

## Increase Value with Office Hours

Whether you're just getting started with Workday or you're an expert user, our Office Hours service can help you.

Office Hours is an appointment-driven service that gives you access to Workday experts for quick and timely support. You can submit requests for assistance with managing feature adoption, general questions, configurations, troubleshooting, and more. Through an automated system, you can schedule blocks of time with Office Hours consultants to get the guidance you need to support and maintain Workday for your organization.



Our Office Hours consultant was very informative and knew their way around the system. We knocked out way more than I thought we could during the hour.

**HR Systems Administrator**  
Carbon Black, Inc.

### Value

- Focus on your success, not just on buying the next module or going live
- Adopt new Workday capabilities to realize and increase investment value
- Get deep expertise where and when you need it
- Increase your Workday expertise

### What We Do

With Office Hours, you can schedule one-, two-, or three-hour appointments with Workday analysts who will:

- Demonstrate and explain key product features
- Review feature configuration with how-to support
- Answer general questions about features and functions

Office Hours consultants will not log in to a customer tenant or provide consulting services support in a customer tenant, but will help redirect customers interested in consulting services as appropriate.

POST DEPLOYMENT SERVICES	INCLUDED	ADDITIONAL COST
Workday Pro		X
Touchpoints Kit	X	
The Next Level	X	X
The Adoption Kit		X
Education and Training		X
Office Hours		X
Review and Recommend		X
Jumpstart		X
Deployment Services		X
Application Management Services		X

## Products Covered Through Office Hours

Most Workday products and features are covered through Office Hours, including:

- Workday Financial Management
- Workday Human Capital Management
- Workday Payroll
- Workday Compensation
- Workday Benefits
- Workday Talent Management
- Workday Recruiting
- Workday Learning
- Workday Time Tracking
- Workday Absence Management
- Reporting and Analytics
- Integrations
- Workday Studio
- Workday Report Designer (BIRT)

Refer to the Workday Community portal for more information on covered products and features.

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Our consultant was really prepared for our appointment. They walked us through a solution they devised and answered all of our questions.

**Director, HR Applications**  
Abbott Laboratories

## How to Purchase

Workday Office Hours can be purchased through the Workday Customer Center using the click-to-order process. If you do not wish to use click-to-order, you can submit an Office Hours case and purchase the service using a manual order form.

**Note:** If you are a Gold or Platinum customer and are purchasing additional credits, do not use this process. Instead, please work with your customer success manager and business development manager to ensure you get the proper discount.



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Our consultant is always super helpful, and able to assist with questions, both those sent ahead of time and those on-the-spot questions that come up during conversation.

**Senior HR System Administrator**  
The Mosaic Company

“

Our Office Hours consultant was one of the best we have ever worked with.

**Director, HRIS**  
Illumina, Inc.



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20201217-office-hours-service-overview-enus.pdf