



AI For You: Truths, Tools, & Tactics Webinar Unanswered Questions

1. *We have a lot of resistance regarding AI. How do we change the perception that AI is a job threat?*

When deploying AI, or any new tool/software, the first thing you want to do is make sure that people are aware of why the change is happening – what areas of their day to day are you trying to improve with deployment, are these tasks to be streamlined or enhanced? Then you need to be able to measure and show that the system is doing what you intended. Bringing people along the change journey creates trust and mitigates resistance.

2. *How can we best measure process improvements? And when do we measure after implementing AI?*

It all depends on what you are measuring. For example, you can immediately measure historical help ticketing trends. With Workday Assistant, you should be able to measure where those types of tickets are decreasing or increasing. For other areas, you can start around a month after go-live to assess trends. Ultimately you will need a body of data that is robust enough in time to make an informed decision about how you are performing. In some areas, six months is a good rule of thumb.

3. *Can you talk about Workday Agentic AI?*

AI Agents “autonomously” perform tasks for users to supercharge human decision making. They are designed to enhance efficiency and streamline processes for organizations. Below are a few examples and benefits:

Workday Assistant

- Offers contextual support integrated into workflows.

- Brings together various agents, including third-party solutions, for a unified experience.

Policy Agents

- Answer policy-related questions quickly.
- Automate task completion and provide personalized guidance.
- Reduce the burden on HR by addressing common inquiries and ensuring compliance.

Payroll AI Agents

- Aim to optimize and automate payroll processes.
- Help reduce manual work, errors, and time-consuming tasks.
- Provide AI-driven insights to enhance payroll administration.

Three primary use cases for AI Agents in HR are:

- Talent Acquisition and Recruitment
- Employee Engagement and Workforce Management
- Workforce Planning and Scenario Modeling

Other agents that are “currently available” and “coming soon” are discussed below.

4. *How easy is it to turn on some of the available Agents, and do you recommend we do so in Preview? or is there a way to turn on in Production only for certain admin roles?*

As of right now there are only four available agents that can be turned on. These agents require certain functional areas to be active before setup and require other specific requirements depending on the agent. When activating the agent organizations can set up the appropriate security domains to fit their needs.

Soon administrators will be able to manage more agents in the Agent System of Record (ASOR). This will allow administrators to discover, add, monitor, and manage AI agents. It will provide a center for governance and security. Administrators will be able to specify which agents are available to specific security roles in Workday.

5. *What are some lessons learned that you could share about implementing AI?*

A lot comes to mind when thinking about implementing AI into existing business processes. The biggest piece that stands out is 85% of AI Initiatives fail due to solving problems that don't exist, ignoring data quality, underestimating integration complexity, or neglecting ongoing maintenance. For more on this topic, please check out our blog: <https://thegroove.io/blog/4-critical-mistakes-that-sink-ai-projects>

6. *Many finance staff are concerned about AI being accurate, especially with numbers. Since Michael likes Visio, do you have a best practice workflow diagram process that I can suggest for them to follow if we incorporate AI in finance?*

Yes, we have a collection of financial process flows that we often use during our future state conversations with our clients. They are informed by best practices and can be modified to address your processing needs regarding internal controls, cycle times, and process efficiencies. However, a process flow diagram does not ensure data accuracy. That is another related, but very important, activity. But process diagrams can be helpful in identifying where AI could be leveraged in the flow of work.

Below are some examples where you can consider inserting AI into your financial operations and update your Visio flows:

Automation: uploading and scanning supplier invoices and route to the appropriate specialist based on previous similar assignments.

Anomaly Detection: for financial planning, AI algorithms can analyze data to alert planners when plan data falls outside of normal ranges.

Recommending spend categories: when creating requisitions or purchase orders, AI can recommend spend categories, which would reduce downstream errors, speed up the purchase process, and improve the user's experience.

Source: [What is AI in Finance? | Workday](#)

7. *How have you seen Adaptive customers using Predictive Forecaster?*

Predictive Forecaster uses historical data to project future values at an account-level basis. This helps customers stay aligned with their plans and quickly identify when they may be off track. The system flags anomalies, such as values that are unexpectedly high or low, so teams can take proactive action before issues escalate.

Workday Example:

Customer Behavior Prediction

Team Car Care used Workday's intelligent planning tools to forecast customer behavior, particularly how external factors like weather impact business. For example, they discovered that rainy days significantly reduce customer visits. By integrating weather data from government sources into Workday Adaptive Planning, they were able to predict dips in sales and adjust staffing and service availability accordingly. This allowed them to better align resources with expected demand.

Inventory Management Optimization

They also applied predictive forecasting to inventory planning. By anticipating demand for parts and products at each service location, they reduced both overstocking and stockouts. This improved supply chain efficiency and ensured that procurement was closely aligned with actual business needs.

Source: [From Zero to Sixty: Team Car Care Accelerates Digital Finance With Workday | Workday US](#)

8. *I thought all of the new agents were going to be additional SKUs; is that not the case?*

As of right now, all available agents are separate SKUs (individually priced and licensed products). In the future, this may change as Workday has announced the Agent System of Record. Agents could be bundled into broader platform capabilities, licensed based on different metrics, or trial other emerging technologies. This is a rapidly developing space and Workday's roadmap for Agents is changing frequently.

9. *How many Agentic AIs are available in Workday to opt in?*

Currently Available Agents:

- **Contract Intelligence Agent**
Continuously scans and monitors contracts to identify risks, obligations, and opportunities. It provides real-time dashboards to help legal and finance teams stay proactive and compliant.
- **Contract Negotiation Agent**
Speeds up the contract review and negotiation process, ensuring agreements are finalized faster while maintaining compliance with internal policies and external regulations.
- **Recruiting Agent**
Enhances recruiter productivity by streamlining workflows and surfacing top candidates quickly. It supports better hiring decisions and reduces time-to-fill.
- **Talent Mobility Agent**
Promotes internal career growth by intelligently matching employees with new opportunities. It helps managers and recruiters identify and retain top talent.

Coming Soon Agents:

- **BP Optimize Agent**
Uses AI to analyze and streamline Workday business processes, offering real-time recommendations to improve operational efficiency.
- **Contingent Sourcing Agent**
Proactively identifies high-quality contingent talent, helping organizations reduce sourcing costs and fill roles faster.
- **Document-Driven Accounting Agent**
Automates the accounting of agreements, reducing manual effort while improving accuracy and compliance.
- **Financial Audit Agent**
Enhances the audit process by increasing efficiency and reducing risk, making audits smoother and more reliable.
- **Frontline Agent**
Supports frontline workers and managers by automating routine tasks and improving day-to-day operational experiences.

- **Payroll Agent**
Automates payroll processes to reduce manual work and improve data accuracy, ensuring timely and error-free payroll runs.
- **Self-Service Agent**
Empowers employees with instant answers and automated task completion, enhancing the self-service experience across the organization.
- **Supplier Contracts Agent**
Simplifies supplier onboarding and contract management, helping organizations maximize value and reduce risk in supplier relationships.

Source: [AI Agents from Workday | Workday US](#)