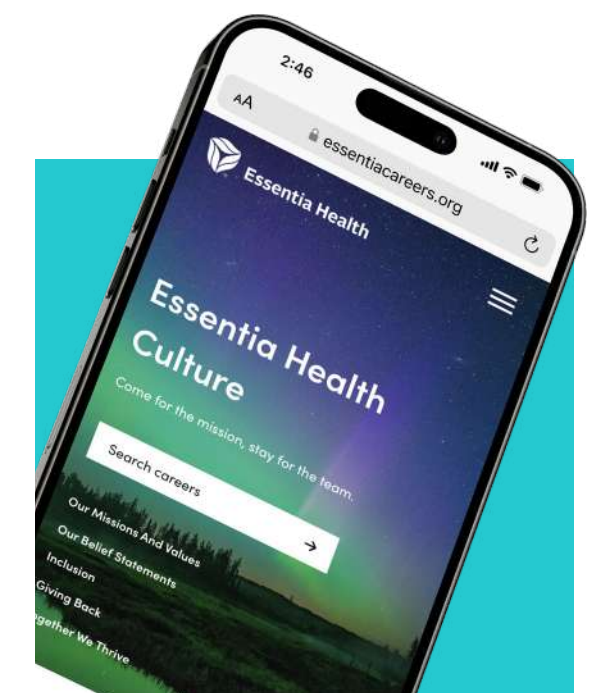
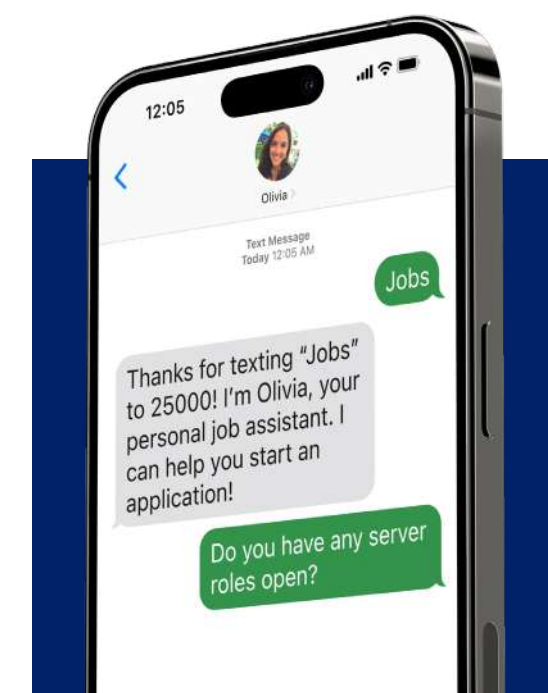
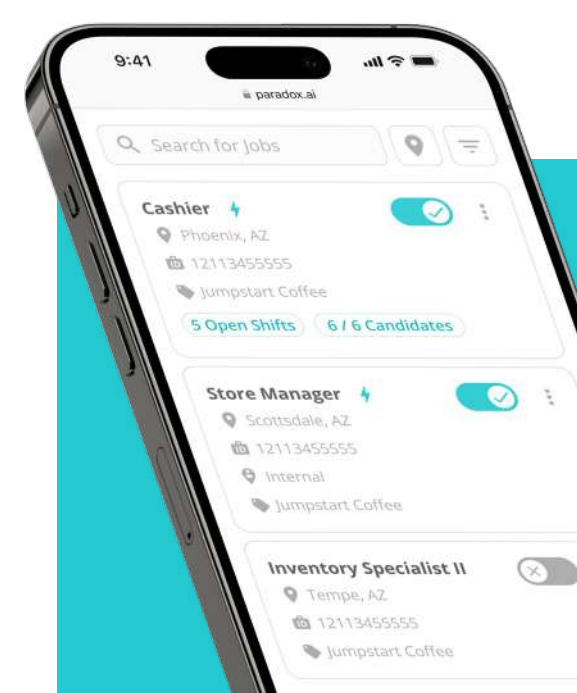
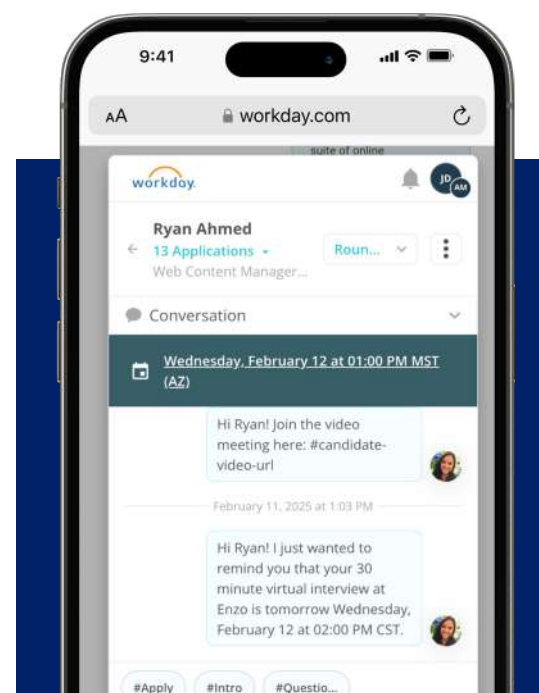
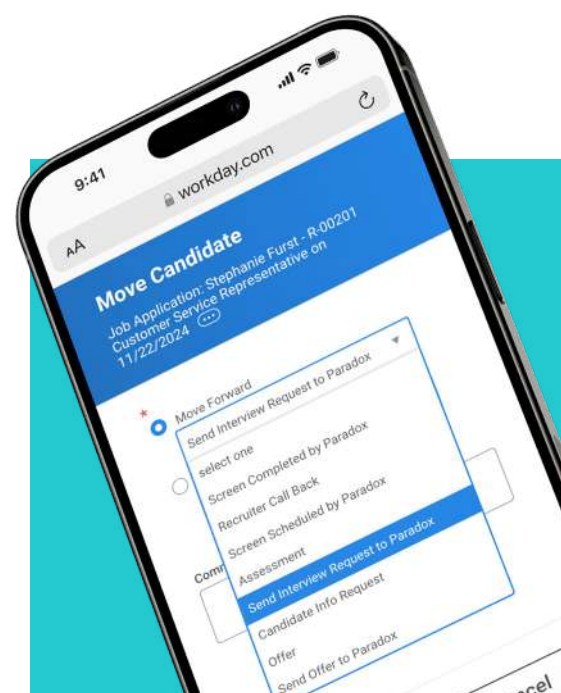


A comprehensive guide.



Conversational hiring software built to make Workday better.

A high touch experience for candidates that's touchless for recruiting teams.

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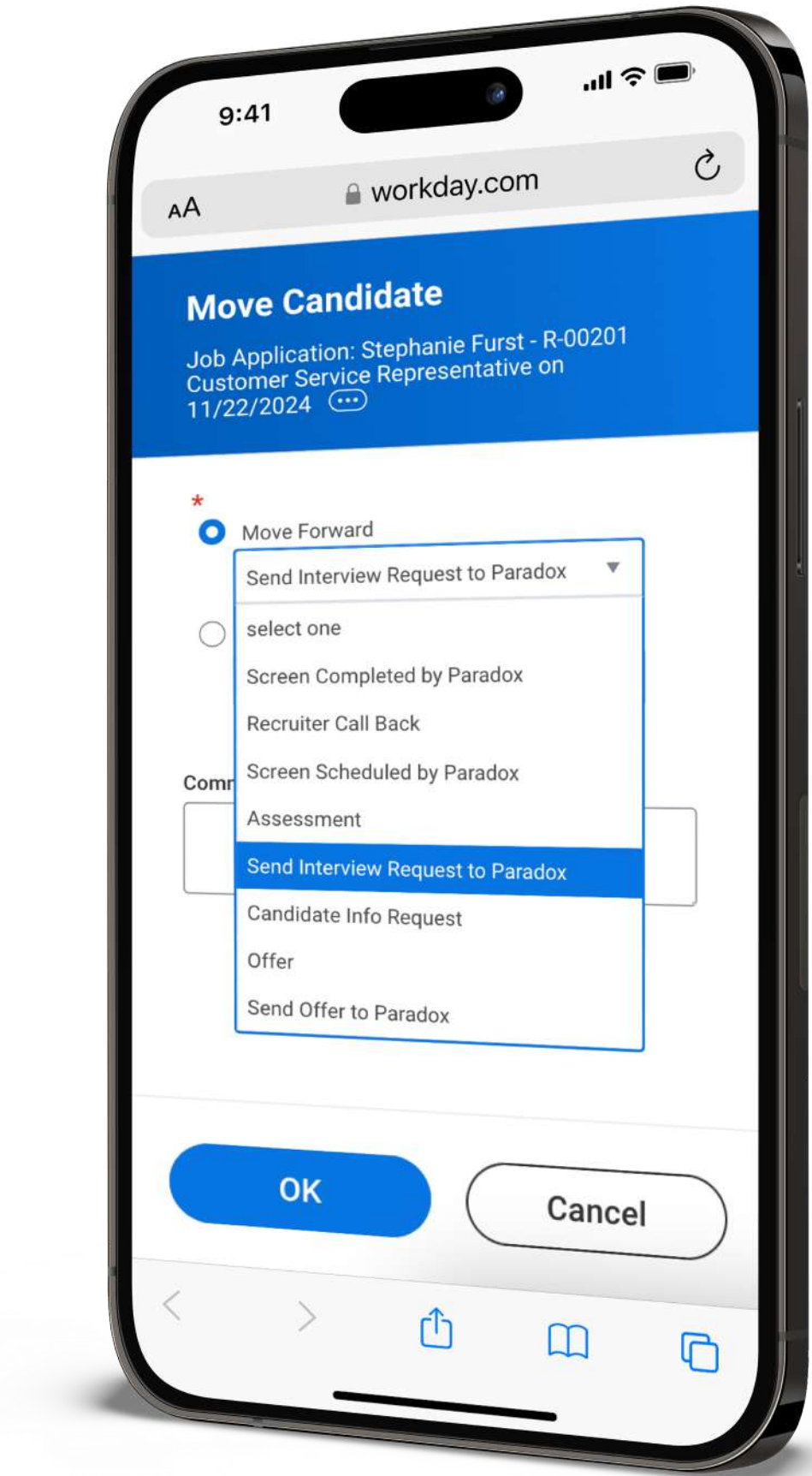
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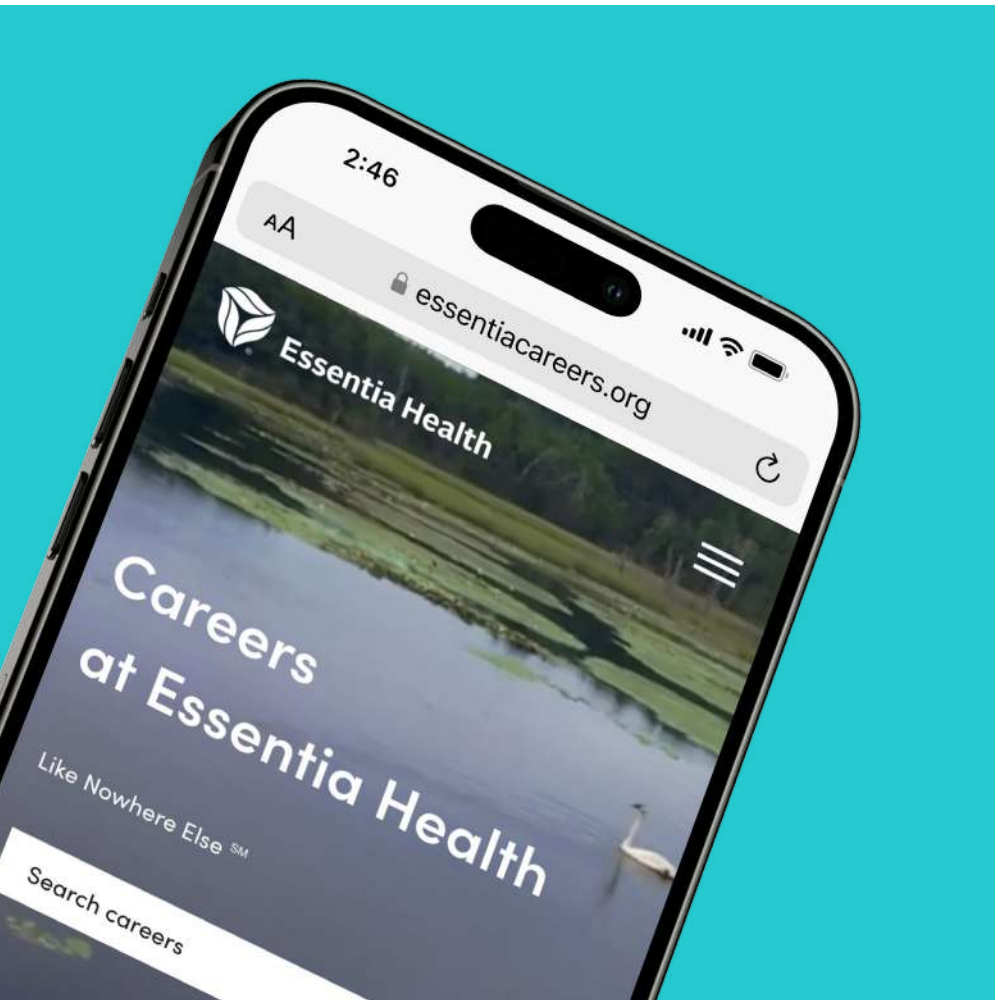
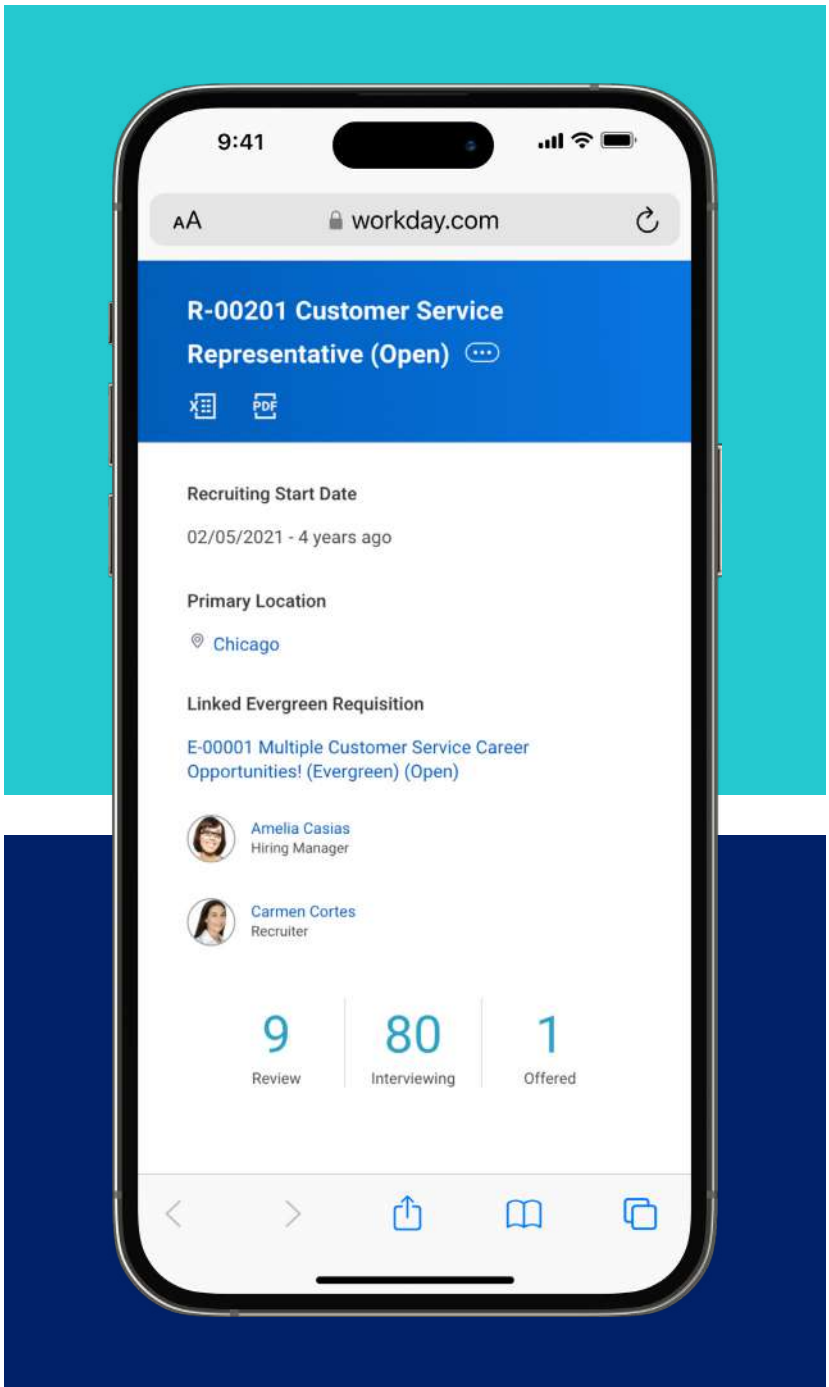
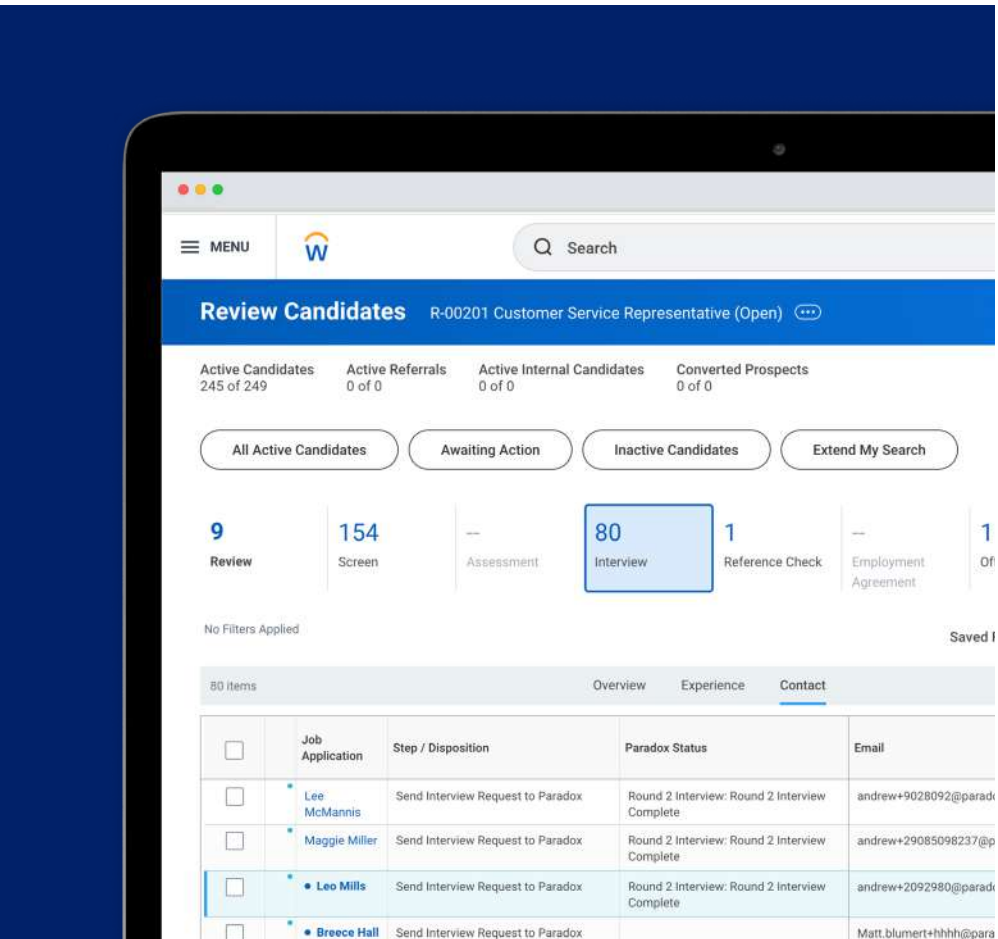
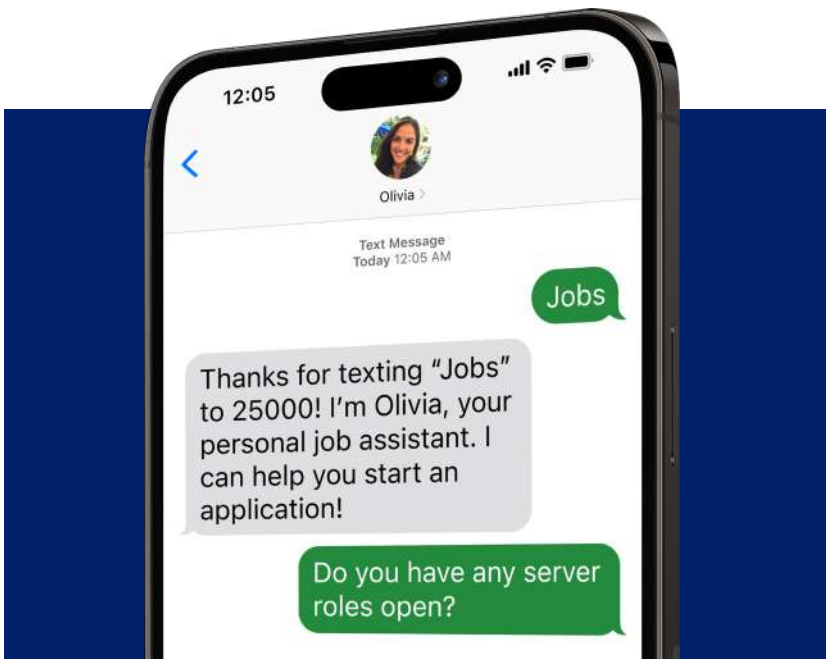
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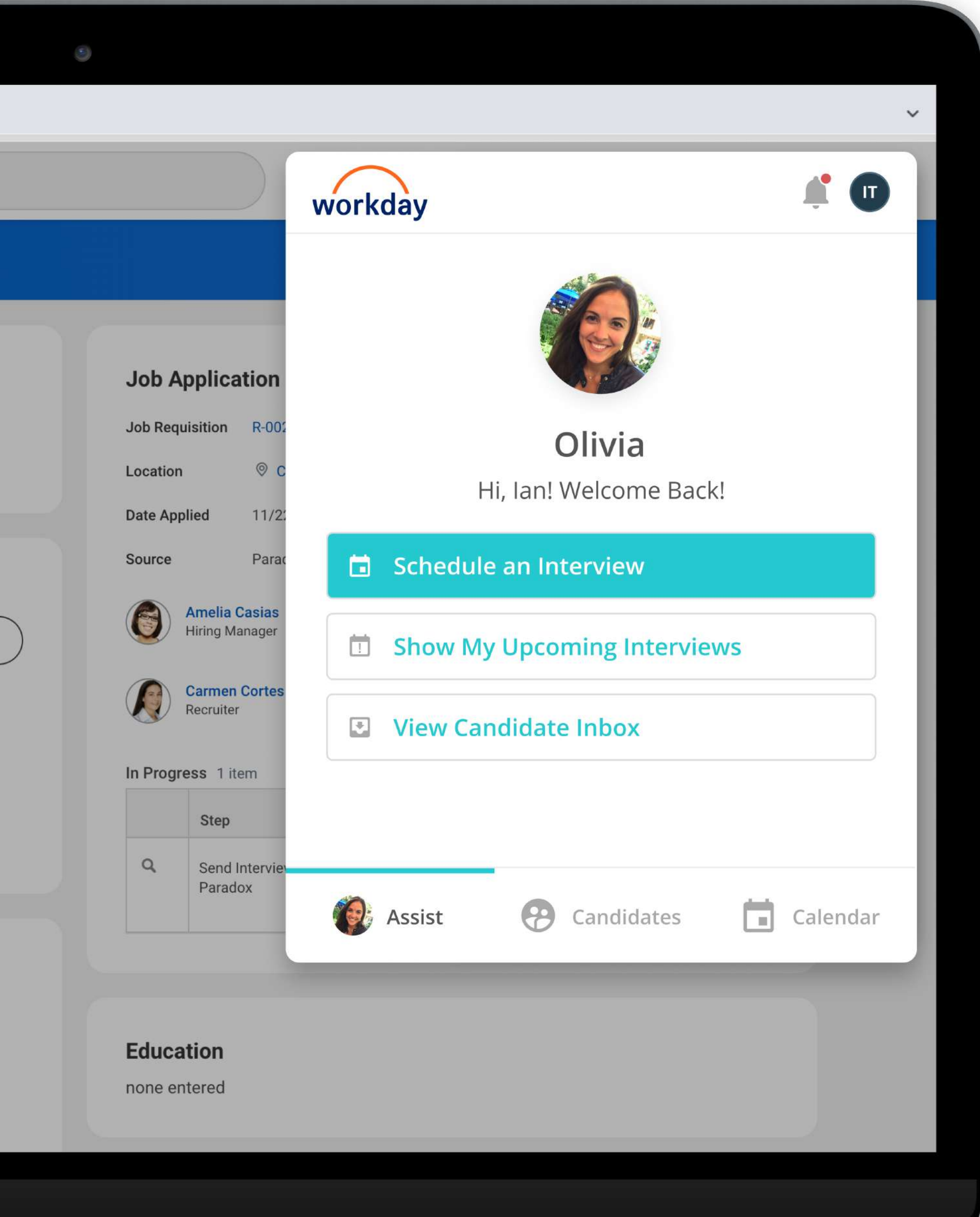


1

The best of breed partnership built for end-to-end recruiting.

Forget what you think you know about tech integrations. The Paradox and Workday solution is built to solve problems, not cause them.





The integration that improves your hiring experience without changing business processes.

When it comes to your tech stack, which would you prefer: an ecosystem of best-of-breed products, or an all-in-one platform? With the Paradox and Workday partnership, you don't have to choose. Together we've built more than just a software integration between two systems: A best-in-class solution that doesn't require a complex implementation or endless maintenance.

An early investor in Paradox, the Workday and Paradox partnership has evolved in many ways over the years: from naming Paradox its 2025 Partner of the Year for AI Excellence; to adding Paradox as an exclusive early adopter in the Workday AI Marketplace; to certifying four key product integrations that make it even easier for Workday clients to implement conversational AI within their hiring process.

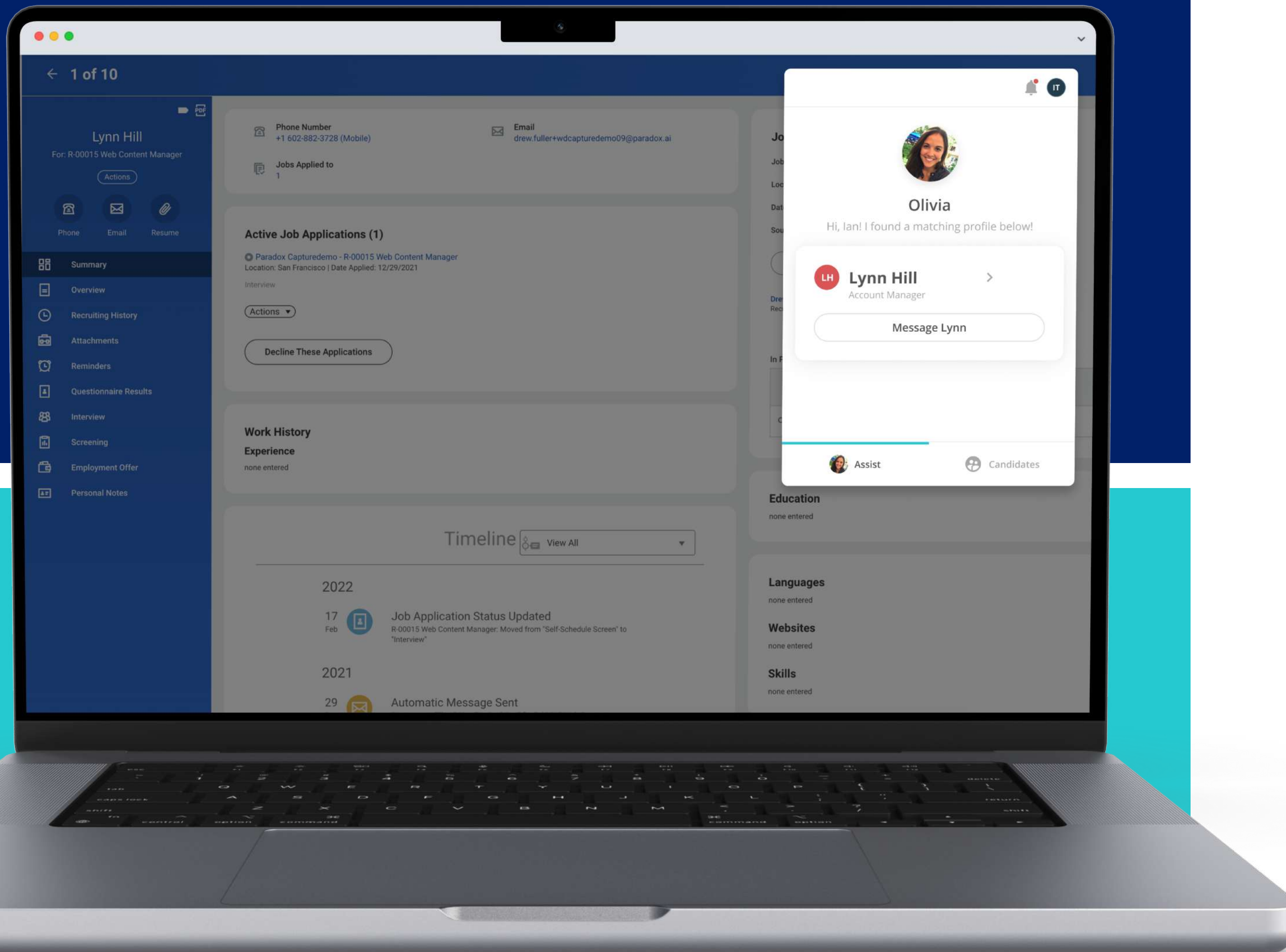
Paradox | Workday awards and integrations.



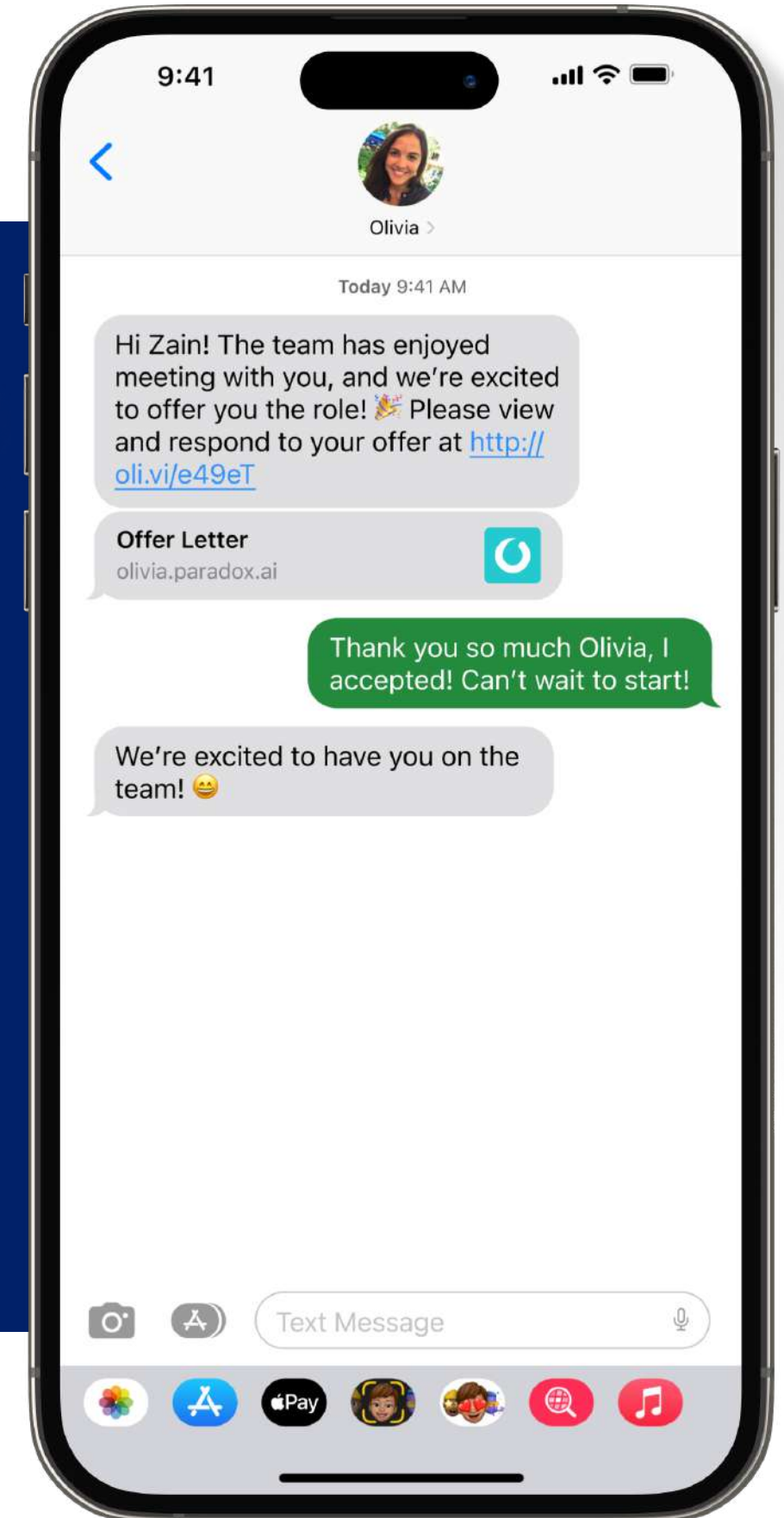
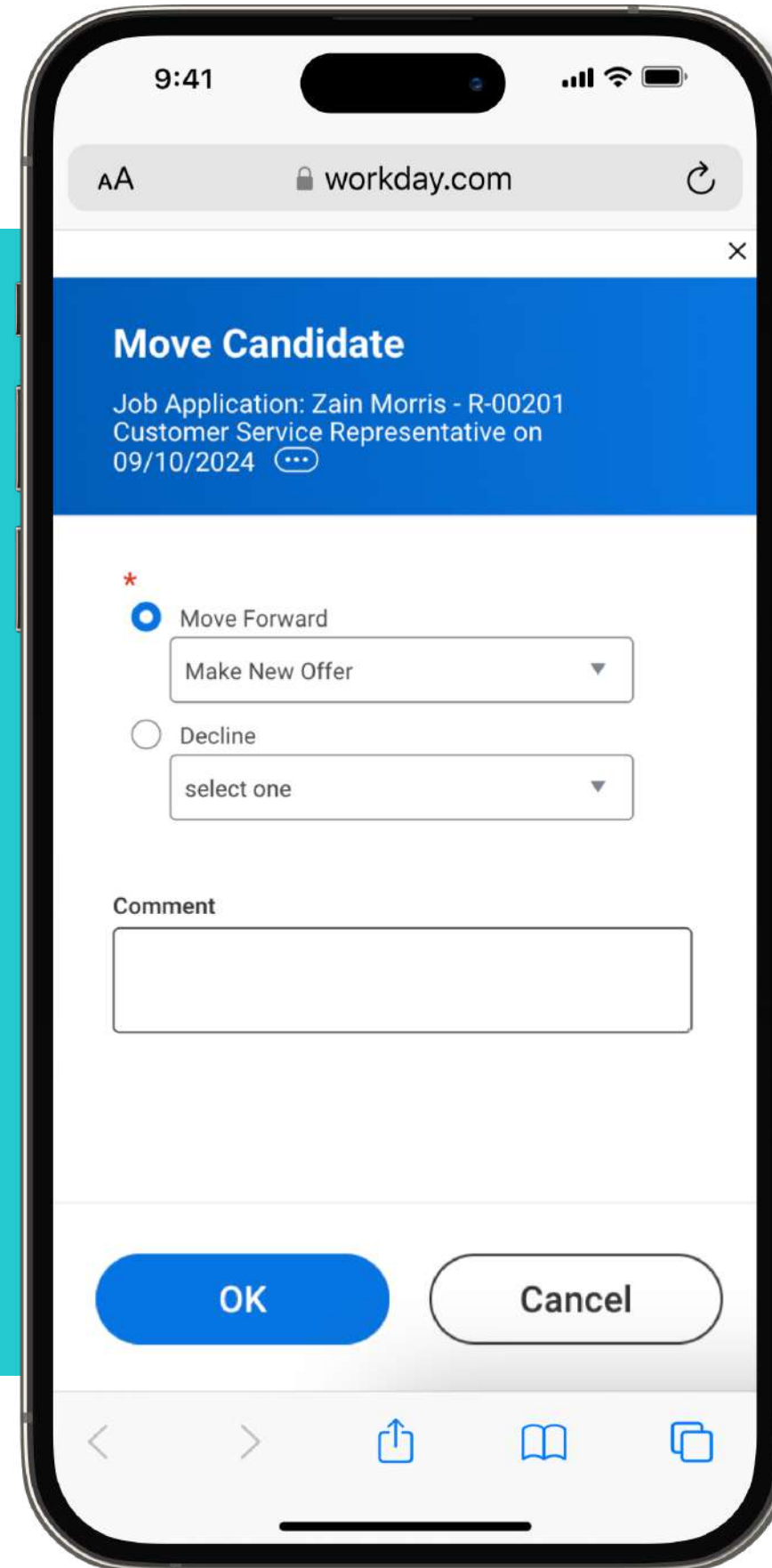
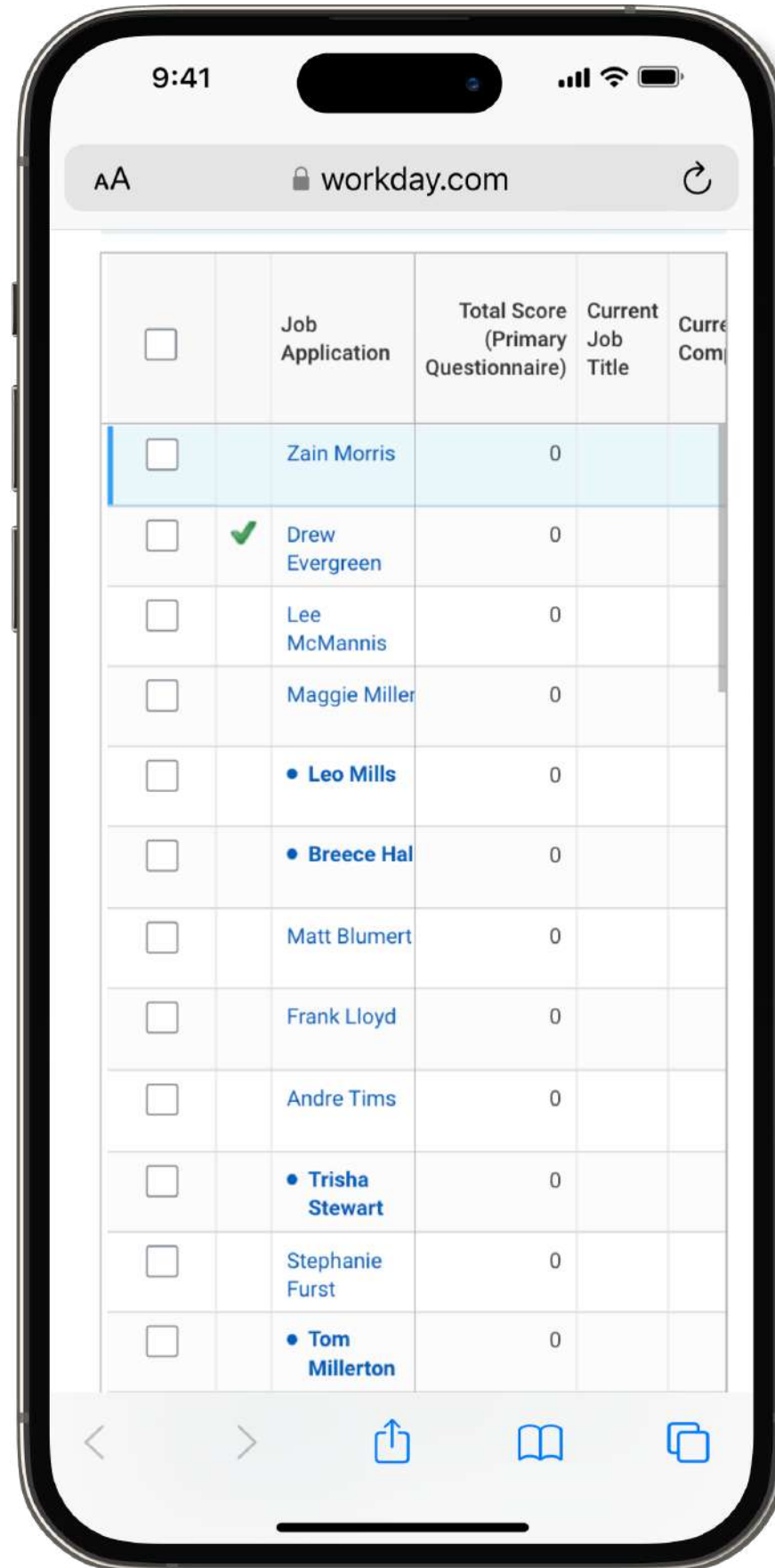
Paradox security certifications.



The key to our successes? Workday and Paradox share the philosophy that hiring doesn't have to be hard — and neither does the software integration process.

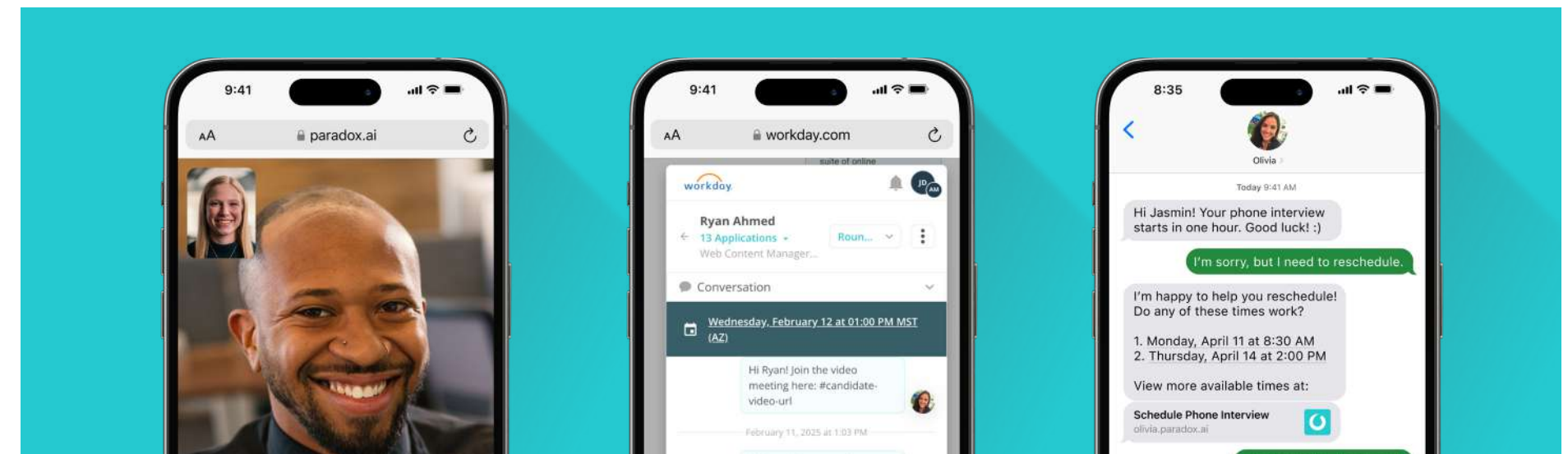
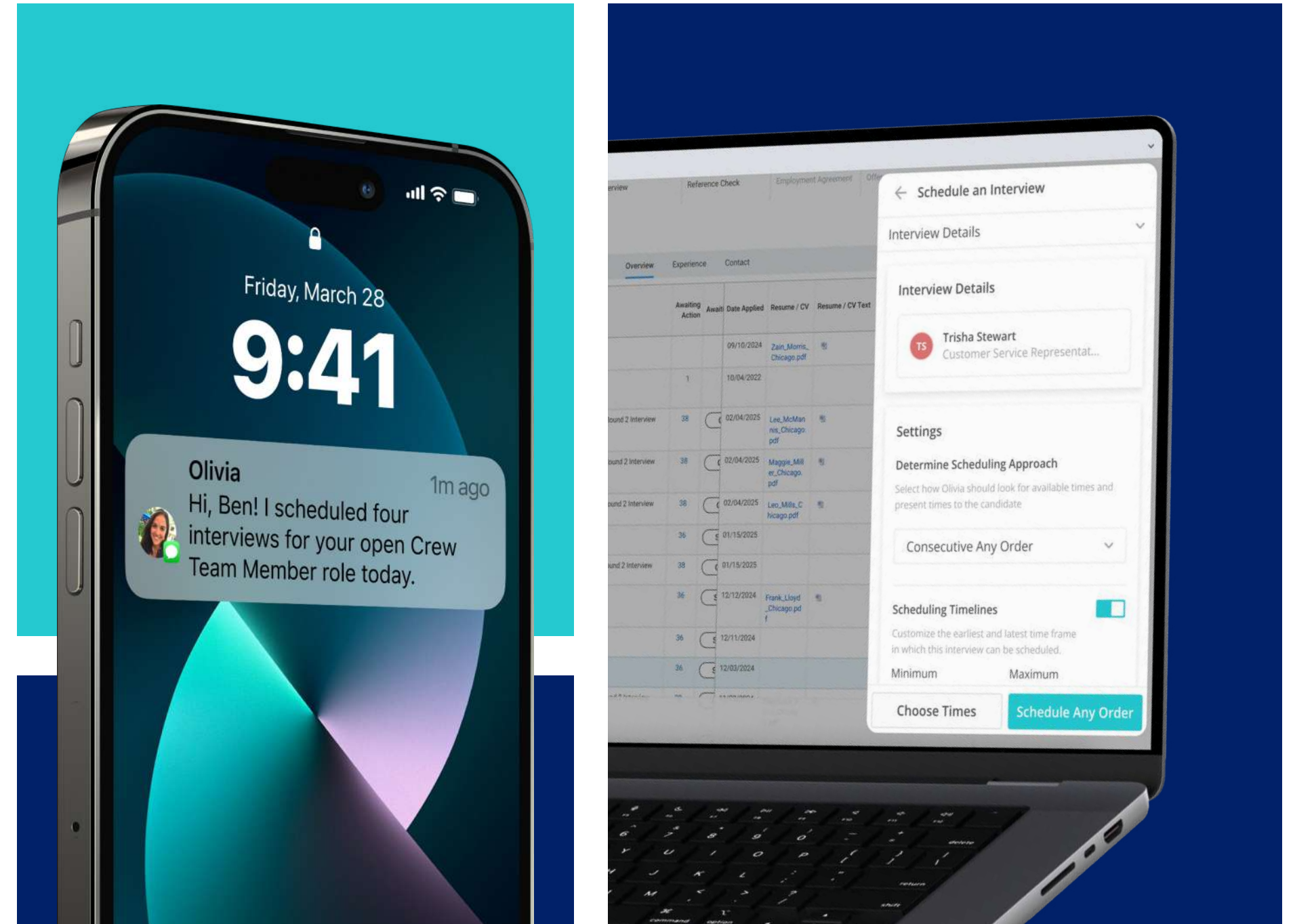


Through seamless integrations designed specifically to enhance Workday Recruiting, you no longer have to choose between technology that serves your needs or is easy to use: The Paradox and Workday partnership provides both.



2 How conversational AI enhances Workday Recruiting.

There's a reason 70% of the Fortune 50 uses Workday Recruiting – it works. But imagine taking it even further, freeing your team from manual tasks and creating an unmatched candidate experience.





Imagine if you had a tool that made Workday Recruiting stronger.

Workday Recruiting does a fantastic job at what it was built for: manage candidates and employees, consolidate data and information at scale, and serve as a system of record.

But what if there was a way to supercharge it? What if you could

proactively engage with candidates and help qualify them through various stages of the hiring journey?

That's where we come in. Paradox, in many ways, was especially built to perfectly complement Workday Recruiting and make it better.

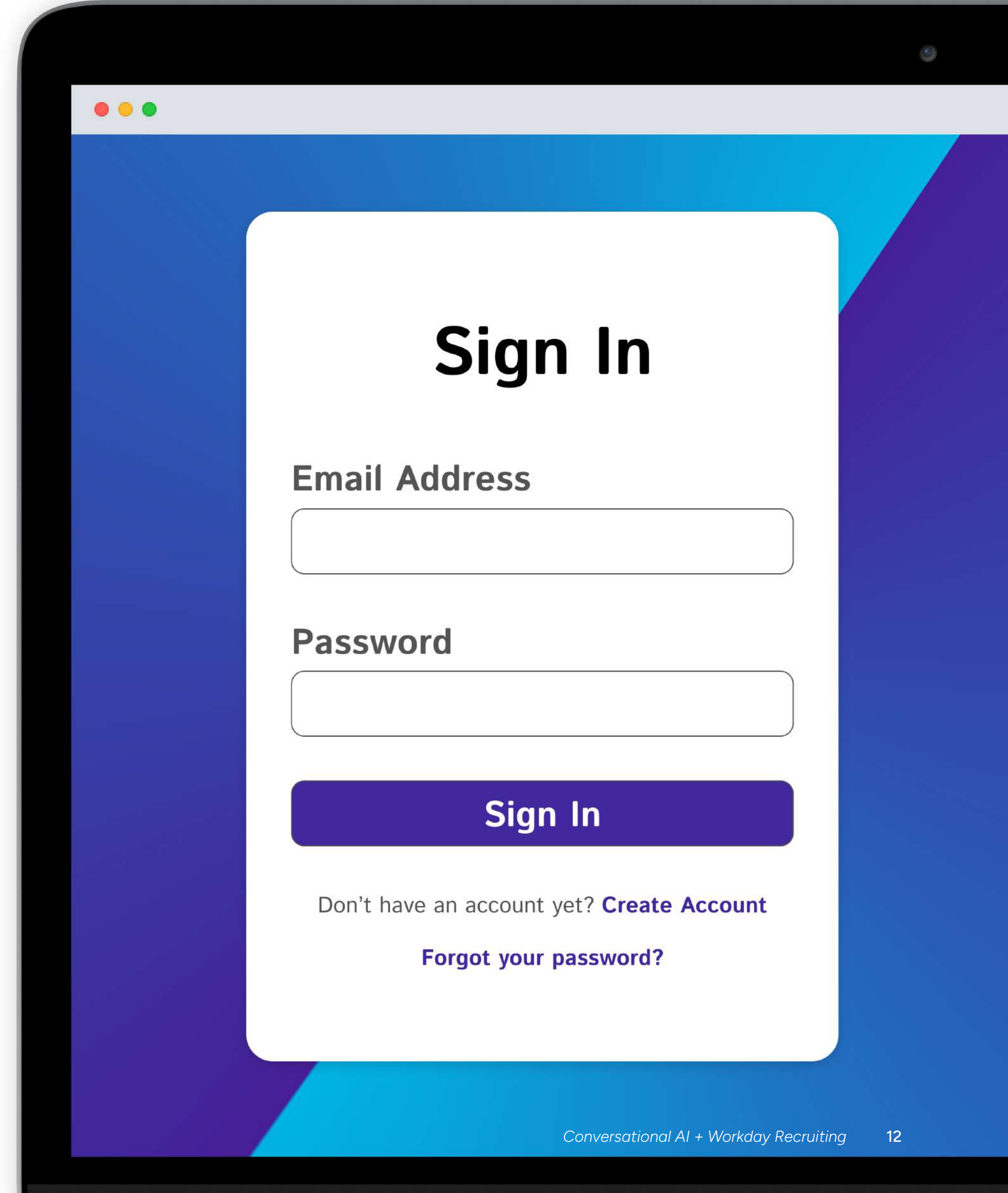
With four different Workday certified solutions included in the Workday AI Marketplace, we've become uniquely situated to partner with — and power — Workday Recruiting to create the world's best hiring experiences for candidates, hiring managers, and recruiters alike.



“
**Paradox gives
recruiters the
opportunity to do
valuable work and
spend less time doing
administrative tasks.**

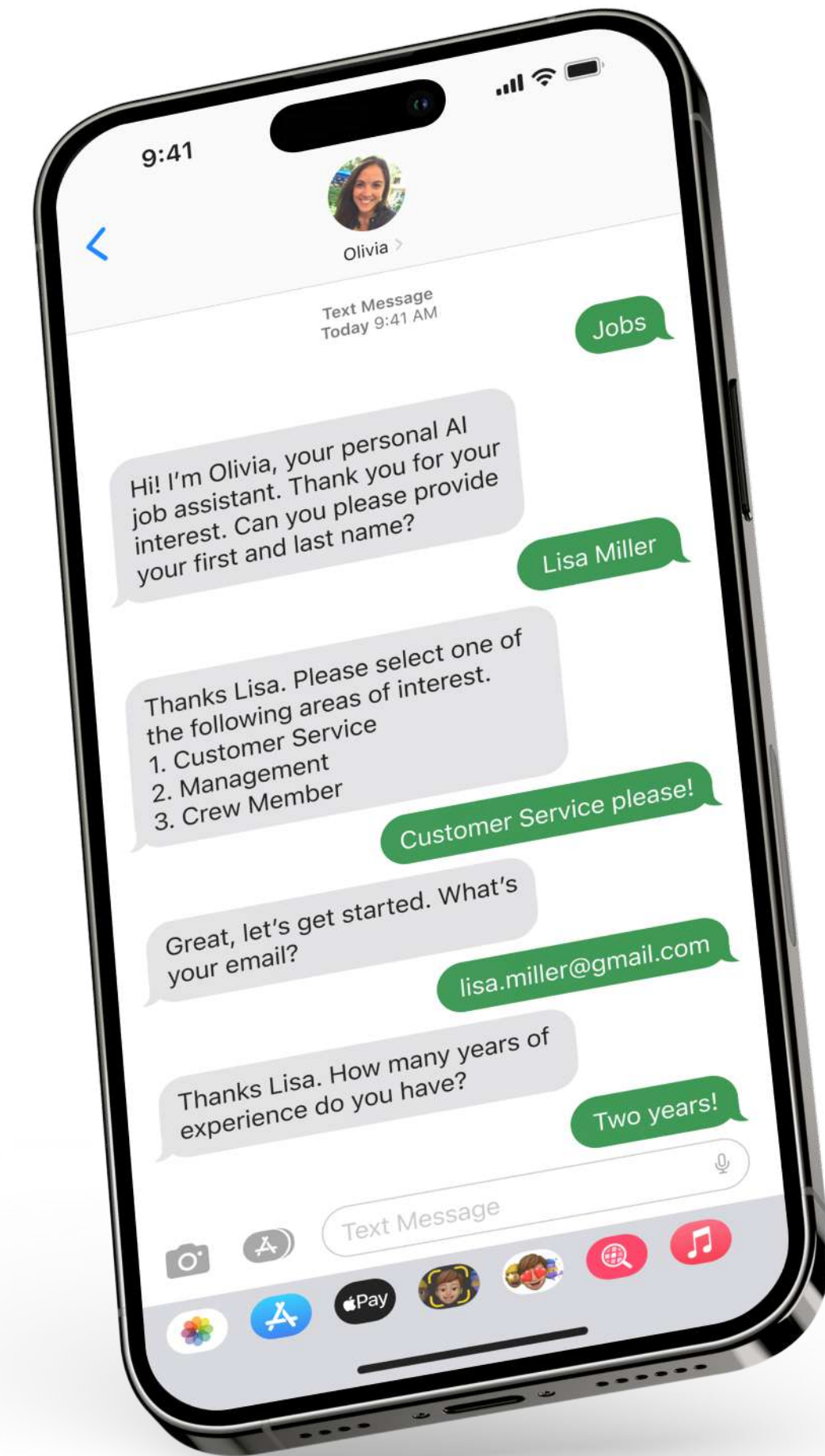
John Higgins
VP of Talent Management, Essentia Health

The hiring process today is full of inefficiencies. For candidates, points of friction consist of finding information about a company and applying to a job — which means creating yet another login and password. From a recruiter's perspective, answering questions, reviewing applications, scheduling and rescheduling interviews, sending offers, following up on background checks, drug screens, and other ad hoc tasks take hours of time and force recruiters to be heads down in software rather than focusing on achieving their team's hiring goals.



An AI assistant that actually engages at every step of the hiring process.

Paradox's AI assistants transform Workday Recruiting with conversational AI to enhance the candidate and hiring team experience by removing these friction points and inefficiencies. Your assistant becomes the consistent communication layer for the candidate throughout their entire hiring journey. The AI assistant creates a 1:1 dynamic experience based on the questions a candidate asks, as well as the jobs that they express interest in — and can help candidates apply for jobs, schedule them for interviews, send reminders, and more.



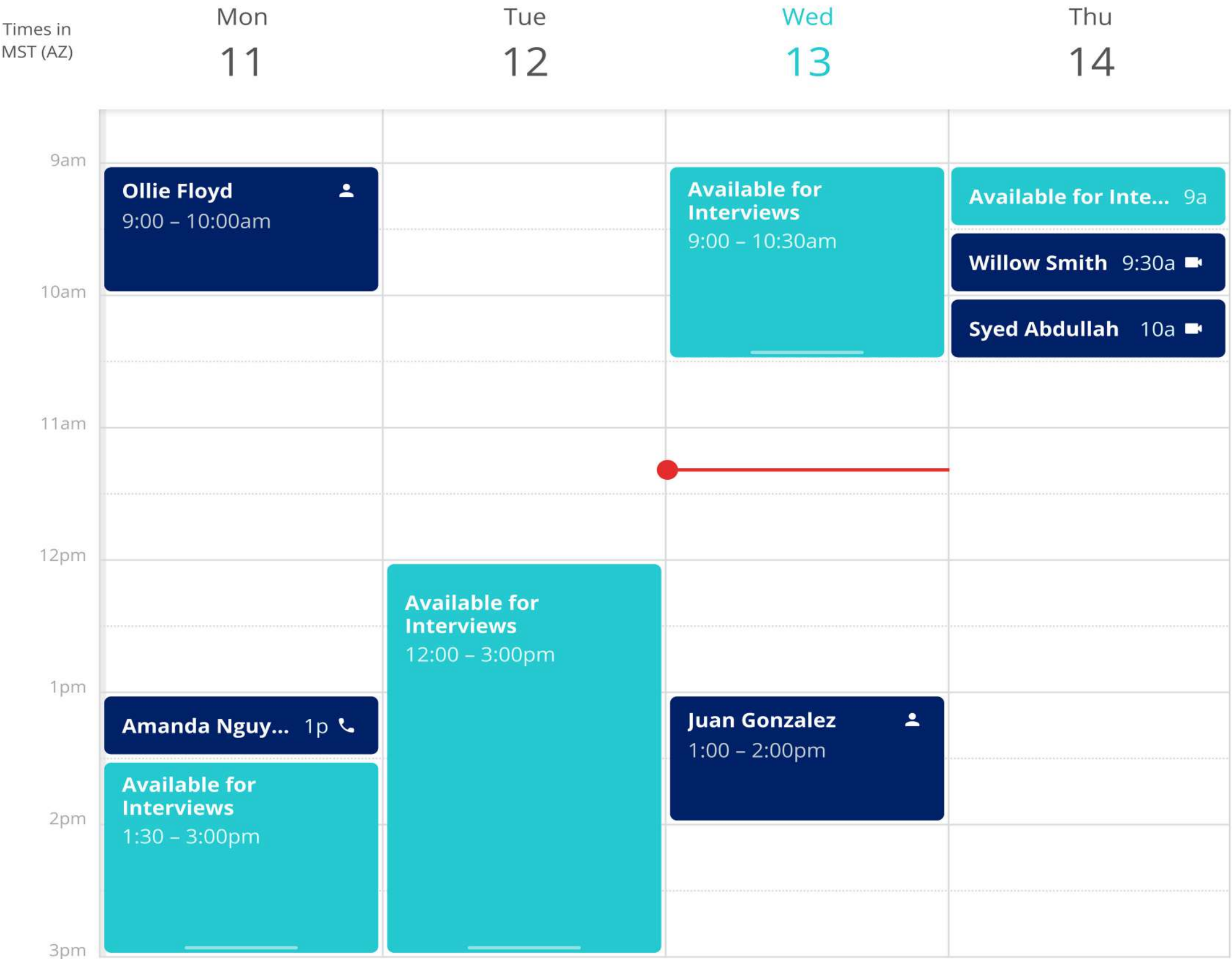


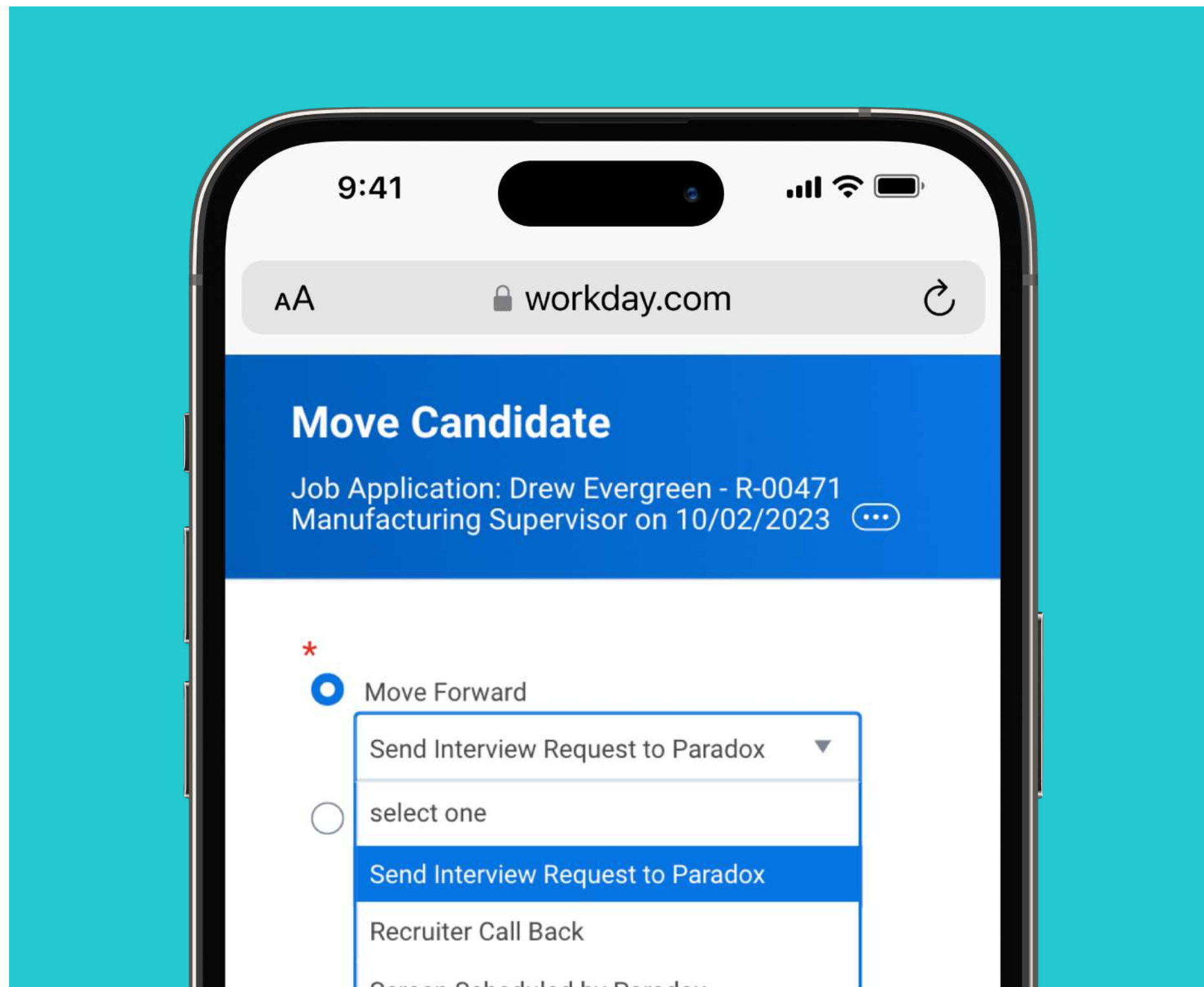


But the conversational experience isn't just limited to candidates; your team also benefits greatly from having an assistant. Your assistant notifies recruiters when they have new applicants, reminds them when they have an interview, asks hiring managers for feedback, and can automatically send offers and onboarding — so your team can focus on connecting with candidates.

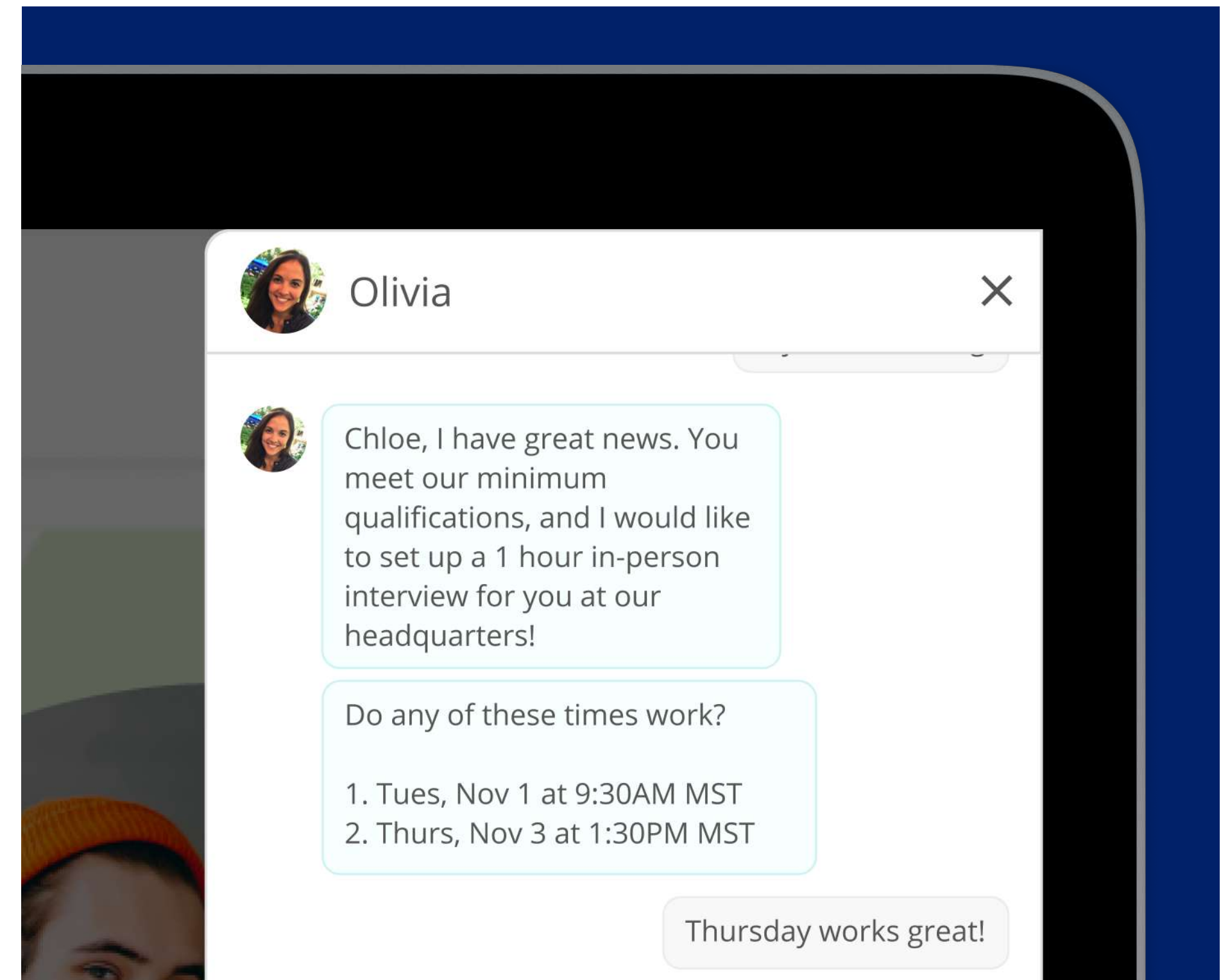
The world’s best scheduling. Period.

Scheduling interviews can be one of the most time consuming tasks that recruiters have to face. But with Paradox’s Conversational Scheduling integration, the time spent playing calendar Tetris across multiple stakeholders becomes effectively zero.

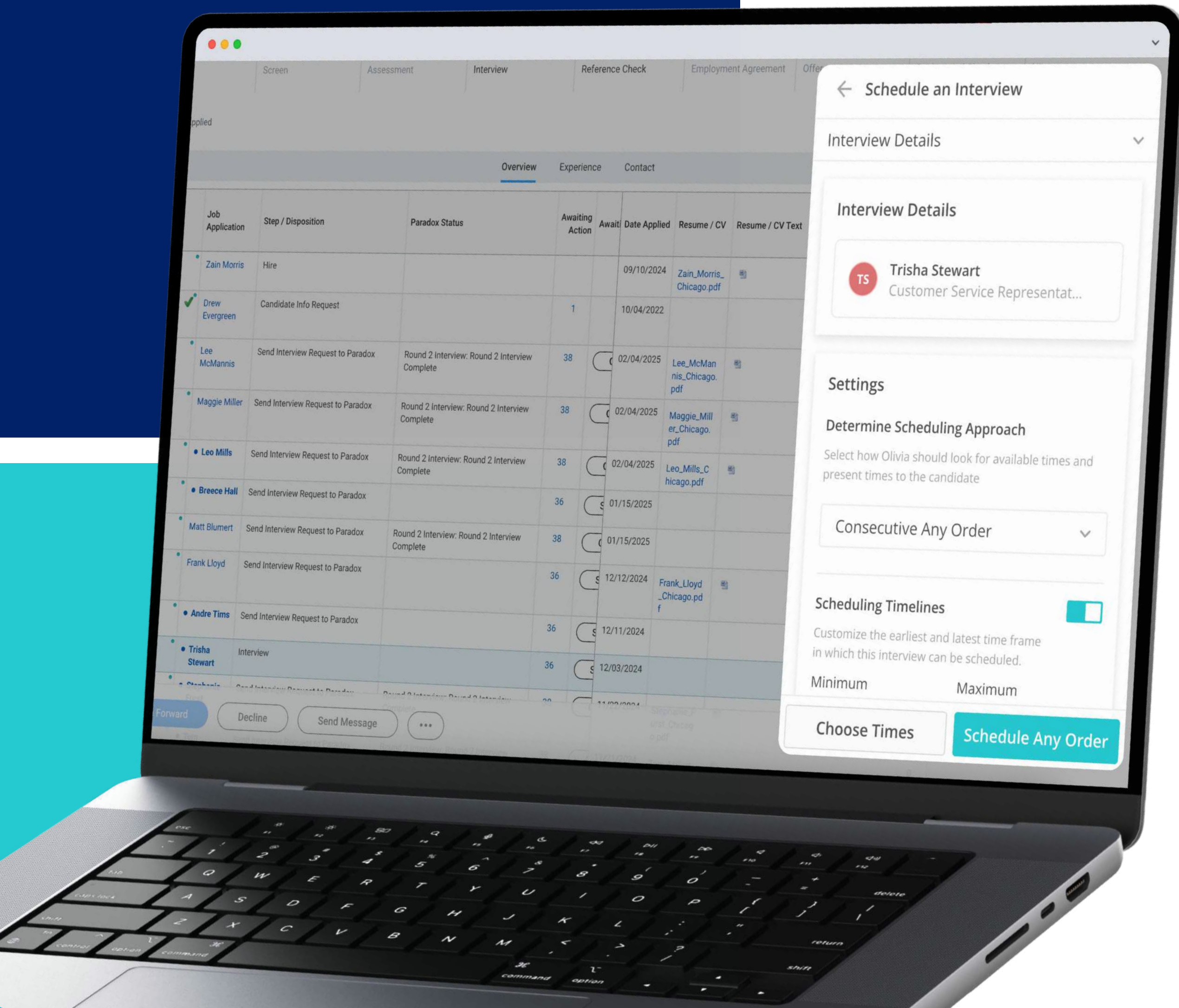




You can choose the level of automation that works best for your team, and customize the levels of automation across different roles. Want to review candidates prior to scheduling interviews? Move candidate statuses in Workday, and your AI assistant will automatically reach out and schedule interviews.



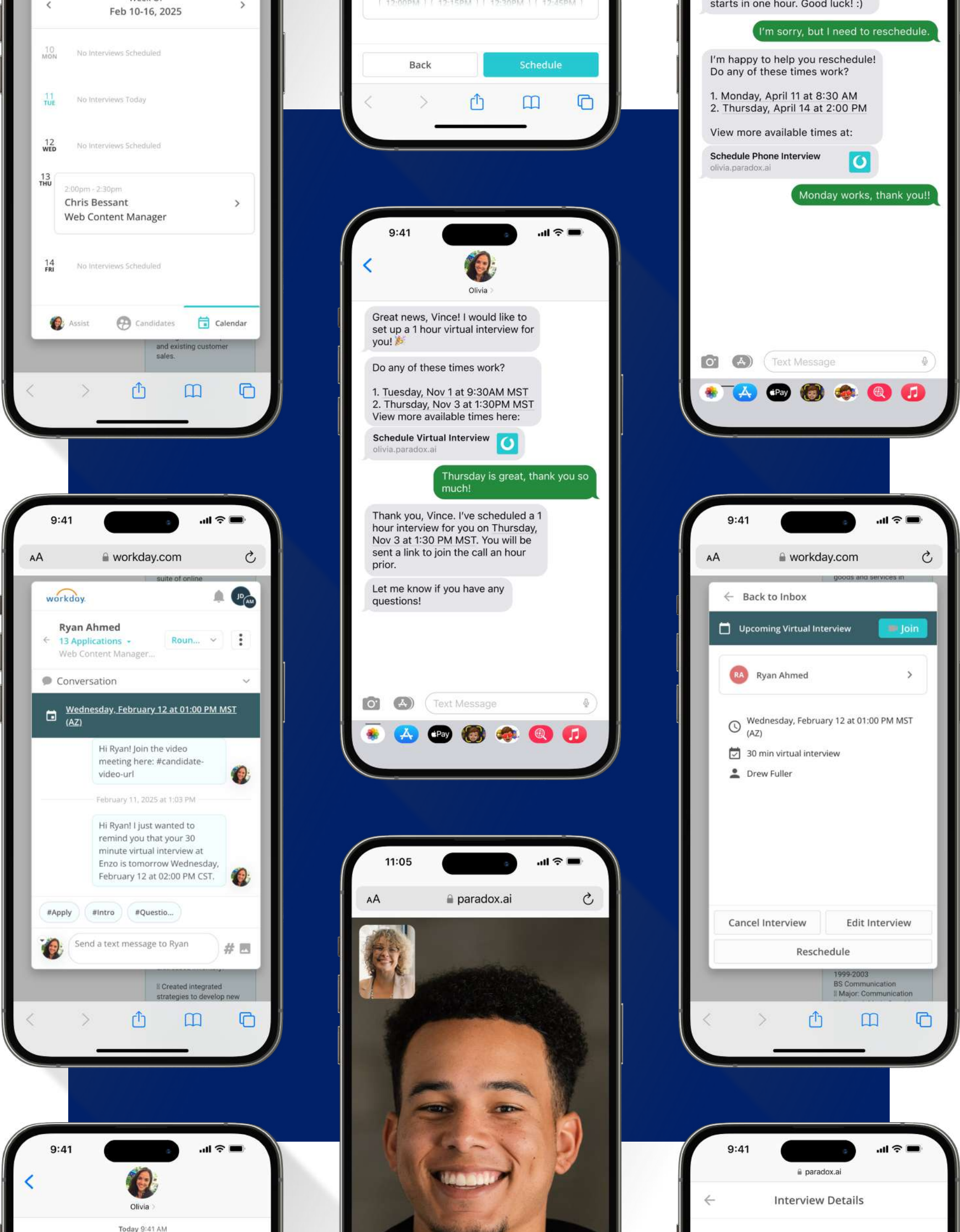
Want to automate screening and scheduling? Use workflows to schedule candidates based on screening requirements without any manual work. And with automated stage routing, candidates are auto-scheduled no matter if they begin an application with an AI assistant or through Workday traditionally.



Need to schedule complex multi-person interviews? Utilize the Paradox browser extension and schedule panel, round-robin, or sequential interview flows without having to leave Workday.

Through robust workflow automation and two-way integrations directly back to Workday, your scheduling process can be revolutionized with conversational AI — just link your calendar, set up the time you’re available for interviews, and let the automation do the work for you. And don’t fear about calendar load balancing, recruiters will automatically be scheduled to their availability.

No more back and forth trying to find a time that works for everyone. No more complicated rescheduling or no-shows. Just results.





“
**Being able to reduce
the amount of
time **scheduling
interviews** has made
a huge impact for
our organization.**

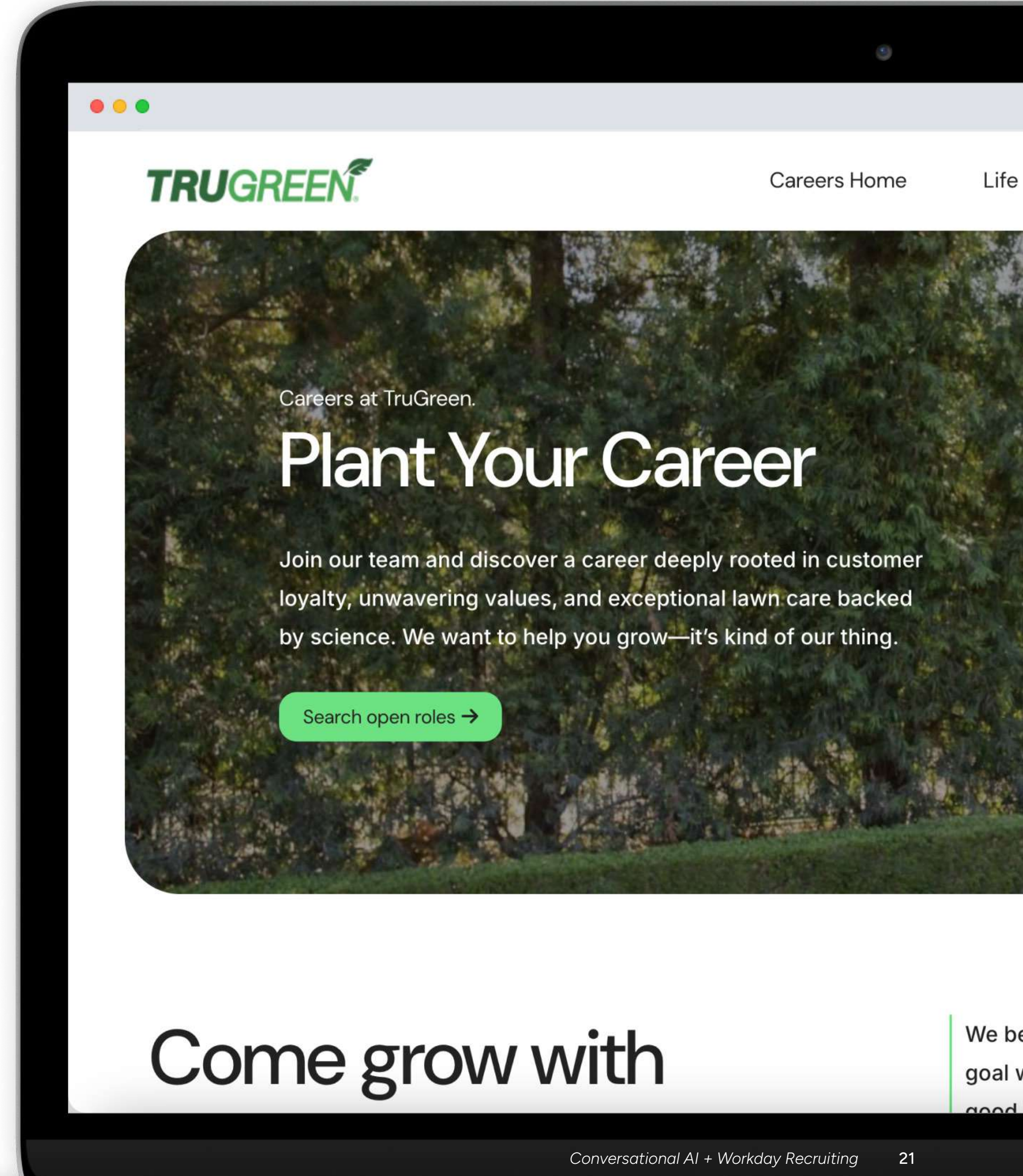
Eileen Kovalsky

Former Head of Global Candidate Experience, GM

Career sites that transform your candidate experience — and your team's workload.

Not all career sites are built equally. Some are overly designed with too many pages and too much information, leading to overwhelming and confusing experiences. Others are the exact opposite: just a job listing and a few photos, which isn't exactly the dream candidate experience either. At Paradox, we believe that traditional career sites have been stuck in the past, but they don't have to stay there. Candidates deserve a career site that works for them — not the other way around.

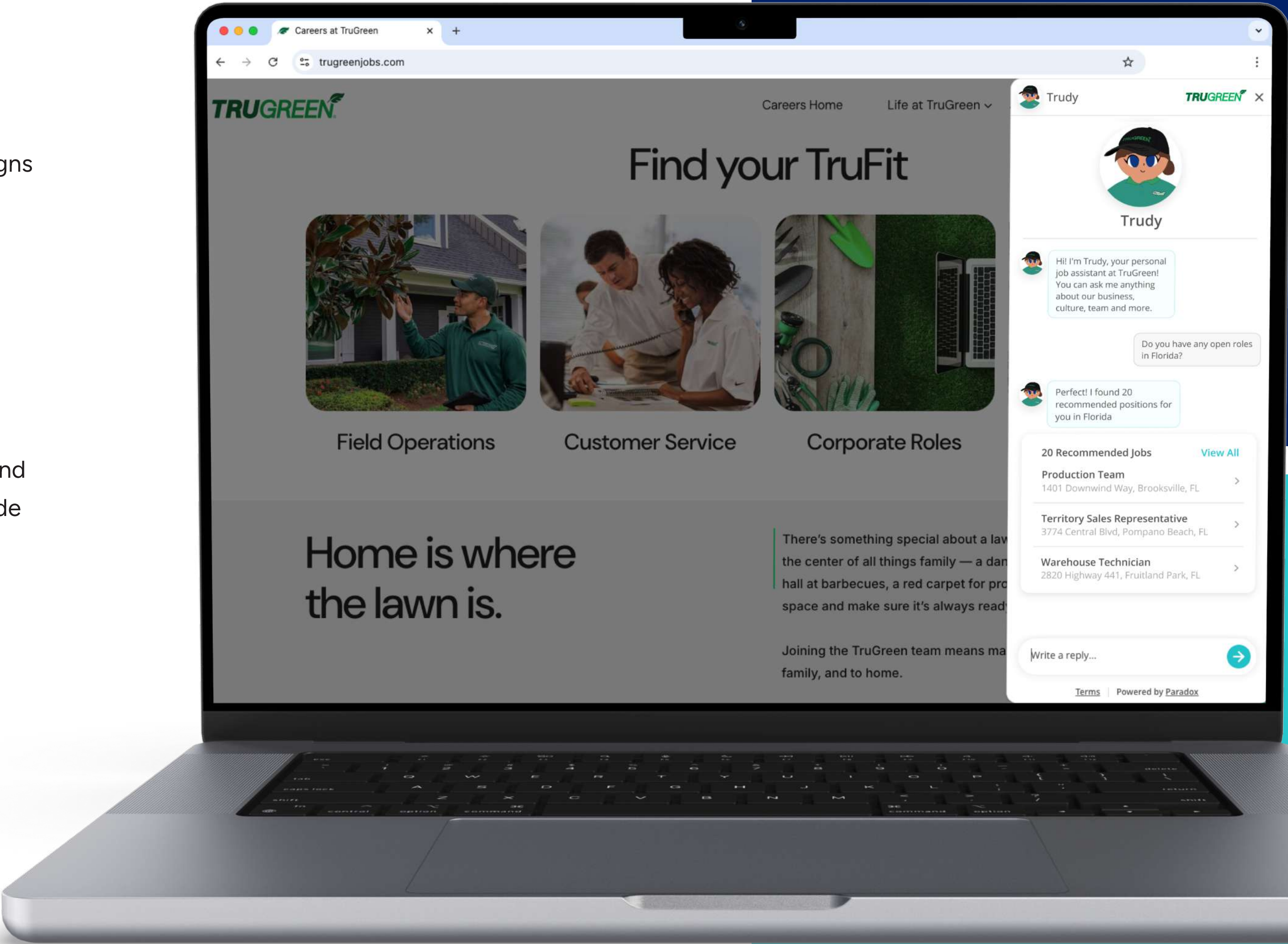
Paradox's Conversational Career Sites provide candidates with a concierge experience that turns your career site into a dynamic content hub. And it's all powered by our AI Assistant that allows you to share your employer brand with videos, documents, links, and more. Through simple integrations, your Workday job feeds are synced automatically for candidates to discover through chat or filtering.



Once a candidate is ready to apply, all they have to do is chat. That's the beauty of Conversational Career Sites: They're not limited to outdated designs or technical constraints.

In a world where talent acquisition is more competitive than ever, your recruiters need to be focused on building candidate relationships, not websites. That's why Paradox has flipped the script on the standard drag-and-drop career site builder. We take the stress of directly managing and updating your career site off your plate and provide you with a white glove service instead.

When it comes to creating your career site, if you can dream it, we can build it.





We no longer fight for **top talent. We capture them in a timely manner and bring them on as team members.**

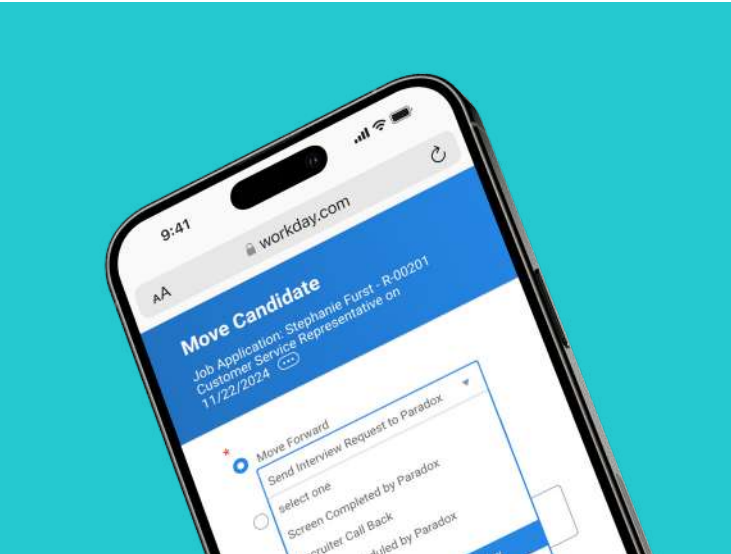
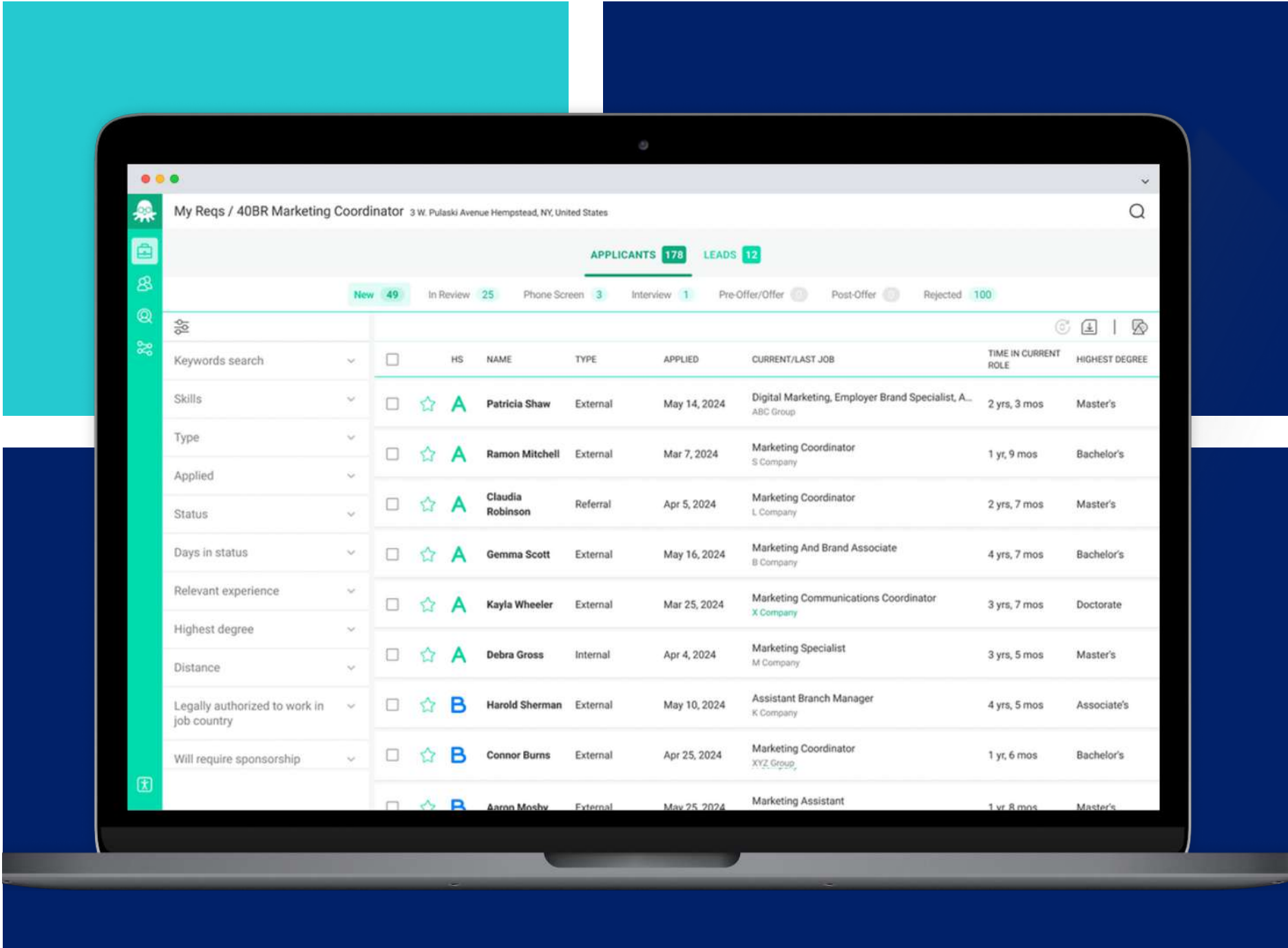
Tyler Jacobsen

Senior Director of TA, Extra Space Storage

3

The triple threat: Workday, HiredScore, and Paradox

Good things come in threes: How integrating Workday, HiredScore, and Paradox together creates an ideal hiring process.





Workday, HiredScore and Paradox are *the* best-in-class solutions in the marketplace today. But before we review how these systems work together, let's first cover HiredScore and review why they're making waves in the industry.

HiredScore is an AI-powered talent orchestration tool, used to rank, score, and streamline talent



rediscovery. The platform became a favorite solution for Workday clients because of how it allows recruiters to prioritize top talent and spend less time focusing on cold outreach.

Through an intelligent candidate ranking and sorting algorithm, HiredScore optimizes hiring teams' resources, streamlines their hiring efforts, and



maximizes their efficiency to ultimately save them (and their candidates) time.

Here's how Workday, Hiredscore, and Paradox integrate together to create more engaging candidate experiences, reduce administrative work for hiring teams, and help organizations make more informed hiring decisions.



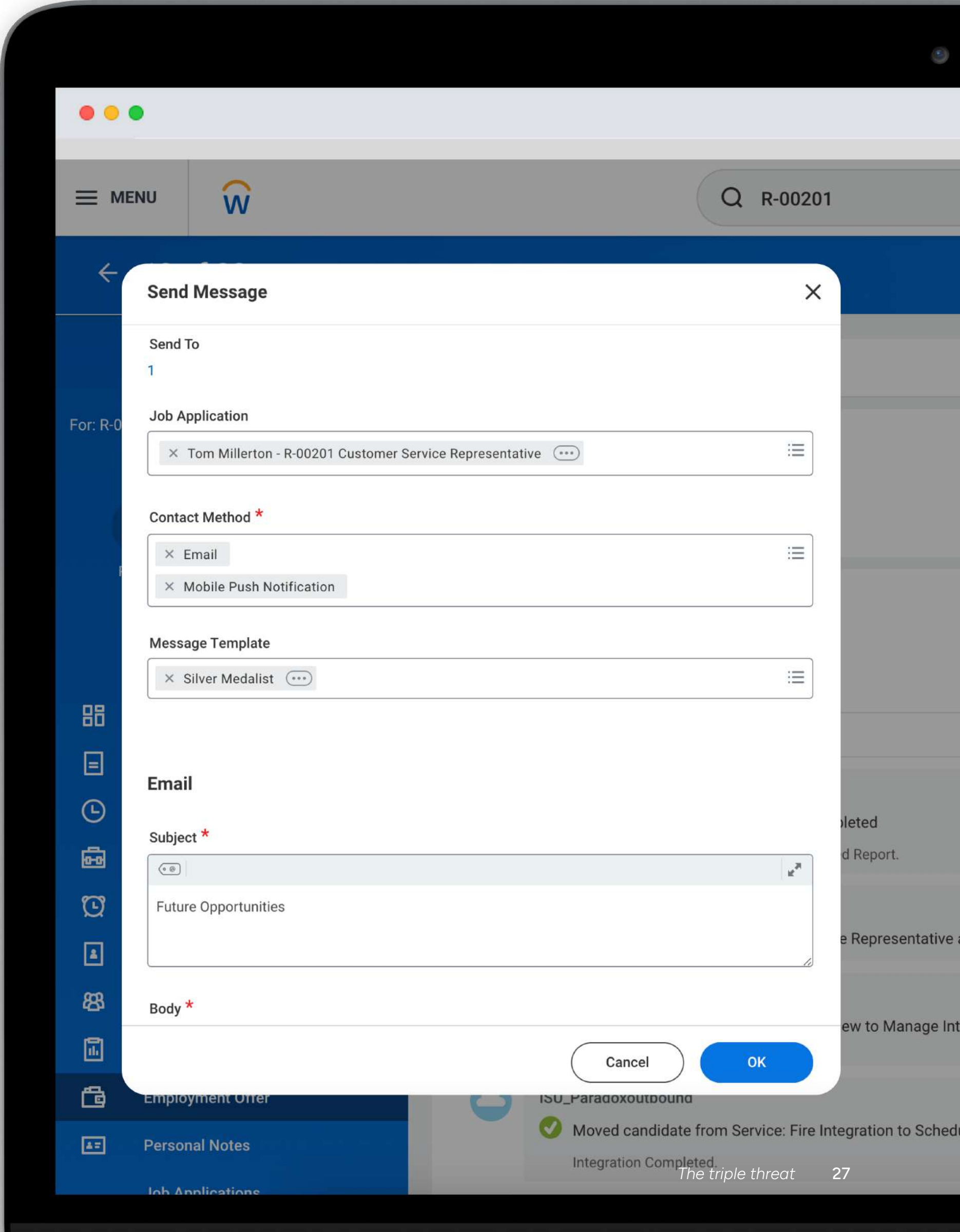
Conversational Job Search and Apply.

Once a job is posted in Workday Recruiting, the hiring process is set in motion.

Paradox's AI Assistant takes the lead, engaging candidates through dynamic conversations on your career site or via text, making it effortless for them to find and apply for opportunities. By replacing traditional lengthy applications with quick conversational screening, AI assistants collect only the most relevant information, creating an easy, engaging experience that helps candidates take the next step.

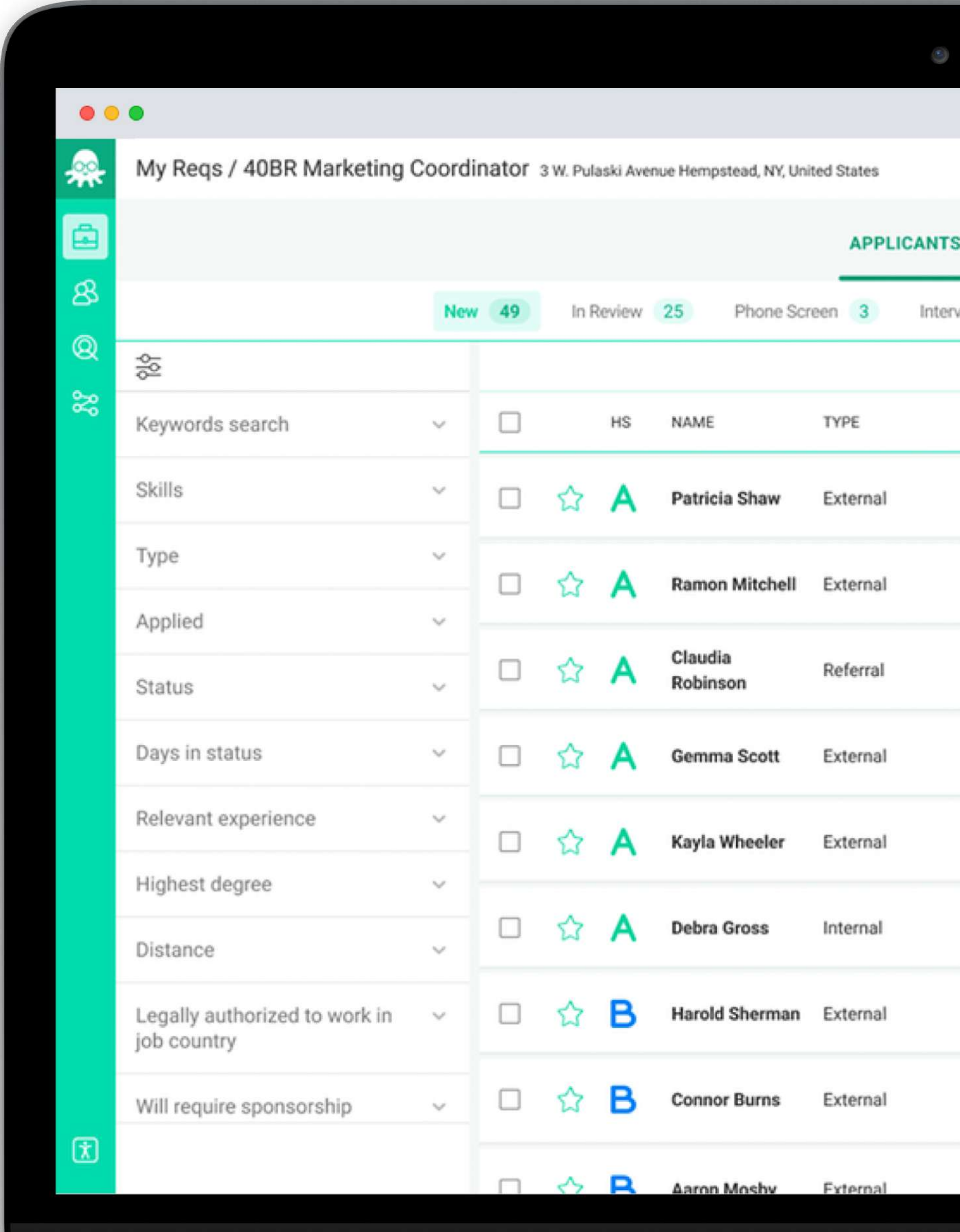
Proactive talent engagement in Workday.

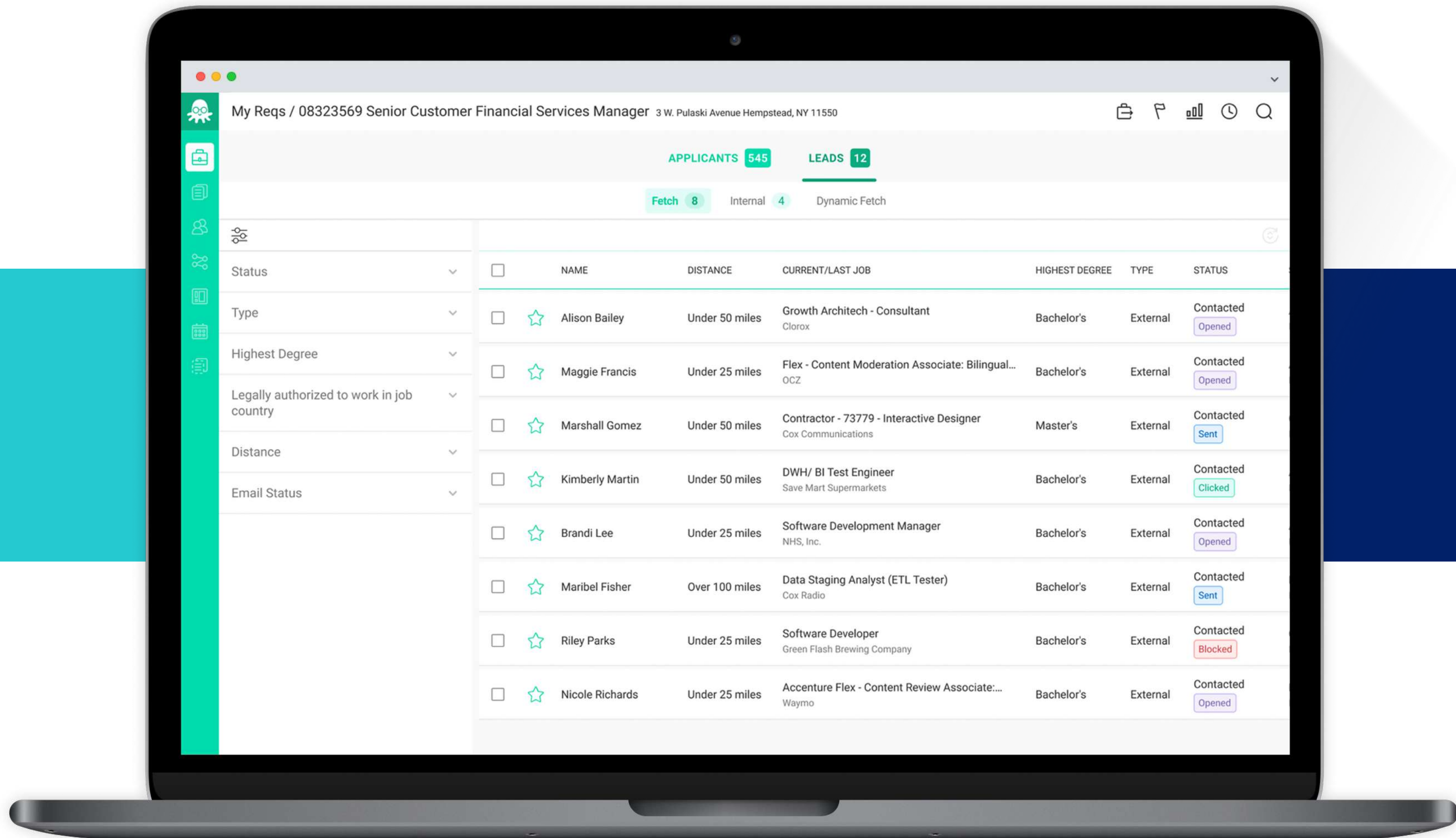
While Paradox’s AI assistants engage new candidates, Workday Candidate Engagement extends Workday Recruiting by nurturing existing candidates. With easy-to-use tools, recruiters can create and schedule targeted email campaigns that reach passive candidates with opportunities. Dynamic talent pools ensure that prospects are automatically added based on their engagement, helping teams build high-quality pipelines without administrative overhead. The platform’s built-in analytics provide insights into campaign performance, enabling recruiters to optimize their outreach strategies and engage top talent efficiently.



AI-powered candidate ranking and sorting.

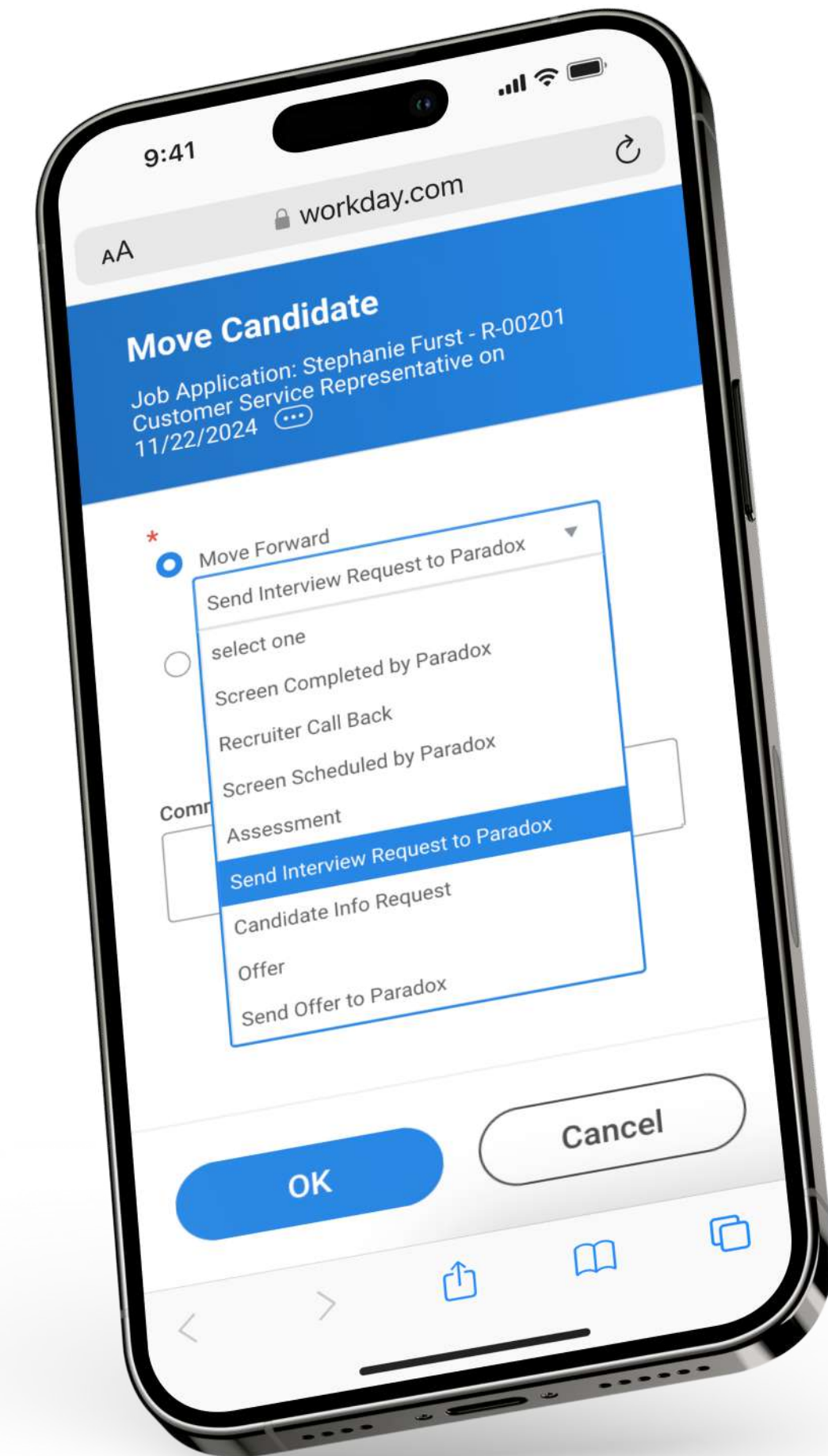
Once candidates are screened by an AI assistant and re-engaged from Workday Candidate Engagement, HiredScore provides actionable insights by analyzing and ranking candidates based on their qualifications, experience, and job-specific criteria. Using responsible AI and deep integrations, recruiters receive prioritized candidate lists that help them focus on the most qualified individuals. Beyond traditional sourcing, HiredScore redistributes existing talent by identifying past applicants and internal employees who are qualified and likely to apply.





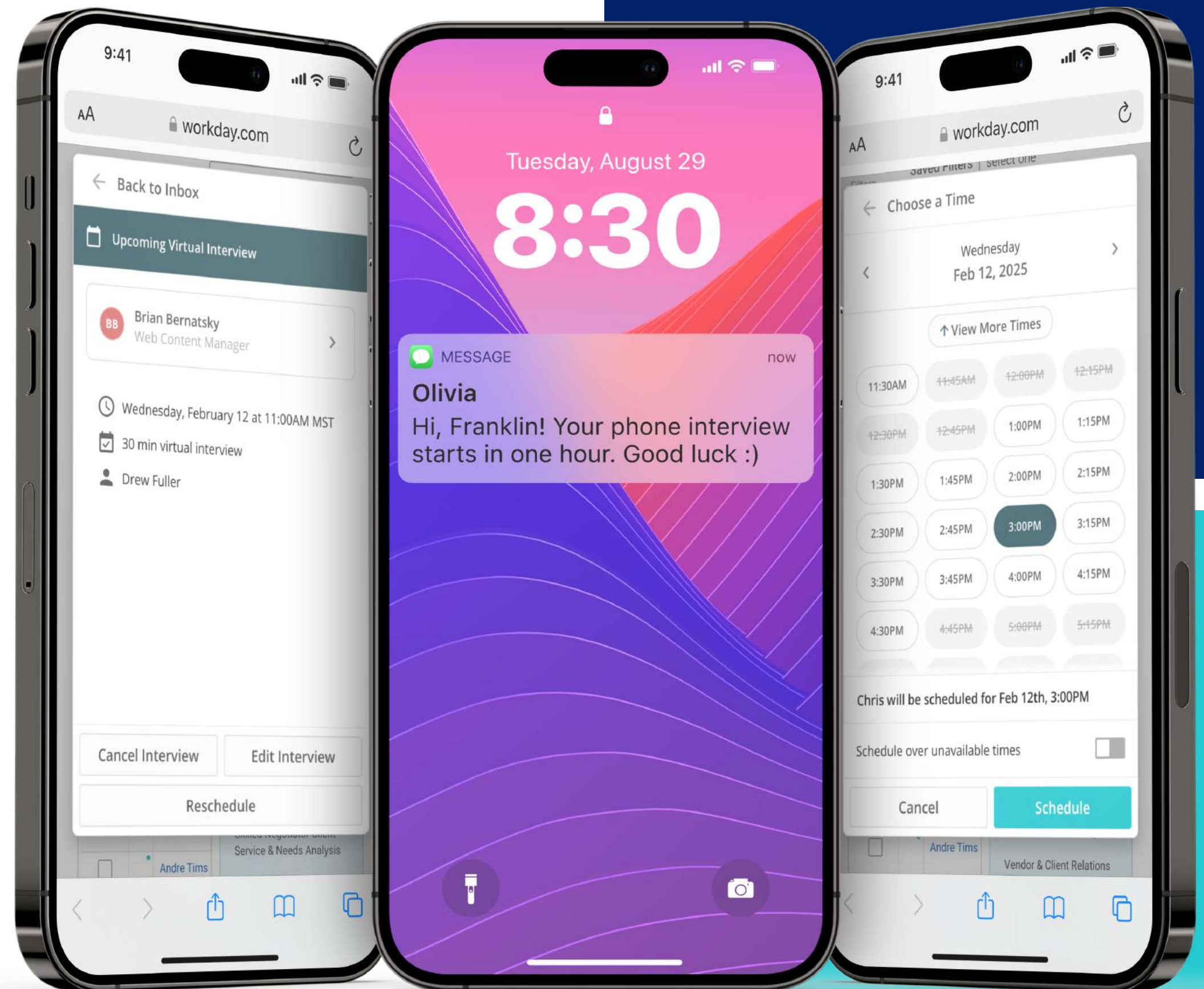
Recruiter review and selection.

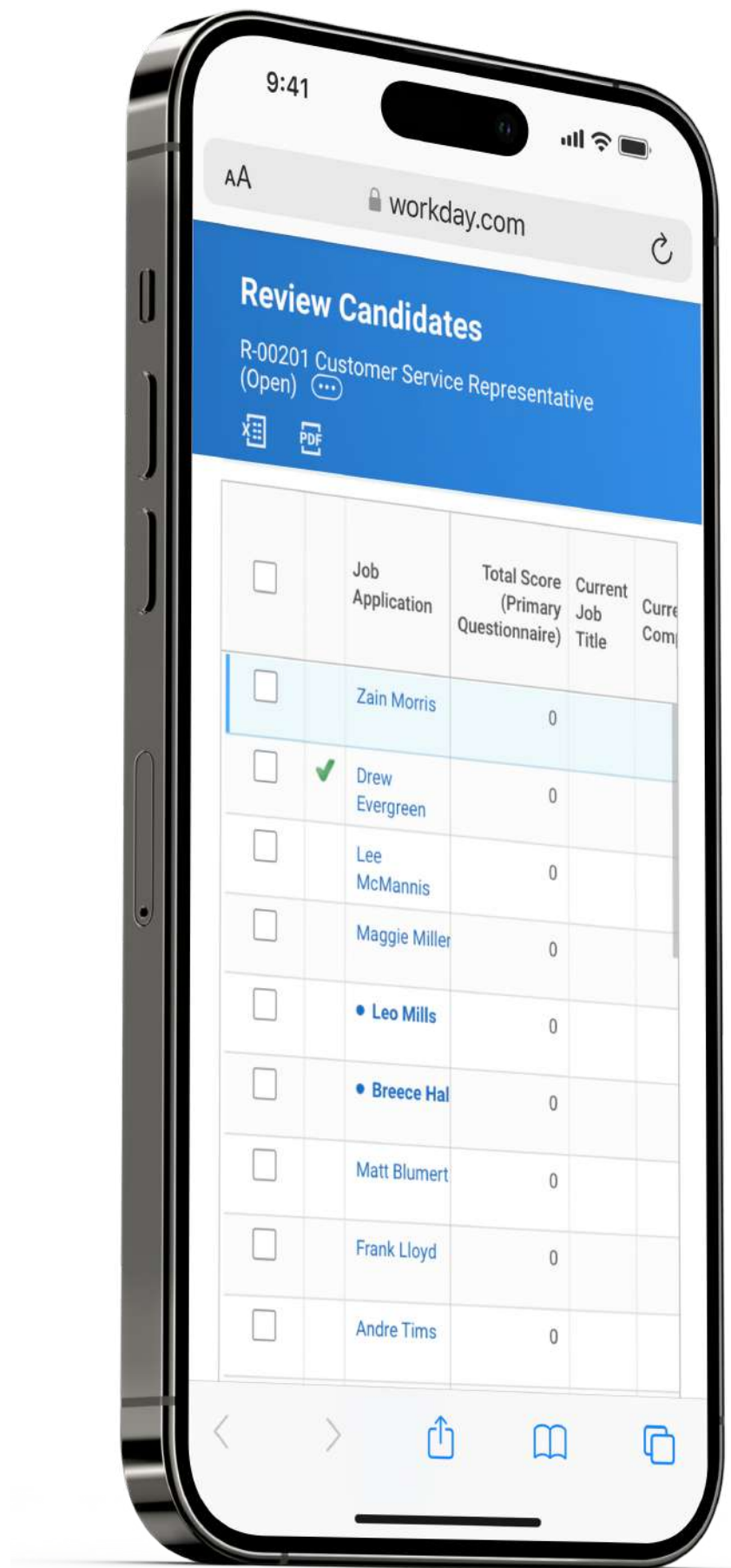
At this stage, recruiters step back into the process. Up until now, their work has been automated: The seamless interactions of Paradox, Workday Candidate Engagement, and HiredScore have handled the heavy lifting. Now, recruiters can review the top candidates identified by HiredScore and advance them to the next step in the process with a simple status update in Workday Recruiting.



Conversational Scheduling.

As candidates progress in the hiring process, AI assistants step back in to automate interview scheduling. By directly syncing with recruiters' and hiring managers' calendars, Paradox sends candidates available interview times via SMS, WhatsApp, chat, or email. Your assistant also manages rescheduling requests and sends timely reminders to minimize no-show rates.





Workday Recruiting is the foundation for the future of hiring.

This integration helps teams focus on what matters: finding the right people. Together, Workday, HiredScore, and Paradox create a highly efficient and automated hiring experience.

From job posting to candidate engagement, ranking, and interview

scheduling, every step happens seamlessly within Workday Recruiting. Paradox's AI assistants and HiredScore enable recruiters to stay focused on making the best hiring decisions without juggling multiple platforms. By leveraging AI-driven insights, proactive engagement, and intelligent

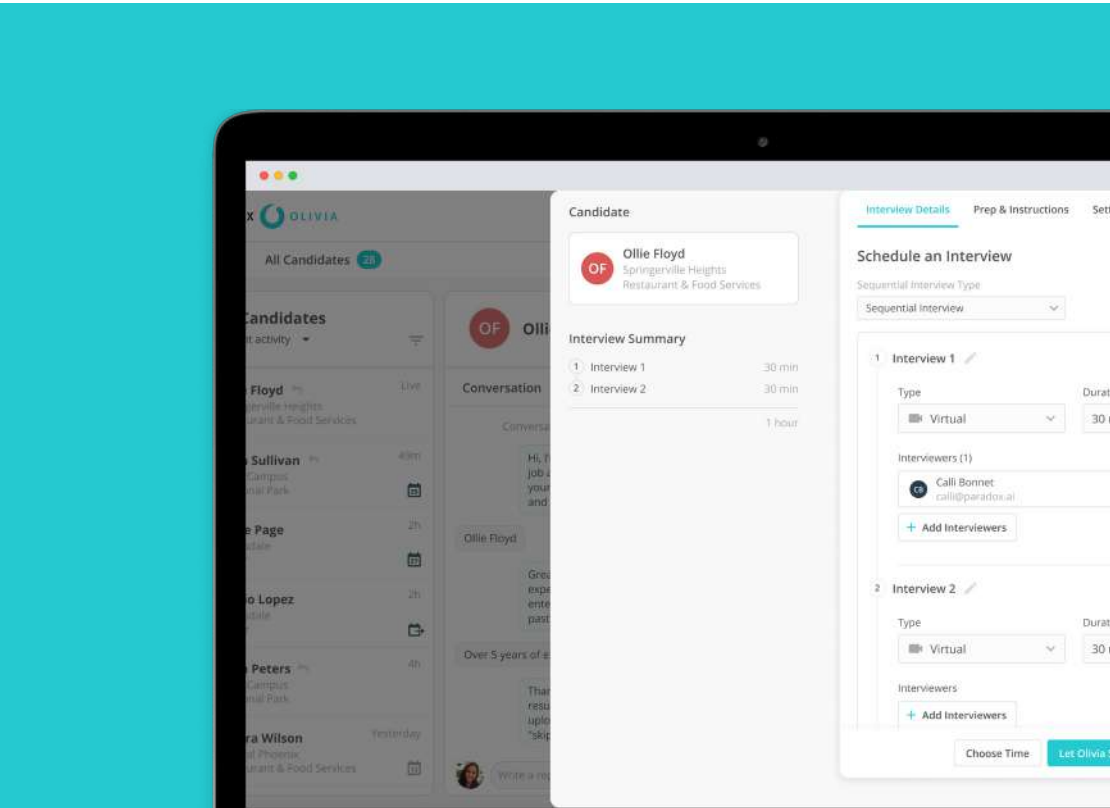
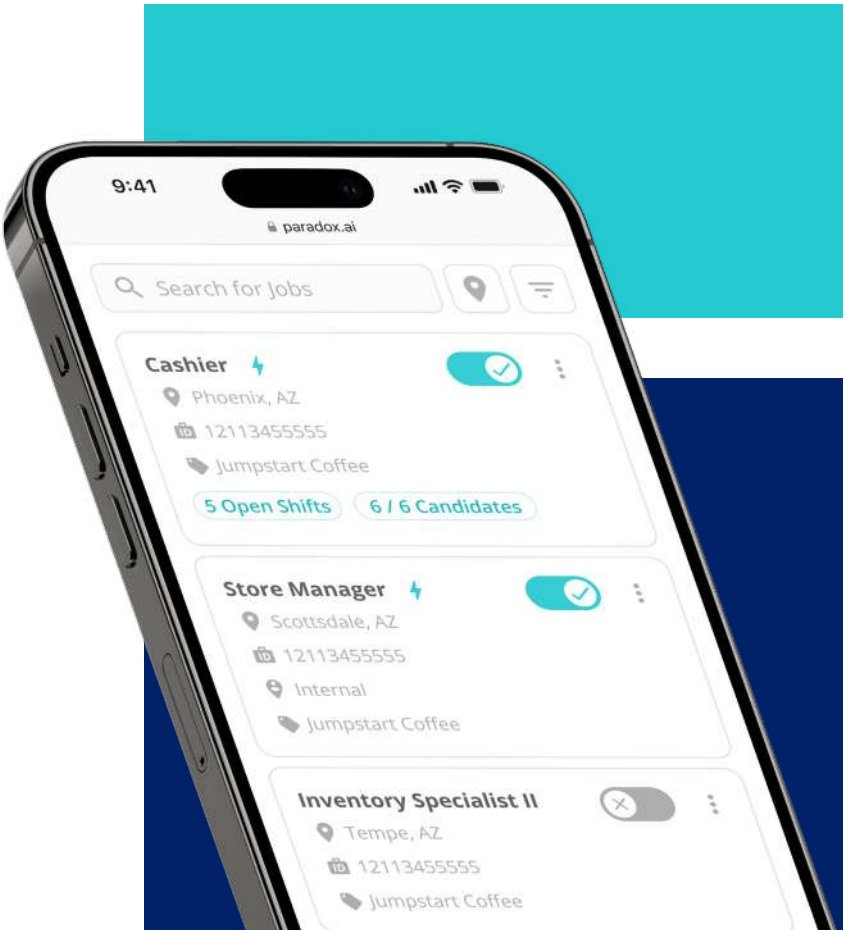
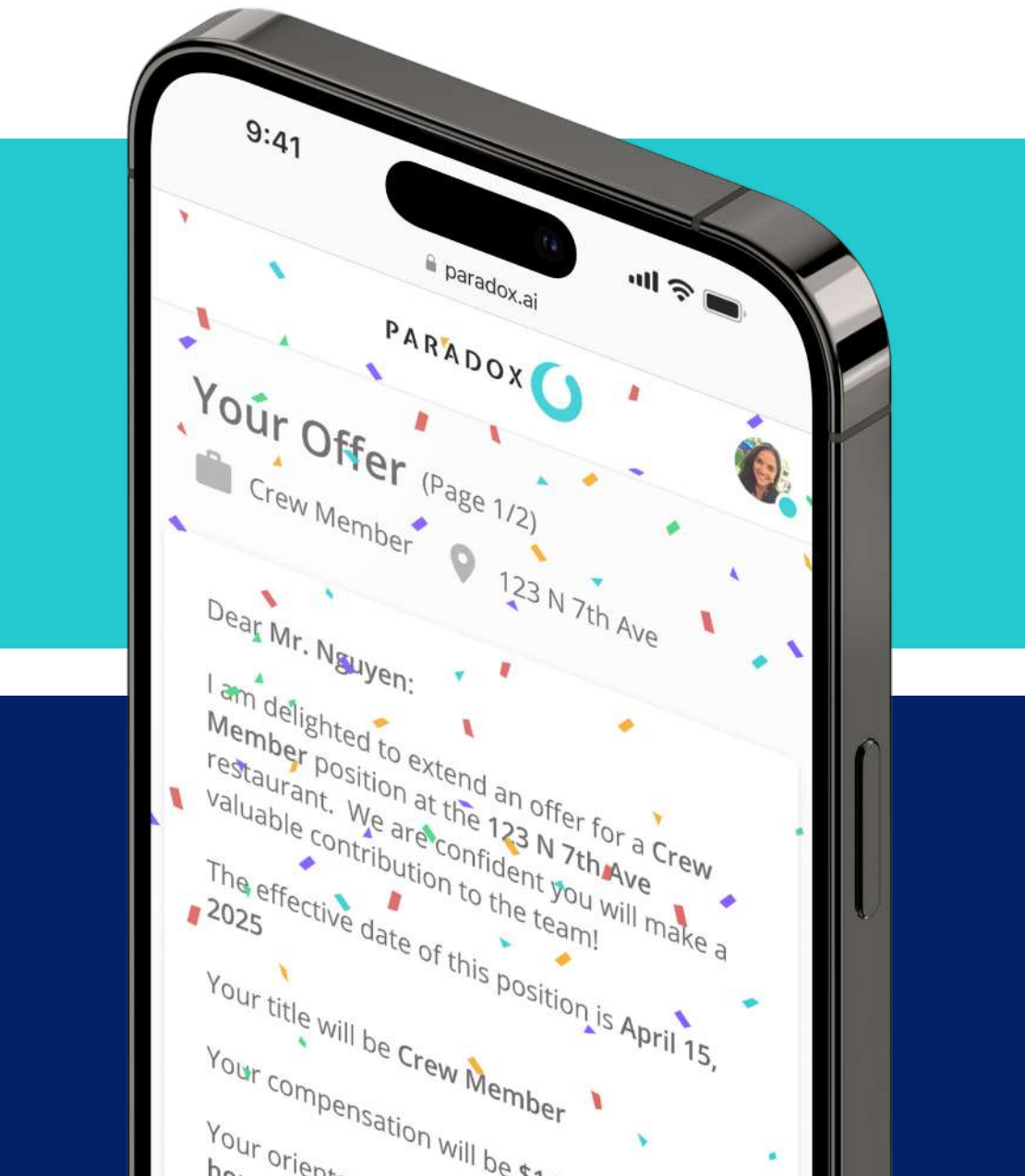
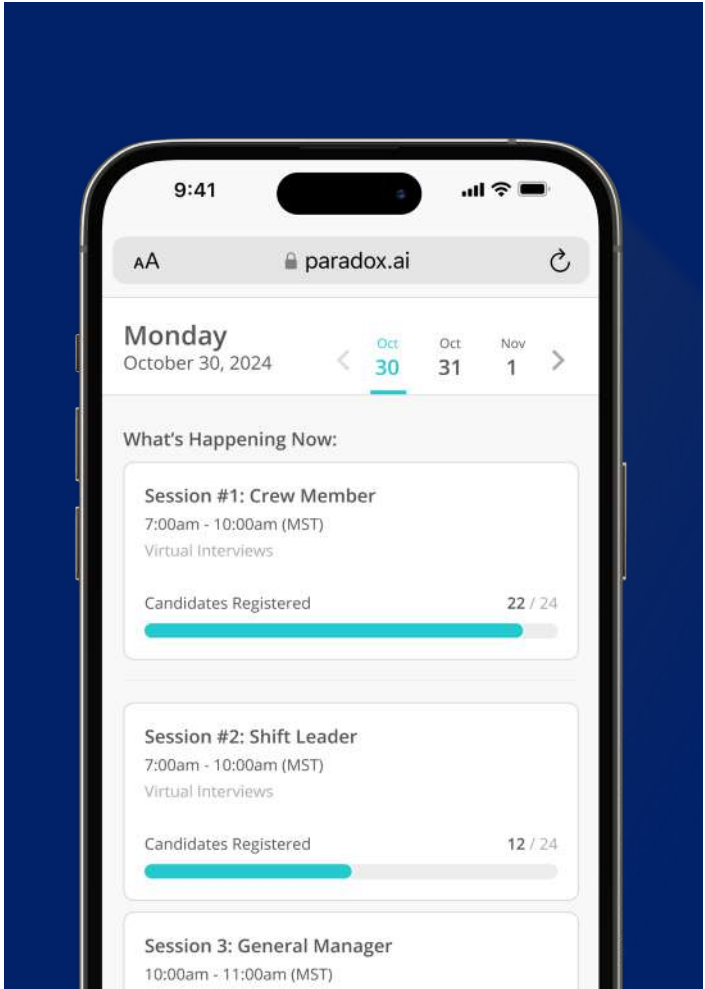
automation, organizations can unlock a faster, smarter, and more engaging hiring process.

Say goodbye to manual tasks and hello to a recruitment experience designed to attract, assess, and hire the best talent with ease.

4

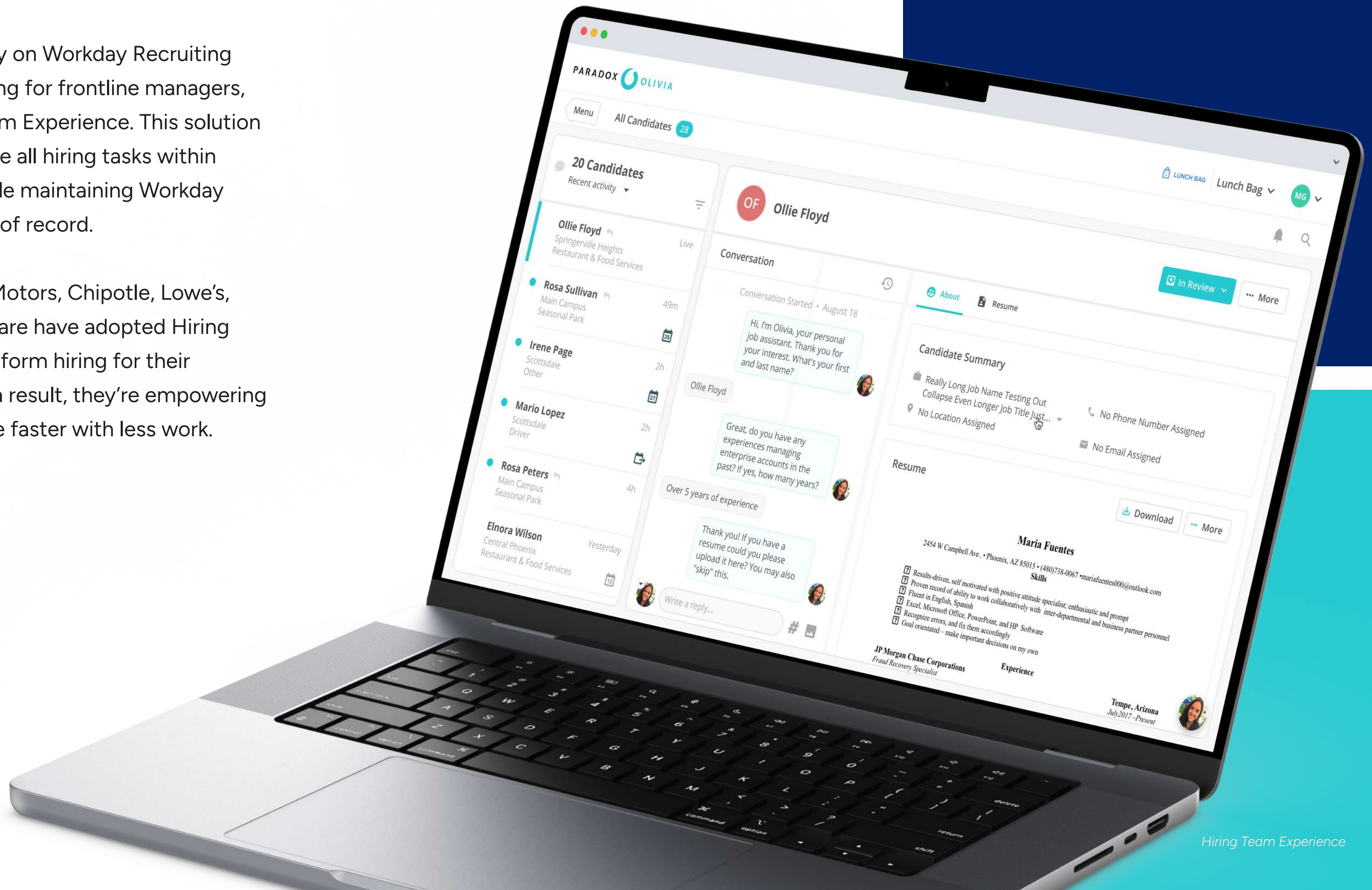
Empower frontline teams with Hiring Team Experience.

Provide frontline managers with a simplified, automated, and mobile-first interface while taking advantage of the power of Workday Recruiting.



For organizations that rely on Workday Recruiting but want to augment hiring for frontline managers, Paradox offers Hiring Team Experience. This solution allows managers to handle all hiring tasks within the Paradox platform while maintaining Workday Recruiting as the system of record.

Companies like General Motors, Chipotle, Lowe's, 7-Eleven, and Ace Hardware have adopted Hiring Team Experience to transform hiring for their decentralized teams. As a result, they're empowering frontline managers to hire faster with less work.

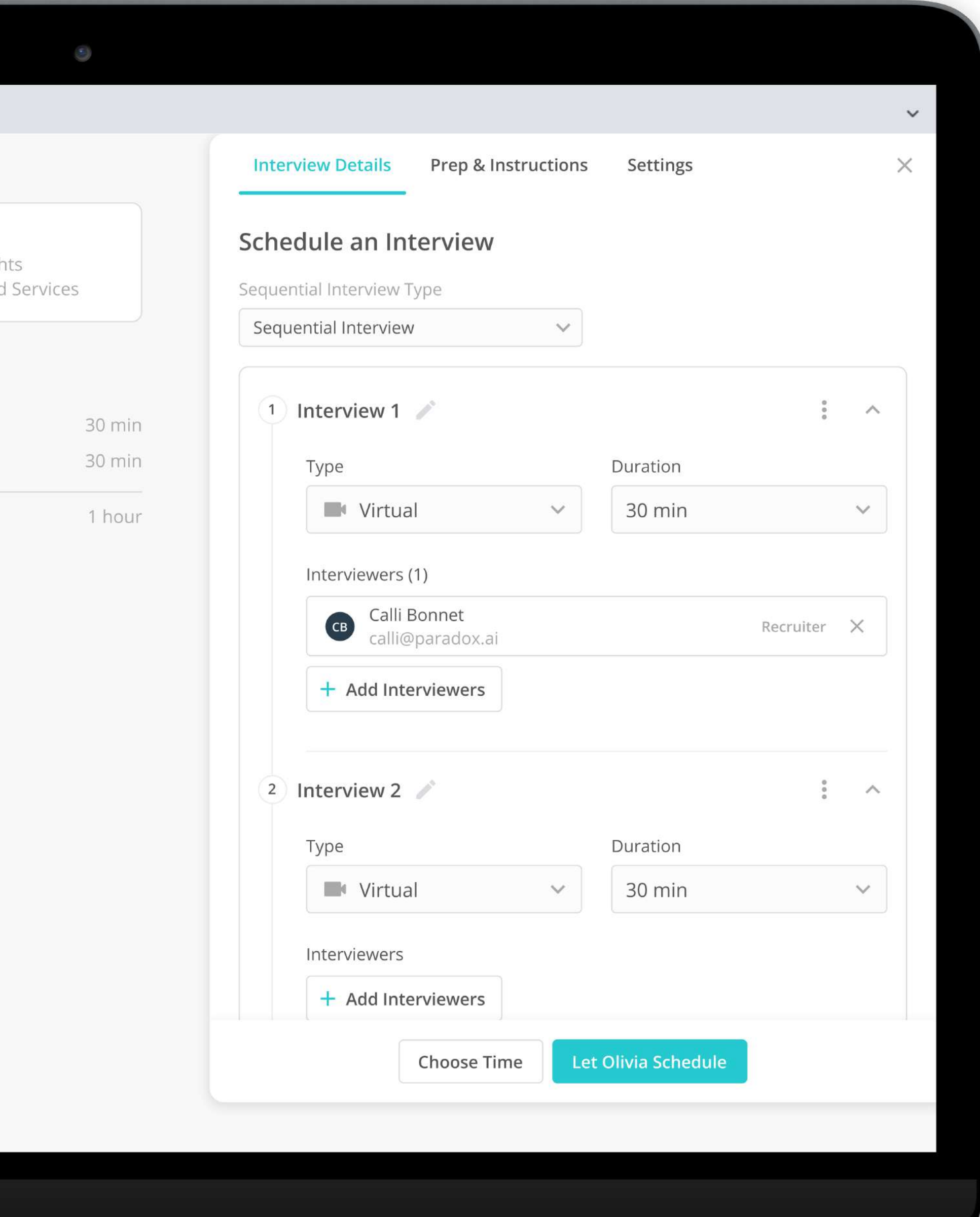




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**Paradox is the first
solution that really
knew how to do high
volume recruitment;
it's been a game
changer for us.**

Rachel Allen

Senior Director of TA, 7-Eleven

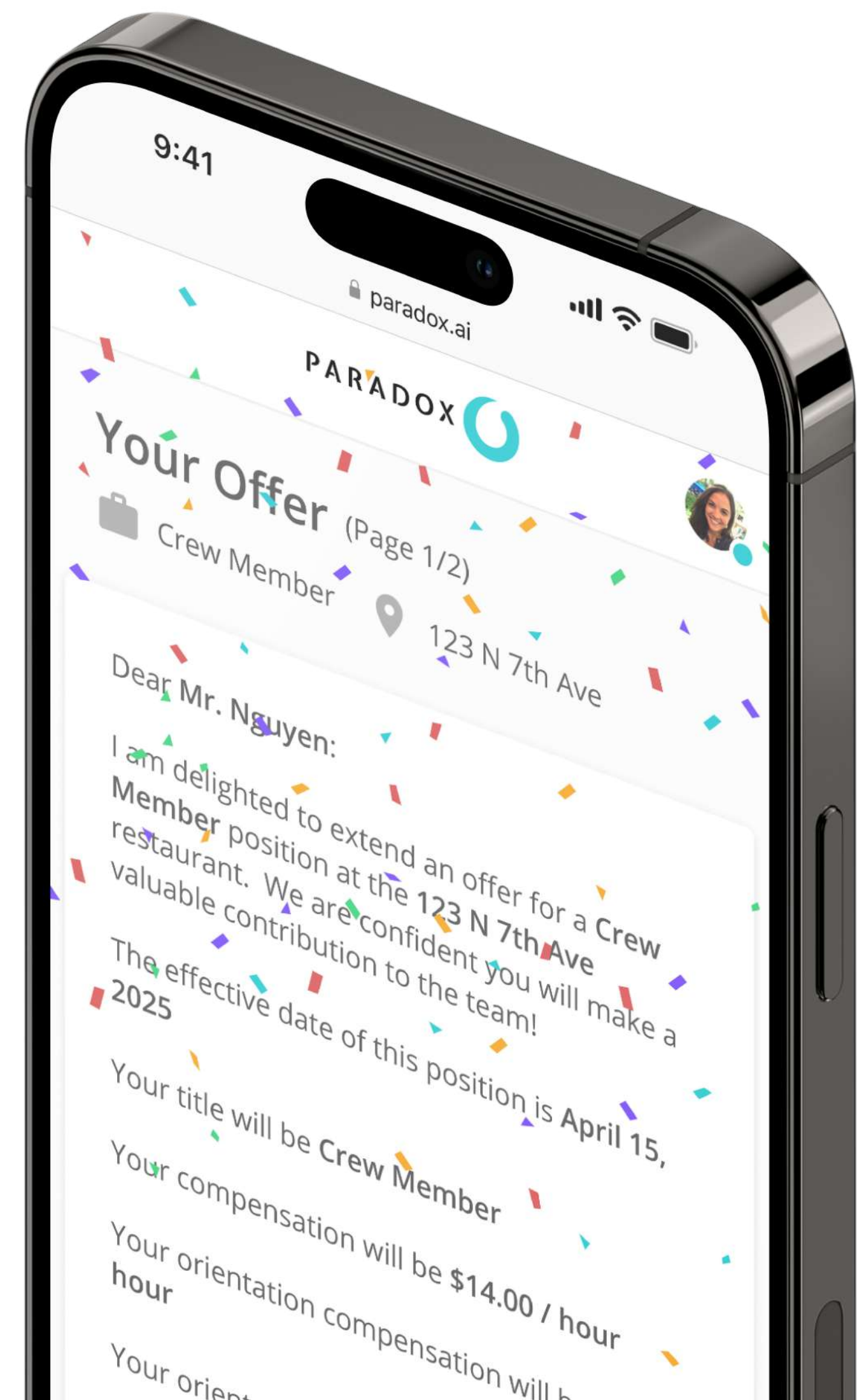


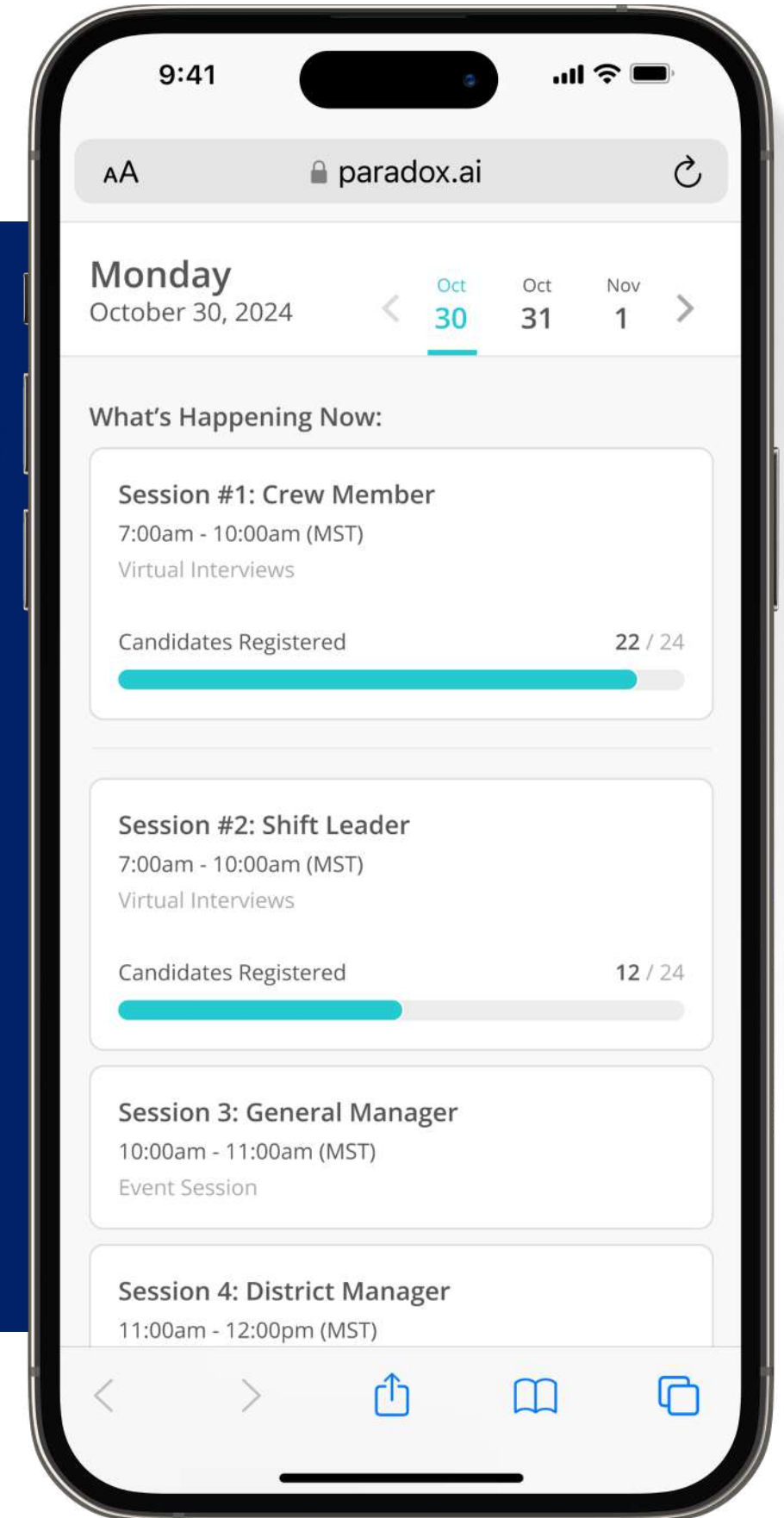
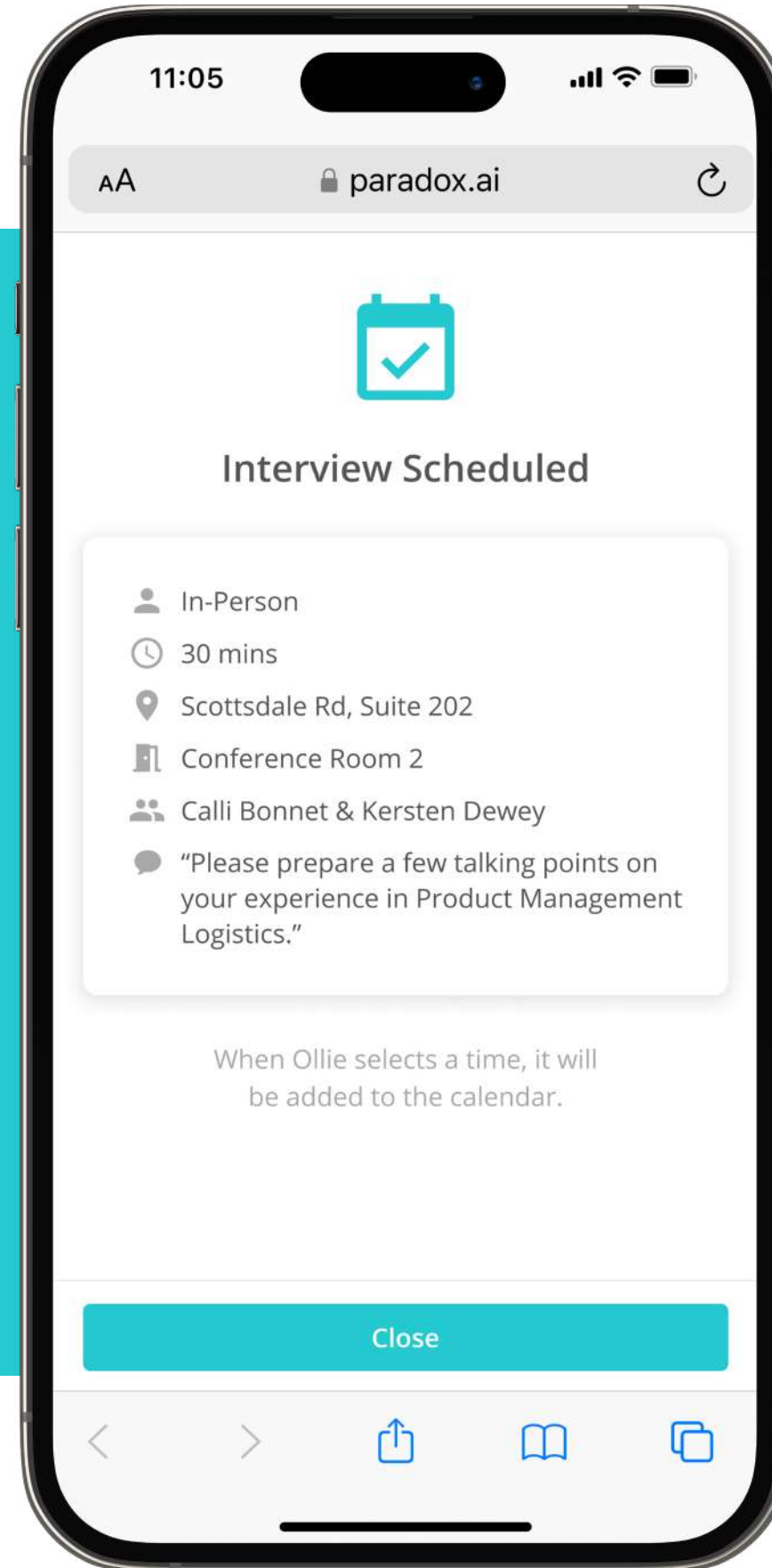
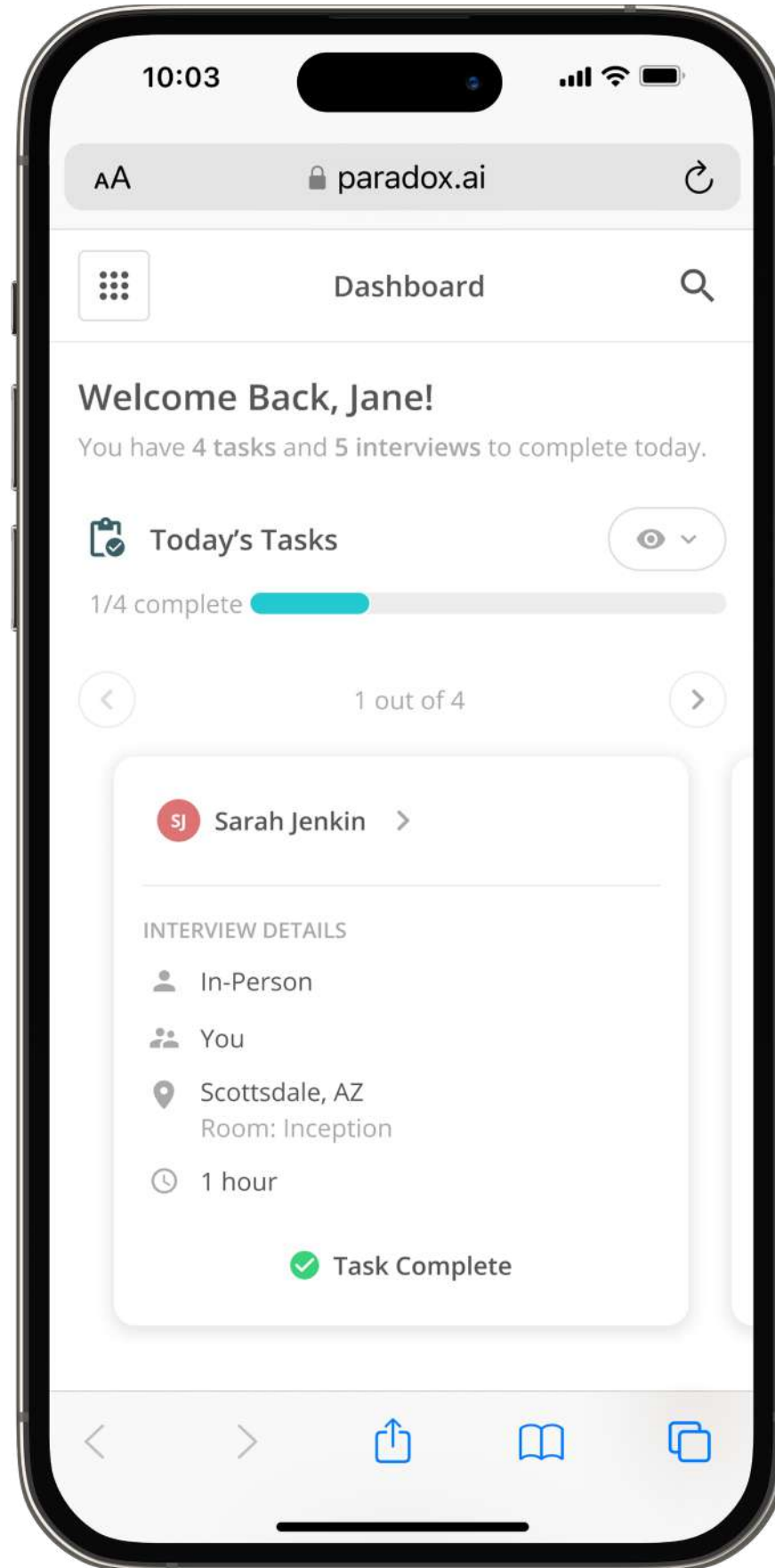
A simple interface, built for frontline managers.

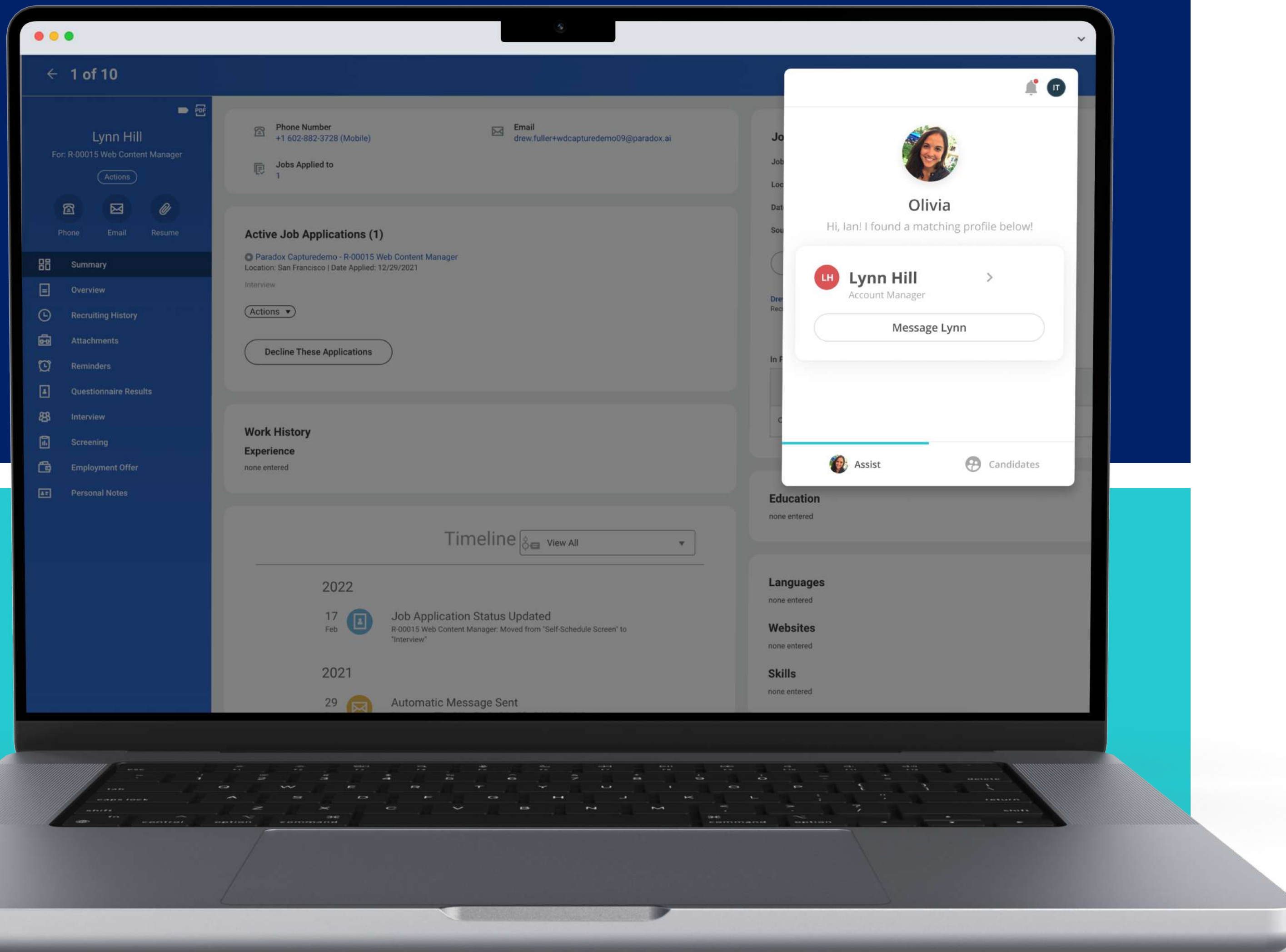
Frontline managers can complete all essential hiring activities directly in Paradox: scheduling interviews, opening job requisitions, reviewing candidate profiles, sending offer letters, and managing onboarding tasks. Throughout this process, Workday remains synchronized, ensuring that all data is updated and accurately maintained in Workday Recruiting. This integration allows organizations to leverage the user-friendly features of Paradox while preserving the centralized data structure of Workday, helping them hire faster with less work.

Paradox's Hiring Team Experience was designed for the needs of decentralized hiring and high-volume hiring managers.

Designed with usability in mind, the experience is simple, ensuring that managers can make quick hiring decisions without the need to sit down in front of a computer. The interface is mobile-first, allowing managers to complete hiring tasks like reviewing applications, scheduling interviews, and extending job offers from any device.







Frontline hiring managers have a lot on their plates and often cannot dedicate time to extensive training or onboarding to learn the complexity of enterprise-level applicant tracking systems. Hiring Team Experience is straightforward and enables managers to learn the platform with minimal onboarding and training.



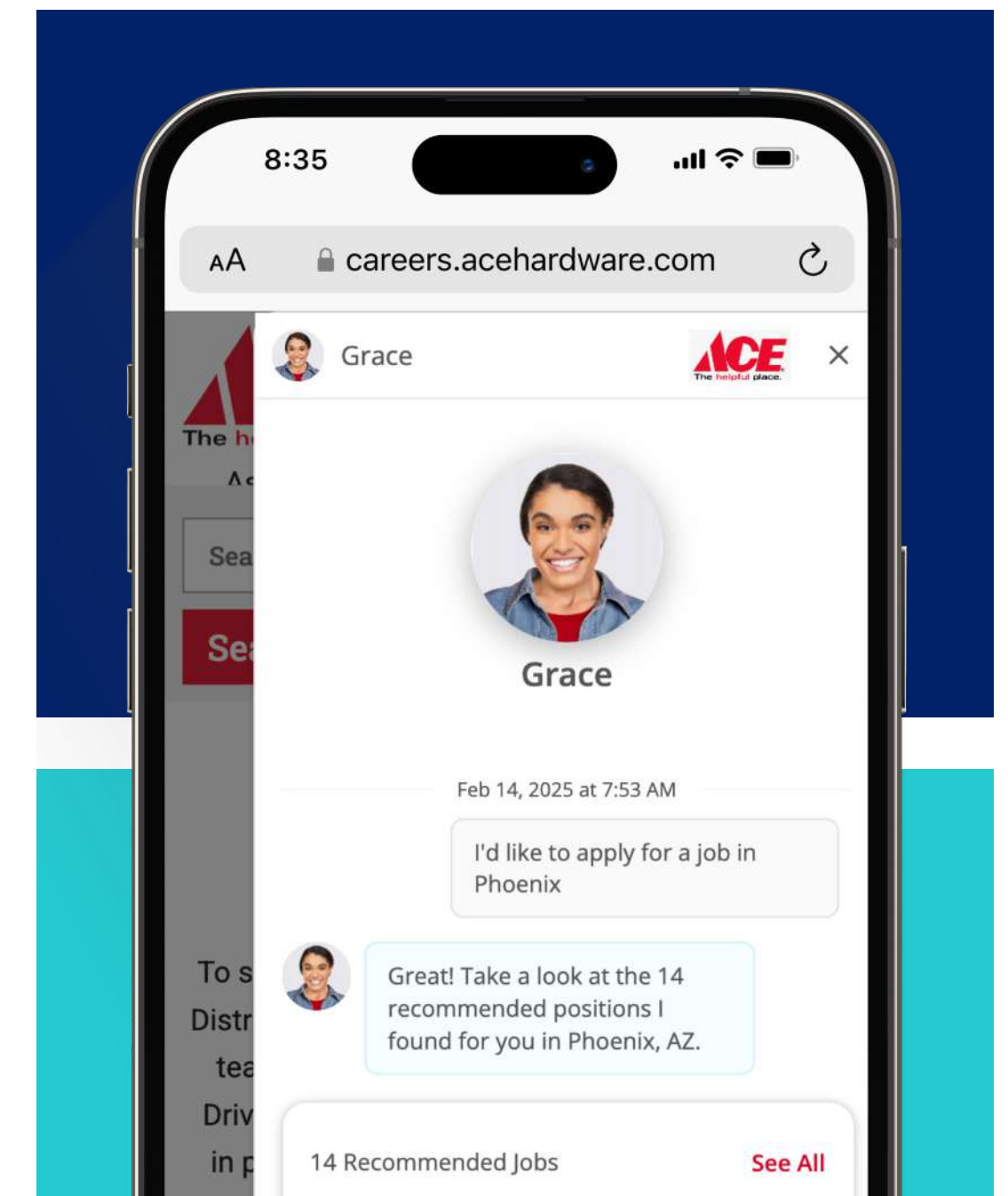
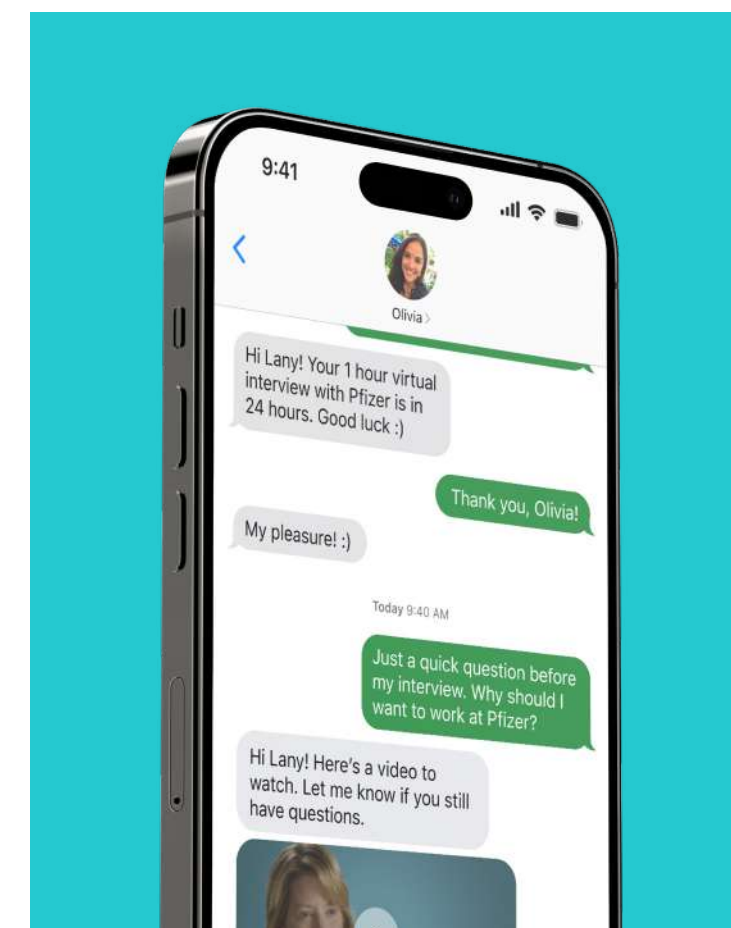
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**We are ensuring
that our general
managers are doing
what they were hired
to do: deliver a great
restaurant experience.**

Chad Hewitt
Senior Product Manager, Chipotle

5

How Workday clients achieve success with Paradox.

Paradox and Workday have 200+ mutual clients. Here are a few of our favorite success stories, from some of the world's largest (and most recognizable) employers.





[Get the full story >](#)

Achieving ROI in two months with automated interview scheduling.

General Motors receives nearly 2,000,000 applications every year, which basically makes them the perfect Workday Recruiting use case.

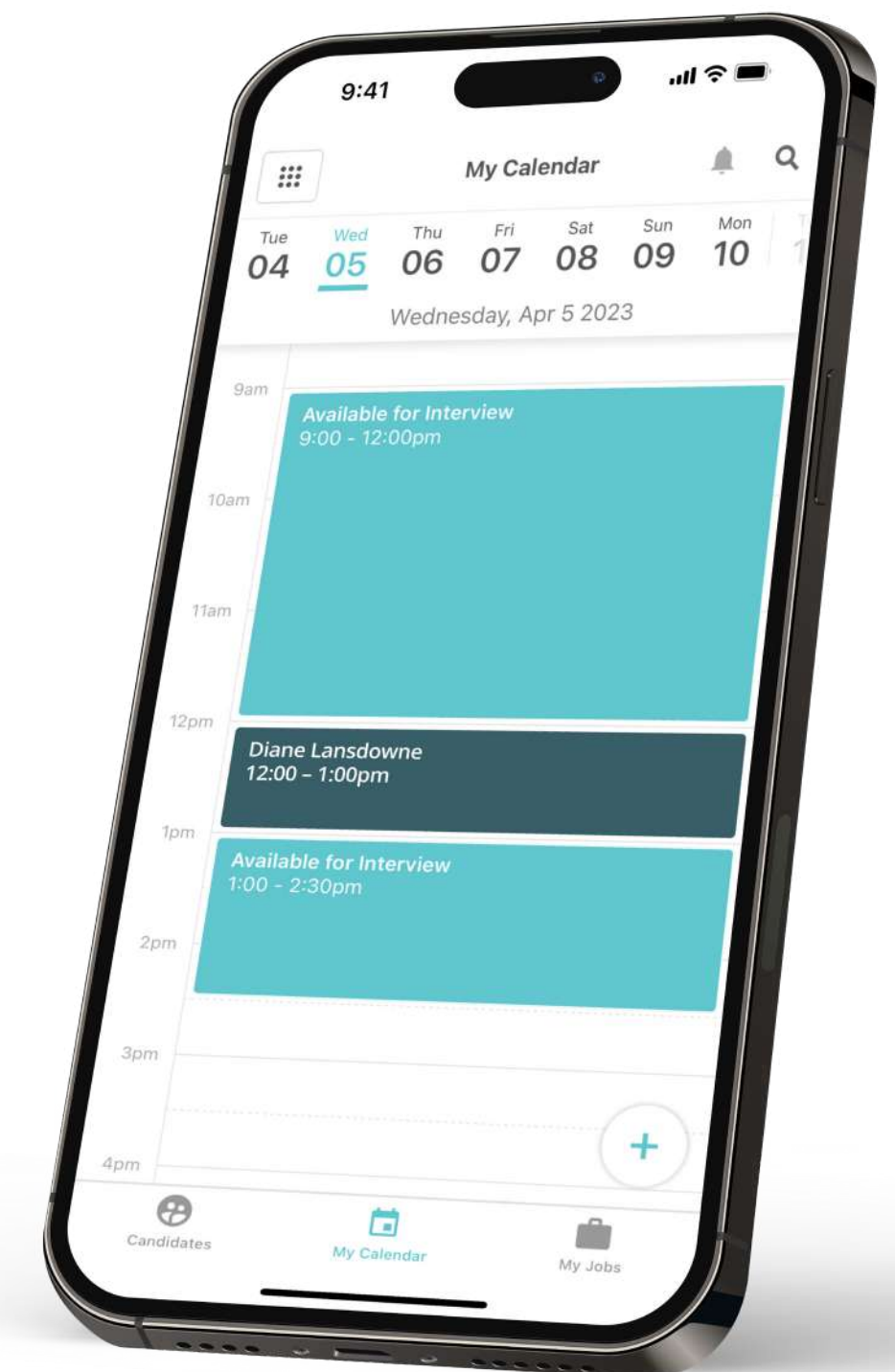
They need the best system of record to stay on top of that insane volume of candidates. The next step —

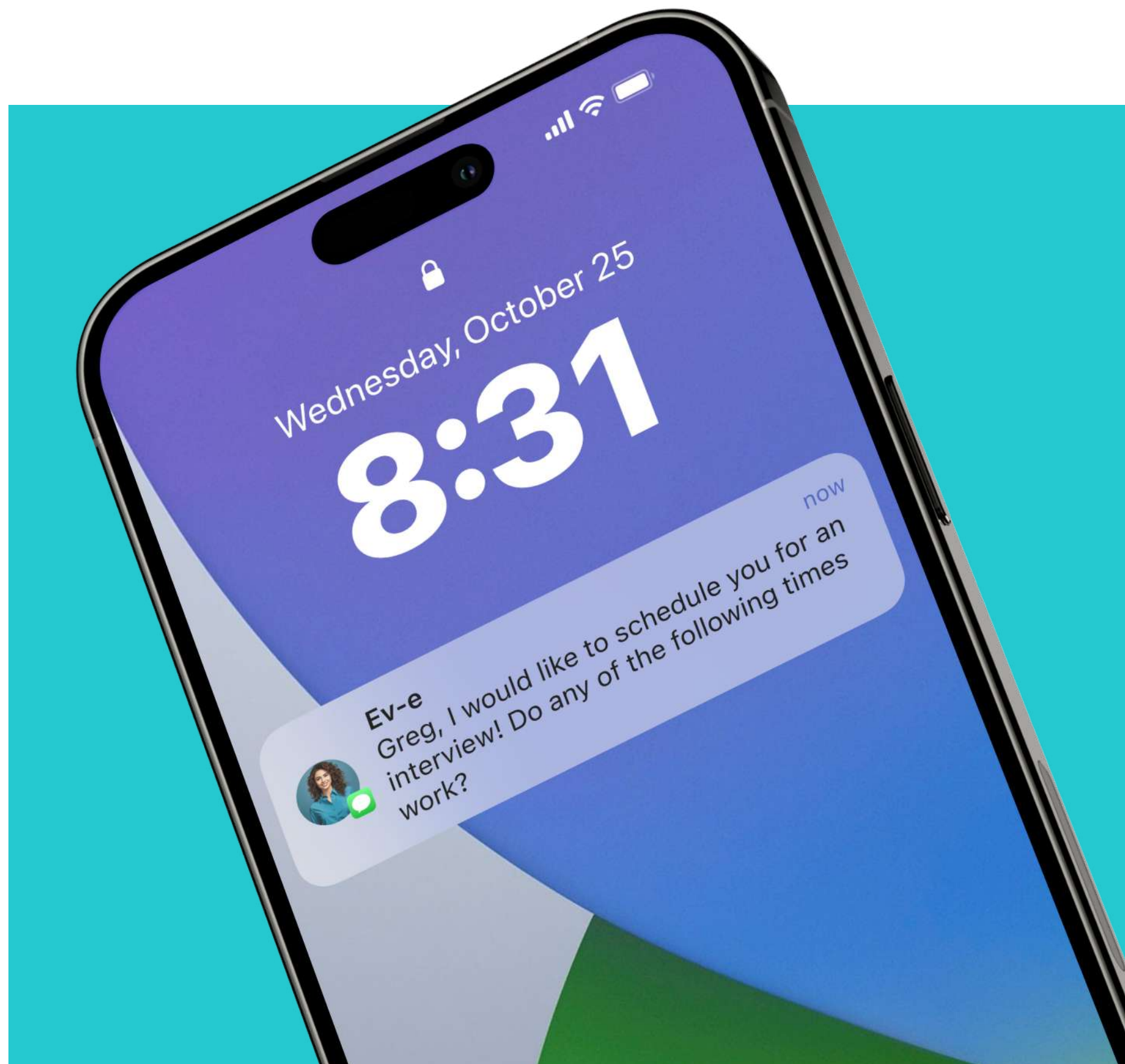
actually talking to those candidates — is where GM wanted to improve.

In 2021, it was taking the manufacturing giant five days just to schedule interviews, despite the efforts of 50+ recruitment coordinators. For a company trying to

change the future of transportation, that timeline was too slow. To fix their processes, GM started with what was working, their Workday ATS, and automated the bottlenecks surrounding it.

Namely: interview scheduling.





That automation came in the form of integrating Paradox's Conversational Scheduling with Workday Recruiting. Today, GM uses conversational AI through Paradox to automatically text qualified candidates open interview times based on

\$2,000,000
saved annually.

recruiter availability. With this combined tech stack, GM is able to record, funnel, and convert their 2 million yearly applications into 50,000 annual interviews, while bringing time-to-schedule down from 5 days to 29 minutes.

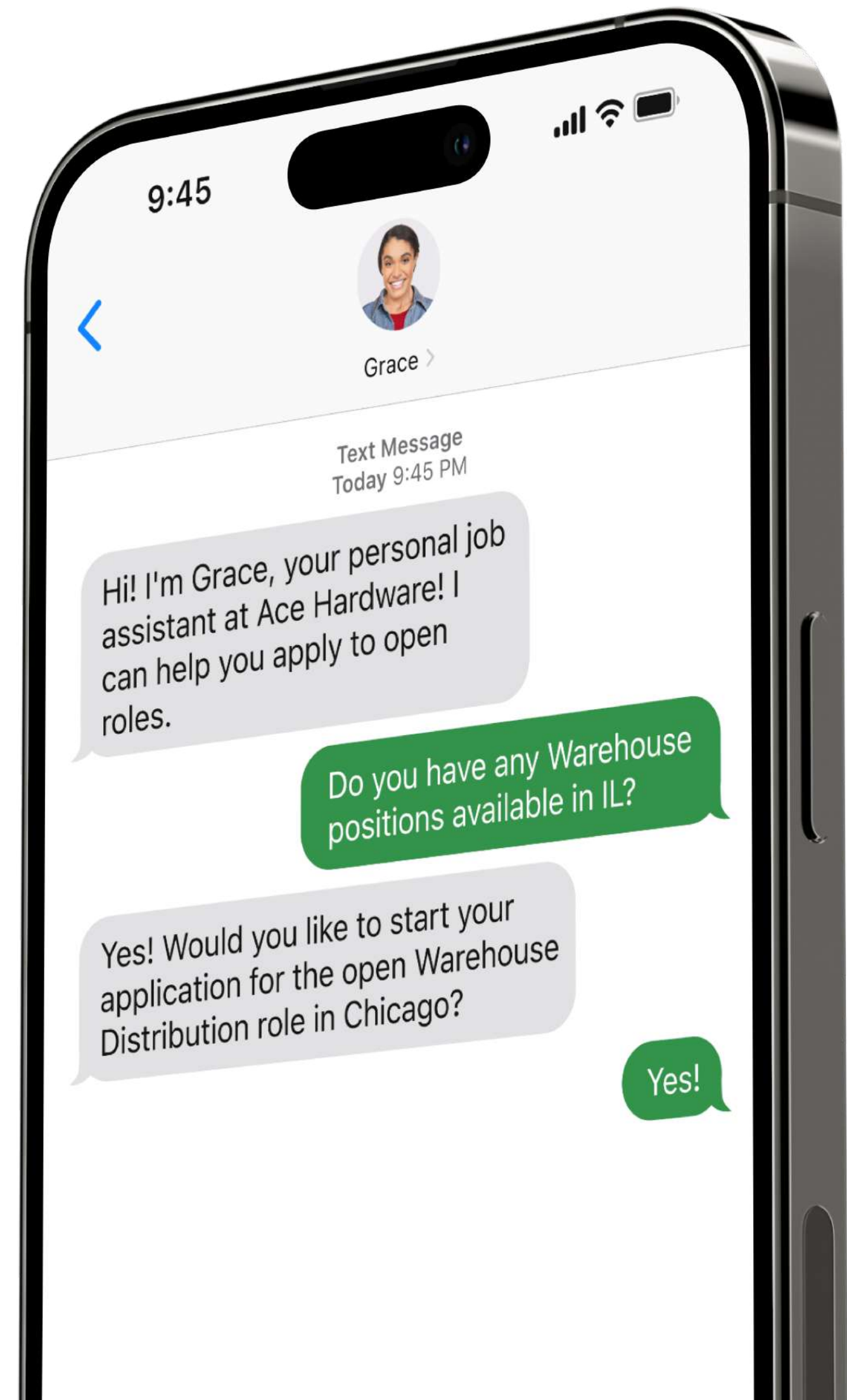


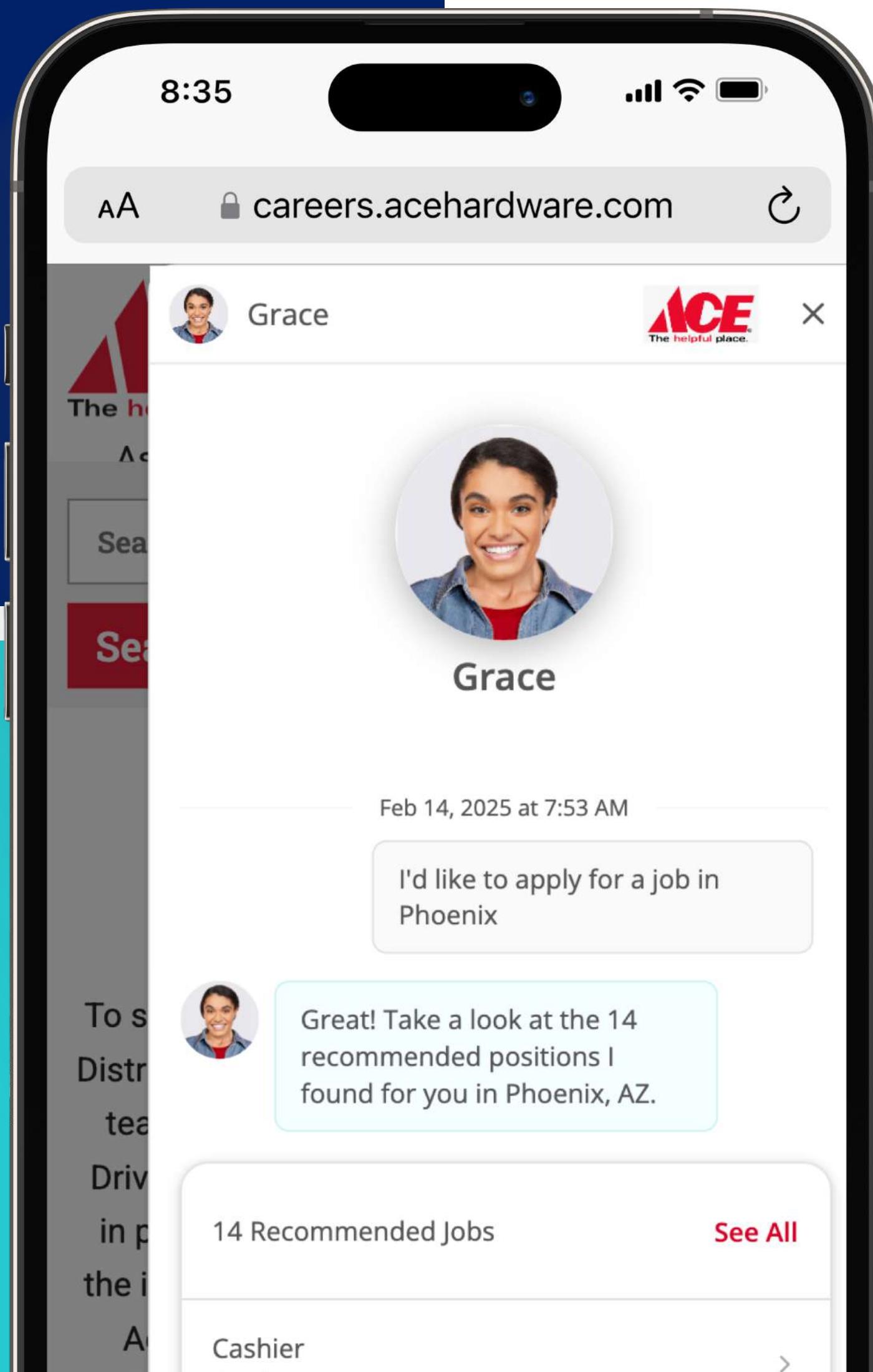
[Get the full story >](#)

Scheduling 200 interviews every day.

With 5,600 retail locations in the United States, Ace Hardware relies on Workday Recruiting to maintain consistency across their massive hiring operation. But Workday Recruiting wasn't designed for the frontline worker — those candidates want to get hired quickly and easily. Since Ace required each person to create a login and password just to apply, they saw many of their candidates start taking other job offers instead.

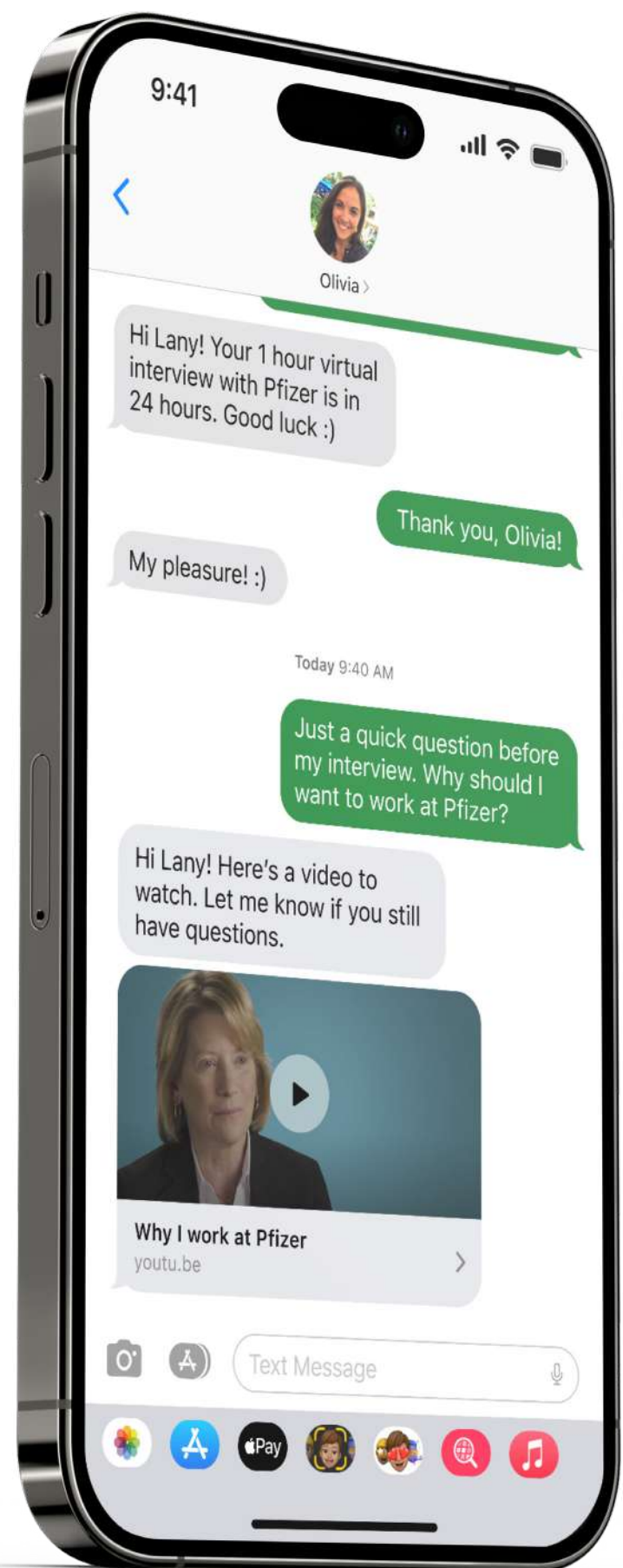
Hello, text-to-apply.





Ace implemented Paradox's Conversational Apply on top of Workday to turn their job applications into a simple text conversation. No logins. No passwords. And with Workday Recruiting still serving as the system of record, no new complex software for hiring managers to learn.

In one year, they converted 133,000+ candidates into applicants.



[Get the full story >](#)

Creating a more empathetic hiring experience with conversational AI.

In 2022, Pfizer transformed their HR structure to be more empathetic, starting with the nomenclature: All TA functions were renamed after “candidate experience.”

But the buck didn’t stop at their lexicon. Pfizer actively invested in

more empathetic TA processes, too. Brought together by a shared, candidate-first mission, Pfizer teamed with Paradox to help create one of our first Workday integrations.

They now use an AI assistant, Olivia, to schedule initial phone screens, before

managing subsequent interview rounds through Workday’s HiredScore integration.

But Olivia doesn’t go away after that first step — she’s always available to help answer any questions a candidate might have.

Adding Paradox into their tech stack has translated into real cost savings for Pfizer; they received a 142% ROI in their first year with Olivia. And candidates have noticed how the Workday and Paradox partnership has made hiring more empathetic.

“I received an email last week from a candidate,” said Valerie Suschin, Pfizer’s director of candidate experience. “It said, ‘That’s the nicest decline notification I’ve ever received. Thank you so much, I am excited to pursue other opportunities at Pfizer.’”



142%

ROI in one year.



[Get the full story >](#)

Tailoring job applications around the world.

Johnson Controls (JCI) is global. Like... 100,000 employees across 174 countries and territories global. Workday is essential to maintaining that scale at a functional level — but localization was still proving to be a problem: JCI's recruiters were spending too much time in Google Translate instead of chatting with their global candidates, leading to a slow and unfulfilling hiring process.

"If we can speak to people, we can hire faster. That speaks volumes for our ROI," said Seema Shah, JCI's global TA operations manager.

Through a multi-phased rollout with Paradox, JCI methodically unveiled their AI assistant, Emma, to the world. Fluent in 37 languages, Emma breaks through language barriers by automatically speaking to candidates in the same language that they reach out in. Without wasted seconds, those messages are translated back into the tongue of the recruiter in Workday.

Since Emma’s introduction, JCI has seen the time it takes for candidates to respond drop from 10 hours to 10 minutes.





“
**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 TA Operations Manager, Johnson Controls



If you're ready to revolutionize hiring, we'd love to talk.

Launched in 2016, Paradox built the first conversational recruiting platform – driven by its AI assistant Olivia – to help recruiting and hiring teams spend more time with people and less time with software. Serving global clients with hiring needs across frontline high-volume hourly and high-skilled professional roles, Paradox's AI assistant does the work talent teams don't have time for — streamlining tasks like screening for minimum qualifications, interview scheduling, candidate communication, and more through simple, frictionless mobile-, chat-, and SMS-driven experiences. The company has been ranked one of the fastest growing companies in HR Tech by the Deloitte Fast 500, and has made the Inc. 5000 list four consecutive years.

paradox.ai

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