

WORKDAY EXTEND

eBook

Your Guide to Building Custom AI Agents and Apps

Create what your business needs, securely, natively, and at speed.



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Chapter 1:

Workday Build: The developer platform.



AI is shifting the CIO mandate.

Technology leaders are being asked to do more than modernize systems. They're expected to safely adopt AI across the organization, and deliver proven value every step of the way.

To succeed, you need to bring data together with context to drive intelligence across the whole business—all while simplifying the tech stack in service of agility to meet fast-changing needs.

It's going to take more than simply layering AI onto disconnected tools. You need an open platform designed for the new ways work gets done—one that unifies data, processes and security by design, and [enables innovation directly in the systems managing people and money.](#)

That's exactly what [Workday Build](#) enables.

Solving IT's Biggest Challenges in the AI Era



I need to safely adopt AI across my organization and deliver proven value.

Safely Adopt AI



I need to bring my data together with context for greater intelligence.

Unify Data & Context



I need to simplify my tech stack and quickly respond to business needs.

Simplify & Respond



Workday Build is the Workday developer platform. It brings together the intelligent tools, marketplace, and community that customers and partners need to build, connect, and scale AI-powered solutions directly on Workday, extending what's possible across the core applications, data, and technology that organizations already rely on to manage people and money.

Workday Build gives you:



Tools to connect enterprise data and build custom AI agents, apps, and orchestrations



The Workday Marketplace where customers can discover and deploy vetted solutions built by Workday and partners



A developer community with training, certifications, and shared expertise to equip teams to build confidently



Where you build matters.

In many organizations, custom development happens in a separate “sidecar,” a platform sitting outside the core system. That approach creates familiar problems: duplicated data, brittle integrations, separate security rules, and ongoing maintenance to keep everything aligned.

Workday Build takes a different approach: It empowers teams to **build directly on the Workday platform**, where people and finance data already live and where business and security processes are already defined.

That means your custom solutions can:

- **Use Workday data with full context**, not exported snapshots
- **Adhere to Workday governance by default**, including business process rules and security policies
- **Fit into the Workday experience**, making adoption easier and user experience consistent



Meet Workday Extend: The cornerstone of Workday Build.

At the center of Workday Build is [Workday Extend](#), the cornerstone capability for building custom solutions on Workday.

Workday Extend gives organizations an intuitive, low- and no-code way to rapidly build and deploy custom AI agents and apps for people and finance.

Because Workday Extend is part of the Workday platform, teams can extend Workday data, native business processes, and consistent user experience, while inheriting the same enterprise-grade security and governance Workday is known for.

This eBook is a practical guide to building custom agents and apps on Workday, without creating a disconnected layer of technology outside your core system. Specifically, we'll cover:

- **Why organizations build custom AI agents and apps**
- **Where to build, and why building on Workday can accelerate development** while reducing risk
- **How Workday Extend works in practice**, as the cornerstone capability within Workday Build for creating custom AI agents and apps
- **What customers are building today**, across HR, finance, and industry-specific needs
- **How to upskill your team**, with resources, training, and community support to build faster over time

Chapter 2:

Why build on Workday?



Why build custom AI agents and apps?

Because no two organizations operate the same way.

Off-the-shelf AI is designed to work for everyone. Custom agents and apps are designed to work for you, reflecting your context, workflows, and the way your business actually runs.

Workday delivers embedded AI across HR and finance to support common, high-value use cases. But as organizations mature, they often hit moments where:

- A process is shaped by unique policies or decision logic
- The business needs speed—and can't wait for a general roadmap
- Competitive advantage depends on how work gets done, not just the outcome

That's where Workday Extend comes in.

Workday Extend helps organizations build and deploy custom AI agents and apps on the Workday platform—using trusted Workday data, native business processes, and UI components, with security and interoperability built in.

With Workday Extend, organizations of all sizes and skill levels can build new functionality, automate workflows, and create process orchestrations that help them consolidate fragmented systems, respond to urgent needs, and innovate.

For many teams, the ability to build custom AI agents and apps is the missing piece they need to build real velocity in their AI adoption journey.

The real question isn't "should we build?"—it's "where should we build?"

The market is full of options for building AI agents and apps. But the "right" place to build is the one that gives you:

- The right context to make AI useful and accurate
- A path to scale and adoption
- Embedded governance and trust from day one
- A way to measure impact

Why Workday is the right place to build.

For many organizations, Workday is where the most important operational decisions start, because it is the system of record for HR and finance. And that position matters when you're building custom AI agents and apps.

Only Workday provides the depth of data, context, and governance required to build AI for people and money that is accurate, governable at scale, and capable of delivering real business impact.

Trusted data with built-in context.

- Workday has the world's largest, cleanest, and most contextual dataset for how work gets done inside your organization. Horizontal platforms and general-purpose LLMs don't know who your people are, how your teams are structured, how work is approved, or how money flows through the business.
- Because Workday understands these relationships natively, AI agents and apps built on Workday start with the context they need to reason and act effectively.

Speed through the Workday object model.

- Workday Extend enables teams to build directly from Workday platform components, significantly accelerating time to build custom AI agents and apps.
- Workday business objects contain both data (attributes) and behavior (methods), preserving relationships and rules that are critical for feeding AI and ML models. This context is extremely difficult to recreate externally.

Governance, privacy, and observability by default.

- All Workday data lives within a trusted governance model. Custom AI agents and apps inherit Workday's security, business process framework, and auditability, allowing them to understand, reason, and act inside unified, enterprise-grade boundaries.
- This level of built-in privacy, governance, and observability cannot be replicated on horizontal AI platforms.

A foundation for managing an agentic workforce.

- As organizations adopt more agents, whether built by Workday, partners, third parties, or you, the [Workday Agent System of Record](#) provides a consistent way to manage, govern, and measure them alongside human work.
- This makes it possible to better understand impact and control risk.

In short: If you want custom AI agents and apps that are accurate, secure, adoptable, and measurable, building on your system of record for people and money is a powerful and differentiated advantage.

Chapter 3:

Workday Extend in practice.



Building custom agents and apps on Workday.

Workday Extend is the cornerstone capability within Workday Build for creating custom solutions on Workday. It gives organizations an intuitive low- and no-code developer experience for **building AI agents and apps** that run natively alongside core Workday workflows for people and money.

At a high level, Workday Extend features two core tools:

- **App Builder**, for building and deploying custom Workday apps
- **Sana Agent Builder**, for building custom agents—from simple conversational help to multi-step, multi-agent workflows—directly on Workday

This chapter walks through how those pieces fit together in practice, including how developers build faster with AI assistance, how solutions inherit Workday trust and security, and how agents are governed across their lifecycle.



Create custom apps with App Builder.

Workday Extend App Builder is a web-based development environment that provides a shared canvas for both IT and business developers to collaborate and rapidly build Workday Extend apps.

Teams work in a browser-based experience with visual and preview modes, and developers access App Builder through developer.workday.com, the Workday Developer Site.

Developers can start in the way that suits their situation:

- Building from scratch
- Uploading an existing file
- Working from a previously deployed app
- Copying and adapting an app template from the app catalogue

App Builder supports the full app development lifecycle, and preserves code changes automatically as developers work, helping teams build with confidence and maintain momentum.

What teams can do in App Builder.

Through App Builder and the Developer Site, teams can:

- Author app components, orchestrations, and pages
- Validate app syntax and semantics at any time before deployment
- View build, debug, and API logs
- Save apps to the app hub
- Promote apps across environments (developer, implementation, sandbox, and production)

Build at the right level of abstraction.

App Builder supports multiple levels of abstraction, from full code to low- and no-code. Developers can work in code mode when they need to, and use visual mode when speed and collaboration matter most.

A key accelerant here is component generation, which allows teams to generate app components directly from business objects, reducing the effort required to create foundational building blocks.

Visual mode: Build with clicks, not code.

For a no-code approach, visual mode enables developers to:

- Create new pages by adding tags and adjusting attributes in a graphical interface
- Create scripts for pages
- Add tasks, business objects, attachments, business processes, security domains, and reports without writing code
- Reorder page components with intuitive drag-and-drop functionality

Apps can be previewed using App Builder's preview experience before they're deployed to App Hub. This allows both developers and business stakeholders to review what's been built, test flows, and make adjustments before promotion into a tenant.

And when teams want to engage directly with underlying code, App Builder supports that, too, so advanced developers can go deeper without forcing everyone to.

Build faster with Workday Developer Copilot.

To help teams build faster and reduce time spent on repetitive work, **Workday Developer Copilot** acts as an AI companion across the development cycle.

It helps eliminate blank-page syndrome by translating natural language into build-ready outputs—speeding up work that would otherwise require manual searching, PDM scripting, or iteration.

Workday Developer Copilot can help developers:

- **Build and customize app pages faster** by leveraging Graph API, Workday business objects, and Workday Extend model objects—helping teams deliver new apps without starting from scratch.
- **Get instant answers to development questions** through natural language chat that summarizes relevant developer documentation, reducing time spent searching and streamlining day-to-day workflows.
- **Generate precise Workday Query Language (WQL) statements** and save them directly into new App Builder components, accelerating development and enabling faster iteration.
- **Generate validation PDM scripting tailored to app logic**, with guidance on where and how to implement it, reducing trial and error during build and testing.
- **Create complex PDM scripting functions using code snippets**, complete with inline comments that improve understanding, speed up development of intricate logic, and support higher code quality.

Workday Developer Copilot is also expanding across the broader developer experience, including:

- **Developer Copilot for APIs**, which speeds up API discovery across Graph, SOAP, and REST with context-aware recommendations and side-by-side comparisons.
- **Developer Copilot for Orchestrate (coming in 2026)**, which helps generate orchestrations from specifications and automatically produces documentation to support faster delivery and easier knowledge transfer.

The building blocks: Extend what Workday already does well.

A key reason Workday Extend apps feel native is that developers build them by extending the Workday core platform components, including the Workday:

- Business objects and attachment objects
- Security model
- Configurable business process framework
- Reporting framework
- User experience (including pages and tasks)

These components give developers the building blocks to construct the UI, data, logic, and security layers of a Workday Extend app, without recreating foundational enterprise architecture from scratch.

Extend components typically fall into three categories:

1. **Presentation components**, which define the app UI and user experience
2. **Model components**, which define data, processes, security domains and reporting
3. **Orchestration components**, which define flows inside Workday and between Workday and third-party systems



UI & UX

Presentation Components



Data

Model Components



Logic

Model & Orchestration Components



Security

Model Components



Reporting

Model Components



AI

APIs & Services



Pages

Build new Workday experiences using library of predefined widgets



Tasks

Naturally integrate Workday Extend apps into the Workday application



Business Objects

Extend the Workday object model to store and relate data



Attachment Objects

Extend the Workday object model to store file attachments



Business Processes

Extend the Workday business process framework to process app data



Orchestrations

Orchestrate processes across Workday and third-party systems



Domains

Extend the Workday security model to secure your app data



Reports

Extend the Workday reporting model to report on your app data



Workday AI Gateway

Proven and responsible Workday AI services for developers



AWS AI & Programmatic Services

Native integration to trusted AWS AI services, Lambda, S3, and Event Bridge

The rest of this section takes a closer look at what those components enable in practice.

1. Presentation components: A unified experience that's easy to find and adopt.

- Workday Extend apps are designed to feel like Workday, not like an external tool. Developers use presentation components to create the user interface and page interactions, using JSON in code mode or forms in visual mode.

Pages

Custom pages use JSON-based PMD tags that define elements of page behavior, such as:

- Widgets aligned with the Workday look and feel
- Endpoints that access data via Workday and third-party REST APIs
- Flows for page navigation
- Custom error pages
- Translated content

Developers can also use PDM scripting to perform data manipulation, calculations, and validation in-page.

Tasks

Tasks make Workday Extend apps accessible from within Workday. They allow users to launch pages from:

- The Workday home page
- Hubs
- Global search and navigation
- Custom dashboards
- Related actions and profile groups

Workday Extend apps run on web desktop and mobile. But beyond being available, adoption often depends on discoverability, placing apps where employees already work.

Teams can embed Workday Extend into high-traffic Workday touchpoints, including:

- **Workday Extend Cards**, which surface relevant tasks and information on the home page, hubs, search, and Workday Journeys (and can be customized for specific users)
- **Global Navigation and Workday Profile Groups** (30+), which make apps easier to find in the day-to-day flow of work

The goal is a frictionless, consistent experience that reduces the “toggle tax” (the cognitive load of switching between disconnected systems). With Workday Extend, users engage with custom innovation as a natural part of the Workday environment they already trust.

2. Model components: Data, process logic, security, and reporting.

- Model components power the core functionality of a Workday Extend app. By extending Workday business objects and security domains, custom apps inherit enterprise-grade security, compliance and data integrity by design.
- Developers author model components in App Builder, either in code mode using JSON or in visual mode by completing simple forms that automatically generate components.

Model components include:

Data

- Business objects that extend the Workday object model to create net-new objects unique to the app
- Business processes that extend the Workday business process framework to create net-new processes

Logic

- Attachment objects for storing files and images

Security

- Security domains that extend the Workday configurable security model to confidently secure app data

Reporting

- Components for Workday standard and advanced reports

AI

- The Workday AI Gateway for Workday-delivered AI service APIs
- AWS AI and developer services including: Amazon S3, AWS Lambda, Amazon EventBridge, Amazon Rekognition, Amazon Comprehend, Amazon Textract, Amazon Translate.
- AI widgets to create custom AI prompts in rich text widgets that allow users to refine prompts or generate text based on page fields

As developers build, they can validate code and preview components before deploying to a developer tenant, supporting rapid iteration.

3. Orchestration components: Connecting Workday to the broader ecosystem.

- Orchestration components enable developers to build real-time, event-driven processes across Workday and external systems. Orchestration can create and update Workday data, trigger business processes, send notifications and connect to third-party APIs.
- Orchestration is built in Orchestration Builder on the Workday Developer Site. It provides a drag-and-drop interface and a powerful expression builder that supports low-code function and condition manipulation.

Orchestration builder supports:

- Real-time and batch API integration (including advanced patterns ranging from high-frequency event triggers to high-volume batch file processing)
- Data manipulation and transformation using the expression builder
- Data brought into an orchestration is automatically available everywhere in that orchestration, and developers can mix JSON and XML
- Rapid function and condition manipulation through the expression builder's low-code experience, which does the heavy lifting for you

Developing, promoting, and managing apps across environments.

In Workday Extend, app source components are treated as a single logical unit that can be managed and deployed across multiple tenants, without manual code migration or elevated privileges.

Developers maintain app source code in logical folders in App Builder and upload it to the app hub service. App hub compiles code into a build that can be promoted through four levels:

- Development
- Implimentation (testing)
- Sandbox (final review)
- Production (go-live)

Apps are installed and upgraded by promoting versions through the Developer Site console. A Workday tenant administrator installs apps using the app manager, and promotions can trigger automatic upgrades when apps are already present in sandbox or production.

Workday Extend also supports development tenants with sample data and sample apps, kept current with weekly and biannual Workday application releases, helping teams jump-start development and iterate faster.

The console page on the Workday Extend Developer Site lets developers see and manage app details, promotion status, installation, and retirement in one place.

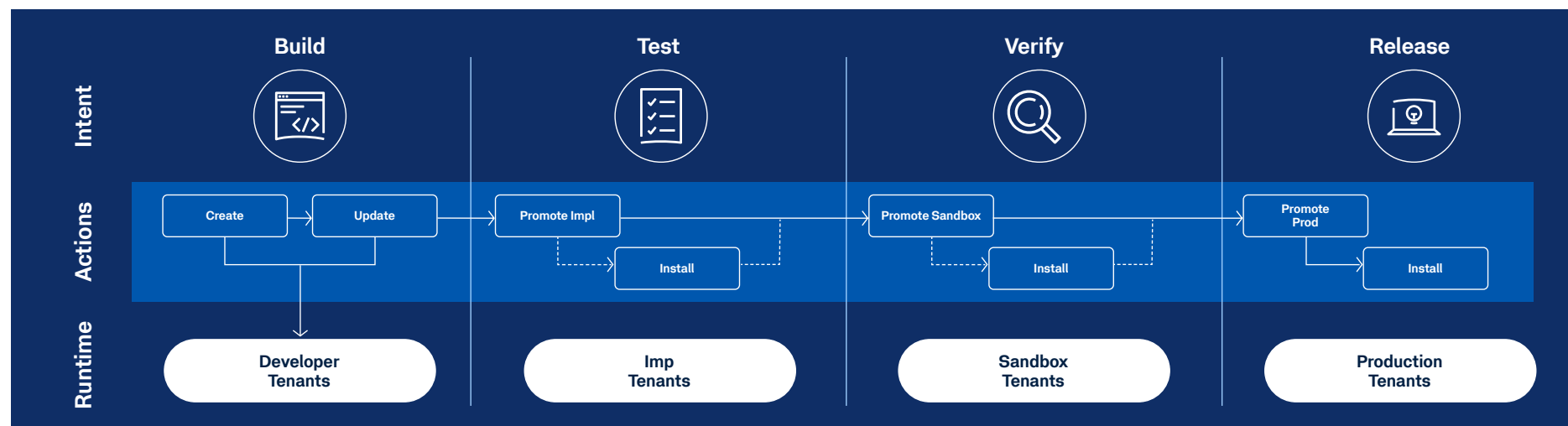
All Workday Extend developers have access to the Workday Developer Site.

Developers can find the tools they need to build and manage Workday Extend apps—as well as explore APIs they may be using to build out their Workday Extend apps through the Workday SOAP, REST, and Graph API Explorer capabilities.

The Developer Site also includes comprehensive **Workday Extend documentation**, training, and tutorials, enabling developers to learn how to build new apps, deepen existing skills, and stay current as capabilities evolve.

To accelerate development, developers can leverage the **App Catalog** to discover prebuilt solutions and templates that serve as springboards for building Workday Extend apps rather than starting from scratch.

The **Dev Forum** connects developers with a global community of peers, where they can ask questions, share guidance, and learn from real-world experiences building on Workday.



Unlock new Workday Extend use cases with Workday Prism Analytics.

Some Workday Extend use cases require more than application logic alone. They require access to richer data, advanced analytics, and the ability to work with information that lives outside of Workday.

[Workday Prism Analytics](#) is a tool that enables organizations to ingest and transform non-Workday data alongside Workday data, then seamlessly embed that combined data back across the Workday platform for insight and action.

Workday Prism Analytics can be used alongside Workday Extend to create custom agents and apps that address a wider range of use cases, especially where higher data volume, logic complexity, or reporting flexibility are needed.

Organizations use Workday Prism Analytics with Workday Extend to:

- **Ingest and prepare third-party data more easily**, combining external sources with Workday data in a governed environment
- **Efficiently process high volumes of data**, improving performance for data-intensive Workday Extend apps
- **Support more complex calculations and logic**, including multi-step and nested logic that goes beyond typical app-level processing
- **Gain more reporting flexibility**, enabling reporting on objects and datasets beyond what is captured directly within a Workday Extend app

Check out these customers who are unlocking new Workday Extend use cases with Workday Prism Analytics: [Unum](#) and [Accuride](#).



Embed AI capabilities with Workday AI Gateway and AWS Services.

For Workday Extend developers, Workday has opened access to many AI capabilities that can be used directly within Workday Extend apps.

The Workday AI Gateway brings Workday-delivered and curated people and money large language models (LLMs) to Workday Extend developers. Through the AI Gateway, developers can incorporate responsible, enterprise-grade AI directly into apps.

Workday supports several AI services through the AI Gateway, with more planned, including:

- **Skills mining:** Leverage Workday Skills Cloud to compare and contrast skills across roles, workers, or documents
- **Sentiment analysis:** Analyze digital text to determine whether the emotional tone of a message is positive, negative, or neutral
- **Document intelligence:** Use Workday-curated machine learning models to extract business-relevant fields from documents such as supplier invoices, receipts, resumes, and more
- **ML forecasting:** Use the ML Forecaster API and its time-series forecasting capabilities to generate seasonal and non-seasonal predictions

All AI services accessed through the Workday AI Gateway are governed by the same trust and security model that underpins the Workday platform. AI calls are handled centrally and consistently with other Workday APIs, ensuring security, observability, and compliance as AI capabilities are embedded in custom apps.

Workday Extend provides native support for powerful developer technologies from AWS.

Workday provides preprovisioned AWS accounts that are configured to work optimally with both Workday and AWS technologies, including:

- [Amazon S3](#): Support Workday Extend app data with cloud object storage
- [AWS Lambda](#): Create custom complex logic using any programming language you are comfortable with
- [Amazon EventBridge](#): Handle asynchronous processing of events
- [Amazon Rekognition](#): Leverage pretrained and customizable computer vision (CV) capabilities to extract information and insights from images and videos
- [Amazon Comprehend](#): Tap into a natural-language processing service that uses ML to uncover insights and connections in text
- [Amazon Textract](#): Extract texts from documents
- [Amazon Translate](#): Provide language translation using trained neural network

When building apps with these AWS technologies, developers use **Workday Extend Orchestrate** components to retrieve and store Workday objects in Amazon S3, invoke AWS Lambda functions, and publish events to Amazon EventBridge.

Workday simplifies provisioning and access by managing AWS service integration on behalf of customers. When developers use AWS services through Workday Extend, they do so using a Workday-provided AWS account, which can only be accessed via Workday Orchestrate at runtime.

Each AWS account is dedicated and isolated to each customer, with strong security controls in place.

These controls block public access and external network egress and apply service control policies (SCPs) to control permissions across the account. Data, configuration, code, and all other artifacts deployed to this account are isolated from other Workday customers.

Build custom agents with Sana Agent Builder.*

While Workday Extend enables customers to build custom apps, it also enables them to build agents that can sit on top of those apps and processes, interact with apps and deliver an agentic experience for the users of those Workday Extend apps.

Sana Agent Builder is a visual, low-code agent developer workspace for building custom agents and agentic experiences—anything from a simple conversational experience to a complex multi-agent workflow directly on Workday. It is built on an open-source foundation for transparency and control, and includes enterprise-level checks and human-in-the-loop controls.

Developers define what an agent should do, the order it should follow and the data it should use, starting from scratch or from prebuilt templates (for example, payroll inquiries, recruiting assistance, or forecasting sales revenue). Templates include connectors to Workday data, recommended skills, and common business rules.

With Sana Agent Builder, developers build custom AI agents in the same environment where they build custom apps. This makes it easier to identify where agents and apps can work together and to move faster without switching tools or rebuilding logic.

Developers can natively reuse Workday Extend app components, such as business objects, processes, and security domains, directly within agent flows. Because agents and apps are built within the same Workday Extend toolset, security, governance, and the software development lifecycle are handled consistently, without requiring separate platforms or processes.

* Sana Agent Builder launching in 2026R2

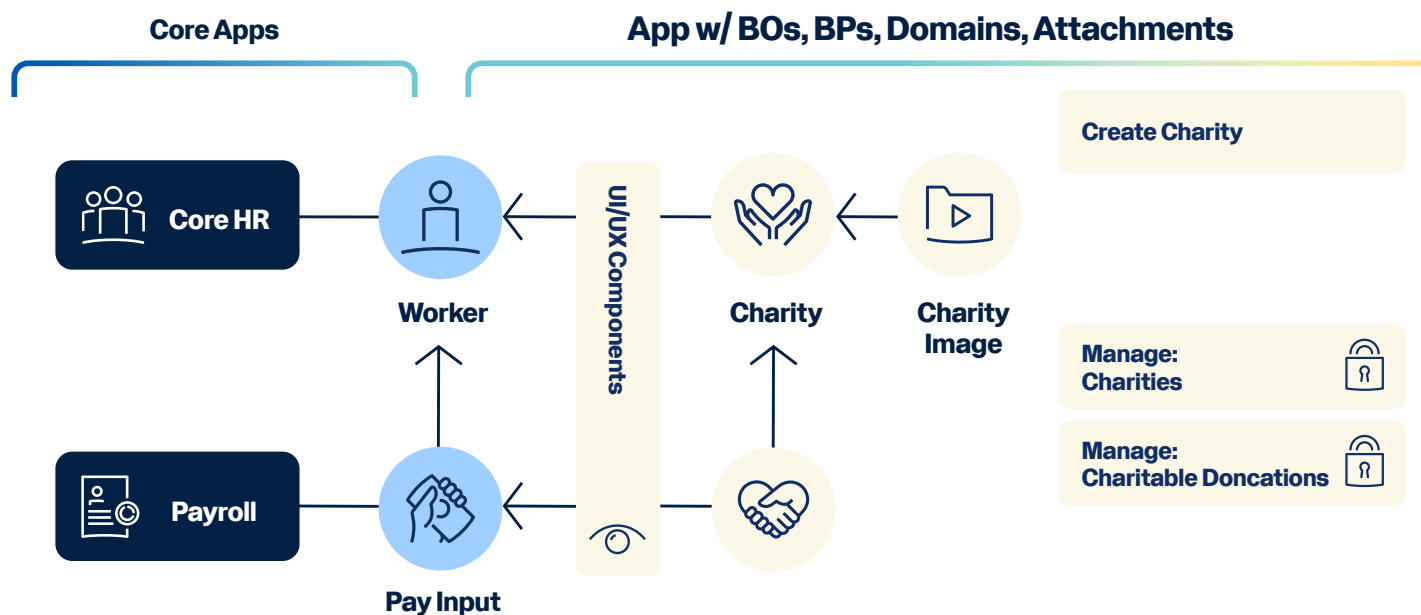
Example: Charitable donations agent.

A simple way to think of agents in Workday Extend is that the agents enhance the app user experience and automation through an agentic approach while operating on the same Workday Extend foundations, business objects, processes and security.

In this example, the goal is to enable workers to donate to approved charities in Workday, with donations pulled directly from pay.

A typical build sequence might look like this:

1. Build a Workday Extend app that integrates with Workday Core HCM and Workday Payroll. The application would hold two new business objects (Charity and Charitable Donations) and an attachment object for storing charity images.
2. Create the supporting business processes to govern charity creation, management, and the process that workers will follow to make charitable donations, including approvals and sending back or canceling an in flight process.
3. Create and deploy the Charitable Donations Agent, integrated with the Workday Extend application components built earlier. Workers interact directly with the agent to make charitable donations, while the agent handles creating the donation record and payroll input. Administrators also interact with the agent to create and maintain charities.



Governing agents with the Workday Agent System of Record.

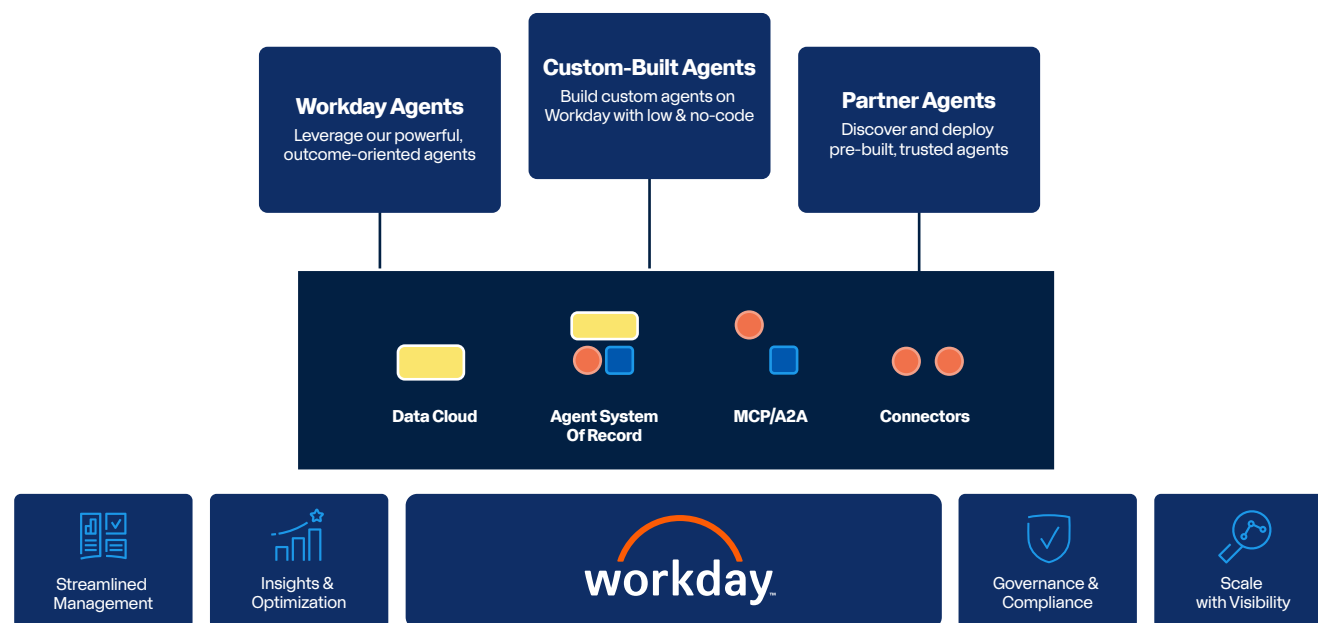
Agents created with Sana Agent Builder seamlessly integrate with the Workday Agent System of Record (ASOR), which brings order and governance to an expanding agentic workforce—helping you monitor, manage, scale, and audit agents across the enterprise.

ASOR applies familiar Workday concepts, such as role-based permissions and business processes, so the same governance principles used for people can also be applied to agents.

It provides a single source of truth for ROI, cost tracking and visibility into agent activity across Workday-built, partner-built and custom agents.

The Platform Powering Agents

Agent Building and the Workday Agent Stack



Just like your human workforce, agents also have a lifecycle and ASOR supports a structured management process for every digital worker from inception to retirement:

- **Register:** Discover, evaluate, and install agents
- **Configure:** Onboard and configure agents by setting their skills, security credentials, and interaction protocols
- **Activate:** Analyze performance, refine activities, and measure efficacy through intelligent monitoring and explainability
- **Deactivate:** Securely handle or sunset agent datasets when agents are no longer needed or behave unexpectedly

Within the Workday ecosystem, customers can:

- Use Workday-built agents
- Deploy trusted partner agents via the Workday Marketplace
- Build custom agents with Sana Agent Builder

Regardless of the source, agents can be managed, secured, and audited through ASOR.



Chapter 4:

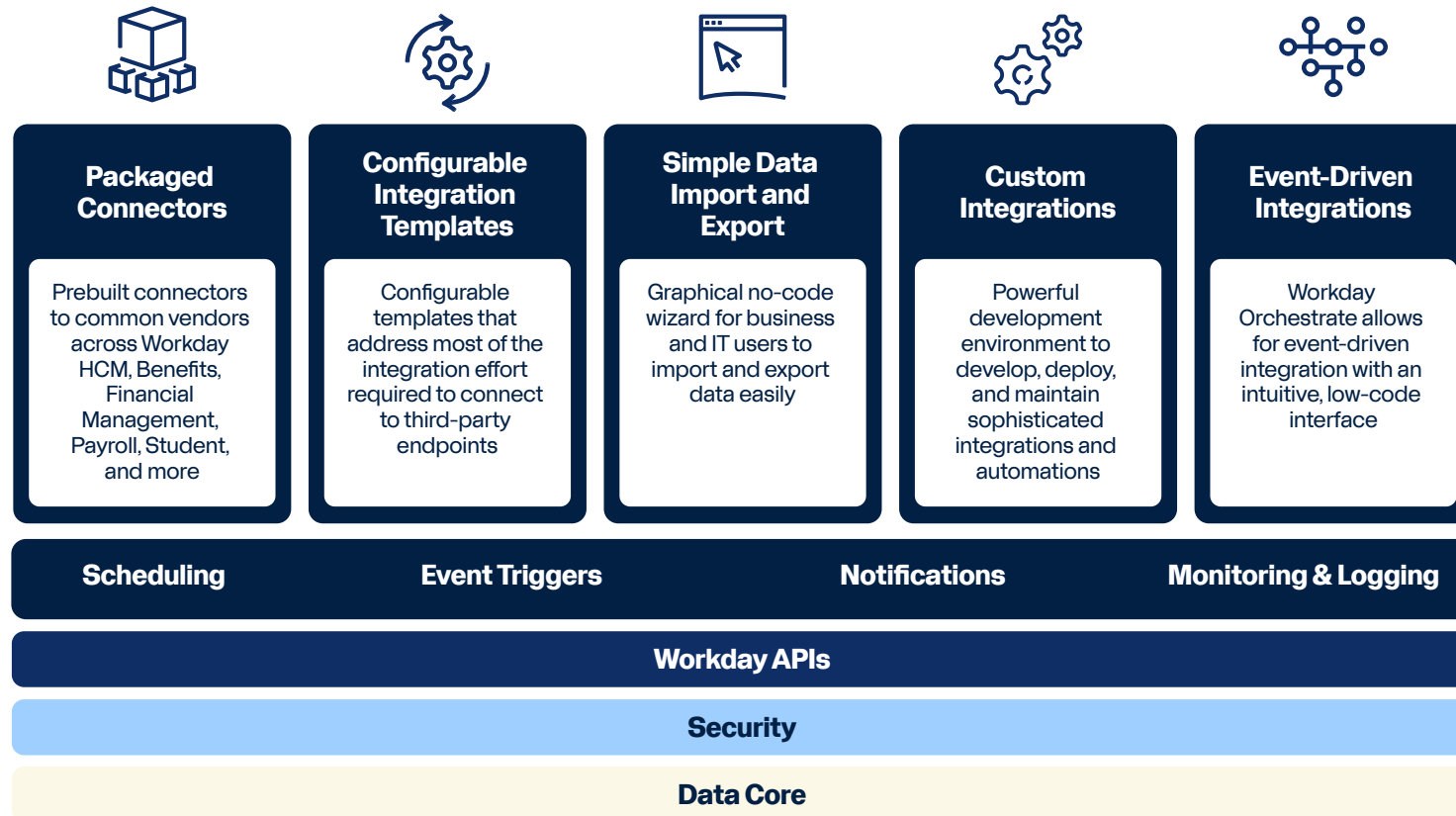
**Integrate, connect,
and drive action across
your enterprise.**



The need to integrate is more important than ever, but expectations have changed.

It is no longer enough to simply move data. The boundary between your core platforms and your wider ecosystem must be invisible and interoperate as one.

The Workday platform has evolved from a system of record into an intelligent engine that powers cross-functional workflows in real-time. Anchored by [Workday Orchestrate](#), the Workday approach to openness ensures your data does not just sit in a silo, it acts. Whether it is triggering a multi-system onboarding sequence or syncing financial changes across the business, the platform is designed to be open and connected.



Moving beyond data integration to process automation.

While integrating disparate systems is not a new challenge, modern requirements call for new approaches.

Workday brings technology and tooling that help IT teams simplify integration—moving beyond data movement to full process automation.

At the heart of this shift is Workday Orchestrate, which provides a native, low-code environment for building real-time, event-driven workflows without the friction of external middleware.

By centralizing these capabilities within the Workday platform, workflow automation inherits Workday security, scalability, and monitoring.

Whether developed by Workday, partners, or your own team, orchestrations can act as connective fabric across the enterprise.

Support for a wide array of integration needs.

Workday and our certified partners provide prebuilt integration connectors that handle the wide variety of data formats and protocols required by customer integrations.

For integrations that require further customization, Workday offers a spectrum of tools and technologies ranging from low-code and no-code tools designed for business analysts to custom integration developer environments.

Workday Orchestrate.

Workday Orchestrate is designed for demanding real-time integrations and efficient batch processing. It supports a range of patterns, including:

- High-frequency, event-driven scenarios
- High-volume, batched file processing

For example, Workday Orchestrate can respond instantly to specific changes in Workday, such as a new hire or budget approval, and kick off a predefined sequence of actions in connected systems.

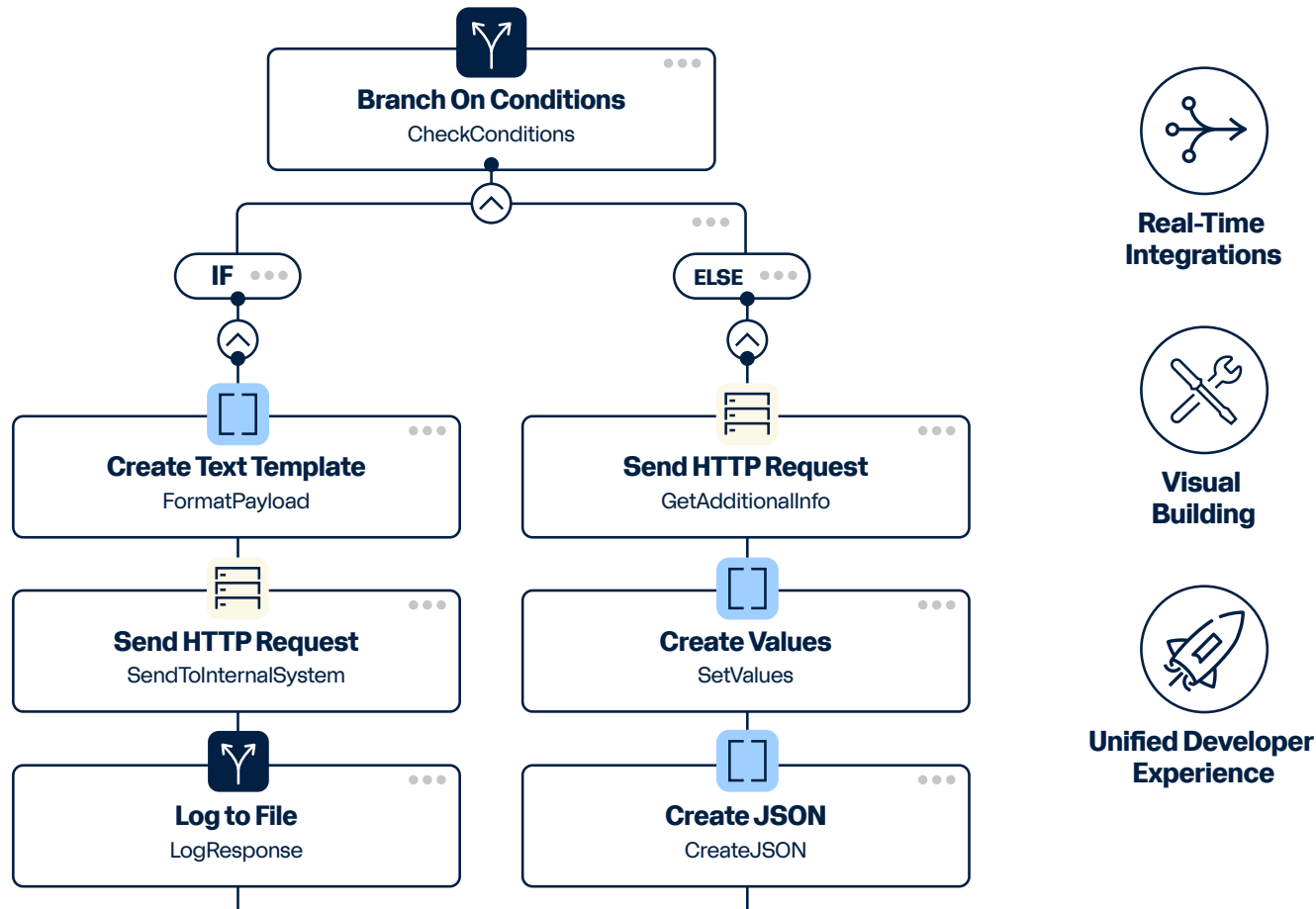
This capability is expanded through a library of connectors that go beyond simple data mapping. These connectors are designed to drive direct, cross-platform action across the enterprise.

Workday Orchestrate can also process large volumes of data, such as consuming or producing full files in a batched pattern approach. It abstracts complex problems, allowing teams to solve for volume and memory consumption without requiring a high level of technical expertise.

With Workday Orchestrate, workflows can be created and triggered from multiple places, including:

- A **Workday Extend app or agent**
- A **business process**
- An **integration system**
- An **external system**
- An **event-based trigger, an API trigger, or a time-based schedule**

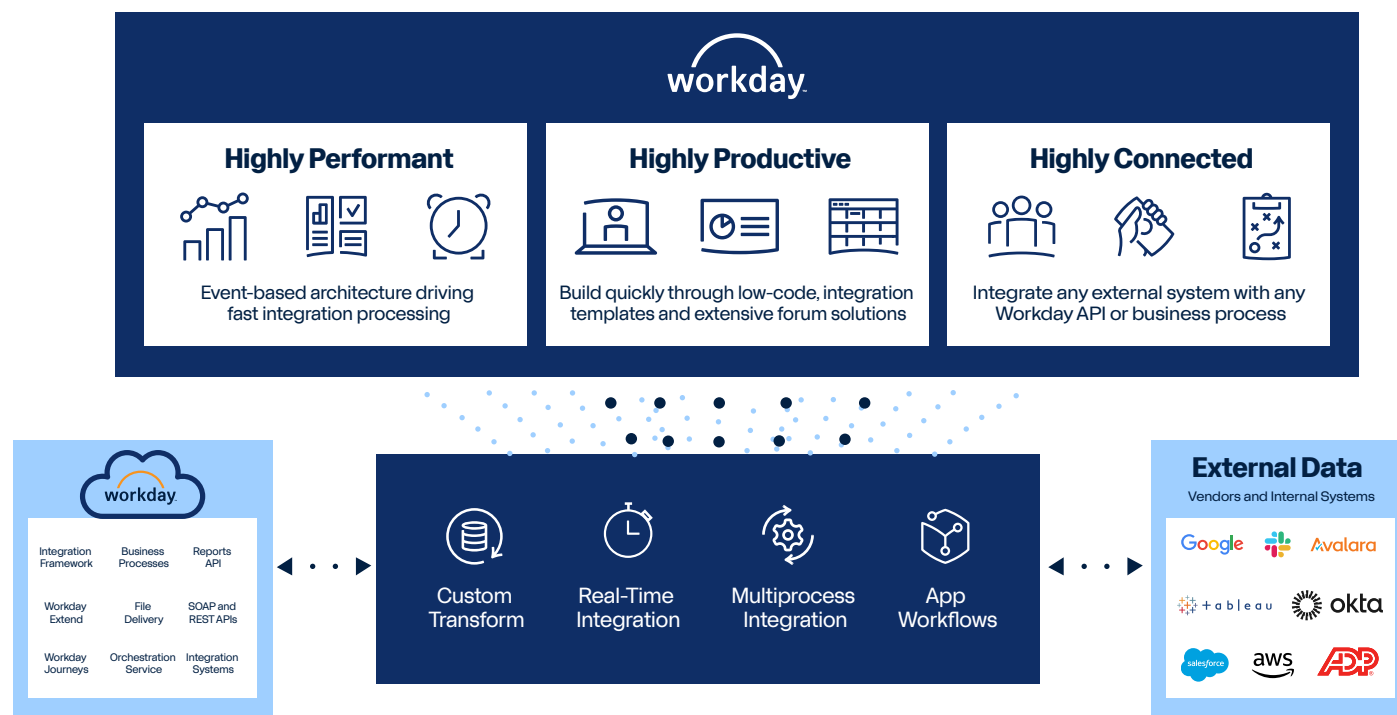
This flexibility supports end-to-end process automation across Workday and your broader ecosystem.



Workday Orchestrate offers unmatched flexibility, designed for your organization's most demanding real-time integrations and efficient batch processing. It supports a variety of advanced patterns, from high-frequency, event-driven scenarios to high-volume, batched file processing. For example, Workday Orchestrate can instantly respond to specific changes in Workday—like a new hire or a budget approval—and kick off a predefined sequence of actions in other connected systems. This capability is expanded through a library of connectors that go far beyond simple data mapping; they are designed to drive direct, cross-platform action across the enterprise.

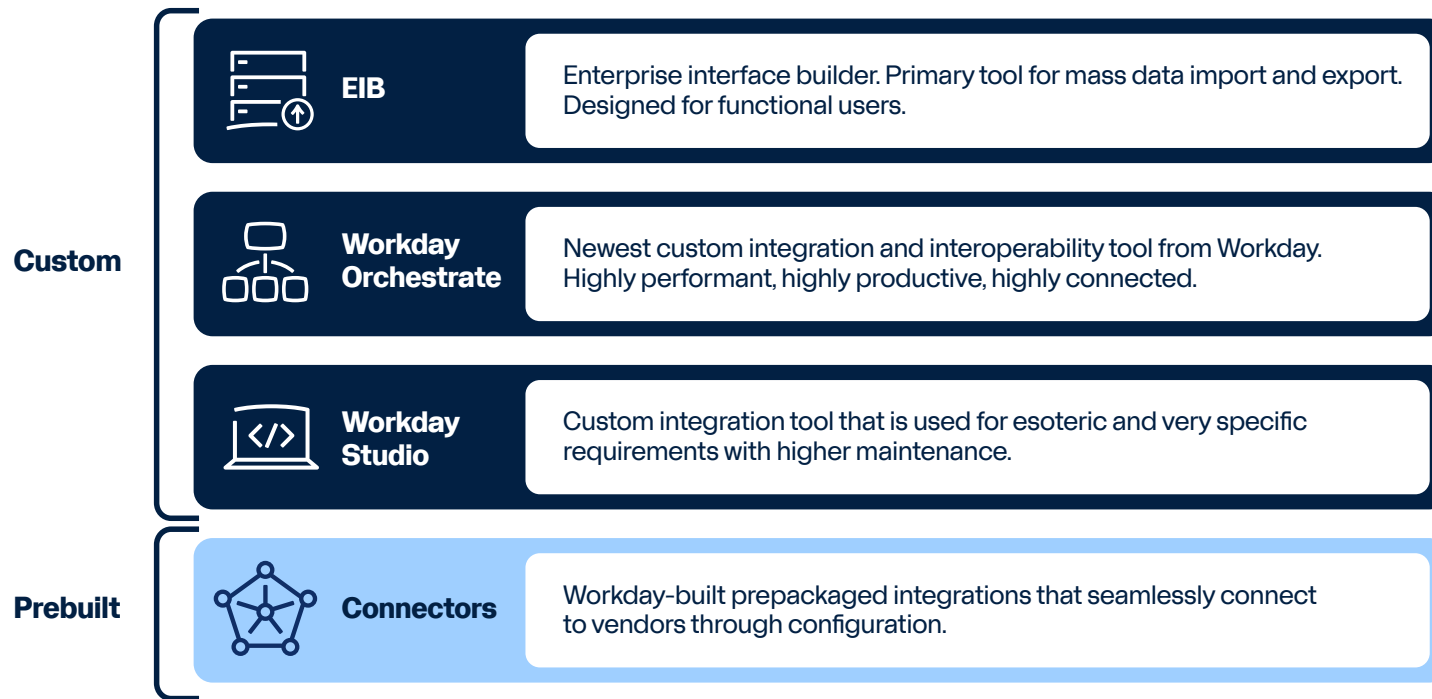
Workday Orchestrate also processes large volumes of data, such as consuming or producing full files of data from a batched pattern approach. It abstracts complex problems, allowing you to solve for volume and memory consumption without needing a high level of technical expertise. With Workday Orchestrate, any workflow can be created and triggered from a Workday Extend app, business process, integration system, or external system—whether it's an event-based trigger, an API trigger, or a time-based schedule.

To learn more, visit workday.com/orchestrate



Enterprise interface builder (EIB).

The enterprise interface builder (EIB) requires no developer expertise, allowing business analysts to create basic, one-way-in or one-way-out integrations with a forms-based user interface.



Connectors.

Configurable connectors drastically reduce deployment time by providing the processing logic, data transformation, and error-handling details required to integrate a third-party system with Workday.

Connectors adhere to the same update schedule as all other Workday products and Workday manages a joint roadmap with third-party partners to ensure connector integrations stay current as applications evolve.

APIs.

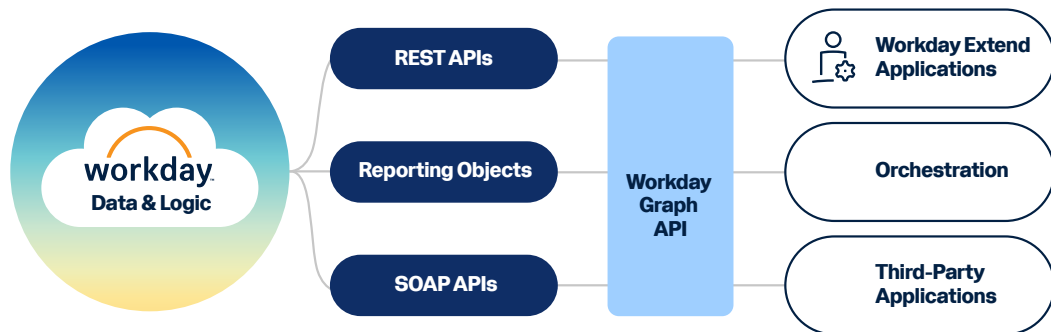
Integration and app developers may also build integrations, orchestrations, and apps by interacting directly with Workday APIs. Workday offers both SOAP and REST APIs.

SOAP APIs:

- Built on W3C specifications (SOAP and WSDL protocols) and primarily intended for system-to-system integration, where large sets of data are exchanged.

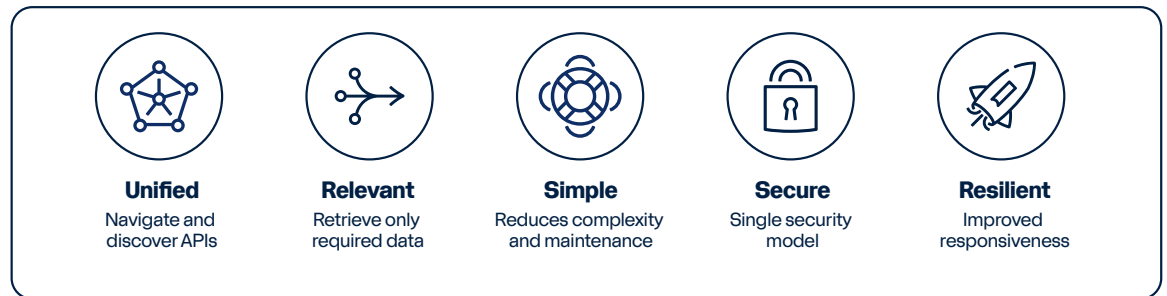
REST APIs:

- Built on well-known REST principles and extensively used in consumer-facing interfaces, including websites and ubiquitous computing devices. Recommended when small units of data are being exchanged.



Reporting-as-a-Service (RaaS):

- A type of REST API that supports the creation of user-defined read-only APIs when a custom report, created in Workday or with a Workday Extend app, is enabled as a web service. Once enabled, the data can be accessed using multiple formats including JSON, CSV, XML, and more.



Workday Graph API:

- Assists Workday Extend app developers in working with data in their Workday Extend apps. Workday Graph API uses the standard query language GraphQL, enabling developers to ask for the exact data needed in a single request, simplifying the coding process and improving app performance.

Workday Studio.

At the other end of the integration use-case spectrum, Workday Studio exists as an integrated development environment (IDE) for technical users building complex, highly customized integrations between Workday and third-party systems.

Like integrations created in the EIB, integrations built in Workday Studio can be managed in the Workday cloud.

Embedded in the Workday Platform Architecture.

Integrations are deeply embedded into the Workday architecture. They have access to Workday platform object management services (OMS) and persistence services through an API gateway, supporting secure, scalable interoperability across systems.

Integrations are managed by an overarching integration framework and can be launched in a variety of ways:

- On a schedule based on custom frequencies
- Manually by a user
- Automatically as part of a business process
- From external systems
- From Workday Extend
- From a journey in Workday Journeys

This enables custom workflows and data synchronization to be carefully tailored to meet the specific needs of users without unnecessary complexity.



Chapter 5:

**Discover what
customers are building
with Workday Extend.**



What's possible with Workday Extend?

Workday customers turn to Workday Extend when they need to meet unique requirements that go beyond core delivered applications. Today, thousands of customers are building 3000+ apps with Workday Extend, and the use cases continue to expand.

Workday Extend agents and apps help bring these unique digital capabilities to life quickly and effectively while staying anchored to the Workday platform.

Across organizations and industries, most Workday Extend apps fall into three common categories:

1

Consolidate and simplify.

Organization-specific needs often lead to sourcing additional tools, apps and services. Over time, those portfolios grow, driving up cost, complexity, and resource usage. Bringing capabilities into Workday with Extend apps helps:

- Streamline the user experience by reducing system switching
- Consolidate the technology landscape for simpler IT management
- Lower costs by replacing point solutions and redundant tooling

2

Respond rapidly.

Plans change, often unexpectedly. When teams need to move quickly, Workday Extend enables rapid development of agents and apps that help the business respond to the unpredictable, without waiting for a long roadmap or building a disconnected workaround.

3

Innovate and differentiate.

Every organization has its own path to growth. To compete harder, grow revenue faster, and retain and delight employees, organizations often create differentiated programs and processes shaped by their industry, region, market positioning, or culture.

Workday Extend agents and apps help bring these unique digital capabilities to life quickly and effectively while staying anchored to the Workday platform.

Customers have built thousands of apps with Workday Extend and we're just getting started.

centrica



ECOLAB



NETFLIX



Popular Workday Extend use-cases for HR.

Workday Extend apps help HR teams launch new programs, reduce friction in employee experiences, and support regional or organization-specific processes.

HR use-cases include:

- **Bulk hiring and job change events**
- **Education assistance** (degree request and approval, tuition reimbursement)
- **Flexible work arrangements** (work-from-home requests, return-to-office support, work from anywhere)
- **Humanitarian relief** (worker safety, disaster relief funding, evacuation support)
- **Incentives and rewards** (unique bonus programs, sabbatical support, equity choice)
- **International assignments** (visa management, internal remote work approvals)
- **Promotion nominations** (promotion nomination and selection, people leader nomination)
- **Recognition apps and badges** (worker recognition, charitable giving)
- **Region-specific benefits elections** (buy-sell PTO, benefits shop)
- **Travel and mobility management** (commuter guidance, visa requests, international assignments)
- **Vehicle registration and parking** (parking management, public transit support)

Popular Workday Extend use-cases for Finance.

Workday Extend apps also address needs across finance and accounting, expense management, and operational finance, especially where teams need more tailored workflows, approvals, or internal controls.

Finance use-cases include:

- **Capital planning**
- **Credit card requests and management**
- **Education assistance** (tuition reimbursement)
- **Franchise billing** (calculation of fees and billing between franchisee and franchisor)
- **Joint venture accounting**
- **Sales opportunity tracking**
- **Supplier-managed requisitions** (automation of external supplier PO requests)
- **Transport and mileage claims** (mileage calculation, automated transportation purchase/expense)

Industry-specific Workday Extend apps.

Many customers also use Workday Extend to support industry-specific workflows and operational requirements, including:

Financial Services

- Project forecasting
- Accounting and tax project rollover/close
- License and certification tracking

Healthcare

- Employee retention programs
- Parking requests and permit management
- Capital projects planning

Higher Education

- Faculty workload management
- Research grant requests and payments
- Major and minor declaration and management

Manufacturing

- Manufacturing KPIs and metrics tracking
- Materials disposition
- Fuel management

Retail and Hospitality

- Tips and gratuity management
- Hotel night audit
- Scheduling and shift management

Technology and Media

- Service partner management
- Contingent worker onboarding/offboarding
- Supplier purchase order workflows



Chapter 6:

Upskilling your developers.



Building AI agents and apps with Workday Extend.

To build and scale custom agents and apps, teams need more than tools—they need a community, resources, and a clear path to proficiency. That’s why Workday offers the Workday Developer Community, designed to inspire and support your team as they build innovative solutions and grow their careers.

At the center of that community is the [Workday Developer Site](#), your home base for innovation. It’s a highly active hub for learning how to build Workday Extend apps, orchestrations, and agents. It’s also where technical teams can find the tools they need to build, manage, and scale custom agents and apps while engaging with a global network of peers and experts.

Your gateway to innovation: The Workday Developer Site.

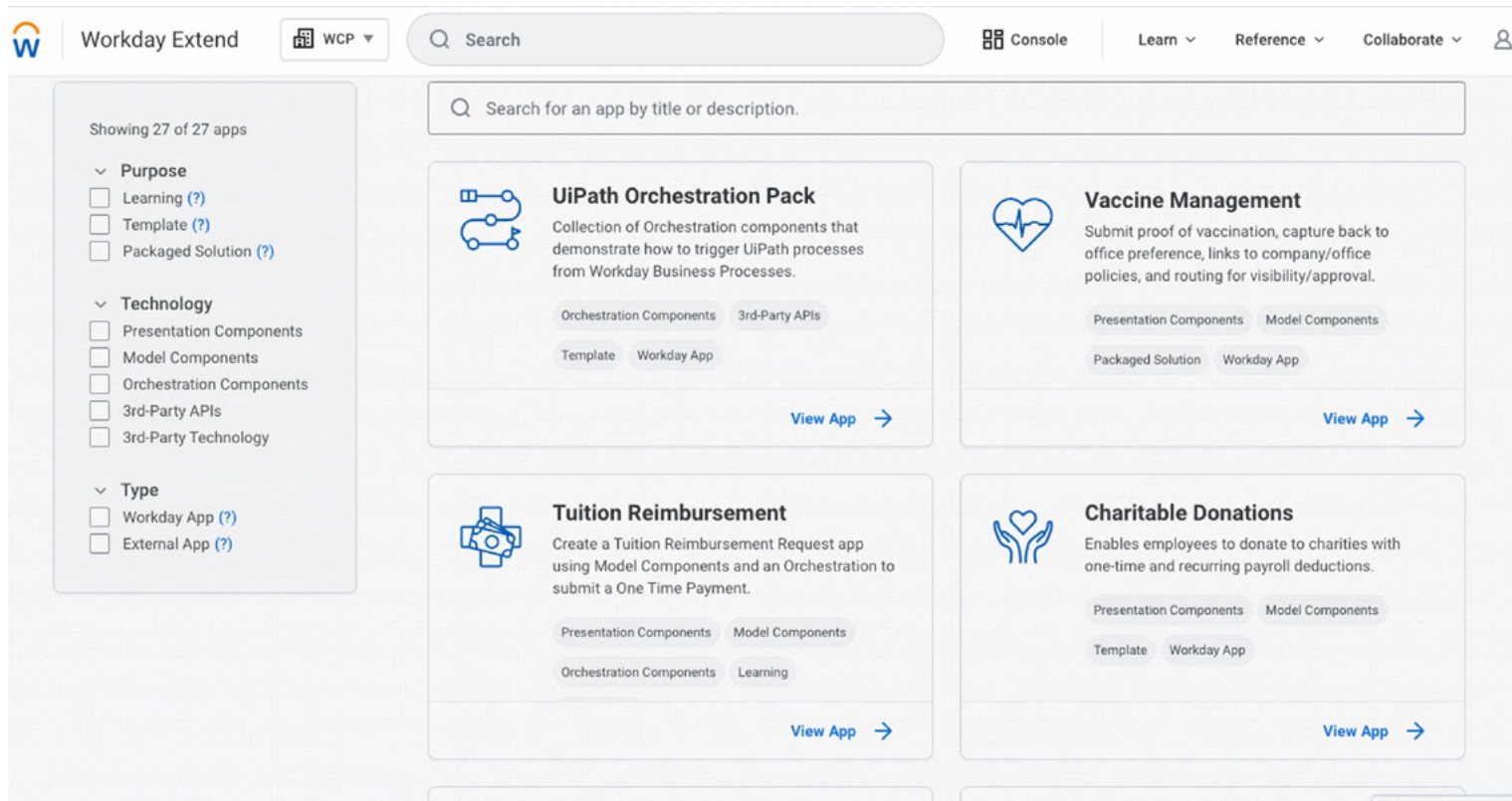
The Workday Developer Site helps teams move from exploration to deployment with confidence:

Explore and test: Use Workday **SOAP, REST, and Graph API Explorer** capabilities to test endpoints and explore the data needed for your custom agents and apps.

Start with a springboard: Leverage the App Catalog to search for pre-built solutions and templates—so teams can jump-start development rather than starting from scratch.

Get expert answers: The Developer Forum provides a space to ask questions and get real-time answers from a global community of peers and Workday experts.

Learn at your own pace: Access Workday Extend documentation, training modules, and tutorials designed to help developers build new skills and deepen existing ones.



How Workday helps your team build capability over time.

The Workday Developer Program focuses on three areas of growth to help you realize the full value of Workday Extend:

Rapid skill-up and faster time to build: With guided tutorials and extensive technical documentation tailored to Workday Extend, teams can become proficient builders more quickly, reducing the learning curve and accelerating the delivery of intelligent, AI-powered solutions at scale.

Open platform tools and peer-to-peer support: Developers don't have to solve every challenge alone. The Workday Developer Community provides access to a global network of expertise and peer-vetted solutions that help reduce technical risk. Teams can learn integration patterns, troubleshoot challenges faster, and spend less time reinventing the wheel.

Career growth and retention: Supporting your developers' professional development is also a powerful retention tool. Workday provides opportunities for developers to grow as certified Workday Developers on the Workday AI-native platform, helping them stay at the cutting edge of industry trends while delivering unique value to your business.

Empowering your team for the future: By connecting your developers to the Workday Developer Site and its global community, you're building a long-term advantage. When your technical talent can collaborate with peers, learn quickly, and scale what they build, your organization is better positioned to close the "agent gap" and deliver high-impact, AI-driven innovation.

Ultimately, upskilling your team on Workday Extend helps ensure your HR and finance technology remains as agile and forward-thinking as your business demands.



Building what's next with Workday Build and Workday Extend.

To meet evolving needs, respond quickly to the unexpected, and streamline HR and finance, organizations need to innovate alongside Workday.

That's why Workday provides **Workday Build**, the developer platform for creating and scaling AI-powered solutions on Workday.

Within that ecosystem, **Workday Extend is the cornerstone capability for building custom AI agents and apps for people and money**, using trusted Workday data, business processes, and security by design.

With Workday Extend's low- and no-code tooling and AI capabilities, teams can prototype, build, and deploy native Workday agents and apps faster, so organizations can create exactly what they need, with the confidence of the Workday platform they already rely on.



Ready to see what you can build?

See real-life examples and discover how Workday Extend can help
your organization build custom AI agents and apps on Workday.

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