

What we know about Agent System of Record

Part 2 - A deep dive into Workday's new
Agents

SWIPE





What Exactly Is an AI Agent?

- An AI agent doesn't just assist. It acts.
- It perceives, reasons, decides, and executes. Often without needing new prompts.
- It learns from experience to improve over time.

LLM Type	What it Does	Autonomy	Example
Chatbot	Basic Q&A. Predefined rules.	Low	Answers questions, e.g. how to reset password
Copilot	Assists with suggestions. Needs input.	Medium	Supports with drafting memos, summarizes docs.
AI Assistant	Automates tasks. Context-aware.	Medium	Answers HR/payroll questions.
AI Agent	Acts independently. Learns and executes.	High	Sources candidates, follows-up with candidates, automates job posting.

TYPES OF AGENTS



Different Types of Agents

Workday will have different types of AI agents. From automating basic tasks to optimizing strategic outcomes, each type of agent plays a different role and understanding these differences will be critical for building and governing your digital workforce.

Agent Type	What It Does	Example
Task-Based Agent	Automates specific, repetitive tasks.	Auto-approves simple expenses. Schedules interviews.
Role-Based Agent	Supports an entire job function with bundled tasks and permissions.	Payroll agent calculating wages and managing taxes.
Goal-Based Agent	Optimizes for a business outcome across workflows.	Talent agent improving time-to-hire and hire quality.
Learning Agent	Continuously improves based on feedback and new data.	Development agent personalizing employee growth plans.
Utility-Based Agent	Maximizes a defined KPI like cost savings or satisfaction.	Procurement agent optimizing supplier diversity.
Collaborative Agent	Coordinates actions with other agents or systems.	Finance and HR agents working together on workforce planning.
Model-Based Agent	Uses predictive models to reason about next steps.	Predicts employee turnover risk based on historical data.
Reactive Agent	Follows predefined rules to trigger actions.	Sends onboarding emails when new hire enters Workday.

FIRST AI AGENTS



The First Generation of Workday AI Agents

Workday's new digital workforce is starting to take shape. These are the first announced AI agents designed to automate and optimize key HR and Finance processes.



Some others that Workday teased included:

- Accounts Payable Agent
- Financial Analysis Agent
- Grants Management Agent
- Learning Content Development Agent
- Talent Development Management Agent
- Accounting Agent
- Compensation Administration Agent
- Benefits Administration Agent
- Frontline Management Agent
- HR Specialist Agent

THE ASOR ECOSYSTEM



What can you do to start preparing for agents?

✓ **Inventory your processes**

Start identifying which workflows could (or should) be handed off to agents.

✓ **Define agent governance rules**

Start the conversation now: Who owns agent approval, skills configuration, access, and retraining?

✓ **Build Extend capabilities**

Agents will need custom workflows. Teams that can build with Extend will make the most impact.

✓ **Strengthen your data foundation**

Agents are only as good as the data they access. Clean it, map it, govern it.

✓ **Plan for upskilling your team**

Your team will need to learn new skills. Start the conversation about these shifts, challenge them to learn, suggest trainings to follow (more on this soon).

✓ **Engage the right partner(s)**

Third-party agents will flood the market. Start demanding tight Assistant and Extend integrations already, so you won't have to catch-up later.

ARE YOU PREPARING
FOR AGENTS?