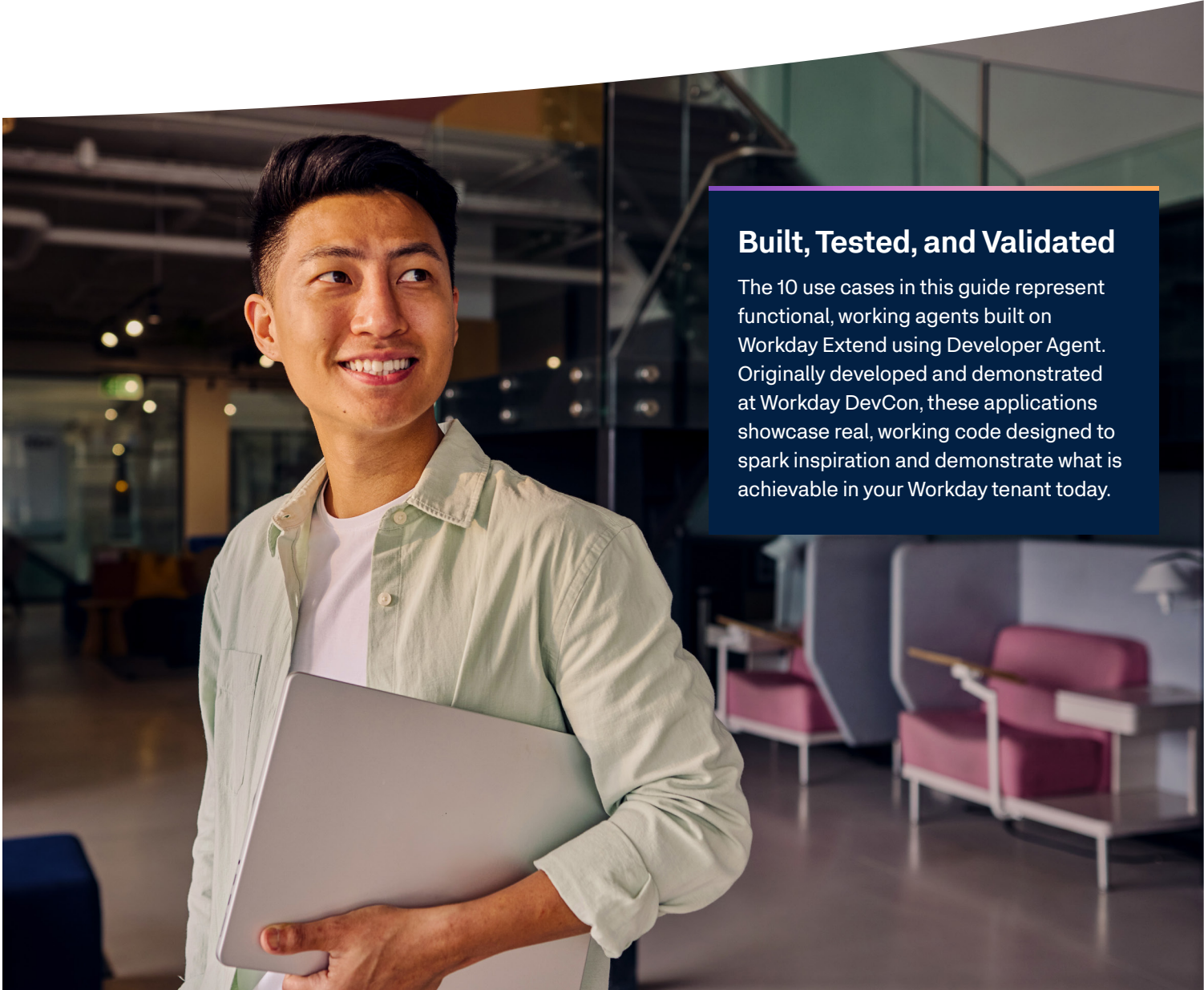


Use Cases

What's Possible with Workday Extend: 10 Working AI Agents

A showcase of custom agentic workflows built
with Developer Agent

A photograph of a young man with dark hair, smiling and looking off to the side. He is wearing a light green button-down shirt over a white t-shirt and is holding a silver laptop. The background is a modern office interior with glass walls, a staircase, and some pink armchairs.

Built, Tested, and Validated

The 10 use cases in this guide represent functional, working agents built on Workday Extend using Developer Agent. Originally developed and demonstrated at Workday DevCon, these applications showcase real, working code designed to spark inspiration and demonstrate what is achievable in your Workday tenant today.

Govern your AI token budget with Token Planning Agent.

The Challenge

Unpredictable AI token spend.

AI Agents accelerate work but can trigger unpredictable token expenses when left unchecked. Employees get cut off mid-task when their tokens run out. Managers have no visibility into where the budget is actually going. And executives get handed a massive invoice with no explanation on what was spent.

The Solution

Full visibility into token spend.

The agent gives a continuous view of token usage across every task, including whether the work was done by a person or an agent and at what cost. If employees run low during a critical task, they can request more tokens, with baseline requests approved automatically and larger ones routed to a manager. The agent also flags at-risk deliverables and recommends where to shift budget, all in one click.

How It Works

- **Track AI expenditures with Tech Wolf's Work Intelligence Data and Workday Prism Analytics**

Continuously aggregate agent telemetry and task data into Prism to calculate exact operational token costs per person and agent task

- **Streamline token requests and approvals with Custom Agent Actions and MCP**

Employees can request token increases from tools like Claude Code. Baseline requests auto-approve while over-budget grants route to managers with full visibility

- **Reallocate funding using AI recommendations with Slack and Jira via Custom Agent Actions**

Proactively identify task delivery risks to seamlessly shift token budgets to at-risk deliverables

- **Audit AI business impact through natural language using Gemini with A2A**

Transform raw utilization data into clear, auditable summaries and cost-utilization slides to validate AI investments across the enterprise

Value For Your Business

Cost-efficient token management.

- Automated budget guardrails prevent unpredictable token spend
- Protect developer velocity on critical tasks
- Deliver auditable cost-per-task data visibility to validate enterprise AI investments

“

I can go to the board with the right questions and the right answers and sleep well knowing our tokens are well spent.

Workday Products

- Workday Extend
 - Developer Agent
 - Agent Governance
 - Agent-Ready Tools
 - Custom Agent Actions

Catch fraud before it escalates with Agentic Fraud and Compliance Management.

The Challenge

Fraud hidden in disconnected workflows.

There's no easy way for security teams to catch complex financial anomalies across disconnected workflows, like an expense report tied to a vendor the worker also created. Without a centralized view, enterprise fraud and policy abuse usually does not surface until a formal audit identifies them.

The Solution

Catch fraud before the audit.

The agent continuously scans live transactions across expenses, procurement, payroll, and more, then evaluates them against rules the business defines. It can also suggest new rules based on patterns it finds in the data and recommends actions. When it spots something, the agent opens a case automatically, using an LLM to summarize the context and assign a confidence score.

How It Works

- **Define and generate risk rules with Extend custom objects and agent skills**

Define custom risk evaluation rules in Extend app, while the custom agent scans tenant data patterns to auto-suggest new risk rules

- **Detect cross-functional patterns with a Custom Agent**

Agent queries real-time transactions across Expenses, Procurement, Payroll, and Security access assignments to identify risk patterns

- **Automatic case creation with a Custom Agent and Dashboard**

Agent auto-creates investigation cases in Workday, leveraging LLMs to summarize context, assign confidence scores, surface audit trails, and enable interactive "what-if" risk scoring

- **Streamline investigation and response with Microsoft Teams and Slack**

Surface actionable cases via Discovery Boards and push real-time alerts to Microsoft Teams so stakeholders can review severity and recommends actions.

Value For Your Business

Get ahead of fraud before it impacts your business.

- Eliminate operational blind spots by bridging finance and security data in real time
- Prevent enterprise fraud and policy abuse before financial loss occurs
- Reduce investigation effort for risk teams



The agent returns cases based on the transactions that are actually in the system. It's just pulling directly from the data that's already there.

Workday Products

- Workday Extend
 - Developer Agent
 - Agent Governance
 - Agent-Ready Tools
 - Custom Agent Actions
- Workday Discovery Boards

Stop supplier fraud with Fraudulent Payment Prevention Agent.

The Challenge

Supplier data goes stale after onboarding.

An organization managing thousands of suppliers only validates each one once, at onboarding. After that, a lot can change. A supplier can move banks, a sanction list can add their name, or an investigation can open around their business. None of it gets noticed until the CFO calls to say a specific supplier has already been paid. By then, the fraud had already happened.

The Solution

Fraud flagged before the payment.

The agent pulls real-time supplier data from Workday, including upcoming invoice due dates and any bank account changes, and cross-checks it against external validators covering ownership, address records, tax IDs, and sanctions lists. When something looks wrong, the agent creates the task, escalation, or re-onboarding workflow directly in Workday, enabling users to execute one-click remediation.

How It Works

- **Ingest Workday supplier signals with a Custom Agent**
Query real-time supplier data, upcoming invoice due dates, and bank account modifications across Workday tenant
- **Validate against external signals with Agent-Ready Tools and external Relish platform**
AWS Bedrock agent triggers external MCP validators to cross-check supplier bank ownership, address records, tax IDs/EINs, and sanctions lists
- **Analyze contextual risk with WQL querying and agent skills, surface seamlessly with A2UI**
Evaluate risk context (e.g., differentiating small routine changes from large urgent invoice runs) and present interactive, side-panel A2UI briefings with source-attributed data
- **Initiate vendor mitigation workflows with Workday Orchestrate and Custom Agent Actions**
Create inbox tasks, escalations, or re-onboarding workflows, enabling one-click remediation

Value For Your Business

Protect your business. Prevent supplier fraud.

- Continuously match internal procurement Custom Agent Actions against live global compliance databases
- Transform isolated data triggers into continuous contextual intelligence
- Prevent massive fraudulent payouts
- Eliminate alert fatigue for compliance teams



The agent starts contacting validators, checking bank information, address, and supplier names, and comes up with a conclusion and recommended actions.

Workday Products

- Workday Extend
 - Developer Agent
 - Agent Governance
 - Agent-Ready Tools
 - Custom Agent Actions

Replace hours of manual work with Agentic Career Insights Coach.

The Challenge

Fragmented data with no path forward.

Employees have years of career growth inside Workday. Performance data, current skills, and potential opportunities are highlighted, but it's fragmented and hard to interpret. That disconnect makes it difficult for employees to see if they're ready for the next stage of career growth.

The Solution

Career insight without the wait.

One click runs a live career analysis, showing employees their gaps, growth areas, training suggestions, and best-fit roles. Plus, the agent provides the links for employees to apply directly. Employees can ask the chat real questions, in their natural language. The agent provides an encouraging response in seconds, using real employee career data to show them exactly how to move forward.

How It Works

- **See your whole career in one place with Workday Prism Analytics + WQL**
Current skills, where you are, and the paths ahead — all on one page, backed by a Workday Prism Analytics career path dataset
- **Get an instant, personalized read with Claude via Custom Agent Actions + Workday Orchestrate**
One call to Claude returns your skill gaps, growth areas, training, and best-fit roles in seconds
- **Real-time answers with Workday Data Cloud + A2UI**
Plain-language questions pull from all your live data at once — 15 tables joined in real time, no reports to build — answered in rich, interactive UI
- **Turn insight into action with Custom Agent Actions + Workday Orchestrate**
Connect into your everyday tools. Apply, set goals, find a mentor, or kick off a manager convo in Slack that lands on the calendar

Value For Your Business

Employee satisfaction and instant reporting.

- Employees who see and act on their own growth stay longer and move faster
- What used to take weeks of custom reports now happens instantly through AI conversations.



One conversation replaces hours of manual work because the agent joins performance, skills, calibration, succession, and open roles together in real time.

Workday Products

- Workday Extend
 - Developer Agent
 - Agent Governance
 - Agent-Ready Tools
 - Custom Agent Actions
- Workday Data Cloud

Accelerate driver hiring with Agentic Driver Compliance Management.

The Challenge

Manual driver reviews delay hiring.

Large vehicle fleets must clear drivers for safety and regulatory compliance before they get behind the wheel. Manual, inconsistent document screening slows hiring, and fleet teams and recruiters have historically used different criteria to judge readiness. Drivers are often evaluated only after they are hired, introducing safety risks and complicating audits across hundreds of active drivers.

The Solution

Compliance verified before the hire.

The agent verifies a candidate's driver's license, then evaluates their driving abstract against policy rules. Recruiters can see the AI's risk assessment and recommendation directly in Workday, along with the reasoning behind it, and make the final call to accept or reject the candidate. Once hired, that verified data goes into their profile, so all recertification down the line follows the same process.

How It Works

- **Initiate driver requirements workflow with Extend business process, Workday Orchestrate, and External Agent**

Capture driver role requirements in Workday, convert policies to markdown format, and trigger a secure candidate verification form using an AWS Bedrock Agent

- **Candidate ID verification with Plaid and Workday Orchestrate**

Candidates receive a form using Plaid identity verification to authenticate their driver's license and upload their driver abstract, posting verified data back to Workday

- **Automate policy screening and compliance with external agents, Agent-Ready Tools, and Workday Orchestrate**

AWS Bedrock agents evaluate driver files against markdown policy rules, returning AI risk assessments and recs back to recruiters in Workday to streamline hiring decisions

- **Simplify regulatory auditing with Extend Dashboard and Custom Business Processes**

Compliance teams use a unified audit dashboard to track driver document status, manage ongoing recertifications, and flag compliance failures

Value For Your Business

Verify the right drivers who can drive your business forward.

- Eliminate manual reviews for recruiters
- Streamline driver onboarding to accelerate time-to-hire
- Automate recurring compliance checks in Workday to minimize regulatory risk

Workday Products

- Workday Extend
 - Developer Agent
 - Agent Governance
 - Agent-Ready Tools
- External Agents

Catch unbillable errors early with Smart Billing Agent.

The Challenge

Manual billing reviews delay payments.

Billing teams manually sift through hundreds or thousands of draft transaction lines to figure out what to bill. Human error and non-billable entries, like champagne bought for a go-live celebration, slip through the cracks and trigger invoice revisions that further delay client payment or lock up working capital that should already be in the bank.

The Solution

Faster billing with fewer errors.

Billy, the Smart Billing Agent, catches unusual transactions and automatically flags them for review, without deleting anything from the system of record. Instead of configuring a custom report, teams can ask Billy to aggregate and group thousands of transaction lines by role or location directly through a chat prompt. Rendered using dynamic A2UI widgets, users can inspect, filter, and validate numbers in real time before Billy triggers the invoice workflow and generates a client-ready PDF on the spot.

How It Works

- **Flag non-billable costs early with agent skills**
Detect unusual transactions and pull them from the cycle without deleting core system data
- **Visualize custom report data on demand with A2UI**
Display and manipulate aggregated billing lines through interactive chat widgets without building manual report layouts
- **Run high-volume accounting calculations with MCP**
Offload heavy structural transaction processing to a secure backend Custom Agent Actions to ensure large, dense billing tables match exact ledger data
- **Launch invoices from a conversation with Custom Agent Actions via Workday Orchestrate**
Trigger “Create Customer Invoice” workflow directly from chat and auto-generate a client-ready PDF to expedite the payment clock

Value For Your Business

Free trapped working capital.

- Advance client payment cycles by ~5 days to quickly return trapped working capital back to the organization
- Example: A business with 600 annual invoices (\$15M revenue) frees up ~\$200K in stagnant cash by month 7 and saves 2,200 hours of manual effort



Billy helps build trust with clients. No more billing cycles lost to errors, and we get time-to-cash down.

Workday Products

- Workday Extend
 - Developer Agent
 - Agent Governance
 - Agent-Ready Tools

Execute meeting actions automatically with Meeting Tasks Agent.

The Challenge

Post-meeting admin adds up.

After a meeting ends, employees spend 30 minutes or more manually clicking through Workday to submit the goals, time off requests, and feedback that came out of the conversation. But when most people jump straight into their next meeting or get started on the next item on their to-do list, those action items get delayed or forgotten entirely. The admin work piles up across the organization.

The Solution

Meetings that finish themselves.

The agent reads a meeting transcript straight from Microsoft Teams, Zoom, or an uploaded text file, and identifies the actions it's asking for—submitting a goal, logging feedback, requesting time off, or opening a job requisition. The agent shows a confirmation table of what it plans to do, and once approved, it executes every action directly in Workday, including calendar invites for any follow-up meetings.

How It Works

- **Ingest meeting transcripts with a Custom Agent**
Capture transcripts from Microsoft Teams, Zoom, or text file uploads to initiate task processing
- **Extract actions with Agent Skills and surface interactive tables with A2UI**
Use custom agent skills to parse transcripts for actionable tasks, then generate a dynamic A2UI confirmation table so users can review and approve items in a single click
- **Execute verified Workday tasks with Agent-Ready Tools and Custom Agent Actions**
Upon user confirmation, the agent executes actions in Workday using native Agent-Ready Tools and custom Orchestrations (like Google Calendar invites)
- **Measure organizational productivity with Extend custom objects and app leaderboard**
Store meeting data in custom business objects to score meeting productivity, track action streaks, and display team performance heatmaps

Value For Your Business

Meeting action items that take action for you.

- Replace tedious post-meeting administrative work with a single “yes” confirmation
- Eliminate millions of clicks annually for enterprises
- Return thousands of productive hours back to employees



Our agent automates getting the meeting transcription, finding the meaning from it, and taking the actionable tasks for you.

Workday Products

- Workday Extend
 - Developer Agent
 - Agent Governance
 - Agent-Ready Tools
- Workday Discovery Boards

Scale executive coaching across the company with Executive Coaching Agent.

The Challenge

Coaching only for executives.

Executive coaching has always been limited to a small group of senior leaders, because it takes real time and budget. Mid-level managers, who make up most of an organization, are left without anyone evaluating their leadership decisions or tracking their growth over time. Coaching that could make the biggest impact across a company almost never reaches the people who need it most.

The Solution

One coach, 10,000 managers.

The agent runs live coaching conversations, including role play, testing what is really behind a manager's situation the way a real coach would. It remembers every session, storing communication style, focus areas, and even hypotheses about what's driving a manager's challenges, so the next conversation always builds on the last. A separate evaluation agent reviews the coaching transcripts over time and, with human approval, updates the coach's own skills, so it keeps getting better the more it's used.

How It Works

- **Conduct active coaching and role-play with Custom Workday Coaching Agent**

Simulate contextual convos and workplace scenarios, probing underlying leadership dynamics like an executive human coach

- **Leverage persistent memory with Extend custom objects**

Store session transcripts, communication styles, and leadership hypotheses in custom business objects to power personalized recs

- **Log commitments and focus areas with Extend app and custom objects**

Log focus areas, active commitments, and key calendar dates into Workday Extend records for ongoing progress tracking

- **Improve agent skills with external agents and Developer Agent**

External agents review session transcripts, identify gaps, and update Coaching Agent's skills.md via Developer Agent upon human approval

Value For Your Business

Coach and develop leaders at scale.

- Democratize elite executive coaching across organizations
- Enable thousands of managers to receive continuous, personalized development
- Coaching gets smarter and more effective over time



You have a leadership coach constantly learning about your leaders, your organization, your challenges—an agent that gets better every year. That's executive coaching at scale for 10,000 managers.

Workday Products

- Workday Extend
 - Developer Agent
 - Agent Governance
 - Agent-Ready Tools
 - Custom Agent Actions

Catch declining morale early with Agentic Team Events Management.

The Challenge

Morale drops before anyone notices.

Managers struggle to identify and reverse declining team sentiment. By the time anyone notices, morale is already low. Even when the manager decides to act, planning and manually coordinating a team event takes hours, and employees are stuck with the administrative work of managing RSVPs, calendar invites, and expense logging.

The Solution

Catch the dip, book the fix.

The agent reads sentiment data and flags the manager the moment it spots a dip. From there, the manager can search for a venue, like a nice restaurant, directly in the chat interface. Enter your requests—group size, date, time, and even if you want a window table—and the agent calls the restaurant and books it for you.

How It Works

- **Analyze team sentiment trends with Custom Workday Peakon Agent and Workday Orchestrate**

Managers receive proactive notifications when team-building intervention is required based on declining sentiment scores in Workday Peakon

- **Source corporate venues effortlessly with Event Search and Creation Agent and A2UI**

Chat interface lets managers search quickly for local venue options and find an ideal location for a team event

- **Automate vendor booking with Event Creation Agent and Custom Agent Actions**

Agent makes a live call to venue via Custom Agent Actions connector to book reservation at selected venue and updates Workday once complete

- **Eliminate registration friction with Event Registration Agent**

Employees receive automated calendar invites, event registration logs, and back-end expense tracking inside Workday

Value For Your Business

Create events that impact morale sooner, not later.

- Replace invisible team burnout with proactive culture-building interventions
- Eliminate manual administrative coordination
- Save 500+ hours of internal work through automated event logistics

Workday Products

- Workday Extend
 - Developer Agent
 - Agent Governance
 - Agent-Ready Tools
 - Custom Agent Actions
- Workday Peakon

End day one isolation with Welcome Committee Agent.

The Challenge

Isolation in a hybrid world.

New hires in a hybrid workforce often start their first day alone, sitting at home with a laptop and clicking through compliance training with no office tour and no colleagues to offer guidance. Instead of a warm welcome, they're buried in forms and don't know who to ask if questions arise. This experience delays the time it takes for a new hire to feel part of the team.

The Solution

A warm welcome every time.

As soon as a hire hits the system, the agent sends the manager a task to set the tone for custom videos the employee sees on their first day. After a warm welcome from their manager and colleagues, the employee can turn to a chat agent to get answers to policy questions or book time with their manager or teammates, with the meeting landing on both calendars automatically.

How It Works

- **Trigger welcome workflow upon hire with Hire business process and Extend App UI**
Managers receive custom tasks to select their welcome tone and input custom messages once Hire business process is initiated
- **Generate personalized welcome videos with Gemini, Google Veo, and Workday Orchestrate**
New hires receive a custom welcome video on their portal via Workday Orchestrate flow that routes manager inputs to Gemini and Google Veo
- **Ask FAQ without judgment with a Custom Agent (Extend) and Gemini via Custom Agent Actions**
New hires receive instant, secure answers to policy questions via a custom onboarding agent that verifies responses with company docs
- **Streamline scheduling with Workday Orchestrate, Custom Agent Actions, and Google Workspace**
New hires can easily book 1:1 intro meetings and query teammate availability in the Extend app or via chatting with the onboarding agent

Value For Your Business

Create an immediate sense of belonging.

- Prevent first day new hire isolation
- Preserve manager bandwidth through automated outreach
- Slash time-to-productivity with secure, self-service day-one knowledge access



We want to stop onboarding employees and start welcoming them.

Workday Products

- Workday Extend
 - Developer Agent
 - Agent Governance
 - Agent-Ready Tools
 - Custom Agent Actions

Ready to build custom Workday agents tailored to your organization?

Don't wait for off-the-shelf solutions to catch up to your business needs. We can help you identify high-ROI agentic workflows, review integration requirements, and design your custom proof of concept.

[Contact Us](#)



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