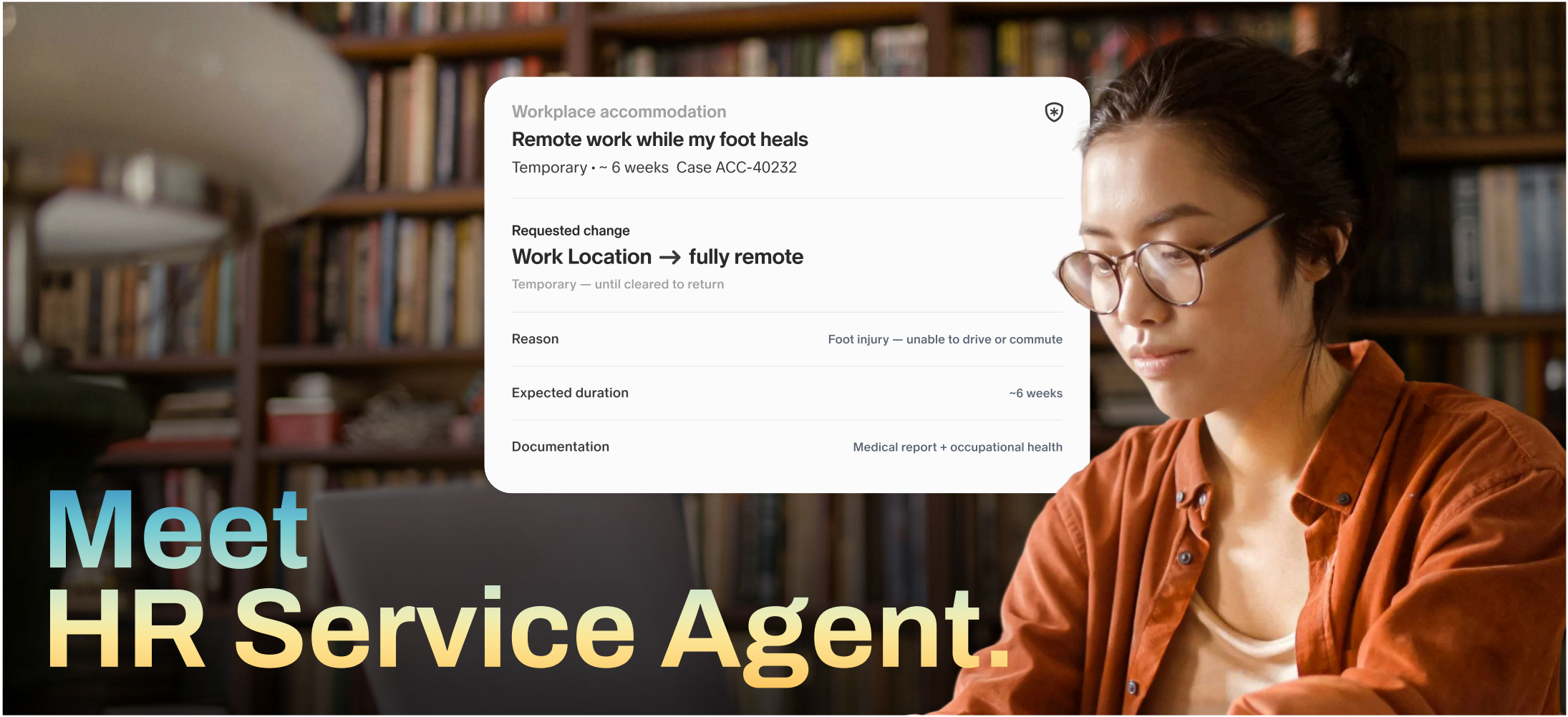




Meet HR Service Agent.

Workplace accommodation

Remote work while my foot heals

Temporary • ~ 6 weeks Case ACC-40232

Requested change

Work Location → fully remote

Temporary — until cleared to return

Reason

Foot injury — unable to drive or commute

Expected duration

~6 weeks

Documentation

Medical report + occupational health

I'm sorry to hear about your foot. I can help request a temporary remote-work accommodation while it heals. Here's how it works and what happens next.

What you'll need to provide

- A medical report from your doctor
Confirming the restriction and the expected recovery time
- An Occupational Health consultation
A short session so they can recommend the right supports

Who's handling your request

- John Reyes — HR Specialist
Owns the case and gives final approval
- Occupational Health
Assesses your needs and recommends supports
- Kim Anderson — your manager
Kept informed throughout

I've drafted your request below — review it and submit when you're ready.

👍 🗨 📄 Workday ...

Workplace accommodation

Remote work while my foot heals

Temporary • ~ 6 weeks Case ACC-40232

Not Now

Submit Request

+ I hurt my foot and need a workplace accommodation

For Maya, every day used to start with a queue of questions — PTO balances, benefits rules, how to update a dependent. Now HR Service Agent answers the routine ones instantly, routes cases that need a human, and drafts responses for the rest. **Employees get answers in seconds**, and Maya spends her day on the cases that need judgment.

HR answers and actions, **without the wait.**

Just ask Sana, and **HR Service Agent** answers routine HR questions, guides actions, routes complex cases for human review, and supports the follow-up.

- Draft Responses
- Route Complex Cases
- Flag Knowledge Gaps
- Deflect Tickets
- Answer HR & Policy Questions
- ...and more

Turn HR questions into resolutions — better support, more time for the work only people can do.

[Learn more about Workday's AI agents →](#)

