workday. Paradox

Solution Brief

Candidate Experience Agent, powered by Paradox.

AI-driven, conversational experiences that move candidates—and work—forward.

With intelligent automation, two-way messaging, candidate qualification, and AI-orchestrated scheduling, Candidate Experience Agent helps you turn every hiring touchpoint into a simple conversation. Candidates get fast, personalized responses. Recruiters and hiring managers get time back to focus on strategic work.

Key benefits.

- Increase your competitive advantage with purpose-built AI agents that create great experiences for candidates, recruiters, and hiring managers.
- Leverage AI safely and responsibly with Workday as the system of record and source of truth—Candidate Experience Agent never makes autonomous hiring decisions.
- Boost productivity by eliminating waiting and manual coordination, reducing hiring process waste and frustration.



AI that actually gets hiring work done.

Candidate Experience Agent automates time-consuming tasks such as candidate screening, interview scheduling, reminders, and basic FAQs. Recruiters and frontline managers stay in control of decisions while AI coordinates the details behind the scenes.



Conversational, human-centered candidate journeys.

Conversational AI powers dynamic, two-way interactions via chat, SMS, or WhatsApp—answering questions, pre-screening, sending reminders, or simplifying applications. Candidates move at their own pace, in their own language, while your teams stay focused on meaningful conversations.



Turn applications into simple conversations.

Transform Workday Recruiting applications into a chat- or SMS-based experience so candidates can discover roles, qualify, and apply in minutes. AI guides candidates through the process while Workday Recruiting remains the one system of record.



Being able to not have to think about scheduling and to know that it will happen—it's a huge cost and time saver. You can't put a value on how this experience has been a game changer for our candidates and recruiters. To have the languages deployed and for the candidates to have somebody reach out and it automatically understands the language of speaking. It creates a local experience.

And on top of all that, to get a tool that can overlay on top of Workday and free up time for recruiters to talk to people, that's a no-brainer.

Seema Shah
Global Talent Acquisition Operations Manager,
Johnson Controls

The world's leading companies trust Workday Paradox.

CHIPOTLE · DELL · Medtronic · Johnson Controls · UOB 大華銀行 · Essentia Health Here with you

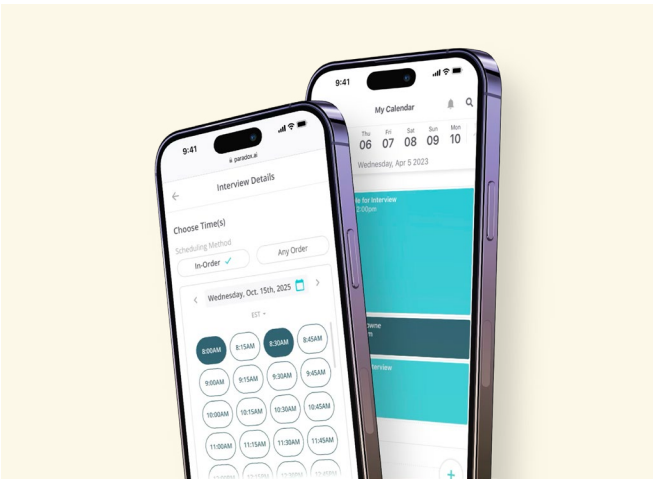
The functionality that your team needs.



Shown here: Conversational application utilizing SMS chat to apply.

Conversational Apply.

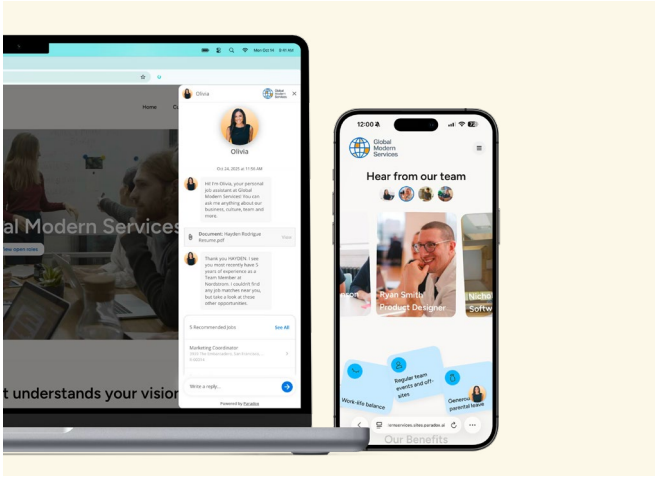
- AI-powered candidate screening and dynamic Q&A in 100+ languages
- 1:1 and 1:many SMS and WhatsApp messaging
- Text and chat to apply, integrated with Workday Recruiting



Shown here: Conversational scheduling interface for recruiters.

Conversational Scheduling.

- Full automation of interview scheduling for 1:1, panels, round-robins, and vitual interviews
- Automated reminders and rescheduling
- AI-assisted interview prep and feedback workflows



Shown here: Custom-designed career sites on desktop and mobile.

Conversational Career Sites.

- Designed and hosted sites integrated with Workday Recruiting
- Dynamic, personalized content and conversational job search
- Mobile-first experiences that keep candidates engaged

> Paradox is really helping our recruiters do work. It's not just another tool they need to interact with. The right tools don't necessarily need a higher degree of interaction; they augment the way we do work. Olivia demonstrates to our team that we want them to spend time on the activities they want to spend time on rather than the trivial tasks.
>
> Olivia gives recruiters the opportunity to do the things they want to do, the opportunity to work on more value-add consultative conversations, and spend less time doing administrative tasks.

John Higgins
Vice President, Talent Management,
Essentia Health

Key features.

Conversational Apply.

- Chat + text-to-apply
- Automated screening
- Candidate sourcing
- 1:1 texting + messaging
- Multilingual experiences
- Employee referrals
- Recorded video
- Chat to CRM

Conversational Scheduling.

- Automated 1:1 scheduling
- Rescheduling + reminders
- Panel + group interviews
- Interview prep
- Interview feedback
- Browser extension
- Calendar negotiation

Conversational Career Sites.

- Custom career sites
- Dynamic content
- Advanced job search
- Résumé matching
- Analytics + reporting
- Mobile optimization
- Internal career sites

Hiring Team Experience.

- Real-time bidirectional integrations
- Mobile app designed for frontline hiring teams
- Choice of user experience for different personas
- Workday as system of record
- Streamlined candidate, job, and offer management

How Workday Paradox makes your life easier.



Reduce clicks with step and status workflows in Workday.

Paradox makes recruiters' and hiring managers' lives easier by triggering automation in our platform based on candidate status changes in Workday. Our AI assistant then does actual hiring tasks such as asking candidates for more information, scheduling interviews, sending reminders for pre-boarding, and more.



Simplify your user experience with the Paradox Browser Extension.

Using our browser extension, recruiters can message candidates and schedule more complex interviews without leaving Workday Recruiting, eliminating multiscreen distraction and the back-and-forth of different systems.



Centralize where your teams work with Hiring Team Experience.

Depending on where you want your hiring managers to operate day-to-day, Paradox can mirror Workday's fields and statuses, allowing teams to manage jobs or offers out of Paradox with simple toggles and via mobile.

How Candidate Experience Agent works with your teams.

Centralized recruiting teams create and manage job requisitons in Workday Recruiting.

Workday remains the system of record for all candidate data.

AI agents trigger automation based on step and status changes—requesting information, scheduling interviews, and sending reminders.

Frontline teams manage day-to-day hiring tasks through an intuitive Paradox experience or directly within Workday via the browser extension.

Transparent AI with humans in the loop.



Workday Candidate Experience Agent uses transparent AI that never makes autonomous hiring decisions. AI automates communication and coordination, while recruiters and hiring managers remain accountable for who progresses and who gets hired.

Learn more. To explore how the Workday platform can work for you, please contact sales at workday.com/contact or +1–877–967–5329.

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