Playbook

The CHRO Playbook: Top 3 Outcomes of Agentic HR

workday.

The shift.

It's a new day for HR.

The mandate landing on every CHRO's desk is bigger than it has ever been. Do more with less. Move faster. Fill roles. Close skills gaps. Retain top talent. Stay ahead of shifting regulations. And somehow become the architect of AI-driven transformation across the enterprise, all while running the foundational HR work that keeps the business operating.

Most CHROs already know AI is the answer. The harder question is what kind of AI can actually do the work. General-purpose tools are powerful but blind to your comp bands, approval chains, and compliance obligations. Niche tools solve one task but live outside the data, policies, and permissions that govern how the business runs. In HR, that gap is the difference between a useful answer and a payroll error, a compliance miss, or a bad retention call.

In HR, almost right is always wrong.

What HR leaders need isn't another AI tool. It's an operating model: a category of capability where agentic teammates work inside the rules, data, and workflows the business already trusts. We call this category agentic HR—AI with the context to make decisions, the governance to make them safely, and the reach to make them at the speed the business now demands.

This playbook outlines the three outcomes agentic HR should deliver for the office of the CHRO, and how leading HR organizations are putting it to work today.



What agentic HR should deliver.

Three outcomes define whether an HR AI strategy is actually working.

1. Empower HR to focus on the work only they can do.

Recruiters spend most of their day on logistics instead of relationships. HRBPs answer the same policy questions hundreds of times. Payroll teams chase missing data instead of advising the business. Strategic work keeps getting pushed to "next quarter."

Agentic HR closes this gap by handing the repetitive, rule-bound work to agentic teammates that operate inside enterprise workflows: screening, scheduling, ticket deflection, anomaly detection, and policy lookups. The bar isn't whether an agent can draft a message. It's whether it can take action within your business processes, your security rules, and your approval chains, and produce an outcome that's auditable and compliant every single time.



In practice:

With Candidate Experience Agent, 7-Eleven now automates approximately **95%** of store hiring, has cut time to fill by **70%**, and gives store managers back **more than 2 million hours a year.**

2. Drive faster, better decisions.

Most HR leaders are still operating on rearview-mirror data. By the time a quarterly report flags pay equity drift, it has already happened. By the time an engagement survey surfaces flight risk, the resignation letter is on its way. By the time a skills audit identifies a gap, the role has been hired externally—past internal candidates who could have filled it.

Agentic HR shifts HR from reactive reporting to real-time intelligence. Skills, sentiment, pay equity, and turnover signals should be continuously monitored against current and future business needs, not stitched together by an analyst once a quarter. The bar is superintelligence for work: AI that understands the skills each employee has, what skills the business needs next, and how to close the gaps before they become problems.



In practice:

Customers using Talent Mobility Agent see a **40%** increase in internal application rates, with employees **2.3x** more likely to apply to internal roles.

3. Superintelligence for work.

Every minute an employee spends hunting for a policy, waiting on a ticket, or trying to decode their paycheck is lost productivity, and a quiet signal that the company is hard to work for.

Agentic HR turns that experience inside out. Instead of navigating systems, employees ask. An agentic teammate, grounded in that employee's location, entitlements, handbook, and policies, helps them complete the task: request leave, compare benefits, or understand a paycheck. Every action runs inside the same permission model and audit trail that governs everything else. HR stops re-answering the same question. Managers stop being the help desk. The work moves.



In practice:

Self-Service Agent is delivering a **20%** lift in employee and manager productivity and a **25%** reduction in HR case volume across early-adopter customers.



What to evaluate.

Three outcomes set the bar. Four questions separate AI that performs in a demo from AI that operates in production.

1. Does it understand context?

Agents need access to the data, policies, and rules that govern your business. Without that, AI can only suggest. It can't act.

2. Is governance built in or bolted on?

Every agent action should run inside the same permission model, audit trail, and security framework that governs the rest of HR. If governance is a separate workstream, scale becomes risk.

3. Is it deterministic where it has to be?

Probabilistic AI is excellent at pattern matching. It's wrong for payroll runs, compliance updates, or pay-change approvals—anywhere "almost right" creates an enterprise problem.

4. Is it one platform or a stack of point solutions?

A dozen specialized AI tools create a fragmented employee experience and a shadow IT problem the CHRO will have to clean up.

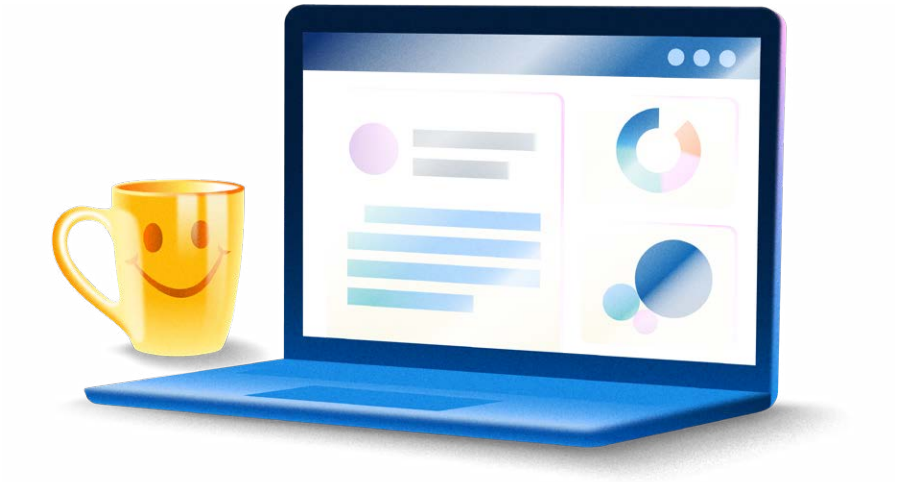
Where Workday fits.

These requirements are why we built Workday to be the foundation for the agentic era. Workday is built for this category: a unified data core for people, finance, and organization data, with Sana, Workday's AI brand, embedded directly inside the workflows HR already uses. The Agent System of Record governs every agent in one place, whether it's a Workday agent, a partner agent, or custom-built.

It's a new day for HR. The CHROs leading the next decade will be the ones who define what agentic HR looks like inside their enterprise, before someone else defines it for them.

The good news: you don't have to evaluate the category alone. Independent analysts are already mapping which platforms are built to deliver on it.

Read why Workday is a Leader in the Gartner® Magic Quadrant™ for Cloud HCM Suites for 1,000+ Employee Enterprises.



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