

What we know about Agent System of Record

Part 1 - Workday's new Agent System of Record (ASOR).

SWIPE





What is ASOR?

Think of ASOR like Workday HCM for workers, but then for AI agents.

- Register agents like employees
- Assign them roles and security
- Track their activity and performance
- Control lifecycle (onboarding, offboarding, retraining)

Agent Registry				
Agent	Description	Security Group	Available In	Status
 Recruiting Agent	Streamlines hiring by automating sourcing, screening, and communication for faster, smarter recruitment	Recruiters HR Coordinators	United States	Active
 Legal Agent	Ensures adherence to regulations, monitors policy updates, and provides guidance to maintain organizational compliance and mitigate risks	Legal Compliance	United States Canada Germany	Active
 Payroll Agent	Automates payroll processing, ensuring accurate calculations, timely payments, and compliance with labor regulations	Pay Professionals HR Coordinators	United States	Active
 Engineering Agent	Optimizes workflows by providing code assistance, debugging support, and integration guidance to accelerate development and ensure quality	Developers Engineering Managers	United States Japan	Inactive
 Sales Agent	Helps sales teams streamline deal preparation by validating contract details, ensuring pricing accuracy, checking compliance, and flagging missing documentation.	Account Executives Marketing Specialists	United States	Active

THE ASOR ECOSYSTEM



The ASOR ecosystem

Agent Ecosystem

- **WD Agents:** Built natively by WD (think official, out-of-the-box agents).
- **Customer Agents:** Built by customers using Extend Pro, tailored agents
- **Third-Party Agents (Integrated):** External partner (e.g. Incubane) who plug into WD with APIs.
- **Third-Party Agents (Registered Only):** Visible in the system but without full WD integration.

Agent Gateway

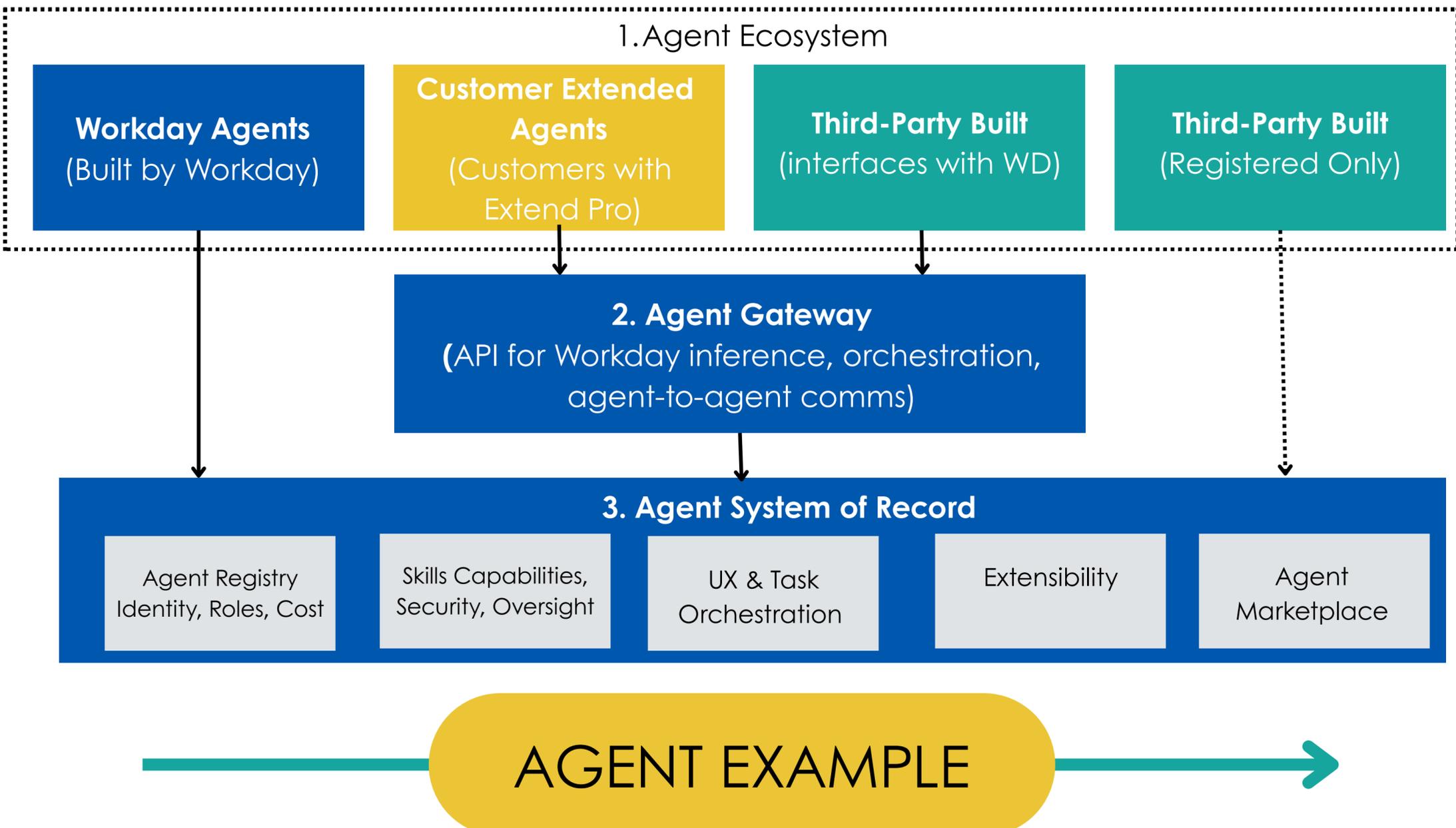
The Communication Hub

- Acts as the API brain for inference, orchestration, and agent-to-agent communication.
- Ensures agents talk to each other and follow security rules.

ASOR

Everything flows into the ASOR, the system of truth for digital workers:

- **Agent Registry:** Who they are, what they cost, what roles
- **Skills & Security:** What they're allowed to do
- **UX:** Seamlessly embedding agents into human workflows.
- **Extend Customization:** Use Extend to modify and create agents for your org's needs.
- **Agent Marketplace:** Browse, select, and onboard new agents easily.





An Example of an Agent

Example: Recruiting Agent

- Can review candidates
- Manage job postings
- Send automated reminders
- Provide insights into metrics

With ASOR, you can control:

- Which job reqs it touches
- Which candidate data it sees
- Who can override or audit its decisions

👉 Without ASOR? It's just another unsupervised bot floating around.



Recruiting Agent

Streamlines hiring by automating sourcing, screening, and communication for faster, smarter recruitment.

Security Group: **Recruiters** **HR Coordinators** Available in: **United States** Registration Date: 01/25/2025

Skill	Owner	Rules	Status
External Sourcing	@kathy.smith	Create and manage external job postings; identify and source high-quality candidates for active requisitions.	<input checked="" type="checkbox"/>
Screening and Ranking	@susan.finch	Analyze resumes and applications; rank candidates based on skills, experience, and role fit.	<input checked="" type="checkbox"/>
Automated Communication	@david.nguyen	Send personalized updates to candidates; schedule interviews; follow up	<input type="checkbox"/>
Insights	@marissa.liu	Provide detailed hiring metrics and trends; recommend posting or strategy adjustments	<input checked="" type="checkbox"/>

- Edit Agent
- Edit Skills
- Create New Skill
- Deactivate Agent

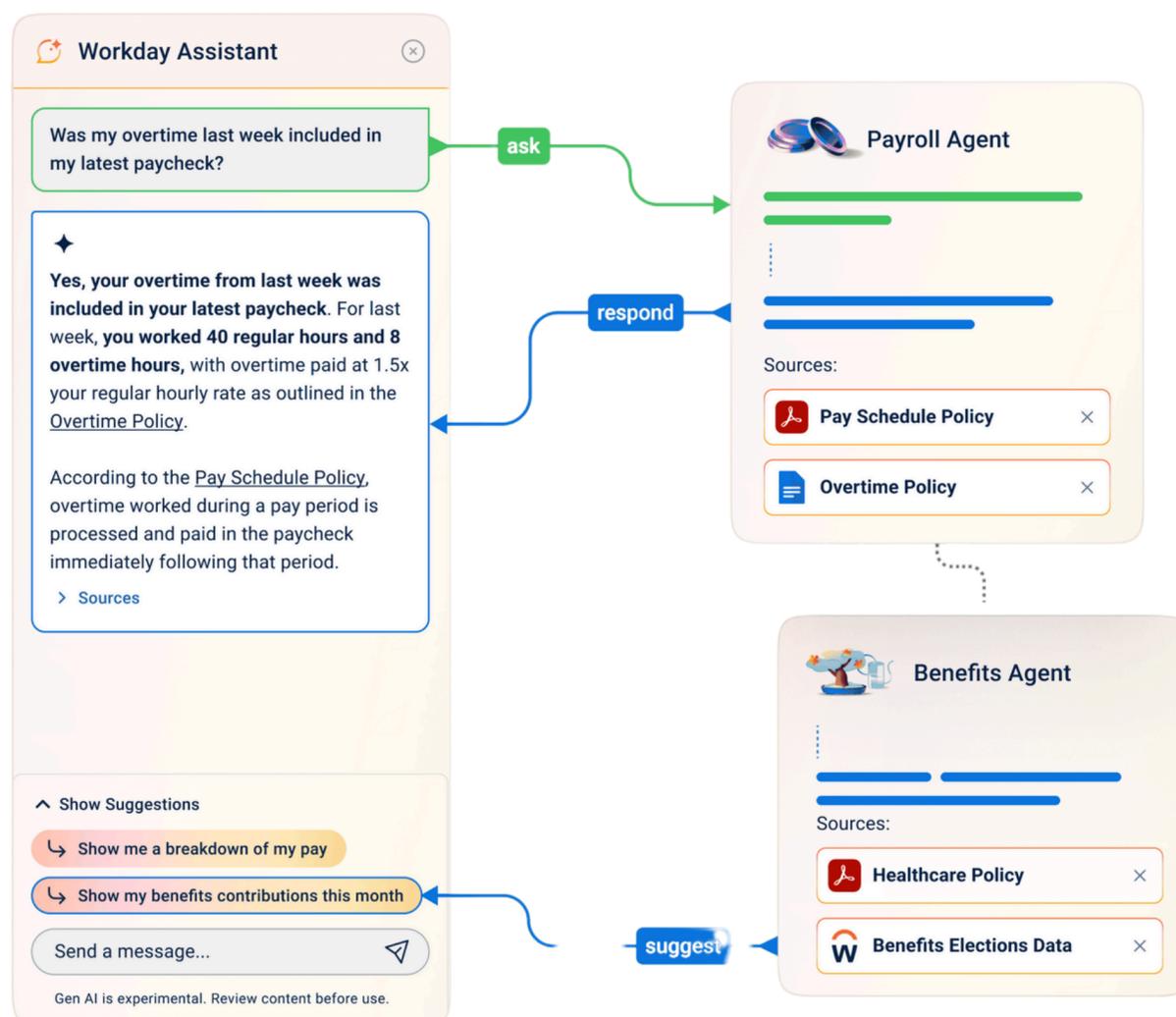
THE REVIVAL OF
WORKDAY ASSISTANT



How Workday Assistant Becomes Useful Again

Before: Workday Assistant felt... clunky. Limited. Now with ASOR:

- Assistant becomes a hub where humans + agents collaborate
- You can launch agent actions straight from Assistant
- Third-party agent conversations can plug into it
- With Workday Everywhere you will also be able to interact in Teams or Slack



EXTEND & ASOR



What Role Does Extend Play in ASOR?

Extend will be critical for:

- Building agents that are tailored to your organizations needs (requires Extend Pro)
- Going beyond Workday Assistant, and embedding agents in full blown applications

The image displays three interconnected components of the Extend application:

- Extend App (Left):** A form titled "Register a Vehicle" with fields for Make (Honda), Model (Accord), License Plate Number (JUA-781), and Office Lot(s) (2756 Speer Cir., 2766 Speer Cir.). A "Register Vehicle" button is at the bottom.
- Workday Assistant (Middle):** A chat window showing a user query: "What if I need to drive a different car to work for a week?". The assistant's response explains that up to two 'Guest Vehicles' can be added by providing license plate numbers according to the 2025 Parking Policy. A "Save Guest Vehicle" button is visible.
- Policy Agent (Right):** A configuration panel for a "Policy Agent" with a custom skill of "Vehicle Registration". It lists rules for "General Behavior" and "Policy Adherence", and shows knowledge sources including "2025 Parking Lot Policy", "CA Environmental Requirements Doc", and "Parking Safety Standards".

Arrows indicate the flow of information: a green arrow points from the user query to the Policy Agent's rules, and a blue arrow points from the Policy Agent's response back to the Workday Assistant's chat window.

CONCLUSION

Our view on ASOR

The Good

✓ Real governance for AI agents

For the first time, HRIS teams can treat AI agents like part of the workforce. With full visibility into their identity, access, and lifecycle.

✓ Real potential for ROI transparency

ASOR can finally link agent activities to measurable business outcomes, helping HRIS leaders prove the value of AI investments to executives.

✓ Stronger Workday Assistant ecosystem

With ASOR as the backbone, Workday Assistant transforms from a lightweight chatbot into the only place employees and managers need to go to get something done in Workday.

The Risks

! Complexity for HRIS teams increases

Managing the human workforce was already complex, now HRIS must design, govern, and optimize a second digital workforce that doesn't behave like people, but still impacts people every day.

! Governance needs to evolve fast

The old controls built for human users won't automatically work for agents; new governance models must be created quickly, or companies risk serious security, compliance, and operational problems.

! Early vendor chaos

Third-party agents will flood the market, but integration quality will vary wildly. Without strict standards enforced by HRIS and IT, you could end up with shadow agents and data risks.

Final Thought

You need to keep up with the fast increasing pace, but you need to move smart. The era of "just keeping Workday running" is over.

HRIS teams are stepping into a new role and will need to become architects of the digital workforce. The ones who embrace it will make more business impact than ever before, the ones who wait will be cleaning up chaos.

COMMENT BELOW