

Mando is an AI-powered, all-in-one support platform built for Workday.

Troubleshoot 10× faster, put documentation on autopilot, onboard new admins in days, and launch QA agents that test your tenant like a human.

TROUBLESHOOTING

An AI assistant purpose-built for Workday support. We've fine-tuned an AI model on nearly 2 million artifacts from Workday Community, then trained it on thousands of real-world Workday scenarios with the [top experts in the ecosystem](#). The result? The highest-performing AI model for Workday support—outperforming ChatGPT, Claude, Gemini, and Microsoft Copilot on in-field Workday questions from admins.

DOCUMENTATION

A browser-based recorder built to capture exactly how your Workday tenant works. Just click “Start Capture,” make your changes, and Mando turns every step into a timestamped, editable document—no screenshots or manual write-ups required. You can redact sensitive data, auto-generate SOPs, and publish training-ready guides that stay updated automatically as your tenant evolves over time.

TRAINING

Out-of-the-box training content based on how the best teams actually use Workday today. Mando comes preloaded with expert-built walkthroughs for every critical module, mapped to real tenant setups. Teams can tag their own recorded docs to create new guides instantly. Everything stays structured, trackable, and up to date—so new admins get to confidence faster, without ever reading an outdated PDF.

TESTING

An AI QA engine designed to test the Workday tenant like an army of experts. Record any process once, and Mando turns it into a reusable test case. Launch parallel QA agents that run through edge cases, validate downstream impacts, and catch anything you'd normally test by hand. No scripts to maintain. No last-minute fire drills or late-night surprises. Just fast, intelligent testing that scales with every change.

Mando does **not** require tenant integration—and that's by design. There's no implementation, nothing to install, and no access required. Just open your browser. It's simple, secure, and built for enterprise scale.

In the next few pages, we'll walk through each of the tools on Mando in more detail.

TROUBLESHOOTING: AI that scans thousands of sources (including Community) and answers in seconds.

👤 You

We need a rule to trigger approval when a one-time payment (OTP) exceeds 3,000 USD. How can we compare the local currency (e.g., CAD) with USD to ensure this happens automatically?

🎯

Retrieved from Workday Documentation

📄 1 📄 2

Retrieved from Mando Experts

👤 3 👤 4

Retrieved from Internal Documentation

📄 5.2 📄 5.2

Retrieved from Web

📄 6 📄 7

📄 99 Data sources 📄 Dive Deeper

Once the USD threshold condition is met here, which approval chain should this get routed to?

🌐 Search Web 🔘

⬆️

- 🗣️ Community
- 📄 Admin-Guides
- 🔗 Developer-Forum
- 💡 Brainstorm
- +12 More Workday Sources

Links to Official Workday Documentation

12+ verified Workday sources—including Community posts, Brainstorms, and Admin Guides.

- 👤 Tom (Core HCM)
- 👤 Jessica (Payroll)
- 👤 Amanda (Talent)
- 👤 Brock (Comp)
- +100 Experts On Mando

1,000+ Uploaded Solutions from Top Experts in the Field

Thousands of solutions from top Workday consultants who've seen the issue you're facing before.

- 📄 BP-Export.Xlsx
- 📄 Training-Guides.Pdf
- 📄 Quick-Reference-Guide.Docx
- 📄 .Txt

Your Organization's Internal Documentation

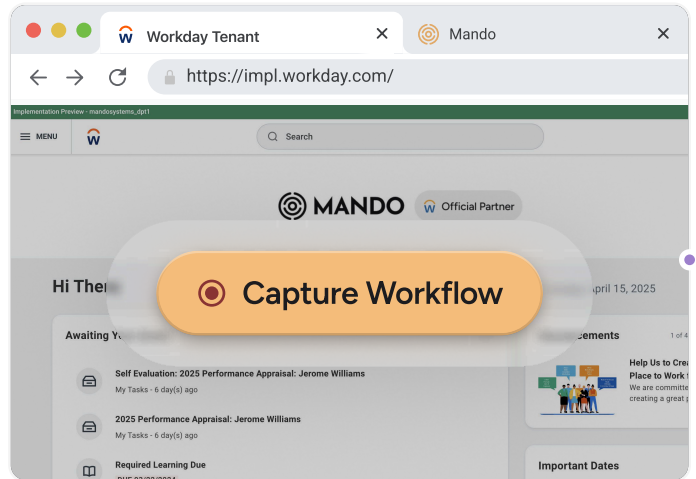
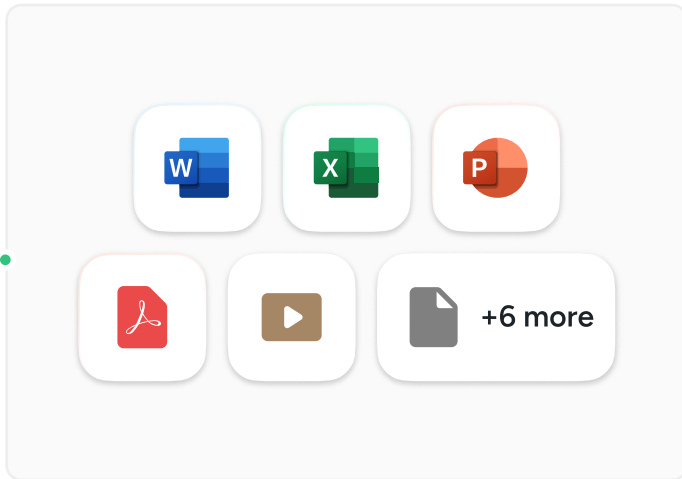
Citations to internal SOP's, training guides, and playbooks that your team has created in the past.

- 📄 Reddit
- 📄 Youtube
- 📄 Oregon
- 📄 Shrm
- +1,000+ Verified Online Web Sources

Public Web Intelligence

Summarized insights from online forums, videos, and technical blogs. ranked by relevance.

DOCUMENTATION: Build your team's knowledge base automatically with AI-generated documentation.



Bring your past documents to life

Turn your static documentation into searchable guides. Integrate your document repository or directly upload your files - all major storage and file types supported.

Automate documentation and handoff

Hit record and build your workflow click-by-click. AI captures every screen, step, and explanation in real-time. Highlight what matters, hide what doesn't.

You

We need a rule to trigger approval when a one-time payment (OTP) exceeds 3,000 USD. How can we compare the local currency (e.g., CAD) with USD to ensure this happens automatically?

Retrieved from Internal Documents

Currency Comparison Rules.Pdf

OTP Threshold Approvals.Xlsx

Retrieved from Workflows

Configure Currency Threshold Rule

Set Approval Chain for OTP Over Limit

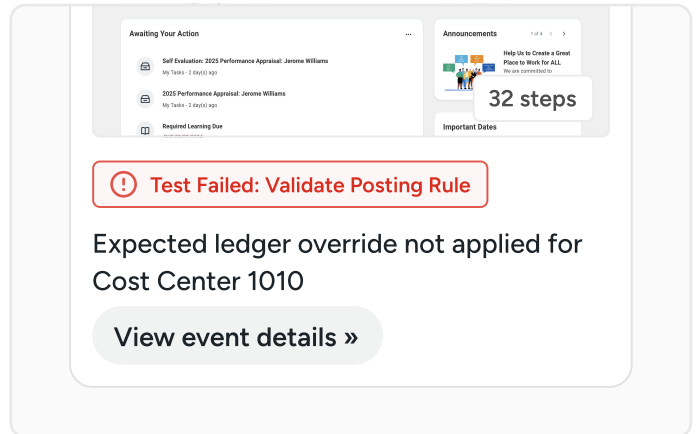
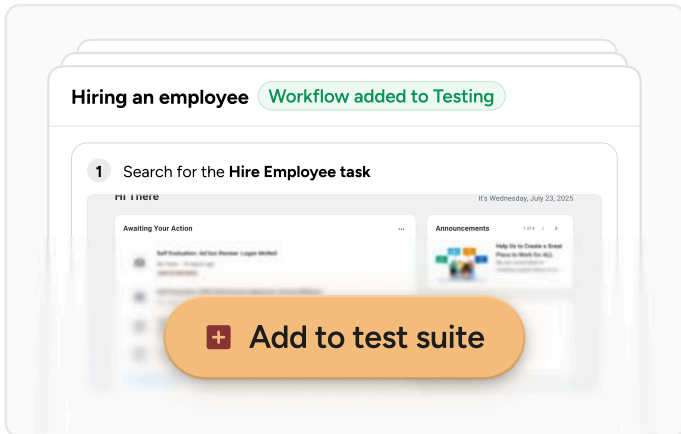
Once the USD threshold condition is met here, which approval chain should this get routed to? ↑

Ask about any document and get an immediate answer from Mando in seconds

INSTANT RETRIEVAL: Ask and you shall receive. AI retrieves contextual answers with deep links to exact sections of docs and workflows - not just the file, but the exact step, field, or paragraph you need.

ENTERPRISE GRADE SECURITY: Secure by design. Centralized, searchable, and access-controlled. All data secured with AES 256-bit encryption in-transit and at rest.

TESTING (BETA): Automatically test critical workflows in your Workday tenant using dynamic AI agents.



💡 Convert any workflow into a test case

Any workflow you do in the tenant can be turned into a test case on Mando in a single click. No switching tools, no extra setup. Just hit 'record' and mark it for testing.

🕒 Catch test failures before they go live

When a change in your tenant breaks a test case, Mando catches the event instantly and flags what went wrong along with any impacted downstream failures.

| Test in progress | Test suite |
|--|---|
| <ul style="list-style-type: none"> ✓ Logged into Workday ✓ Searched Worker Profile ✓ Initiated Termination ✓ Selected Termination Reason ✓ Set Last Day Worked ✓ Configured Final Pay ✓ Processed Benefits Termina... ✓ Removed System Access ✓ Generated Exit Documents ✓ Sent Manager Notification ✓ Updated Org Chart ✓ Submitted for HR Approval ❌ Missing ledger override for Cost Center 1010 | ✓ 5 Passed ❌ 1 Failed |
| | <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Hire an Employee ▼</p> <p style="text-align: right;">✓ Passed</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Changing a Job ▼</p> <p style="text-align: right;">✓ Passed</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Creating a Position ▼</p> <p style="text-align: right;">✓ Passed</p> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Terminating a Worker ▲</p> <p style="text-align: right;">❌ Failed</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p>❌ Error: Posting rule failed: missing ledger override for Cost Center 1010 View event details »</p> </div> |

🔍 Validate Workday workflows before they break, using AI agents that test your tenant in real time

🧠 **INTELLIGENT TEST CASE GENERATION:** Capture workflows and convert them into tests instantly. No scripting or handoffs—just describe the expected outcome, and the AI handles the rest.

⚙️ **REAL-TIME COVERAGE WITH ZERO MAINTENANCE:** Tests run continuously, catch breakages immediately, and track their ripple effects across systems. Get full test coverage of your tenant without the manual overhead.