

Workday AI Agent Capabilities

Flex Credits, Use Cases & ROI Reference Guide

About This Document

This reference guide summarizes Workday's AI Agent capabilities available through the Flex Credits model, along with practical use cases and directional ROI estimates developed by Okorio's Workday Intelligence practice. It is intended to support advisory conversations with clients evaluating Workday's agentic platform.

How to read this guide

- Flex Credits are consumed when an agent completes an action in a production environment. Testing in sandbox is free (Excluding BP Optimize Agent).
- ROI calculations use directional assumptions.
- Items marked † Preview are on the Workday roadmap but not yet generally available as of the Rate Card (Feb 2026).
- Platform features (API's) are metered separately from agent actions and covered in Section 2.

Section 1 - Workday AI Agents

Agents are AI-powered capabilities that perform specific tasks on behalf of users within Workday. Each agent skill consumes Flex Credits only when an action is completed in production. The table below covers all available and preview agent capabilities.

AGENT	CAPABILITY / SKILL	FLEX CREDITS	USE CASES	ROI CALCULATION
Self Service	Employee & Manager Self-Service	Per self-service action (information retrieval or action taken on behalf of user) 1 FC	• Employee checks remaining PTO balance without contacting HR • Manager pulls team goal status for a performance conversation • Employee asks for most recent pay stub details via chat interface	Assumption: 5,000 employees; 8 self-service interactions/mo each; 30% previously required HR support at 15 min × \$60/hr. Calculation: $5,000 \times 8 \times 30\% = 12,000$ deflected HR contacts/mo × 15 min = 3,000 hrs × \$60 = \$180,000/mo Est. Annual Value: ~\$2.16M in HR service deflection (scales proportionally by headcount) FC Cost: 40,000 actions/mo × 1 FC × 12 = 480,000 FC/yr
BP Optimize	Process Analysis & Optimization - Process improvement	Per business process event analyzed and optimized 1 FC	• HR ops analyzes a multi-step onboarding process for bottleneck identification • Finance team submits an invoice approval workflow for AI-suggested optimization • IT evaluates a change management process for redundancy reduction	Assumption: 20 key business processes analyzed per quarter; process consultant = \$250/hr; 4 hrs of analysis per process. Calculation: Agent reduces analysis time 75% → saves 3 hrs × 20 = 60 hrs/quarter × \$250 = \$15,000/quarter Est. Annual Value: ~\$60,000 in process consulting cost avoidance FC Cost: 20 events/quarter × 1 FC × 4 = 80 FC/yr

AGENT	CAPABILITY / SKILL	FLEX CREDITS	USE CASES	ROI CALCULATION
Payroll	Payroll Data Monitoring & Notifications - Identify missing data and configuration	Per 10 worker records per monitoring run 5 FC	- Payroll manager runs weekly missing data check before payroll close to catch errors early - Controller schedules daily monitoring during open enrollment to catch benefit deduction gaps - Payroll analyst automates pre-close validation for a workforce of 5,000+ employees	Assumption: 2,000-worker payroll; daily pre-close monitoring; avg payroll error cost = \$500 each; 10 errors caught/mo vs. 2 post-payroll. Calculation: 8 errors caught before close × \$500 = \$4,000/mo in rework avoided Est. Annual Value: ~\$48,000 in payroll error cost avoidance + reduced compliance exposure FC Cost: 200 records/run ÷ 10 × 5 FC × 22 runs/mo × 12 = 26,400 FC/yr
	Payroll Compliance - Minimum wage rate analysis	Per payroll minimum wage rate Q&A request 10 FC	- Payroll specialist queries current federal and state minimum wage rates for multi-state payroll - Compliance officer validates all hourly worker pay rates meet updated regional thresholds - HR manager asks agent to flag employees paid below newly effective minimum wage	Assumption: Multi-state employer; 4 compliance queries/mo; compliance consultant = \$300/hr; 30 min/manual research. Calculation: 4 × 30 min saved = 2 hrs/mo × \$300 = \$600/mo + violation avoidance value Est. Annual Value: ~\$7,200 in research time + \$5,000–\$50,000 in potential penalty avoidance per incident FC Cost: 4 requests/mo × 10 FC × 12 = 480 FC/yr
	Payroll Data Exploration - Payroll data insights	Per payroll Q&A request 10 FC	- Payroll manager asks for a gross-to-net breakdown by employee group before final submission - CFO queries payroll cost variance vs. prior period for a board report - Payroll analyst investigates why a specific employee's net pay changed between two periods	Assumption: 20 payroll Q&A requests/mo; analyst time = \$85/hr; 1 hr to research and answer manually. Calculation: Agent answers in seconds → saves 20 hrs/mo × \$85 = \$1,700/mo Est. Annual Value: ~\$20,400 in analyst time savings + faster executive reporting FC Cost: 20 requests/mo × 10 FC × 12 = 2,400 FC/yr

AGENT	CAPABILITY / SKILL	FLEX CREDITS	USE CASES	ROI CALCULATION
Recruiting	Candidate Grading & Insights - Match score	Per resume screened with match score 6 FC	- Recruiter screens 200 applicants for a technical role and surfaces top 10 match scores - TA leader benchmarks candidate quality across requisitions over a hiring cycle - Hiring manager reviews shortlist with AI-generated fit summaries before interviews	Assumption: 500 resumes screened/mo; recruiter time = \$45/hr; 15 min/resume manually. Calculation: AI screens all 500; recruiter reviews top 50 → $450 \times 15 \text{ min saved} = 112.5 \text{ hrs/mo} \times \\$45 = \\$5,063/\text{mo}$ Est. Annual Value: ~\$60,750 in recruiter time savings FC Cost: $500 \text{ resumes/mo} \times 6 \text{ FC} \times 12 = 36,000 \text{ FC/yr}$
	Talent Rediscovery - Candidate retrieval	Per unique requisition searched 750 FC	- TA team rediscovers silver-medalists from prior campaigns for a newly opened role - Recruiter surfaces passive candidates from the talent community for hard-to-fill positions - Candidate receives AI-recommended job suggestions based on profile and history	Assumption: 10 active requisitions/mo use Fetch; avg external agency fee = \$15,000/hire; 20% conversion from rediscovery. Calculation: $10 \text{ req} \times 20\% = 2 \text{ hires/mo}$ from pool $\times \\$15,000 = \\$30,000/\text{mo}$ agency avoidance Est. Annual Value: ~\$360,000 in external agency fees avoided FC Cost: $10 \text{ req/mo} \times 750 \text{ FC} \times 12 = 90,000 \text{ FC/yr}$
Talent Mobility	Internal Talent Visibility & Matching - Employee retrieval (Internal Fetch)	Per unique requisition searched 750 FC	- HRBP identifies internal employees eligible for a new project role before external posting - L&D team surfaces high-potential employees for a leadership development program - Manager receives proactive AI recommendations for backfill candidates from within the org	Assumption: 8 open roles/mo; external hire cost = \$25,000; internal mobility fills 30% of roles at \$10,000 cost savings each. Calculation: $8 \times 30\% = 2.4 \text{ internal fills/mo} \times \\$10,000 = \\$24,000/\text{mo}$ Est. Annual Value: ~\$288,000 in recruiting cost avoidance + reduced time-to-fill FC Cost: $8 \text{ req/mo} \times 750 \text{ FC} \times 12 = 72,000 \text{ FC/yr}$
Contract Intelligence	Custom AI Contract Insights - Custom document analysis	Per document analyzed by custom AI model 5 FC	- Legal team uploads executed contracts for clause extraction and risk flagging - Procurement reviews supplier agreements against standard templates - Compliance officer runs custom model to detect non-standard IP or liability language	Assumption: Legal/procurement team reviews 50 contracts/mo; attorney time = \$300/hr; manual review = 2 hrs/contract. Calculation: AI reduces review time 60% → $60 \text{ hrs saved/mo} \times \\$300 = \\$18,000/\text{mo}$ Est. Annual Value: ~\$216,000 in legal review cost avoidance FC Cost: $50 \text{ docs/mo} \times 5 \text{ FC} \times 12 = 3,000 \text{ FC/yr}$

AGENT	CAPABILITY / SKILL	FLEX CREDITS	USE CASES	ROI CALCULATION
Contract Negotiation	Agentic Contracting - Full document review and redlining	Per document reviewed and redlined (multiple rounds permitted) 500 FC	- Legal ops team submits third-party paper for automated redline against internal playbook - Vendor contract renewal reviewed and marked up for negotiation before attorney review - M&A team accelerates due diligence contract review across large document sets	Assumption: 20 third-party contracts redlined/mo; outside counsel = \$350/hr; 8 hrs per contract. Calculation: AI first-pass saves 5 hrs/contract → 100 hrs/mo × \$350 = \$35,000/mo Est. Annual Value: ~\$420,000 in outside counsel savings FC Cost: 20 docs/mo × 500 FC × 12 = 120,000 FC/yr
Revenue Contract † PREVIEW - NOT GENERALLY AVAILABLE	Revenue Contract Creation and Insights - Workday contract creation	Per contract created and available to interrogate 25 FC	- Finance team generates and interrogates a master services agreement directly in Workday - Revenue ops automates contract creation from CRM opportunity data - Controller queries contract terms for revenue recognition analysis	Assumption: 100 revenue contracts created/mo; finance/legal ops time = \$80/hr; 45 min to create manually. Calculation: AI reduces creation time 70% → 31.5 min saved × 100 = 52.5 hrs/mo × \$80 = \$4,200/mo Est. Annual Value: ~\$50,400 in finance/legal ops time savings FC Cost: 100 contracts/mo × 25 FC × 12 = 30,000 FC/yr
Adaptive Pro (Adaptive Decision Intelligence) † PREVIEW - NOT GENERALLY AVAILABLE	Analysis & Insights, Data exploration, Scenario Modeling, Write-Back	Per analysis request TBD	- FP&A leader asks a natural-language question spanning plan, actuals, and CRM pipeline data to explain a revenue gap without pulling a manual report - Finance team models multiple scenarios and runs simulations to compare likely outcomes - Leadership reviews scenarios side by side, approves, and commits directly into the governed plan with assumptions, data sources, and approval chain intact - updating downstream forecasts and reports automatically	Assumption: FP&A team submits 60 analysis requests/mo; analyst = \$90/hr; avg 2 hrs of manual analysis each. Calculation: Agent handles first-pass → saves 1.5 hrs/request × 60 = 90 hrs/mo × \$90 = \$8,100/mo Est. Annual Value: ~\$97,200 in analyst time + faster planning cycle FC Cost: 60 requests/mo × 8 FC × 12 = 5,760 FC/yr
Financial Audit † PREVIEW - NOT GENERALLY AVAILABLE	Audit Sample Request - Audit samples and supporting documents	Per audit sample where artifacts are requested 60 FC	- Internal audit team requests sample of AP transactions for a controls audit - External auditor requests supporting documentation for a revenue sample - Compliance team generates audit evidence package for SOX testing cycle	Assumption: 200 audit samples per cycle, 3 cycles/yr; auditor = \$120/hr; 1 hr to manually pull each sample. Calculation: Agent automates retrieval → saves 45 min × 200 = 150 hrs/cycle × \$120 = \$18,000/cycle Est. Annual Value: ~\$54,000/yr in audit preparation time savings FC Cost: 200 samples × 60 FC × 3 cycles = 36,000 FC/yr

AGENT	CAPABILITY / SKILL	FLEX CREDITS	USE CASES	ROI CALCULATION
Contingent Sourcing † PREVIEW - NOT GENERALLY AVAILABLE	Screening Assist - Contingent applicant grading	Per resume screened with match score 6 FC	- Procurement team screens a high volume of contingent applicants for a contract role - Staffing agency partner grades candidate pool for a Statement of Work engagement - Vendor manager evaluates contingent worker fit scores before scheduling interviews	Assumption: 300 contingent applicants screened/mo; sourcing team = \$50/hr; 15 min/resume to screen manually. Calculation: Agent screens all; team reviews top 30 → saves $270 \times 15 \text{ min} = 67.5 \text{ hrs/mo} \times \\$50 = \\$3,375/\text{mo}$ Est. Annual Value: ~\$40,500 in sourcing team time savings FC Cost: $300 \text{ resumes/mo} \times 6 \text{ FC} \times 12 = 21,600 \text{ FC/yr}$
	Sourcing Assist - Contingent talent rediscovery	Per unique requisition searched 750 FC	- Procurement team runs contingent talent rediscovery for a recurring contract role type - SOW manager identifies pre-vetted contractors from the talent pool for a new project - Extended workforce team surfaces prior contingent workers for re-engagement	Assumption: 5 contingent requisitions/mo use rediscovery; avg staffing agency fee = \$10,000/placement; 15% conversion. Calculation: $5 \text{ req} \times 15\% = 0.75 \text{ agency placements avoided/mo} \times \\$10,000 = \\$7,500/\text{mo}$ Est. Annual Value: ~\$90,000 in staffing agency fee avoidance FC Cost: $5 \text{ req/mo} \times 750 \text{ FC} \times 12 = 45,000 \text{ FC/yr}$
Developer Agent Builder (Extend Pro) † PREVIEW - NOT GENERALLY AVAILABLE	AI Development Platform - Custom Agent Workflow Creation	Per custom agent workflow run (LLM usage not included) 1 FC	- IT team builds a custom expense pre-approval agent using within Workday Extend - HR builds an automated manager escalation agent for high-risk exit interviews - Operations creates a custom vendor compliance notification agent integrated with supplier data	Assumption: Custom agent runs 500 times/mo; each run replaces 20 min of manual work at \$60/hr fully loaded. Calculation: $500 \text{ runs} \times 20 \text{ min} = 167 \text{ hrs/mo} \times \\$60 = \\$10,000/\text{mo}$ Est. Annual Value: ~\$120,000 in process automation savings per custom agent deployed FC Cost: $500 \text{ runs/mo} \times 1 \text{ FC} \times 12 = 6,000 \text{ FC/yr}$ (highly efficient at scale)

Section 2 - Core Platform Features

Core Platform features are infrastructure-level capabilities that underpin all Workday integrations, agent workflows, and document operations. Unlike agent actions, these are metered on volume (API calls) and draw from the same Flex Credit balance. ROI for platform features is typically framed as middleware or vendor stack consolidation savings.

AGENT	CAPABILITY / SKILL	FLEX CREDITS	USE CASES	ROI CALCULATION
Core Platform	APIs - Standard API requests	Per 10,000 API calls (ingress and egress) 60 FC	- Integration team monitors API consumption during a heavy EIB migration period - Developer tracks API call volume for a custom Workday Extend application in production - Architect sizes API entitlements before launching a new third-party HCM integration	Assumption: 100k API calls/mo for custom integrations; compare to iPaaS (Boomi/MuleSoft) at \$0.01–\$0.05/call. Calculation: 100k calls = 10 units × 60 FC = 600 FC/mo; at \$0.01/FC ≈ \$6/mo vs. \$1,000–\$5,000/mo in iPaaS transaction fees Est. Annual Value: \$12,000–\$60,000 in middleware licensing/transaction cost avoidance FC Cost: 600 FC/mo × 12 = 7,200 FC/yr

Important Notes & Limitations

- All Flex Credit rates are per Workday Rate Card v262, last updated February 12, 2026. Rates are subject to change; always confirm with your Workday Account Executive before quoting.
- Preview capabilities (marked †) are in the design phase and may change or be removed at Workday's discretion before general availability.
- ROI estimates assume US-based, AWS US East deployment.
- Flex Credits expire at the end of the subscription period and cannot be rolled over unless the subsequent contract is equal to or greater in value.
- Testing and evaluation in non-production (sandbox) environments does not consume Flex Credits, excluding the BP Optimize Agent.

Prepared by: Okorio LLC - Workday Intelligence Practice | **Contact:** workdayintelligence@okorio.com