Paper Files → **HR Systems**

Local HR → **Global HR**

On Premise → **Cloud**

Automation → **Agents**

We help Workday customers actively shape the age of agents, instead of waiting and hoping it will work out.

2

A Ambitions & Outcomes

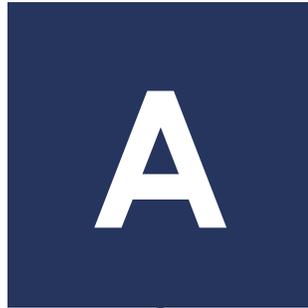**G** Governance & Guardrails

E Experience & Platforms

N Native vs. Custom Agents

T Trajectory & Roadmap

In the next hour we will inspire you with agent demo's and help you build your future agent strategy

You will receive a copy of our AGENT Framework

Agent Strategy Template

A — Ambitions & Outcomes

Field	Description	Your input
Vision statement	One sentence on why you invest in agents	
Main personas	2-3 key personas (e.g. HRBP, Manager, Employee, Finance)	1. Persona
Top 3 problems to solve	Concrete pains you want to remove	1. Pain point X 2. Y 3. Z
Business outcomes	e.g. faster cycle times, better decisions, less manual work	
Key KPIs	3-5 KPIs you will track for agents	

G — Governance & Guardrails

| Field	Description	Your input
Risk appetite	How much risk you accept for agents, for example conservative, balanced, ambitious	e.g. "Balanced, low for HR core data"
Data boundaries	What data agents can and cannot use, including sensitive data and cross border rules	List key data domains and red lines
Use case risk levels	Simple categories for use cases, for example low / medium / high risk, or EU AI Act categories	Define levels and examples per level
Human in the loop	When a human must review or approve actions before they hit Workday or other systems	List processes where review is required
Approval model	Who approves which type of agent use case or change, and in which forum	e.g. AI board, HRIS CAB, data privacy
Compliance & EU AI Act	How you make sure agents follow local law and EU AI Act rules	Note required checks and documents
Monitoring & audit	How you log agent activity, monitor outcomes, handle incidents and give recourse	Tools, reports and escalation process
Roles & responsibilities	Who owns what in practice, for example HR, HRIS, IT, legal	RACI style list of key roles
Documentation & transparency	What you document for each agent, and how to share with employees and works councils	Decide minimum docs per agent

Agent Strategy Template

E — Experience & Platforms

Field	Description	Your input
Target journeys	Key journeys where users will work with agents, e.g. hire, transfer, performance	List 3 to 5 core journeys
Experience goals	How the experience should feel, e.g. fast, trusted, simple, no jargon	3 to 5 words that describe the experience
Handover to humans	When the agent should hand over to a human	Describe rules for handover
Agent Builder Platform	Main tools and platforms, for example Flowise, LLM provider, integration tool	List your standard platforms
Primary HR Platforms	Where ~ 80 percent of HR activity happens, for example Workday, ticketing, LMS, intranet etc.	List 3 to 5 systems that must be integrated first
Entry points	Where users meet agents, for example WD Assistant, Teams, Slack	Choose main channels
Integration pattern	How agents talk to systems, for example APIs,, MCP, A2A	Describe preferred patterns
Measurement of experience	How you will measure success, for example CSAT, NPS, completion time	3 to 5 metrics

N — Native vs. Custom Agents

| Field	Description	Your input
Strategic direction	Overall view on native vs. custom, e.g. native first, custom where it adds clear value	Short statement
Primary native agents	Workday delivered or partner agents you plan to use and extend	List core native agents
Primary custom agents	Key custom agents you plan to build yourself or with a partner	List 3 to 5 custom agent ideas
Decision criteria per use case	How you decide native vs. custom, for example speed, control, data needs, UX, cost	Bullet list of criteria
When to prefer native	Typical situations where you choose Workday delivered or marketplace agents first	Describe 3 to 5 patterns
When to prefer custom	Typical situations where you build in Flowise or other platforms	Describe 3 to 5 patterns
Ownership and support model	Who owns native agents vs. custom agents, including support, SLAs and upgrades	Define roles per type
Vendor and lock in considerations	How you manage dependence on Workday delivered vs. external platforms	Short notes on risk and mitigation

Agent Strategy Template

T — Trajectory & Roadmap

Field	Description	Your input
Time horizon	Period you plan for, for example next 12–24 months	e.g. "Now – end 2026"
Starting point	Where you are today with AI and agents	Short summary
Team skills & upskilling	Skills you need and how you will upskill HR, HRIS, IT	Training, coaching, hiring
Stakeholders to align	Key people and forums you must bring along	CHRO, CIO, works council, finance, etc.
Governance readiness	Actions to get AI governance, EU AI Act and policies ready	Boards, policies, templates
Data & integration readiness	Work needed on data quality and key integrations before agents can scale	Main gaps and actions
Business case preparation	What you need to build a credible case, for example baselines, volumes, rate cards	Data sources and owners
First experiments / pilots	1–3 low risk pilots to test approach and learn	List pilot candidates
Communication plan	How you create excitement and manage expectations around agents	Channels and messages

Use case / agent	Main persona	Annual volume (events)	Time saved per event	Other benefits	Agent complexity (L / M / H)	Est. build cost	Est. run cost / year	Rough annual value	Planned wave
Job Req Agent	Hiring managers	5,000 requisitions	15 minutes	Better quality reqs, fewer reworks and back and forth	M	€60k	€15k	≈ €75k (5,000 × 0.25h × €60)	Now
360 Feedback Agent	People managers	1,000 360 cycles	30 minutes	Better summaries, more consistent quality conversations	M	€70k	€20k	≈ €35k (1,000 × 0.5h × €70)	6–12m
Goal Setting Agent	Employees, managers	4,000 goal cycles	20 minutes	Higher goal quality, fewer reminders, better alignment	M–H	€90k	€25k	≈ €90k (4,000 × 0.33h × €70)	6–12m
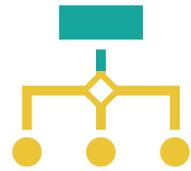
Org Design Agent

- Create new orgs, move workers and more org changes
- Scans your org data for risks and outliers
- Flags empty orgs, span issues and retention hotspots
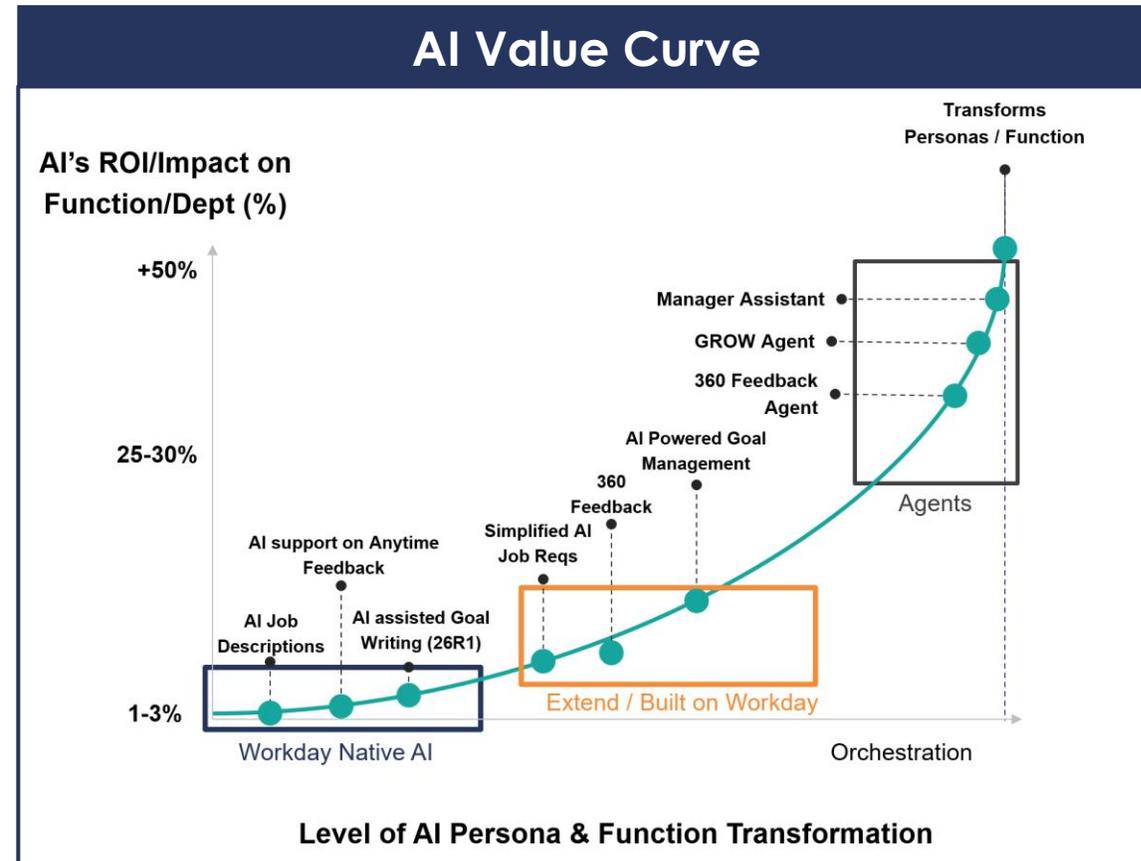
DEMO
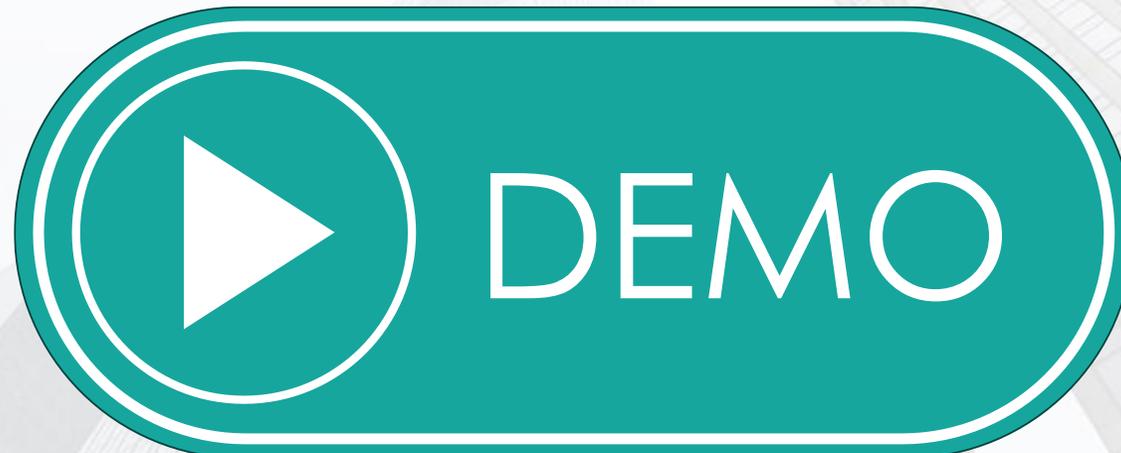
Ambitions & Outcomes

Why you need a clear ambition for agents

You should not implement Agents for its own sake. They should support your HR and business strategy.

Weak Examples	Strong Examples
We want to be at the forefront with agents	Reduce HR ticket volume by 30% in 2 years.
Agents will automate all our HR processes	Give every manager a digital assistant for hiring and performance.
We want to build an agent so complex and impressive that it will win us an HR Tech award	Increase data quality in core HR and security objects.

AI Value Curve

AI's ROI/Impact on Function/Dept (%)

+50%

25-30%

1-3%

Transforms Personas / Function

Manager Assistant

GROW Agent

360 Feedback Agent

AI Powered Goal Management

360 Feedback

Simplified AI Job Reqs

AI support on Anytime Feedback

AI Job Descriptions

AI assisted Goal Writing (26R1)

Agents

Extend / Built on Workday

Workday Native AI

Orchestration

Level of AI Persona & Function Transformation

Personas and pains: where should agents help first

Start from people and problems, not from technology.

Main Personas	Typical Pain points	Outcomes You Want	KPI Examples
Employee	*Confusing processes, slow answers*	Simpler self service and quicker answers	25% faster self-service tasks, 30% fewer "how do I" tickets
Manager	Unclear where to start, not getting value out of people processes	Fewer questions and faster completion	30% fewer tickets, 20% faster task completion
HR Ops	Rework, data quality issues, high workload	Less rework and better data quality	50% fewer corrections in critical fields
Recruiter	Many manual steps, chasing managers for info, rework on job reqs	Less admin and a smoother hiring flow	20% shorter time to open a req, fewer incomplete or rejected reqs

Workday Feedback

EXTEND PRO - FLOWISE

EXTEND

CORE

An intelligent Agent that holds discussion with user on feedback incl. 360 feedback.

Can integrated with both Workday core and Extend applications.

Specialized configurable solution that solves exactly 360 Feedback in Workday. Vast functionalities incl. Custom LLM integration.

Core Workday feedback A great solution for anytime, but workarounds needed for 360

Level 1

Level 2

Level 3

360 Feedback Agent

- Launch 360 assessments
- Get better results with clarification questions
- Have better follow-up with prepared conversations and translating items too goals

DEMO
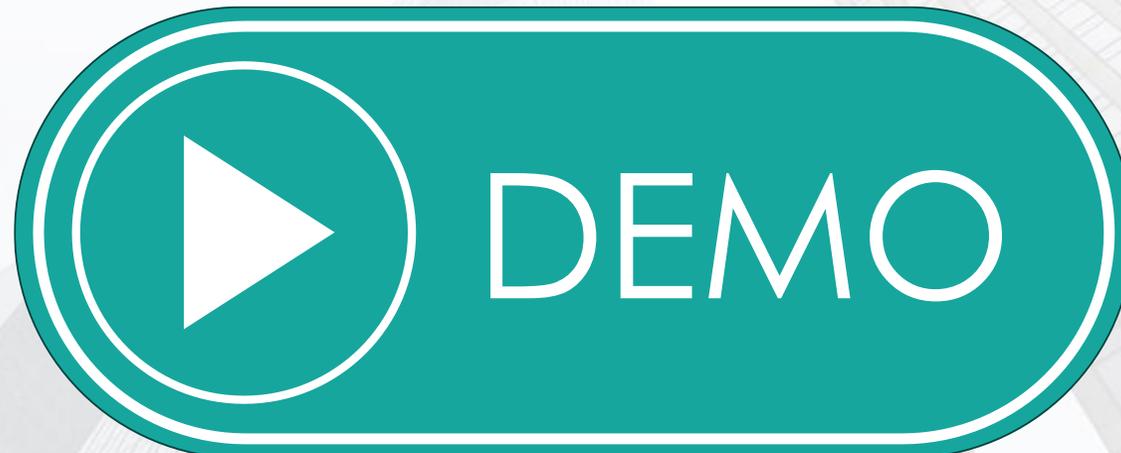
Governance & Guardrails

Governance & Guardrails: How to start moving, but stay inside the lines

**Agents will touch core HR data, sensitive processes and people decisions.
You need guardrails so they are safe, explainable and auditable.**

Risk appetite

Where can we experiment, and where do we require strict control?

HR Policy
Q&A Agent

Analytics
Agent

GROW/360
Agent

Recruiting
Agent

Canddiate
Ranking

Workday Navigator
Agent

Learning/FAQ
Agent

Manager Coaching
Agent

Org Design
Agent

Comp Advisor
Agent

Low   Risk Spectrum   **High**
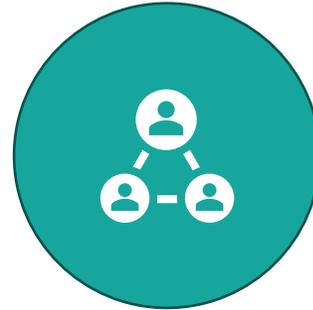
Human in the Loop

Which actions can agents do autonomously, and where must a human approve?

Ownership & monitoring

Who owns each agent, and how do we monitor what it does?
Here Workday's **Agent System of Record** (ASOR) comes in.

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The 4 risk levels from EU AI Act

Unacceptable Risk — Unacceptable use cases (e.g. social scoring, certain biometric systems).

High risk — Systems that impact safety or fundamental rights, including in HR (e.g. CV-sorting)
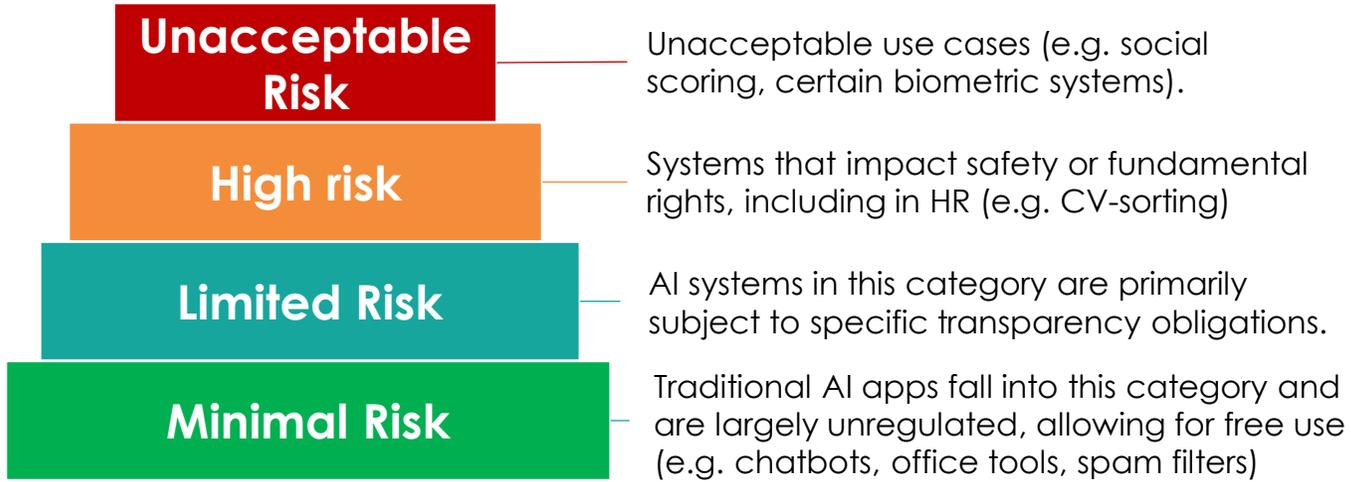
Limited Risk — AI systems in this category are primarily subject to specific transparency obligations.

Minimal Risk — Traditional AI apps fall into this category and are largely unregulated, allowing for free use (e.g. chatbots, office tools, spam filters)

What this means for you

- Many HR agents that touch decisions on hiring, promotion and reward will fall into the high-risk category.
- High-risk systems need documentation, human oversight, risk management, data quality checks and logging.
- Lighter agents that only provide guidance, search and drafting, will usually be in the limited-risk bucket.

Governance & Guardrails

A Checklist for Agent Use Cases*	
Classify the use case	• Does it **influence** hiring, promotion, pay, termination, or other employment decisions? • If yes → treat as high risk. If no → most likely limited risk.
Decide the level of human control	• Limited-risk: human decides what to do with the answer. • High-risk: human must approve key decisions and be able to override the system.
Make sure basics are covered	• Review vendor's AI Fact Sheet • Short description of purpose and data used. • Clear owner in HR / HRIS. • Logs of important actions and issues. • Make sure employees are informed of AI usage • Way for employees/candidates to ask questions or raise concern

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*Involve your legal team and specialists to make sure you comply with your own organizations and international standards

Experience & Platforms

Scattered Agents, Fragmented Experience

Employee

Manager

HR Partner

Recruiter

Hiring Assistant

Payroll Agent

Succession Agent

GROW Agent

360 Feedback Agent

Now Assist AI Agents

Galileo Agent

Olivia

E

Experience & Platforms

One Super Agent, Many Capabilities
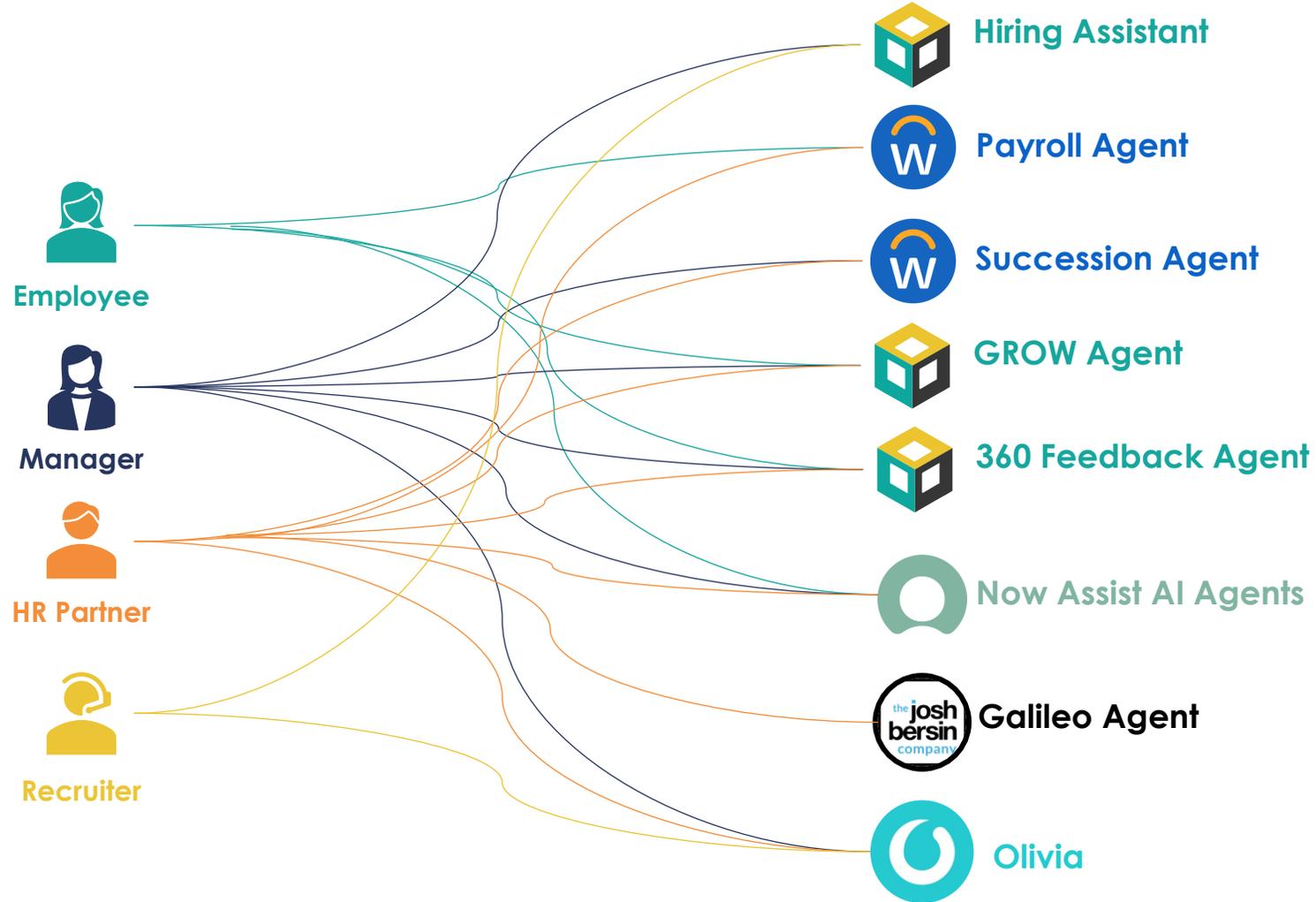
The Super Agent

- **Persona Aware:** recognizes who is speaking, adjusts language, help level and actions
- **Intent First:** super agent aims to understand and calls best subsystem
- **Seamless across vendors:** can call custom agents, vendor agents, while user has a consistent experience.

Employee

Manager

HR Partner

Recruiter

Super Agent

Hiring Assistant

Payroll Agent

Succession Agent

GROW Agent

360 Feedback Agent

Now Assist AI Agents

Galileo Agent

Olivia

17

How you will build your agent tech stack

Experience & Entry Points

In which channels will people actually use the super agent, day to day?

Agent Platforms

Vendor Native Agents

Agent & Automation Orchestrators

Large Language Models

Which platforms will we standardise on to build and run agents?

Primary HR Platforms

Where does 80 percent of HR activity happen, and which systems must the super agent talk to first?

Analytics Agent

- Lets HR and HRBPs ask questions in plain language
- Pulls key metrics and trends from Workday data
- Automate scheduling beyond the Workday standard

DEMO

Native vs. Custom Agents
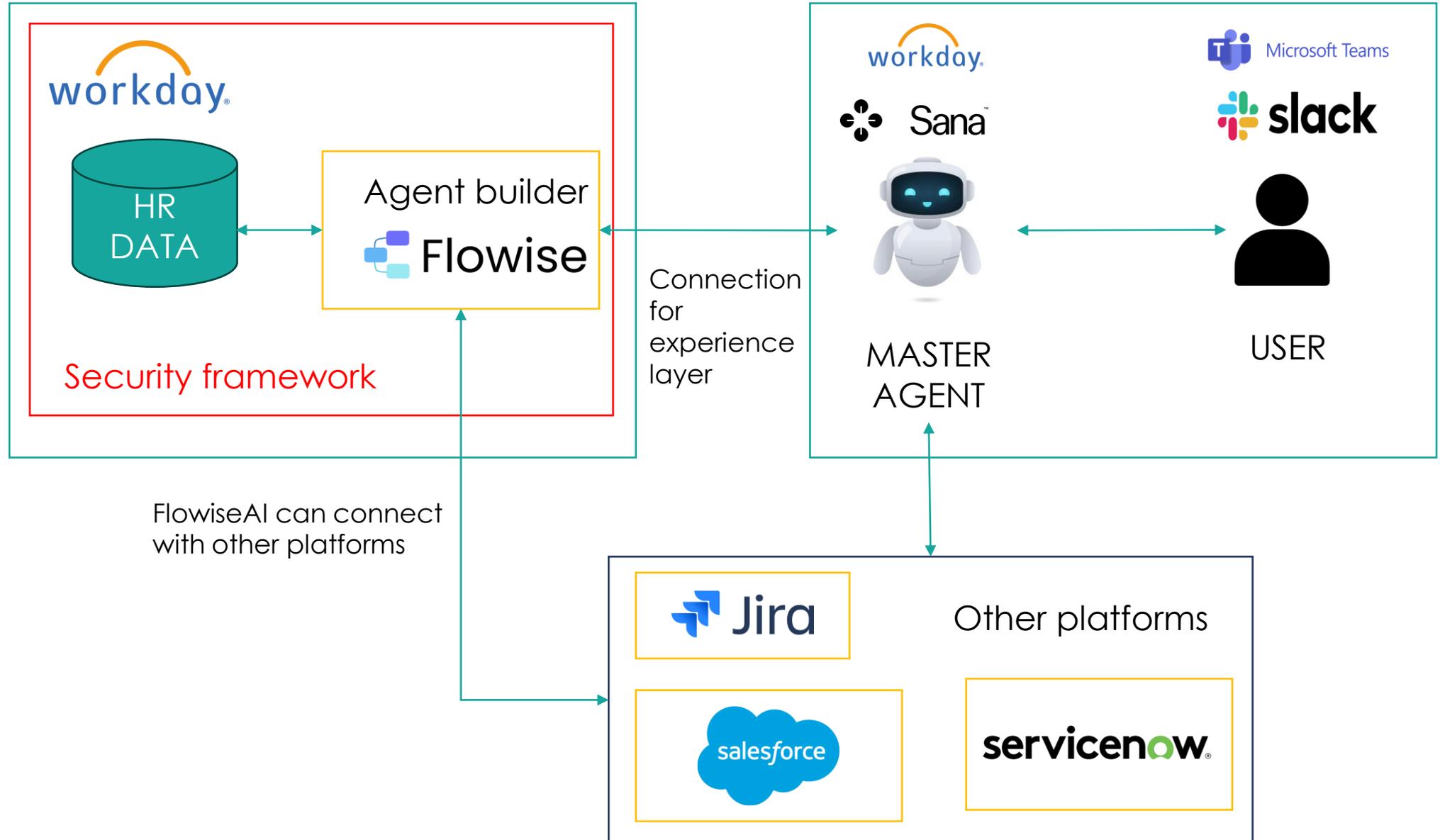
How you will build your agent tech stack

Native vs. Custom Agents

Criteria	Native Workday agent / feature	Partner agent / app	Custom agent (Flowise etc.)
Speed to value	✓ Very fast, uses what you already have	✓ Fast if product fits well	~ Slower, needs design and build
Fit with standard Workday process	✓ Best fit	✓ Often good if vendor knows Workday	~ Good when process is special or crosses systems
Need for unique process / IP	✘ Low	~ Medium	✓ High, you can encode your own way of working
Need for cross system orchestration	~ Limited, mostly inside Workday	~ Often focused on one domain	✓ Strong, can call Workday, ticketing, LMS, other SaaS
UX control (channel, brand, tone)	~ Within Workday patterns	~ Depends on vendor	✓ Full control, you design the super agent experience
Compliance and risk comfort	✓ High, Workday controls and roadmap	~ Vendor controls, you need to assess	~ You must design and prove controls yourself
Internal skills and ownership required	✓ Lower, mainly configuration and adoption	~ Vendor plus some internal owner	✓ Higher, you need product, tech and support capacity
Cost profile over 3–5 years	✓ Included in Workday cost with Flex Credits, depends on usage	~ License plus services	~ Build cost plus run cost, higher but with more flexibility
When it is usually best choice	"Standard" HR flows, simple Q&A, basic manager support	Deep niche (LXP, knowledge, helpdesk, assessments)	Super agents, cross vendor journeys, high value unique use cases

✓ best fit
~ possible, depends
✘ usually not suitable

Your Agent Portfolio: Where Custom Really Adds Value

Need for cross system orchestration

High

Workday Agents / Sana or FlowiseAI
Depending on final delivery of connectors there will be most likely vast integration options within Workday core product.

FlowiseAI
Examples: Onboarding agent that connects to multiple systems

Low

Native Workday Agents
Examples: basic self-service Agent, BP Optimization Agent

FlowiseAI
Examples: Performance Agent taking into account all of your unique processes and policies
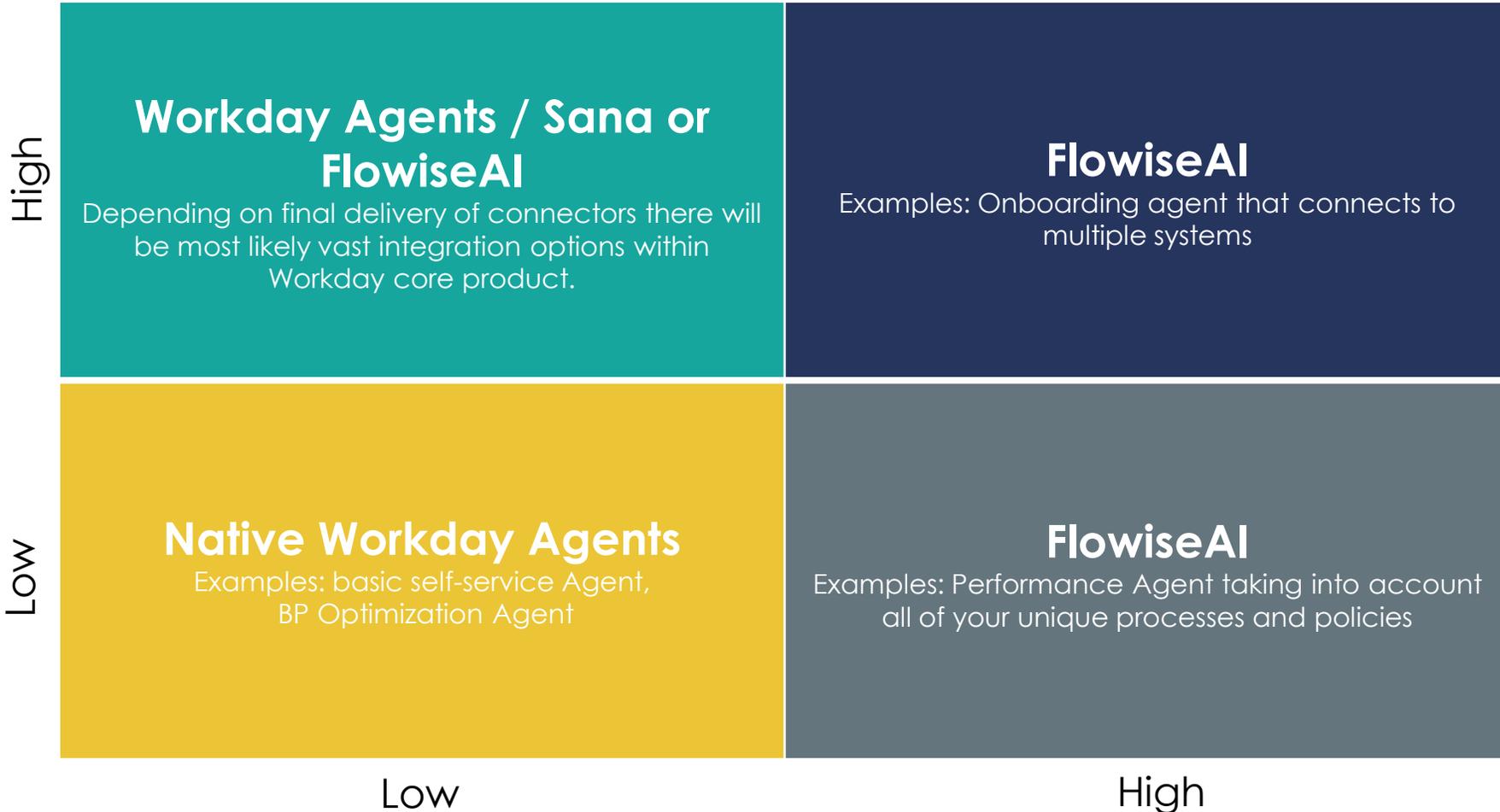
Low — High

Need for customization

Trajectory & Roadmap

Trajectory & Roadmap

A roadmap is not only a list of agents. You first need some foundations in place.

Foundation	Key question	Your status
Skills & capacity	Do we have people who can own and build agents?	
Governance & AI policy	Do we have basic AI and EU AI Act rules agreed?	
Data & integrations	Is our HR Data Quality and integration experience good enough to start?	
Platforms & tools	Have we chosen our core AI platform and orchestrator?	
Stakeholders & buy in	Are CHRO, CIO, HRIS, works council on board?	
Business case inputs	Do we know volumes, time spent and cost rates?	
Pilot candidates	Do we have 2–3 low risk pilots to learn from?	

Use case / agent	Main persona	Annual volume	Time saved per event	Other benefits	Agent complexity (L / M / H)	Rough annual value	Planned wave
Manager Hiring Assistant	Hiring managers	8.000 reqs 48.000 interviews	15 min per req 12 min per interview	Better req quality, less rework	Medium	≈ $736k (8.000 × 0,25h ×$60) + (48.000*0,2h*$60)	Now
360 Feedback Agent	People managers	10.000	90 min	Better summaries, stronger conversations	Medium	≈ $612k (10.000 × 1,5h × $40)	6–12m
Grow / Goal Setting Agent	Employees, managers	25.000 goal cycles, 4 goals on average	12 min	Higher goal quality, fewer reminders	High	≈ $800k (100.000 × 0,2h × $40, rounded)	6–12m

Business Case
Productivity ROI of 360 Feedback

Built on Workday App workday

Tangible Benefits

15.000
Hours saved per year

7.2 FTE
Based on 2.080 hours/FTE

$ 612.000
Using a $85K fully loaded salary benchmark per FTE

Intangible Benefits

☑ 85% of Fortune 500 companies utilize 360-degree feedback as a cornerstone of leadership development programs
☑ Harvard Business Review study found organizations using 360 feedback had 14.9% higher employee retention
☑ 360 feedback on leadership competencies can help identify high-potential leaders

☑ Companies using 360 report ~15% better retention rates on average
☑ A Harvard study cited in HBR found that companies with effective 360 feedback practices also saw higher sales and customer satisfaction outcomes
☑ Implementing 360 reviews fosters a culture of open communication and trust

Assumptions

- 10.000 employees
- Assume one 360 feedback cycle per person per year*
- Average of 6 reviewers per employee

Time Saved
- Time saved per feedback submission: 10 min
- Time saved in HR admin (reminders, tracking responses, consolidating feedback): 30 min
- Time saved per 360 feedback: 90 min

Calculations

15.000
Saved hours annually, freeing up time that would e be spent coordinating, completing and consolidating reviews

*Note: Usage of 360 feedback systems differs highly per company. Some organizations have employees do multiple assessments per year, while others reserve it for leadership.

Wrap-Up

How You Can Get Started Today

Start building your strategy

Align HR and IT on platforms

Ask for help if you need it

Continue Your Learning Journey

Incubane can help not only with implementation, but also with strategy

We are building the Agents for your future needs

Reconciliation Agent

Matches transactions across ledgers, bank statements, and subledgers, then highlights gaps or duplicates. It explains variances, proposes journal entries or clearing actions, and routes exceptions to the right owner with context

Security Agent

Users can request agent to access data; the agent analyzes the requests and asks for role approval. Can also identify security anomalies (mismatches between job profile, security access) and flag those for review.

Data Quality Agent

Give data quality assignments to collect, improve or audit data elements. The agent will flag anomalies, contact users for missing data and escalate where appropriate. Set your own data quality rules as guard rails.
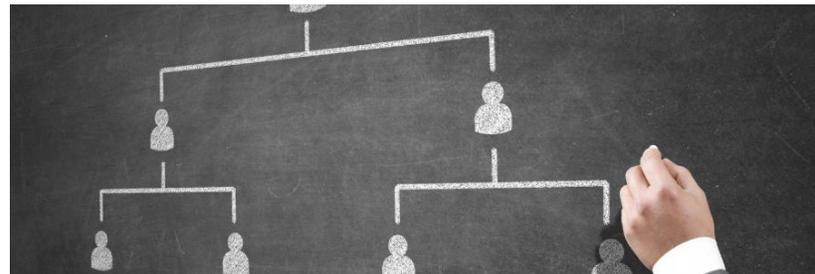
Org Design Agent

Be able to request organizational changes using the org design agent. The org design agent will follow your master data management reasons, flag risks (e.g. span of control) and route the process for appropriate approvals.

Integration Agent

Proactively monitors your integration and flags any issues with integrations. Will do initial analysis on potential issues with broken integrations and suggest fixes.

Manager Assistant Agent

Supports managers with their recurring Workday tasks. Will be able to initiate complex MSS tasks. Supports manager in how to lead their team by giving advice, keeping an eye on sentiment and recurring teams within their team.

What is your next step in your agent journey?

Why

When

What

How

Learn More on the Technology of Flowise

If you want to get a full understanding of how to build with Flowise, understand the tech, how it fits in your overall landscape and how to build internal capability.

**Wednesday Dec 10th at 15:00 CET / 9:00 ET**

You will learn:
- What are the main capabilities of Flowise
- How does it interact with Workday
- How does it work with your overall landscape
- How do you build internal capability

Scan to register

Get into Action Mode and Meet With Us

If you want to get started with a strategy, a business case, a pilot or deploy agents within your organization and see actual results.

Book a meeting with us

We can discuss:
- Your agent/AI use cases
- Your overall strategy and business case
- More about Extend Pro, Agent System of Records or other innovation topics

Scan to book
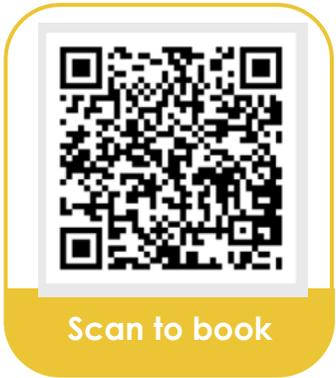
Contact Us

- If you want to build your agent strategy
- If you want to learn how to build agents inhouse
- If you have an agent use case you want to work together on

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Thank you

incubane
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