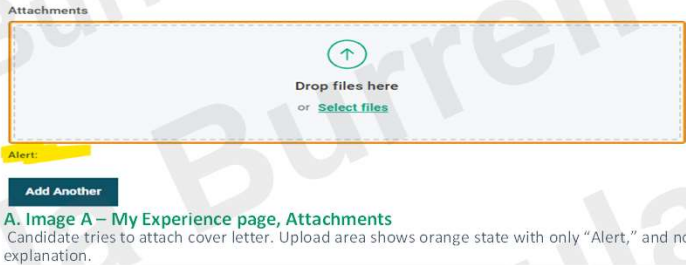


Workday Applicant Friction Experience

Improving the document "Attachments" experience with clearer guidance and AI-assisted recovery.

1 The friction moment

The candidate is on the "My Experience" page. In the "Attachments" section, they try to upload a cover letter and are unable to do so without any explanation on how to resolve the failure.



Alerts Found

1. Alert - Attachments

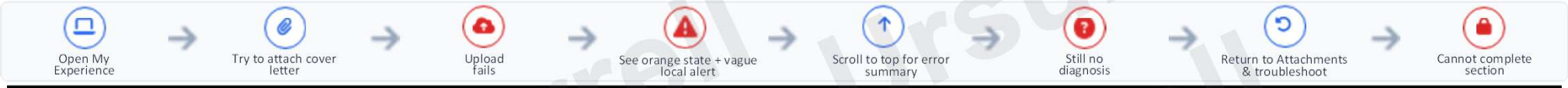
B. Image B – Top-of-page alert summary

Candidate must scroll to top of page to see "Alert - Attachments," which still does not explain why upload failed.

2 What goes wrong

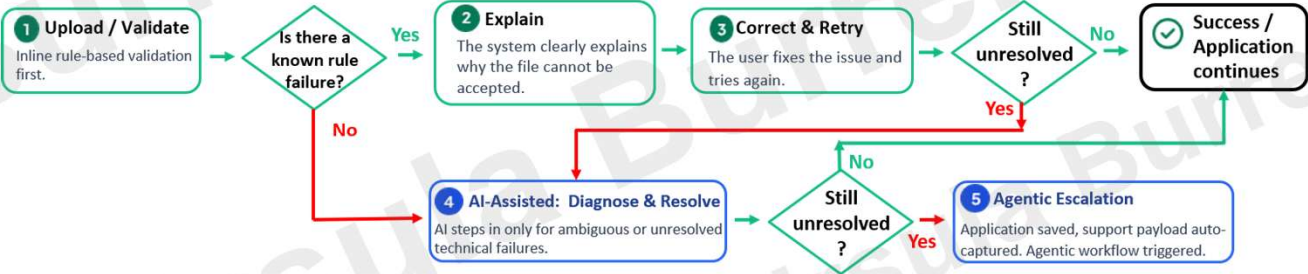
- Failure at the point of action**
The upload fails during the attachment step itself, not at the end of the page.
- Vague local feedback**
Near the upload box, the interface shows only "Alert," and does not explain the cause or next action.
- Disconnected error location**
Candidate must scroll to top of page to see "Alert - Attachments," but message still lacks details.

3 Current journey



4 Proposed solution

- ✓ Inline rule-based validation checks file type, size, filename, duplicate status and session health.
- ✓ User receives a clear explanation for any failure.
- ✓ AI assists only when the failure is ambiguous or cannot be resolved through standard validation.



5 Business & reputation impact

- Faster application completion
- Reduced HR support contacts
- Improved candidate experience