

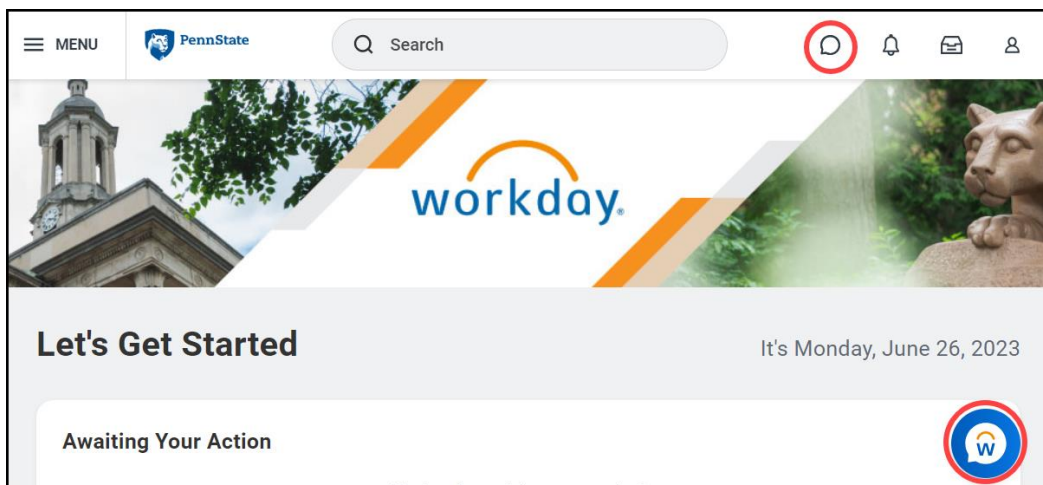
Workday Assistant

Workday Assistant is a digital assistant (chatbot) that allows employees to complete common tasks, answer questions, and navigate Workday from any page in the system. Employees can interact with Workday Assistant using natural conversational language on both the desktop and mobile app.

Workday Assistant is completely automated and **live assistance is not available through the chatbot**. If you need help from Penn State HR, please [submit a WorkLion Inquiry](#) or call 814-865-1473.

Accessing Workday Assistant

Workday Assistant displays as a floating icon in the lower right corner of Workday. To start a conversation with Workday Assistant, click on the floating blue icon. You can also access Workday Assistant via the icon in the top right corner (near the Notifications, My Tasks, and Profile icons).

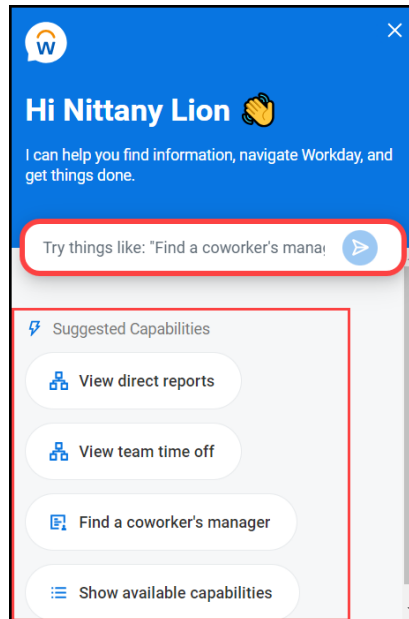


Dismissing Workday Assistant

You can dismiss the floating Workday Assistant option by hovering over the icon and clicking **Dismiss** ("x"). After dismissing Workday Assistant, you can access it via the icon in the top right corner of any Workday page.

Interacting with Workday Assistant

To start a conversation with Workday, select a pre-configured task or type your request in the search box.



Search

Like most chatbots, you can type a phrase, string of words, or full sentences to receive results. For example, you can ask “What is my vacation balance?” or “How much time off do I have?” to display a balance of your time off by type.

Completing Tasks

After initiating a task in Workday Assistant, be sure to follow the subsequent prompts to complete your requested task.

Available Tasks

To see a full list of Workday Assistant capabilities, type *Help* at any time and select **Show available capabilities**. A list of all available tasks will appear, organized by category. Select a task to start the task within the assistant. *Some tasks cannot be completed within the assistant and will take you to the corresponding area of Workday.*

Available tasks are role-based. Employees will not see tasks that they do not have the security to perform.