Sana Is the New Workday Home: A Dynamic Agentic Experience Built to Finish the Work, Not Just Answer Questions

From Everyday Requests to Complex, Multi-Step Work Across HR, Finance, and IT, Employees Can Prompt Sana in Natural Language and Workday's Lawful Agents Do the Rest

Sana Concierge Resolves Employee HR and IT Requests Before They Become Tickets

LAS VEGAS, Oct. 13, 2026 /PRNewswire/ -- **Workday Rising 2026** – Workday, Inc. (NASDAQ: WDAY), the trusted agentic platform for HR, finance, and IT, today announced that Sana is the new Workday Home, an agentic experience that brings tasks, decisions, meetings, and agent activity into one place, helping employees move directly from what needs attention to getting it done. Employees simply ask for what they need in natural language, and Sana orchestrates Workday agents to complete the work. Workday also introduced Sana Concierge, a new HR and IT service agent that resolves employee requests – from onboarding and leave to password resets – before they become tickets.

Most AI co-pilots at work can answer questions, but Sana can take action, from approving an expense, to processing a leave request, or resetting a password. What makes this possible is the combination of Workday's unique context – a company's people, pay, policies, permissions, and business processes – with the guardrails built into Workday's trusted agent platform. Every action follows a company's existing rules, with people brought in when judgment or approval is required.

"AI is the new UI," said Joel Hellermark, chief AI officer, Workday. "Users shouldn't have to decide which agent to use, just as they shouldn't have to click between dozens of different systems. With Sana at the heart of Workday, we're giving our customers an agentic experience that opens up a whole new way to work."

A Simpler, More Personalized Way to Get Work Done

Each employee's Home experience is personalized around their role, schedule, permissions, and work. When employees open the new Workday Home, they can immediately see the tasks and decisions that need their attention, understand why they matter, and take action from the same experience.

Sana also adapts the interface to the task instead of presenting the same static screen for every request. Powered by Jev, a cutting-edge new intelligence model from TypeSafe AI, the experience comes alive in a way that is dynamic and prevents unnecessary clicks. With Jev, Sana can generate forms, calendars, approval cards, visualizations, and other interactive experiences in real time. An employee checking their next paycheck sees the amount and date immediately. If they need to schedule a meeting or request time off, Sana presents the right interface – a live calendar or date picker – and completes the task once the employee confirms.

The same Sana experience supports work that unfolds over days or weeks. A manager preparing a performance review, a finance team closing the quarter, or an HR leader building a workforce plan can see the relevant information, agent activity, outstanding tasks, and approvals in one persistent view. Sana keeps track of the work as it moves between people, agents, and systems, so teams can pick up where they left off instead of starting over.

Sana Concierge: One Place for Every HR and IT Request

Earlier this year, Workday announced new self-service capabilities and Sana for IT Service Management. Sana Concierge will bring those capabilities together with Workday Help and Case Agent in one AI-native employee-service experience spanning HR and IT. It can resolve requests such as onboarding, offboarding, leave and payroll questions, password resets, and application access – without employees needing to know where to file a ticket or who to contact.

For example, an employee planning parental leave might otherwise need to find the right policy, check their time-off balance, contact payroll, and coordinate coverage with their manager. With Sana Concierge, they can simply ask: "I'm expecting a baby in November. How much time do I get, how will my pay work, and what do I need to do next?" Concierge can find the relevant policy, bring in the employee's Workday information, guide them through the required steps, and coordinate the appropriate approvals across HR, payroll, and their manager.

Most employee-service systems create a ticket and send it to a person. Sana Concierge is designed to resolve requests itself by applying the relevant policies and permissions and taking authorized action across Workday and connected systems. When human judgment is needed, the specialist receives the case history, supporting information, and recommended next steps, while the employee gets one place to complete the journey. Sana also gets smarter with every resolved request, proactively recommending new articles and automations that, once approved, help resolve future requests automatically.

AI Built on Workday's Guardrails and Trusted Processes

In HR and finance, almost right isn't good enough. Sana combines AI reasoning with Workday's deterministic business processes, which are designed to deliver consistent, auditable outcomes. Sana coordinates Workday agents that operate within

each organization's policies, permissions, and approval processes, whether Workday, a customer, or a partner built them.

"Workday's bet with Sana is that HR and finance leaders won't settle for AI that answers questions – they need AI that finishes the work, within the guardrails their organization has already set," said Stacia Garr, co-founder, Red Thread Research. "That's the right bet, and Workday is positioned to execute on it in a way that is safe, secure, and effective for organizations."

Availability

The new Workday Home experience is available now, with more capabilities and support coming soon. Sana Concierge is currently available to early adopter customers and is expected to be generally available in the first calendar quarter 2027. Business administrators can choose when to enable the experience for their organizations, including whether to make it the default experience.

For More Information

- Read about how Sana brings the agentic experience to every employee.
- Learn how Workday's Autopilot Agents get real work done across HR, Finance, and IT.
- Register and attend Workday Rising sessions in the digital program:
    - Innovation Keynote [26-KEY2], Oct. 13 at 8:45am PT.
    - AI: Strategy & Vision [26-PSVIT2745], Oct. 13 at 3:15pm PT.

About Workday

Workday operates at the heart of the enterprise – HR, finance, and IT – where the margin for error is effectively zero. By tightly coupling AI with the context, guardrails, and trusted processes that run the business, Workday goes beyond AI that assists with work to agents that are capable of driving measurable outcomes. More than 11,500 organizations worldwide, including more than 65% of the Fortune 500, trust Workday to deliver. For more information about Workday, visit workday.com.

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Forward-Looking Statements

This press release contains forward-looking statements including, among other things, statements regarding Workday's plans, beliefs, and expectations. These forward-looking statements are based only on currently available information and our current beliefs, expectations, and assumptions. Because forward-looking statements relate to the future, they are subject to inherent risks, uncertainties, assumptions, and changes in circumstances that are difficult to predict and many of which are outside of our control. If the risks materialize, assumptions prove incorrect, or we experience unexpected changes in circumstances, actual results could differ materially from the results implied by these forward-looking statements, and therefore you should not rely on any forward-looking statements. Risks include, but are not limited to, risks described in our filings with the Securities and Exchange Commission ("SEC"), including our most recent report on Form 10-Q or Form 10-K and other reports that we have filed and will file with the SEC from time to time, which could cause actual results to vary from expectations. Workday assumes no obligation to, and does not currently intend to, update any such forward-looking statements after the date of this release, except as required by law.

Any unreleased services, features, or functions referenced in this document, our website, or other press releases or public statements that are not currently available are subject to change at Workday's discretion and may not be delivered as planned or at all. Customers who purchase Workday services should make their purchase decisions based upon services, features, and functions that are currently available.

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