

Agent-Ready Tools

Enterprises want to put AI agents to work, but traditional APIs weren't designed for agent consumption. APIs built for developers can bury essential information in layers of technical structure, making it harder for agents to understand business context and determine the appropriate action.

Workday Agent-Ready Tools and Custom Agent Actions are designed to close that gap. They give supported AI agents a streamlined, governed way to work with Workday data, context, and actions. Teams can build in their preferred supported environment while applying Workday business-process and security controls.

Agent-Ready Tools use Model Context Protocol (MCP), an open standard for connecting AI applications to enterprise systems. This approach is designed to make Workday tools easier for supported agent platforms to discover and use without requiring a separate custom integration layer for every connection.

Choose the right front door.

Agent-Ready Tools and Custom Agent Actions are vendor-agnostic by design. Teams can build and run agents through supported platforms from Anthropic, Google, Microsoft, OpenAI, and AWS, including Claude, Gemini, Microsoft Copilot, ChatGPT, Amazon Bedrock AgentCore, and Microsoft Copilot Studio. This gives organizations greater architectural choice while Workday remains the trusted system of record for relevant people, money, and business-process data.

Designed for agents from the start.

Adapting a developer-facing API for AI doesn't necessarily address the underlying problem: The agent may still need to interpret structures created for a different audience. Agent-Ready Tools take a different approach. Their interfaces are purpose-built for AI-agent consumption, with an emphasis on lean schemas, relevant context, and governed execution.

Four principles guide this agent-first design: contextual understanding, governed action, conversational responsiveness, and resilience when errors occur.

Key Benefits

- Choose from hundreds of Agent-Ready Tools available across supported Workday products today.
- Enforce a "Security Constitution" that scopes each action to the end user's permissions, with lineage and auditability built in.
- Work through your preferred interface, including Claude, Gemini, Microsoft Copilot, ChatGPT, and more, while Workday remains the trusted system of record.
- Connect AI agents through MCP, the open industry standard for connecting AI to enterprise systems.
- Build Custom Agent Actions for deterministic workflows.
- Connect agents to supported third-party systems through the Pipedream catalog, with thousands of actions across systems such as Slack and Google Workspace.

1. Understand the task and act with context.

Agent-Ready Tools use lean, self-describing schemas and semantic agent instructions to help an agent understand what a tool does and what information it needs. Tools are also designed to return the fields and records relevant to a request rather than an entire object graph. This can reduce unnecessary data exchange and support more efficient agent interactions.

2. Apply Workday controls to agent actions.

Agent-Ready Tools are designed to apply Workday security and business-process controls to supported agent actions. Access can be scoped through the represented user's identity, permissions, organizational context, and authorization, helping prevent an agent from acting beyond that user's approved access.

Configured approval workflows, separation-of-duties controls, regional rules, and exception policies can provide additional guardrails for supported actions. Relevant initiation, delegation, tool, and configured-rule context can also be captured in the applicable audit record, helping teams trace what happened, which controls applied, and on whose behalf the action was initiated.

3. Support conversational agent interactions.

Traditional batch and system-to-system integrations are designed to move data between applications, not support the immediate, back-and-forth interactions agents need to complete a task. Delays between steps can interrupt an agent loop, while large or repetitive payloads can consume context that the agent needs to reason through what comes next.

Agent-Ready Tools are purpose-built for interactive agent loops. They are designed to return focused, relevant information at each step and carry forward the context needed to move from the initial prompt through subsequent actions. By reducing redundant data and preserving relevant context as the interaction progresses, Agent-Ready Tools can help agents maintain continuity across longer, multistep conversations.

4. Help agents respond to errors.

When a step fails, Agent-Ready Tools can provide machine-readable, context-rich error information that helps a supported agent understand the problem and determine an appropriate next step. Depending on the workflow and configuration, the agent may be able to retry or seek human assistance rather than simply stopping.

Results

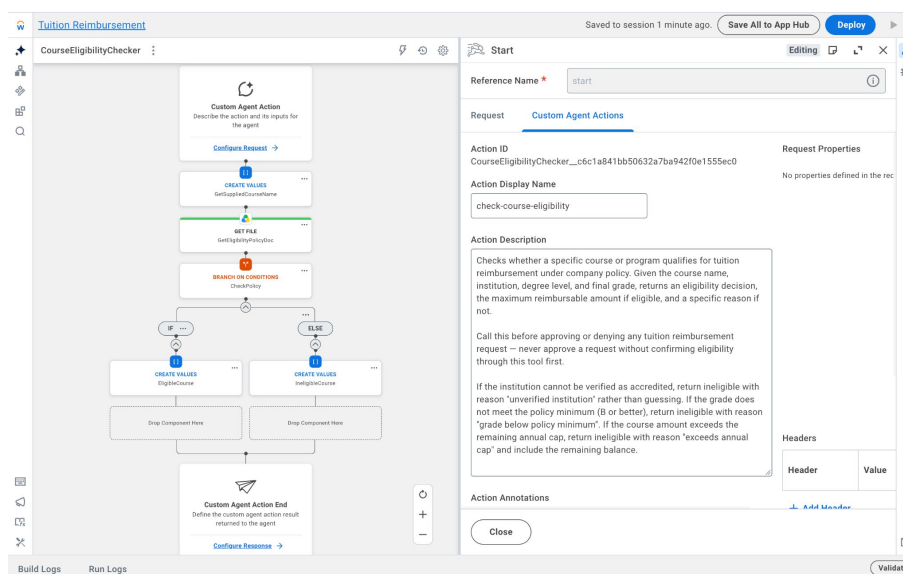
- Accelerate time to value with no-code MCP discovery.
- Drive better outcomes with flattened, semantic schemas that give agents clearer context and the relevant data they need.
- Support conversational-speed responses across multistep, back-and-forth workflows.
- Reduce stalled workflows by helping agents recover from failures instead of escalating unnecessarily.
- Maintain the architectural flexibility to change AI vendors without replatforming.

Build agents that operate within defined controls.

Together, these capabilities are designed to help agents interpret requests with context, operate within configured permissions and business processes, respond at the pace multistep conversations require, and recover from errors without stalling unnecessarily. The result is not simply a faster interaction. It is a more governed foundation for using supported AI agents with Workday data, context, and actions.

Create Custom Agent Actions with Workday Orchestrate.

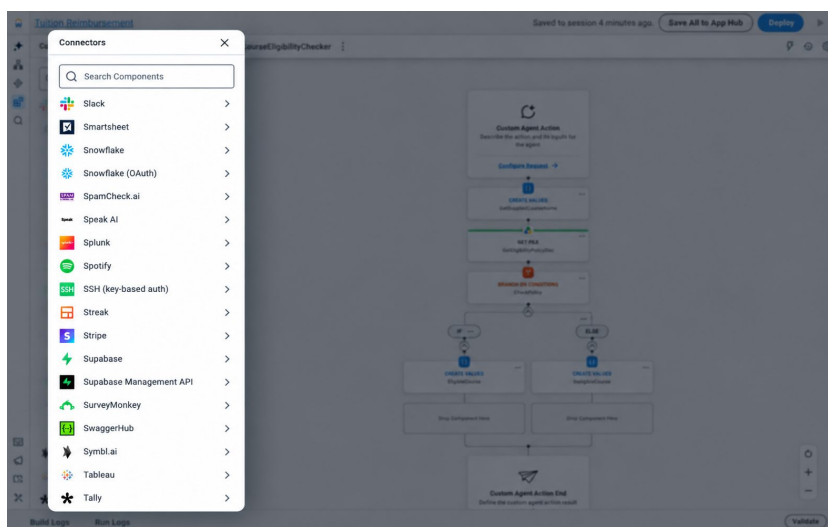
Organizations have already built business logic, integrations, and deterministic workflows in Workday Orchestrate. Custom Agent Actions provide a way to make those investments available to supported AI agents through MCP. A Workday Orchestrate workflow configured as a Custom Agent Action can expose a defined business action that an agent can invoke when needed. The agent handles the conversational interaction, while Workday Orchestrate executes the established sequence of steps, business rules, and system connections behind that action. This separation brings probabilistic AI and deterministic execution together. Instead of recreating business logic in every agent or relying on the agent to determine each step, teams can reuse configured workflows designed to produce consistent, repeatable execution.



Deterministic multistep workflows can be made available through MCP with developer-defined configurations

Connect agents to third-party systems with Pipedream.

Custom Agent Actions can help agents execute supported tasks across third-party systems through Pipedream connectors. Teams can extend workflows beyond Workday to systems such as Slack and Google Workspace, enabling agents to coordinate work across the systems employees already use. Instead of building and maintaining a custom integration for every application and action, developers can use supported connectors from the Pipedream catalog as part of a Custom Agent Action. This expands the range of deterministic, multistep workflows an agent can invoke while Workday Orchestrate manages the established business logic behind the action.



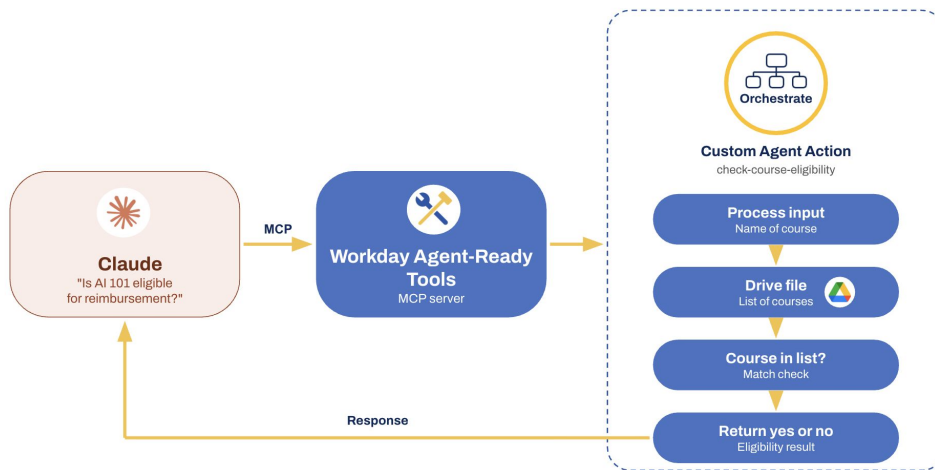
Connect to third-party systems using the Pipedream catalog, available through Workday Orchestrate

From answers to action.

Together, Workday Orchestrate and supported Pipedream connectors can help teams create deterministic, multistep workflows across Workday and third-party systems. Agents can then invoke those workflows through a supported AI platform while established business logic governs execution.

See it in action.

Course eligibility check: from Claude to Agent-Ready Tools



Employees usually wait days for HR to manually check eligibility. Here, a plain-language question — asked in Claude, or wherever the agent lives — connects to Workday through an Agent-Ready Tool via MCP, which invokes a Custom Agent Action built in Workday Orchestrate: a deterministic, repeatable workflow that checks the course against the real eligibility list and returns a yes-or-no answer in seconds. The agent is just the front door; Workday owns the logic, the data, and the answer.

Ready to build? Explore available Agent-Ready Tools and get your agent connected. To learn more, visit workday.com/mcp.