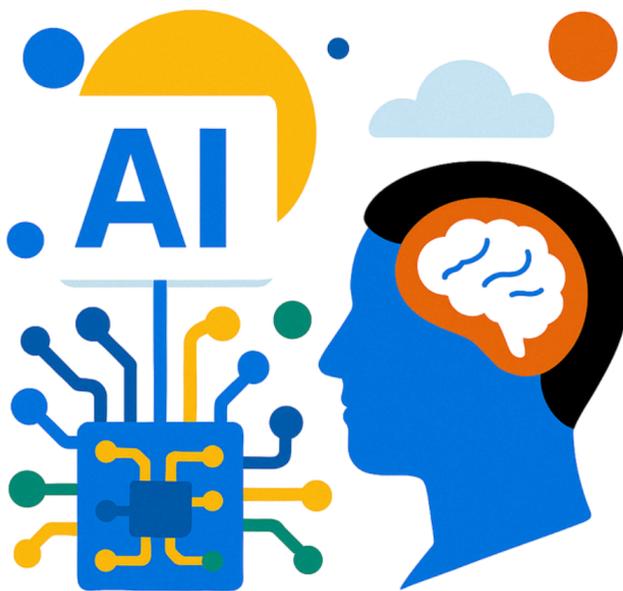# incubane
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HCM AI Features Available in WD

Learn which AI features are available by following this series

SWIPE TO EXPLORE ALL FEATURES

workday

AI features available in HCM

In these series we will explore the AI features in different modules. Some features are already in the module for a long time, but we want to make sure you have a complete overview. It includes both ML, AI and GenAI features.

For HCM we have the following features:

- Skills Cloud
- Form Completion Assistant
- Suggested Skills for Workers
- Task Recommendations
- Workday Assistant
- Compensation Survey Management
- Change Job Recommendations

- Search Insights
- Generate Ad Hoc Worker Communication
- Manager Insights Hub
- HR Partner Hub
- Compensation Plan Recommendation
- Compensation: Data Entry Check

SKILLS CLOUD

Skills Cloud

What is Skills Cloud?
Workday Skills Cloud is the foundation for AI-driven talent management. It uses a machine-learning model called Workday Illuminate to analyze skills data from across the organisation and external sources and map similar or related skills together so that synonyms and duplicates are handled consistently.

Why does it matter?
The platform uncovers relationships among skills and helps organisations understand which skills are associated with roles and career paths, giving HR teams insight into workforce capabilities and gaps. This allows organisations to make informed decisions about upskilling, reskilling or redeploying employees instead of relying solely on hiring.

By standardising skill definitions and connecting them across the enterprise, Skills Cloud helps ensure fairer, skill-based decisions while reducing manual data clean-up. However, the usefulness of the recommendations depends on how well the underlying ontology reflects evolving job requirements, so it should be regularly reviewed.

FORM COMPLETION ASSISTANT

Form Completion Assistant

What is Form Completion Assistant?

The Form Completion Assistant accelerates data entry by predicting the values users are likely to enter in reports and tasks. When end users complete forms, the assistant offers recommended field entries based on historical data.

Why does it matter?

This reduces the time spent on repetitive entries and helps avoid typographical errors or omissions. Because the recommendations are context-aware, they adapt to the specific report or task being completed, improving accuracy in HR transactions.

The feature is particularly useful for infrequent users who are unsure which fields to populate. Organisations should still monitor the suggestions for appropriateness, since machine-generated recommendations may not always match unique business rules.

SUGGESTED SKILLS FOR WORKERS

Suggested Skills for Workers

What are Suggested Skills for Workers?

Workday provides several related AI capabilities that suggest skills for different objects. When an external candidate or prospect uploads a résumé, Workday proposes skills that are either exact matches or related through the Skills Cloud's relational mapping. For job profiles, the system recommends relevant skills based on the job profile attributes and skills commonly associated with recent requisitions

Why does it matter?

Hiring managers can accept or ignore these suggestions and generate recommendations for one profile or an entire job family. When creating or modifying job requisitions, the software suggests required or optional skills to help hiring teams efficiently identify relevant skills.

For the worker profile, suggestions surface in the Edit Skills area and in Career Hub, encouraging workers to keep their skills up to dates. These features help organisations keep skill data current and consistent but should be supplemented with human review to ensure critical skills are not overlooked.

TASK RECOMMENDATIONS

Task Recommendations

What are Task Recommendations?
Task Recommendations appear on the home page as Quick Tasks. The system predicts which tasks a user will likely perform upon logging in and surfaces shortcuts such as "Submit Expense Report," "Request Time Off," or "Review Time Off Request".

Why does it matter?
It learns from the user's role and aggregates behaviour of others in the same role, factoring in the day of the week or the week of the month. By suggesting high-probability tasks, it reduces clicks and helps users complete routine activities faster.

This feature is especially valuable for occasional users who might not remember Workday navigation. However, because recommendations are based on historical patterns, unusual or new tasks may not be surfaced and should still be sought manually.

WORKDAY ASSISTANT

Workday Assistant

What is Workday Assistant?

Workday Assistant is a conversational interface that lets users type or speak requests to retrieve information or initiate tasks. The assistant uses natural language processing (NLP) to interpret user intent and present relevant tasks and reports. he assistant is available via the global search bar and as a chatbot and can be accessed through Workday's desktop and mobile apps or via Slack and Microsoft Teams.

Why does it matter?

This reduces the learning curve for infrequent users and helps employees self-serve HR actions like requesting time off and viewing pay details. Organisations should ensure that sensitive data accessed through conversational channels is secured and that responses follow internal policies.

COMPENSATION SURVEY MANAGEMENT

Compensation Survey Management

What is Compensation Survey Management?
Compensation Survey Management helps automate the preparation and use of market compensation surveys. The tool allows customers to manage multiple compensation vendors, products and surveys; maintain and report survey jobs and job matches; and automatically populate job matches for new surveys

Why does it matter?
Automating these activities reduces the manual effort of preparing survey data and matching internal jobs to external benchmarks. The system can also provide a dashboard for monitoring pay differences across factors like gender, location, performance and job family, helping organisations address pay equity. This feature is particularly valuable for compensation analysts who regularly submit data to multiple survey vendors. Care should be taken to verify the quality and comparability of external survey data before acting on insights.

CHANGE JOB RECOMMENDATIONS

Change Job Recommendations

What are Change Job Recommendations?

The Change Job Recommendations feature uses machine learning to suggest values for prompts during the Change Job business process. It provides recommendations for a worker's job profile, location, cost center, reason and compensation plan

Why does it matter?

These suggestions are based on historical patterns and help reduce manual data entry, speeding up the process and improving accuracy. By surfacing likely selections, the feature helps HR staff avoid choosing inappropriate options and ensures more consistent job change transactions. Users should still validate the recommended values against organisational policies and any unique circumstances.

SEARCH INSIGHTS

Search Insights

What are Search Insights?
Search Insights enables organisations to analyse what users are searching for. The feature collects search terms entered in global search and augments the data with machine-learning-generated fields like a topic classifier, an intent classifier and a spelling corrector

Why does it matter?
Reporting on this data helps administrators identify common queries, misunderstandings, or missing content and adjust training or knowledge articles accordingly. Because the feature classifies intent (e.g., whether the user is looking for a task or information), it can guide content strategy and improve the user experience. Organisations should ensure that search logs are used responsibly and adhere to privacy guidelines.

GENERATE AD HOC WORKER COMMUNICATION

Generate Ad Hoc Worker Communication

What is Generate Ad Hoc Worker Communication?
Ad Hoc Worker Communication with AI Text Editor enhances the existing capability to communicate with workers through email, push notifications and SMS. Once enabled, it adds a generative-AI text editor powered by Google Vertex AI to assist with writing and refining messages.

Why does it matter?
The editor can expand email content with suggested additions or summarize text for shorter SMS and push notifications, ensuring messages fit length constraints. This helps organisations send more polished and concise communications without spending excessive time drafting content. Although generative models speed up writing, communicators should review messages carefully for tone and compliance.

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MANAGER INSIGHTS HUB

Manager Insights Hub

What is the Manager Insights Hub?
The Manager Insights Hub provides managers with a central location for team-related insights and recommended actions. A university announcement notes that the hub offers an overview tab to view and act on pending approvals, hiring and staffing events; quick access to create job requisitions and positions; time-management tasks with highlights of pending approvals, upcoming time off and leave; a roster view of direct reports; and budgeting tools like a compensation summary and Manager Balance Report

Why does it matter?
The hub surfaces automated insights and actions using Workday AI to help managers promote growth and engagement on their teams. By consolidating key reports and tasks, the hub reduces the need to navigate multiple areas of Workday and encourages proactive management.

Implementers should tailor which tiles appear to align with organisational priorities and ensure managers are trained to interpret AI-generated insights.

HR PARTNER HUB →

HR Partner Hub

What is the HR Partner Hub?
The HR Partner Hub is designed for HR business partners and provides a single point of access to workforce movement information. The hub includes dashboards such as an overview page filter, lists for Change Job and Move Workers events, and lists of workers joining (hires, contract contingent workers and additional jobs) and leaving (terminations, contract ends and end of additional jobs).

It also features data visualisations showing workers joining or leaving in the next three months and a Headcount Movement dashboard to track overall movement.

Why does it matter?
This consolidated view helps HR partners monitor staffing changes, anticipate onboarding or offboarding tasks and support strategic workforce planning.

Organisations should consider data privacy when granting access and ensure that HR partners act on insights in accordance with policies.

COMPENSATION PLAN RECOMMENDATION

Compensation Plan Recommendation

What is Compensation Plan Recommendation?
Compensation Plan Recommendation uses machine learning to propose appropriate compensation plans during the hire process. According to an industry summary, the feature recommends up to five relevant compensation plans based on worker eligibility, job profile, location and historical assignments.

Why does it matter?
By suggesting a small set of plans, it reduces the time managers spend navigating complex compensation structures and helps ensure that employees are placed on plans consistent with peers.

Users can then review and select from the recommendations, maintaining control over final decisions. It is important to review recommendations for fairness and alignment with compensation policies, as machine learning models can reflect past inequities.

COMPENSATION DATA ENTRY CHECK

Compensation Data Entry Check

What is Compensation Plan Recommendation?
The Data Entry Check feature monitors numeric and date inputs in compensation and other fields. It checks whether values entered are within reasonable ranges compared with historical entries and raises a warning when values are unusually low or high.

Why does it matter?
The system can also show the range it considers typical, helping users decide whether to adjust their entry. This helps prevent unintentional errors, such as entering an extra zero in a salary amount or selecting an incorrect date. Because the tool only flags anomalies rather than enforcing rules, users must still apply judgement and confirm whether the entered value is correct.

OVERALL OBSERVATIONS

Overall Observations

These AI features illustrate how Workday is embedding machine learning and natural language processing into core HCM processes to improve efficiency and decision quality. They range from talent-centric capabilities like Skills Cloud and suggested skills that support development and mobility, to productivity aids like Task Recommendations and Form Completion Assistant, to analytical tools like Search Insights that help administrators understand user behaviour.

Communication and support features such as the generative text editor and Workday Assistant lower barriers to adoption by making the system easier to use. While these capabilities can streamline HR work, organisations should remain mindful of data quality, fairness and privacy, and should validate AI-generated suggestions against local policies.

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