

The Foundation of the Blended Workforce

Workday customers are entering a new era of work. They are not just adopting AI but actively building a digital workforce around it. To harness the full potential of agentic AI, organizations require an instantaneous and consistent way to measure agents and people to more effectively optimize how work gets done. They demand a unified platform to orchestrate their workforce and augment human capabilities for transformational growth. However, as customers pursue this vision, they face significant hurdles that directly impact business outcomes. Agent sprawl creates security vulnerabilities and operational chaos, while a lack of clear ROI stalls further AI investment and innovation.

Workday answers this challenge with the Workday Agent System of Record (ASOR), a complete solution built on a unified platform for governance and a connected ecosystem for innovation. ASOR delivers the singular point of management for the agent workforce.

One source of truth to manage and measure the impact of agentic AI.

Workday ASOR meets customers at a pivotal point in time as they create, deploy, and expand agent workflows throughout the enterprise.

As the definitive system of record that global enterprises rely on for managing people and money, Workday naturally extends its capabilities to orchestrating the future of work: people, money, and agents. Built on the platform trusted by over 11,000 global customers, ASOR manages the entire lifecycle of every agent—whether from Workday, third parties, or partners—while the Agent Gateway (AG) routes all external communications.

The AG serves as the infrastructural nervous system of ASOR. It handles the complex routing logic required to connect user interfaces, Workday services, and external platforms to the correct agent runtimes. Fully enabled with Model Context Protocol (MCP) and Agent to Agent (A2A), the AG ensures agents inside and outside of Workday communicate seamlessly—creating exponential value as they are deployed across the enterprise.

Key Benefits

- Align the emerging digital workforce with your human workforce.
- Discover, deploy, and manage AI agents across your enterprise.
- Drive a flywheel of value with built-in ROI tracking.
- Build trust by meeting high responsible AI standards.
- Prevent agent sprawl by breaking down siloed AI deployments with a single pane of glass.
- Mitigate risks by building on our industry-leading security and governance framework.
- Streamline agent deployment with pre-built connectors and APIs.

Key Features

- **Unified Agent Management:**
A unified system to register, manage, and activate all Workday, partner, customer-built, and third-party agents.
- **Streamlined Deployment:**
Pre-built connectors, APIs, and support for common protocols simplify technical integration.
- **Security and Compliance:**
Content guardrails, identity tracking, and auditing.
- **Performance and ROI Tracking:**
Observability features provide insights into agent ownership, utilization, efficiency, and value creation.
- **Integrations and Interoperability:**
Seamlessly connect to market-leading agent development platforms and identity providers.

An AI platform to put data security first.

The security model of ASOR relies on a rigorous distinction between identity and authorization, specifically adapted for non-human entities. This model—essential for maintaining the integrity of the System of Record—is anchored by the Agent System User (ASU), a fundamental identity unit in ASOR.

The ASU permits ASOR to track all agent activity, both Ambient and Delegate, to ensure all transactions are permitted, logged, and auditable. This ensures that customers can deploy agents with confidence.

Visibility into value and ROI.

Auditability extends beyond just security compliance and directly impacts business values. By providing a clean record of action, ASOR allows organizations to surface true ROI. It consistently measures the effectiveness of the blended AI-human workforce, providing the visibility necessary to enforce agent accountability across the enterprise.

ASOR will identify and monitor how specific agents support human workers, helping establish actionable ROI calculations that business leaders and executives can leverage.

Agent development platform integrations.

Robust integration partners are the foundation of our open platform strategy. The Agent System of Record delivers critical visibility and context for every human-AI interaction. It directly addresses data silos and inconsistency by using a unified data model and integration partnerships to aggregate people, operations, and agent activity. This approach ensures enterprises can manage and analyze all internal and third-party AI agents in one place, establishing a true unified center of work for both humans and agents.

Agent development platforms allow custom agents built outside of Workday to work seamlessly across the enterprise through the AG. This ensures Workday data and Workday Agents can be accessed and leveraged securely— with full accountability and auditability— regardless of where the agent lives. This extends the visibility of ROI across technical boundaries, even beyond the Workday platform.

(Some integrations are still in development and will be released during standard product releases.)

Workday Products

- Workday Agent System of Record (ASOR)
- Workday Core HCM
- Workday Financial Management
- Workday Extend
- Workday Orchestrate
- Workday Data Cloud

Agent Development Platform Integrations

- Microsoft Copilot
- Amazon Bedrock
- Google Gemini Enterprise
- Salesforce Agentforce

Identity Provider Integrations

- Microsoft Entra
- Okta XAA

Interoperability Standards

- MCP
- A2A
- Workday APIs (SOAP/REST)

Agent identity providers.

This deep integration allows enterprise agents with Entra or XAA enabled deployments to securely connect the agents into ASOR, sharing enterprise identity tokens with ASOR. This creates a seamless agent ecosystem where external agents can directly connect into Workday ASOR for governance, observability, and interoperability.

Help your customers manage their agents with the same confidence they manage their people and money.

[Contact us to get started.](#)