☐

Improve Feedback with AI Suggestions

Enter feedback describing a specific situation, behaviors you observed, and the impact of those behaviors.

Next, generate AI suggestions to improve your response based on Situation-Behavior-Impact model.

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Give Requested Feedback: Generate Feedback Suggestions demo

Generative Feedback Templates

Question

Overall, how well did the worker perform on the project?

Answer

Normal

B

I

U

A

:

=

Carmen performed exceptionally well on this project. She communicated great, managed stakeholder exceptions well and addressed all issues in a timely manner. This project was a success because of Carmes ability to manage the project.

Suggest Response Improvements

Relates To

Job Competence (Competency)

Decline

☐

Improve Feedback with AI Suggestions

Behavior:
Suggestion: Elaborate on specific communication skills or actions.
Example 1: Instead of "communicated great," specify how she communicated effectively (e.g., "proactively provided updates," "actively listened to concerns").
Example 2: Instead of "managed stakeholder exceptions well," describe the specific actions taken (e.g., "addressed concerns promptly," "negotiated solutions effectively").

Impact:
Suggestion: Quantify the impact of Carmen's actions.
Example 1: Instead of "This project was a success," provide specific outcomes (e.g., "The project was completed ahead of schedule," "Stakeholder satisfaction increased by 20%").
Example 2: Instead of "ability to manage the project," explain the result of her management (e.g. "resulting in a 15% cost saving").

AI is experimental. Review content before use.

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Give Requested Feedback: Generate Feedback Suggestions

Call Outs

- When you're writing a Give Requested Feedback response to a text-based question, you can click **Suggest Response Improvements** to get AI-powered suggestions in the **Improve Feedback with AI Suggestions** section.
- Workday and the Google Vertex AI model review the feedback question, the drafted feedback response, and offer clear reasons and examples to help you:
 - Reframe your response.
 - Add more detail or context.
 - Ensure your feedback is helpful and constructive.

- This only applies to text-based questions within a feedback template or ad hoc feedback questions.
- The feedback provider's content is reviewed to identify areas where the feedback can be improved.
- Workday prompts the model to provide a clear reason for its suggestions, along with 2 examples demonstrating how the user can reframe their response.

Feedback suggestions are only provided to the feedback responder, and it's not possible to track GenAI suggestions or review a worker's audit history.

Note: Feedback providers maintain full control of their feedback responses. They choose to incorporate these suggestions before submitting their feedback.

[Give Requested Feedback: Generate Feedback Suggestions](#)

Talent at-a-glance

Mass Populate Worker Profile with Skills

JIRA [Mass Populate Worker Profile with Skills](#)

Setup effort Setup required

Give Requested Feedback: Generate Feedback Suggestions

JIRA [Give Requested Feedback: Generate Feedback Suggestions](#)

Setup effort Setup required

Recruiting

Release features

Recruiting

- Post Jobs to Multiple Agency Types
- Candidate Availability for High Volume Recruiting

Post Jobs to Multiple Agency Types

Workday enhances the user experience by enabling you to post jobs to multiple agencies at once.

Reasons to consider this feature

- Reducing administrative overhead by removing the need to post jobs individually to each agency type.
- Speeding up time-to-post.
- Broadening job visibility by efficiently advertising roles across more agencies simultaneously.
- Increasing access to qualified candidates, leading to faster sourcing and improved fill rates.

What do I need to do

Nothing. This enhancement is automatically available.

[Post Jobs to Multiple Agency Types](#)

Post Jobs to Multiple Agency Types demo

Post Job

R-00574 Director, Employee Benefits (Open)

Job Posting Site

Search

Preview Job Posting

← Agency

☐ Professional Recruitment Services

☐ Technology Professionals, Inc.

Overview

Candidates

Details

Organizations

Qualifications

Job Postings

Post Job

2 items

☐	Job Posting	Type	Posting Start Date	Posting End Date	Primary Posting	Job Application Template	Posting Cost	Action
☐	Technology Professionals, Inc.	Agency	08/18/2025			Job Application Default Template effective 02/07/2020, 12:35 PM	0	Actions
☐	Professional Recruitment Services	Agency	08/18/2025			Job Application Default Template effective 02/07/2020, 12:35 PM	0	Actions

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Candidate Availability for High Volume Recruiting

Workday allows you to now collect availability from the candidate of an external job application and displaying on the candidate grid.

Reasons to consider this feature

- You can now capture candidate's availability at the time they are completing their application. This is useful in reducing time to reach back out to get availability for high volume roles.

What do I need to do

Create a candidate availability template using the **Create Candidate Availability Template** task

Configure defaulting rules for your candidate availability templates using the **Maintain Default Candidate Availability Template Rules** task

After configuring your candidate availability template rules, when you create a job requisition that meets those conditions, the corresponding candidate availability template will be assigned and appear in the **Details** tab.

To see the candidate's availability selections, use the **Edit Grid Configuration** task to add an additional tab to your candidate grid so that you can add time slots.

Add the desired availability report fields you'd like to see on the grid.

Add the **Candidate Work Availability** section to the **Candidate Profile** using the **Configure Profile** task.

Under **Configure Profile Group** task, make sure that the **Display in Profile** checkbox is selected and that the **Candidate Work Availability** report is added.

[Candidate Availability for High Volume Recruiting](#)

Candidate Availability for High Volume Recruiting demo

View Candidate Availability Template

Morning Custome Service Rep/Associate

016101

Name

Morning Custome Service Rep/Associate

Description

(empty)

Inactive

Monday

Time Slots

2 items

Start Time	End Time
08:00 AM	09:00 AM
09:00 AM	10:00 AM

Tuesday

Time Slots

1 item

Start Time	End Time
08:00 AM	11:00 AM

Wednesday

Time Slots

0 items

Start Time	End Time
No items available.	

Thursday

Time Slots

2 items

Start Time	End Time
03:30 PM	04:30 PM
04:30 PM	06:30 PM

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Candidate Availability for High Volume Recruiting demo

Edit Job Requisition Event Condition RuleCustomer Service Rep/Associate

DescriptionCustomer Service Rep/Associate

Comment(empty)

Category(empty)

Derived LogicJob Profile - Proposed in the selection list Customer Service Associate, Customer Service Representative

Rule Conditions

Rule Usage

Rule Conditions1 item

And/Or		Source External Field or Condition Rule	Relational Operator	Comparison Type	Comparison Value	
And	(	☒ Job Profile - Proposed	in the selection list	Value specified in this filter	Customer Service Associate Customer Service Representative	)

Maintain Job Requisition Candidate Availability Defaults

1 item

	Order	*Job Requisition Event Condition Rule	*Candidate Availability Template	Comment
		× Customer Service Rep/Associate	× Morning Custome Service Rep/Associate	

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Candidate Availability for High Volume Recruiting demo

Customer Service Rep/Associate

Autofill with Resume

My Information

My Experience

My Availability

Voluntary Disclosures

Self Identify

Review

My Availability

Select your availability to continue

The time zone is based on the work location.

☐ I'm flexible

[Collapse All](#)

Monday

+ 8:00 AM - 9:00 AM

+ 9:00 AM - 10:00 AM

[Select All](#)

Tuesday

+ 8:00 AM - 11:00 AM

[Select All](#)

Thursday

+ 3:30 PM - 4:30 PM

+ 4:30 PM - 6:30 PM

[Select All](#)

☐ None of these work for me

Notes

Add notes to the recruiting team

Back

Save and Continue

Autofill with Resume

My Information

My Experience

My Availability

Voluntary Disclosures

Self Identify

Review

My Availability

Select your availability to continue

The time zone is based on the work location.

☐ I'm flexible

[Collapse All](#)

Monday

+ 8:00 AM - 9:00 AM

✓ 9:00 AM - 10:00 AM

[Select All](#)

Tuesday

✓ 8:00 AM - 11:00 AM

[Deselect All](#)

Thursday

+ 3:30 PM - 4:30 PM

✓ 4:30 PM - 6:30 PM

[Select All](#)

☐ None of these work for me

Notes

Add notes to the recruiting team

Back

Save and Continue

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Candidate Availability for High Volume Recruiting demo

Overview

Candidates

Details

Organizations

Qualifications

Job Postings

Candidates

Average Time in Stage

Recruiter Call Back List

Diversity Metrics

Compare Candidate Assessments

Compare Interview Feedback

Side by Side Comparison

All Active Candidates

Awaiting Action

Extend My Search

2

Review

—

Screen

—

Assessment

—

Interview

—

Reference Check

—

Employment Agreement

1

Offer

—

Background Check

—

Hire

No Filters Applied

Saved Filters

select one

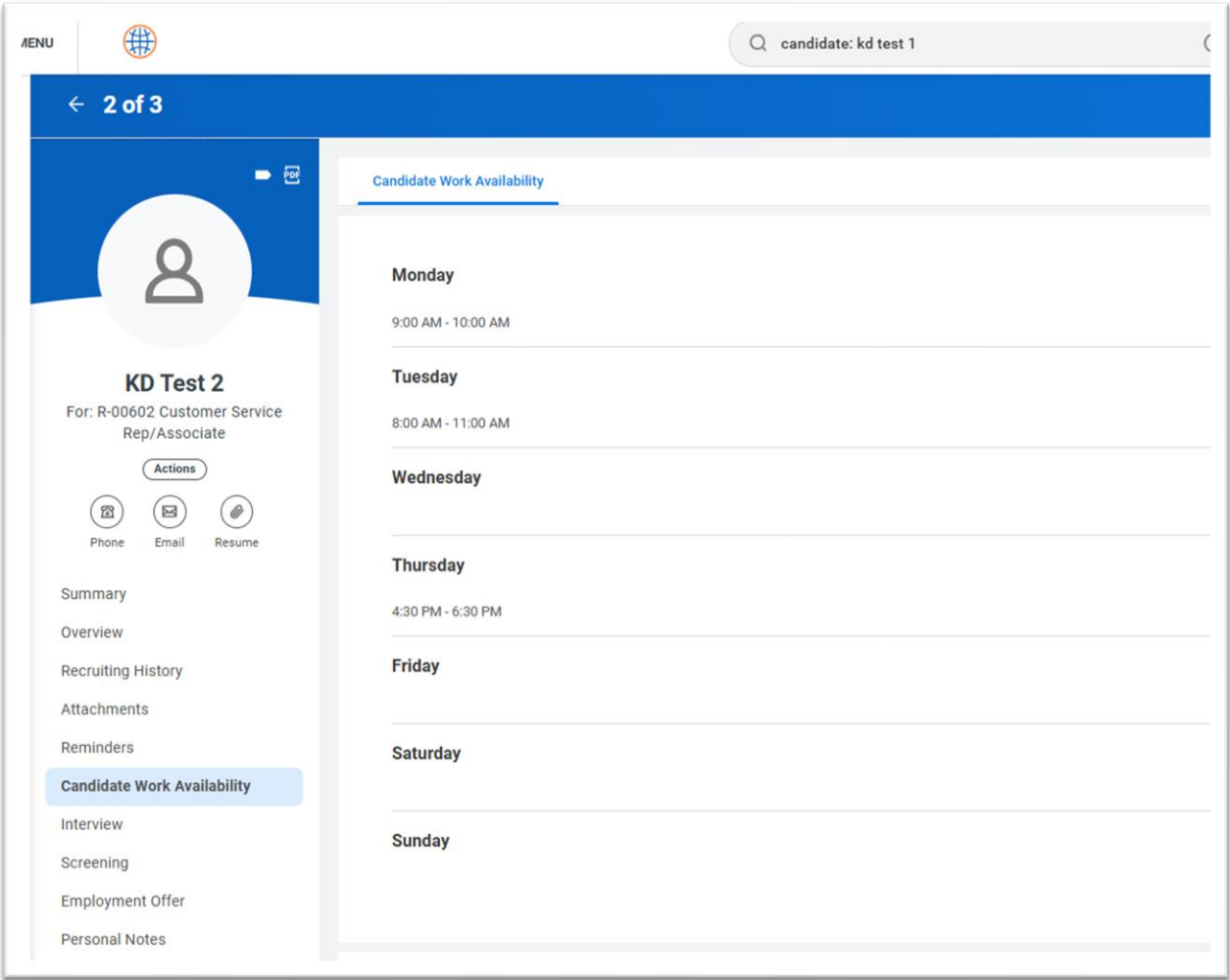
3 items

OverviewExperienceContactCandidate Availability

☐	Job Application	Step / Disposition	Awaiting Action	Awaiting Me	Monday Time Slots	Tuesday Time Slots	Wednesday Time Slots	Thursday Time Slots	Friday Time Slots	Availability Notes	Available Time Slots	Flexibility	No Times Work for Me	RDK LRV Eligibility to Work
☐	KD Test 1	Review	1		8:00 AM - 11:00 AM						8:00 AM - 11:00 AM			
☐	• KD Test 2	Review	1		9:00 AM - 10:00 AM	8:00 AM - 11:00 AM		4:30 PM - 6:30 PM			8:00 AM - 11:00 AM 9:00 AM - 10:00 AM 4:30 PM - 6:30 PM			

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Candidate Availability for High Volume Recruiting demo



Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Candidate Availability for High Volume Recruiting

Call-Outs

- You **can** update the availability using the same template on the job req.
 - This means you do not have to create a new availability template.
- You **must** update the job req. posting for the template to update on the job application.

Tasks and Reports

Workday delivers these new tasks and reports so that you can create and manage templates to define work availability schedules:

- **Create Candidate Availability Template**
- **Delete Candidate Availability Template**
- **Edit Candidate Availability Template**
- **View Candidate Availability Template**

SOAP Web Services

- Workday also delivers these new v45.0 web service operations that you can use to manage work availability schedules:
- *Get Candidate Availability Template*
- *Get Job Requisition Candidate Availability Defaults*
- *Put Candidate Availability Template*
- *Put Job Requisition Candidate Availability Defaults*

REST API

- Workday delivers the *Candidate Availability Template* v1 REST web service, enabling applications to get, create, or update information about the candidate availability template version.
- We secure the Candidate Availability Template v1 REST API to the *Job Postings: External* domain.

Object Transporter for Recruiting

- With this update, Workday enables you to migrate this Recruiting object between tenants using Object Transporter:
- Candidate Availability Template

[Candidate Availability for High Volume Recruiting](#)

Recruiting at-a-glance

Post Jobs to Multiple Agency Types

JIRA [Post Jobs to Multiple Agency Types](#)

Setup effort Automatically available

Candidate Availability for High Volume Recruiting

JIRA [Candidate Availability for High Volume Recruiting](#)

Setup effort Setup required

Learning

Release features

Learning

- Acknowledgment Lesson Type
- Engagement Builder

Acknowledgment Lesson Type

Workday Learning introduces a new Acknowledgment lesson type, enabling learners and extended enterprise learners to acknowledge their understanding of learning content.

Reasons to consider this feature

- Enables reporting on learner acknowledgment responses.
- Supports tracking of courses that include acknowledgment components.
- Enhances compliance by providing documented records of learner understanding.
- Improves accountability across courses.

What do I need to do

This feature is automatically available. When creating or editing courses or course offerings, you can add the new Acknowledgment lesson type to the course content.

[Acknowledgment Lesson Type](#)

Acknowledgment Lesson Type demo

Lesson Details

For instructor led lessons, select allowed locations (In Person Classroom) and

For training activity lessons, select allowed assessors.

Allowed Instructor

search

Acknowledgment

External Content

In Person Classroom (Instructor Led)

Media

Survey

Training Activity

Virtual Classroom (Instructor Led)

Allowed Assessor

Allowed Location

Lesson Order

Enforce Lesson

+ Add Lesson

enter your comment

Submit

Save for Later

Cancel

Click here to sort

Learning 1011MediaRequired

Acknowledgement Lesson Title2RequiredAcknowledgment

Lesson Type

Acknowledgment

Lesson Order

2

Make Lesson Mandatory

☒

Title

Acknowledgement Lesson Title

Acknowledgment Statement

NormalB I U A

Enter the statement here you would like the learner to acknowledge

Acknowledgment Confirmation Checkbox

I Agree

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Acknowledgment Lesson Type demo

Acknowledgement Lesson Type

Test Acknowledgement Lesson Type

Lessons in This Course

Additional Course Details

Lessons in This Course

Completed 0/2

1

Learning 101

Document

2

Acknowledgement Lesson Title

Acknowledgment

Acknowledgement Lesson Type

Test Acknowledgement Lesson Type

Lessons in This Course

Additional Course Details

Lessons in This Course

Completed 0/2

1

Learning 101

Document

2

Acknowledgement Lesson Title

Acknowledgment

Back

Review

Acknowledgement Lesson Type

Lesson Details

Lesson Overview 2 items

Lesson Title	Lesson Type
Learning 101	Media
Acknowledgement Lesson Title	Acknowledgment

Course Details

enter your comment

Cancel

Submit

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Acknowledgment Lesson Type demo

Acknowledgement Lesson Title

 This step is mandatory in order to complete the course.

Enter the statement here you would like the learner to acknowledge

☒ I Agree 

Submit

Acknowledgement Lesson Title

 This step is mandatory in order to complete the course.

Enter the statement here you would like the learner to acknowledge

☐ I Agree 

You've already completed this lesson.

Submit

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Acknowledgment Lesson Type demo

Media Tracking Report - Acknowledgment ReleaseNote 3 of 720 items

Learning Content	Learning Content Type	Lifecycle Status	Learning Participant	Acknowledgment Statement	Completed Date and Time
7 Essentials to Excellent Customer Service	Digital Course		Logan McNeil	By checking this box, I confirm that I've completed all modules and activities in the Fundamentals of Excellent Customer Service course. I acknowledge my commitment to applying the knowledge and skills gained to create positive customer interactions and foster satisfaction.	07/30/2025 03:25:01.958 PM
7 Essentials to Excellent Customer Service	Digital Course		Adam Carlton	By checking this box, I confirm that I've completed all modules and activities in the Fundamentals of Excellent Customer Service course. I acknowledge my commitment to applying the knowledge and skills gained to create positive	07/30/2025 03:35:31.333 PM

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Engagement Builder

Engagement Builder/Next-Gen Campaigns

Create and manage audiences and engagements from a centralized workspace with improved search and filtering.



Audience Builder

to replace the "Create Audience" task



Message Builder

to replace Message Templates and Email Templates



Engagement Builder

to replace Campaigns

Audience Builder

Define audiences with Workday data, confidently, without a report writer.

Reasons to consider this feature

- **Data Source Filtering:** You can now apply filters directly to your selected data source when creating an audience.
- **Cross-Object Filtering:** Audience data can be filtered across multiple related business objects, enhancing flexibility.
- **Audience Preview Enhancements:** The preview now supports up to 20 columns of data, with an Expand button to view more audience members at once.

What do I need to do

- These enhancements are automatically enabled, so you don't need to take any action to start using them.

What happens if I do nothing?

- These enhancements will be automatically available in the Audience Builder dashboard.

[Audience Builder Filtering and Preview](#)

Audience Builder

Create Audience Task

Create Audience

Audience Name *

GMS New Hires

13/85

Audience Description

0/250

Audience Type *

Learning Campaign

Data Source *

Indexed All Workers

Data Source Filter *

Select data source filter

Indexed All Workers Filter

Indexed (Exclude Workers from Organizations) Filter

Workers With Unapproved Time Review Events

Workers with Unsubmitted Time

Time Off Approvers with Events Awaiting Action

Workers With No Time Entry

Create Next Generation Audience

GMS New Hires
Data Source: Indexed All Workers
Workday ID: b2954dc04421001c133566d0a20000

[Preview Audience](#) [Save](#)
Last Saved: 02/20/2025, 1:53 PM PST

Audience Criteria

Conditions
Start filtering your audience by adding conditions that apply to all active workers.

Field	Operator
Supervisory Organization	In

WHERE

Value
Global Modern Services

[Add condition](#)

Segments

You can create segments with additional conditions that will further filter the above conditions.

Segment 1

Field	Operator
Hire Date	Greater than

WHERE

Value
2020-01-01

[Add condition](#)

Worker ID	First Name	Last Name

1 of 1
1-3 of 3 results

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Message Builder

Add New Message

Add New Message

Content Templates

Notification Template (Email) *

Notification GMS Demo Template

Channels

Email

From Display Name

GMS Learning

Reply To

Subject *

Required Learning

14

B

I

U

A

Lightbulb icon

Your Logo

Dear Worker,

You have a new required learning assignment. If you have any questions, please reach out to the GMS learning team.

View Learning Content

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Message Builder

Opt-in Cross- Applications Services for Notification Designer

Click here to sort				
Cross Application Services ✓	Cross Application Services			
Financials ✓	10 Items			
Global Address ✓	Select	Service	Summary	Review
HCM ✓	☐	Deployment Tooling AI Assistance	AI assistance found within Implementation Tooling	N/A
Learning ✓	☒	Email Analytics	Email Analytics uses a third-party email subprocessor to send outbound emails that can be tracked for delivery and engagement metrics, including click and open rates. Various Workday applications support Email Analytics for specific notification categories.	N/A
Payroll ✓	☐	Email Ingestion	Email Ingestion uses third-party email processor to receive inbound emails to specific domain. Workday applications associated with the domains can then create tasks from the extracted data, such as creating supplier invoices, help desk cases, and expense receipts.	N/A
People Experience ✓	☒	Enterprise Search	Enterprise Search improves search experiences across the Workday product by improving search relevance, retrieval, recommendations and insights.	Yes
	☒	Intelligent Core Generally Available Features	Intelligent Core leverages an ensemble of machine learning techniques to provide enhanced machine learning powered features and recommendations across Workday.	N/A
	☒	Notification Designer	Workday Notification Designer allows Customers to create and manage the layout, design and content of a notification template. Customers can then use these templates to send notifications to end users such as workers or job applicants.	N/A

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Engagement Builder

Engagement Builder Workspace

MENU

Q Search

Engagement Builder

All Engagements

02/23/2025, 10:29 AM PST

02/23/2025, 04:17 PM PST

Last Scheduled Run

Next Scheduled Run

Create Engagement

Q Search Engagements

Name	Start Date	End Date	Audience	Type	Audience Count in Last Run	Errors in Last Run	More Actions
LRN-HR Data Privacy	2025-02-12	-	LRN: HR Audien...	Learning Campaign	12	No	

<<

<

1

>

>>

1

of 1

1-1 of 1 results

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Engagement Builder

Create Engagement

GMS Demo

Engagement Details

Run Logs

Audience

Select Audience

Message

Default Message

Channels: Email

Edit Message

Dates

Engagement runs indefinitely from 2025-02-20

Change Dates

Details

Integration System User

Campaign System ISU

Engagement Type: Learning Campaign

Engagement Category: Required Learning (Learning)

Exclusion Rule: Enabled

Required Learning Details

Send Condition

2025/02/20

What content do you want to assign as required learning?

Content Type

Learning Course

Content

Agile Key Exam Concepts

When do you want this required learning to be due?

Due Date is 3 Days after the assignment date

Done

Cancel

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

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Engagement Builder

Reminders

Active Listening ⓘ

Required Learning

Send Condition:
2025-08-07

Due Date:
2 weeks after the assignment date

Default Message ⓘ 🗑

Reminders

+ Reminder

Add Reminder

Send

Condition

On due date ▼

On due date

Before due date

After due date

Next

Cancel

Add New Message

Message Template
X Reminder Demo

Notification Template (Email) *
X GMS Learning Campaign

Channels
Email +

From Display Name
test@test.com

Reply To

CC Recipients

Subject *
Reminder Test

Normal 14 B I U A :: ::

Reminder Test

View Learning Content

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Engagement Builder

Reminders

Engagement Timeline

1 item

Search items

Add Item

Active Listening ⓘ Required Learning

Send Condition:
2025-08-07

Due Date:
2 weeks after the assignment date

Default Message ⓘ 🗑️

Reminders

+ Reminder

1 Reminder

Before Due Date

No Reminders

On Due Date

1 Reminder

Single Reminder
When item is due

1 Reminder

📢 Email

✎️ 🗑️

After Due Date

No Reminders

Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Legacy Campaigns

Deprecation Timeline

Campaign Deprecation Timeline

25R1 - Mar 15

- Engagement Builder launches with Audience builder and message builder integration for GA.
- New customer should use EB and AB for go-lives.
- Existing customer should create new campaigns using EB and AB

25R1 - 25R2

- Workday to deliver all remaining features for Engagement Builder
- Custom report will be available to be used as an audience in Engagement Builder

25R2

- Issue deprecation notice for Legacy Learning Campaigns and Extended Enterprise Campaigns to existing customers.
- No new campaign creation on Legacy
- Existing campaigns continue to run in Legacy

27R1

- Full Deprecation of legacy learning and extended enterprise campaign



Fictional information displayed. For illustrative purposes only. Actual screens may vary.

Important Update: Legacy Campaign Support and Engagement Builder Progress



jkumar16

Product Manager



05-28-2025 11:44 AM

Hello Learning Community Users,

Thank you for your continued interest in our legacy campaigns and Engagement Builder products. We have appreciated all of your valuable feedback and are providing an update on the transition from legacy campaigns to Engagement Builder.

We will continue to support the creation of campaigns in the legacy system beyond the 25R2 release. We will **not** be issuing a deprecation notice for legacy campaigns in 25R2. The future date for both ceasing legacy campaign creation and the official deprecation will be communicated once more concrete information is available.

We remain dedicated to delivering key Engagement Builder features, including Reminders (releasing to all customers on or before 25R2), Custom Reports (Limited Availability in 25R2, general availability before year-end), Campaign Duplication (on or before 25R2), and Message Translation (timeline will be communicated soon). Note that Safe harbor applies to all forward-looking statements.

Thank you for your continued partnership as we enhance our campaign capabilities. We will keep you informed of future updates.

Sincerely,

Jyoti Kumar

Product Manager, Engagement Builder

Learning at-a-glance

Acknowledgment Lesson Type

JIRA	LRN-32444
Setup effort	Automatically available
Change impact	When creating or editing courses or course offerings, you can add the new Acknowledgment lesson type to the course content.

Engagement Builder

JIRA	CAMP-6153
Setup effort	Setup required
Change impact	Both Engagement Builder and legacy campaigns functionalities are now available for use

Q&A

Next steps

Contact your **Cognizant Engagement Manager** for additional support with:



Managing the release



Building or updating your strategic roadmap



User adoption and change management

Thank you