

## Workday Support

Expert help whenever you need it.

Like everything else at Workday, our support is non-traditional. We let you choose how much help you want or need. Fix it yourself with help from Workday Community. Or submit a case for an expert and tell us how severe it is.

Want to talk live? We'll call you. Prefer to manage it online? That works for us, too. We'll get back to you quickly. And we don't consider the issue fixed until you say it is.

With Workday Support, when an issue is resolved for one customer, it's resolved for everyone because all Workday customers are on the same version. This makes issue resolution relevant and faster for all our customers.

We measure success by customer satisfaction, not by number of cases closed. Workday Support is a SaaS delivery model available 24/7, 365 days a year – with a manager on duty at all times. And since it's all online, there is no tedious call centre to navigate.

To meet the needs of our customers around the world, Workday Support provides global coverage. There are three primary support centres located in Pleasanton, California; Dublin, Ireland; and Auckland, New Zealand.

**“Our experience with Workday support has been top-notch. I've worked with many vendors, and their support pales in comparison to Workday.”**

– Hitesh Patel, HRIS Manager, Guidewire Software, Inc.

### We're better together: Workday Community

Join Workday Community to collaborate, connect, and brainstorm with other customers, partners, and experts. Find self-service options to resolve issues on your own, a library of documentation, and information on new features, fixes, and updates.

If we know there's an issue with a product, we'll send you an alert. And if that issue directly affects your use of Workday, we'll open a case for you.

To learn more, visit us at [Workday Community](#).

### Benefits snapshot

- Global coverage available 24/7, 365 days a year
- One solution solves the issue for all customers
- One location to submit, escalate, and track issues
- Product fixes and enhancements influenced by trending support topics
- Advice and support based on your configured tenant
- Cases closed only when you are satisfied with the results

### How it works

1. Named customer contact logs in to the [Customer Care Portal](#).
2. Customer submits case and designates severity.
3. Care centre routes request directly to an expert.
  - > Level 1 cases are automatically escalated for a response within 60 minutes, though the average response time is 13 minutes.
4. Workday expert contacts the customer and collaborates.
5. Workflow is documented until the customer says the issue is resolved.

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