

ServiceNow HR Service Delivery Advanced Integration with Workday

Detailed Use Cases

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1. Detailed Use Cases

In the Detailed Use Case section, each use case is explained in detail. Please refer to the respective sections below.

1.1 Request Time off

For the Request Time Off use case, employees can submit time-off requests using both the Virtual Agent and the Employee Center catalog item.

1.1.1 Configuration required to Fetch Time Off Request Data

To enable the Time Off functionality, required data is fetched from Workday and populated into ServiceNow tables. This is achieved by using the available import buttons on respective tables, which trigger actions and subflows.

When these buttons are clicked, predefined Workday integration actions are executed to retrieve and store the necessary data in the corresponding tables

Configuration Overview

The following tables are used to store and manage time-off related data:

- Absence Tables
- Absence Table Tiers
- Absence Table Reasons
- Time Offs
- Time Off Types
- Time Off Plans
- Time Off Reasons
- Holiday Calendars
- Work Schedule Calendars

1.1.1.1 Time Off Setup Data Load

To load time-off related data:

1. Navigate to the Time Off Types table.
2. Click on the Import Time Off Setup Data button.

Time Off Types

Time off type

Search

Actions on selected rows...

New

Import time off setup data

All

Time off type

Time off type ID

Search

Search

Anniversary Time (Hours)	Anniversary_Time_Hours
Anniversary Time (Hours)1	Anniversary_Time_Hours1
Annual Leave (Days)	Annual_Leave_Days
Annual Leave (Statutory)	CHN_Annual_Leave_Statutory
BEL Maternity (returned to work at end o...	BEL_Maternity_Leave
BEL Paternity Leave	BEL_Paternity_Leave
Birth Control Leave	TIME_OFF_TYPE-16-80
Childcare Leave (Days)	Childcare_Leave_Days
Compassionate	Compassionate
Compensatory Time Off	COMPENSATORY_TIMEOFF
Compensatory Time Off (Days)	TIME_OFF_TYPE-16-82
Compliance Leave (Days)	COMPLIANCE_LEAVE_DAYS

Background Process:

- Clicking this button triggers the "Look Up Customer Reports" action.
- This action uses the Workday report configuration already set up in ServiceNow.
- It fetches and populates data into the required tables.

Workflow Studio

Look up Custom Reports: Flow execution

EXECUTION DETAILS

Look up Custom Reports

Completed

Open Action

Open context record

	State	Start time	
ACTION STATISTICS Run as: System Open action logs Completed 2026-04-15 23:41:19 227ms			

Triggered From Script

Session Information

VARIABLE NAME	VALUE
Calling Source	Scheduled Data Import: Absence Ta ble Tiers

ACTION

Look up Custom Reports	Open Action	Completed	2026-04-15 23:41:19	227ms
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Note:

When the Import Time Off Setup Data button is clicked, in the table Time off types, data is automatically populated in the following tables:

- Absence Tables
- Absence Table Tiers
- Absence Table Reasons
- Time Offs
- Time Off Plans
- Time Off Reasons

1.1.1.2 Work Schedule Calendar Data Load:

To import work schedule calendar data:

1. Navigate to the Work Schedule Calendars table.
2. Click on the Get Work Schedule Calendars button.

Work schedule calendar	Work schedule calendar ID	Pattern start date	Work schedule calendar WID	Work week
Standard 40 Hour Week	WORK_SCHEDULE_CALENDAR-1	2009-01-01	e4bfd43f36844921bc8545ce9acc8a47	Monday
Standard 40 Hour Week	WORK_SCHEDULE_CALENDAR-1	2009-01-01	e4bfd43f36844921bc8545ce9acc8a47	Monday
Standard 40 Hour Week	WORK_SCHEDULE_CALENDAR-1	2009-01-01	e4bfd43f36844921bc8545ce9acc8a47	Monday
Standard - Mo/Tu/We/Th - 8h (9am - 6pm) ...	WORK_SCHEDULE_CALENDAR-16-30	2014-12-01	07051e1ec7c510d050a0de1cf5d3b61d	Monday
Hourly PT 5 Hours	WORK_SCHEDULE_CALENDAR-16-31	2009-01-01	e002de05784910123710c246531f037d	Monday
Test1	WORK_SCHEDULE_CALENDAR-6-53	2022-07-04	ec17459ff06f10019428785d577d0000	Sunday
My test work Schedule	WORK_SCHEDULE_CALENDAR-6-54	2022-07-04	ec17459ff06f100195abb3caf3570000	Sunday
My test work Schedule	WORK_SCHEDULE_CALENDAR-6-54	2022-07-04	ec17459ff06f100195abb3caf3570000	Sunday

Background Process:

- This triggers the "Get Work Schedule Calendars" subflow.
- The subflow executes the "Look Up Work Schedule Calendar" action.
- Data is then fetched and stored in the Work Schedule Calendars table.

Workflow Studio

Get Work Schedule Calendar
Flow execution

Completed

Open flow

Open context record

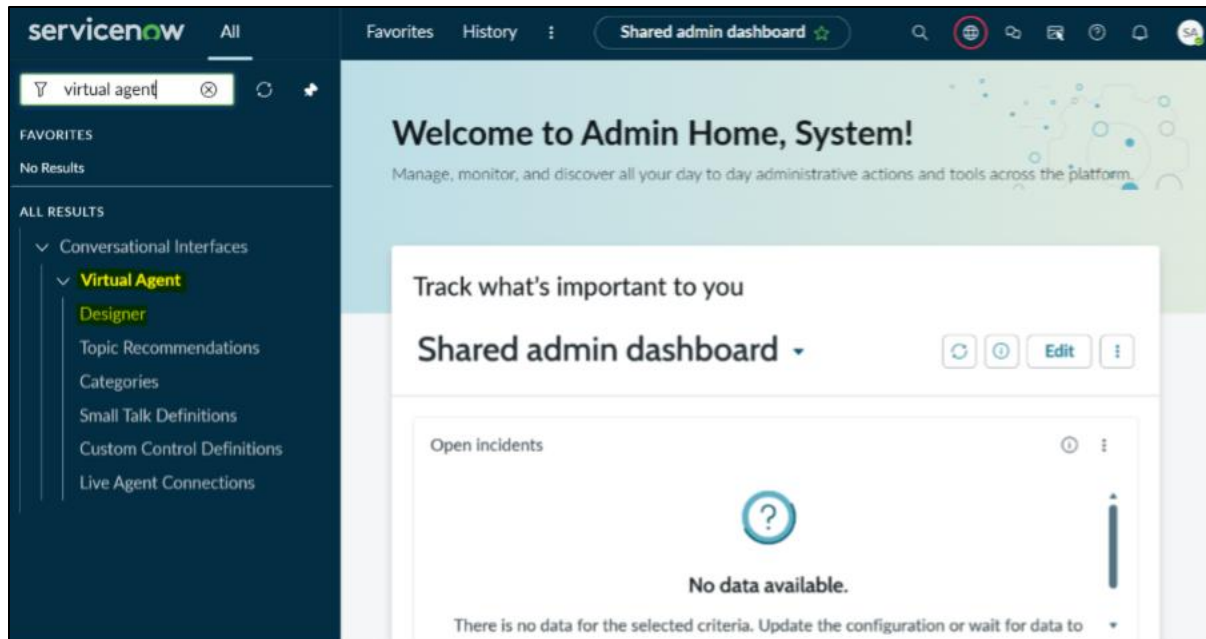
Show Action Details		State	Start time	
SUBFLOW STATISTICS				
Run as: System Administrator	Open subflow logs	Completed	2026-04-15 23:50:54	2127ms
INPUTS & OUTPUTS				
Subflow Inputs & Outputs				
ACTIONS				
1	Look Up Records	Core Action	Completed	2026-04-15 23:50:54
2	For Each Item in Work Schedule Calendar R...	Flow Logic	Completed	2026-04-15 23:50:54
1 of 86 (Showing only first and last)				
3	Delete Record	Core Action	Completed	2026-04-15 23:50:54
4	For Each Item in Look up Work Schedule Calendars	Flow Logic	Completed	2026-04-15 23:50:55

This configuration ensures that all required time-off data from Workday is available in ServiceNow for a seamless employee request experience.

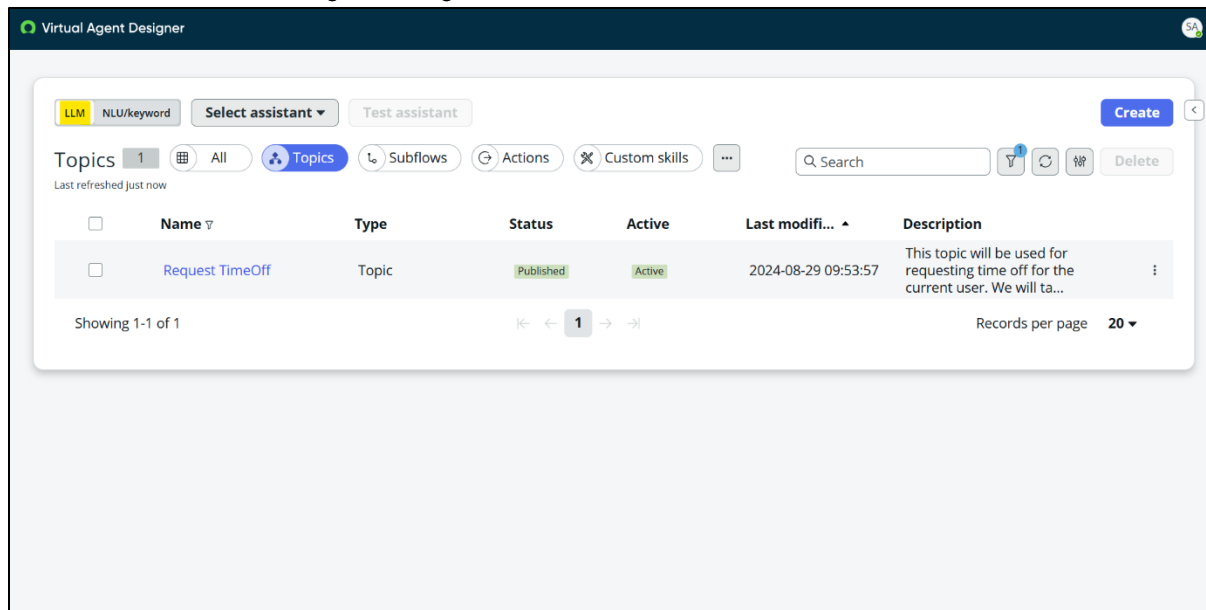
1.1.2 Virtual Agent Configuration for Request time off

Follow the below steps to configure the Request Time Off use case in the Virtual Agent:

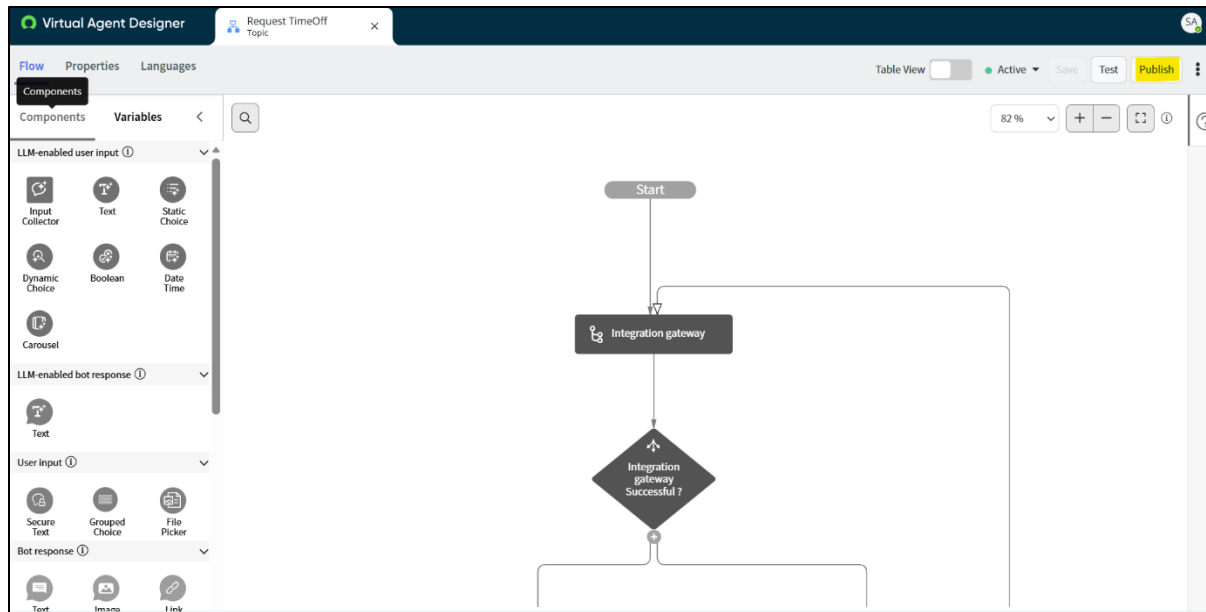
- 1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.



2. In the Virtual Agent Designer, click on the LLM section.



1. Search for Request Time Off
2. Open the corresponding topic.
3. Click on the Publish button to activate the configuration.

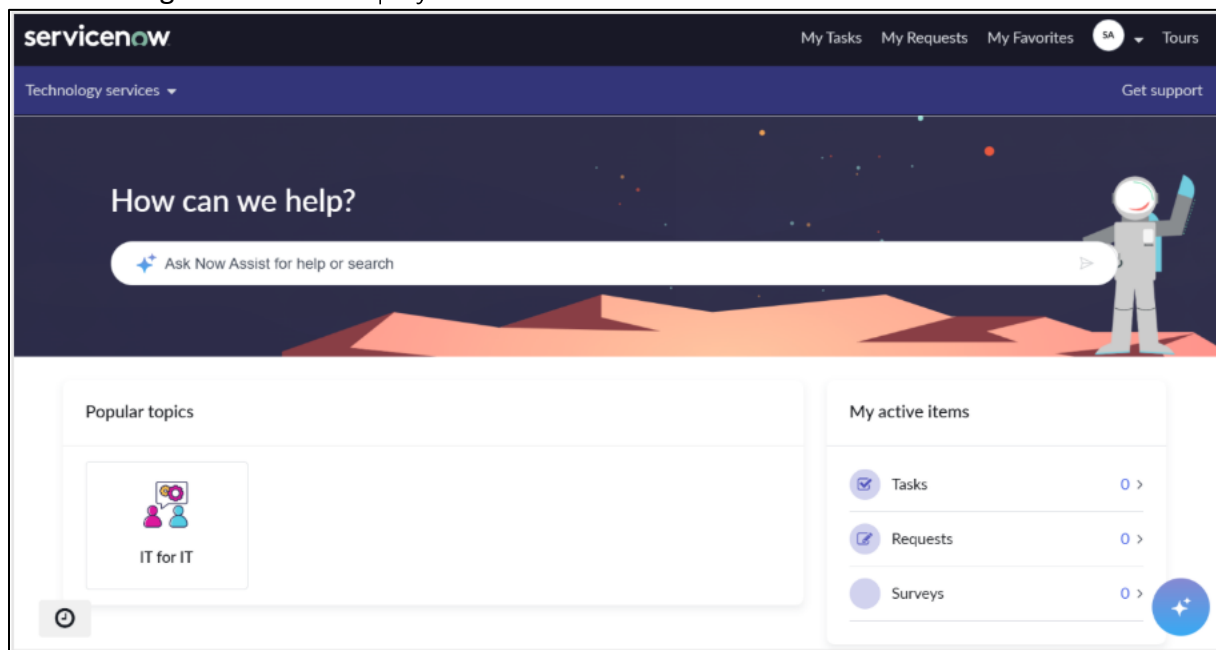


1.1.4 Use case of Request Time Off – Catalog Item

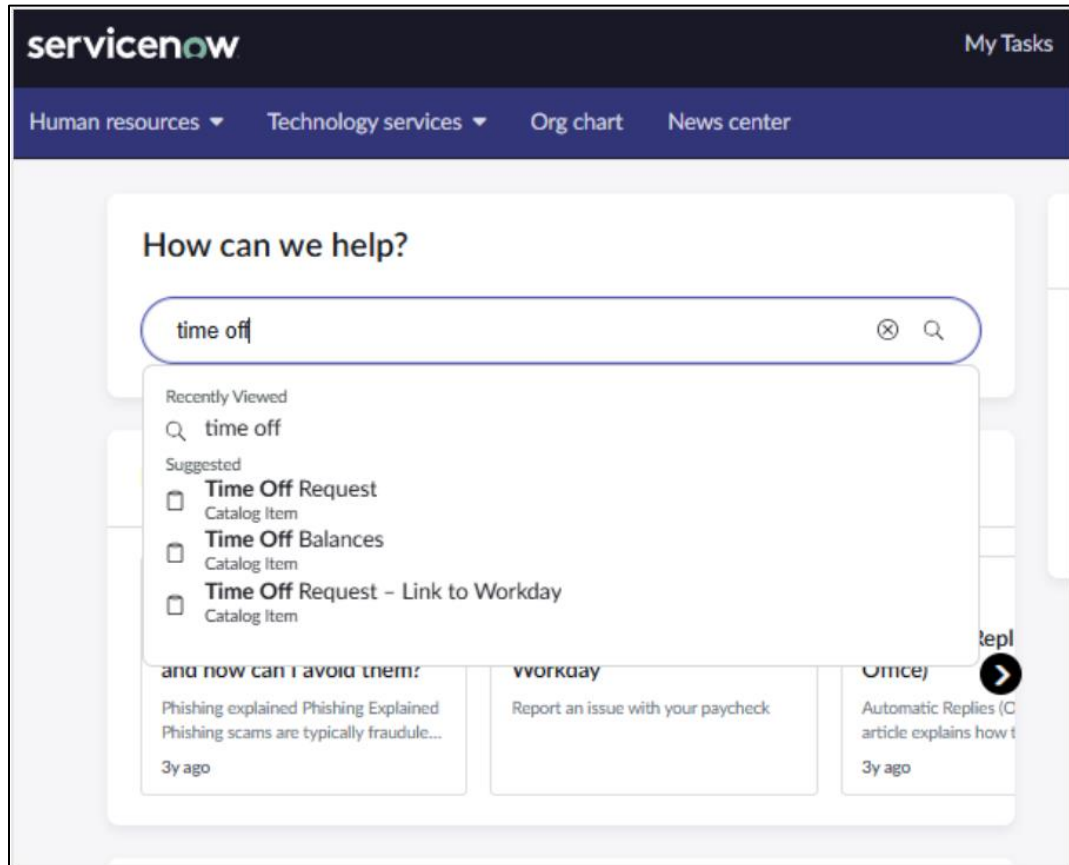
The Time Off Request use case allows employees to submit time-off requests directly through the ServiceNow Employee Center. These requests are seamlessly integrated and updated in Workday, ensuring synchronization between both systems.

Time Off Request – Employee Navigation

1. Navigate to: All → Employee Center



2. In the Employee Center, use the search bar and search for “Time Off”.
3. You will see the following options:
 - a. Time Off Request
 - b. Time Off Balances
 - c. Time Off Request – Link to Workday

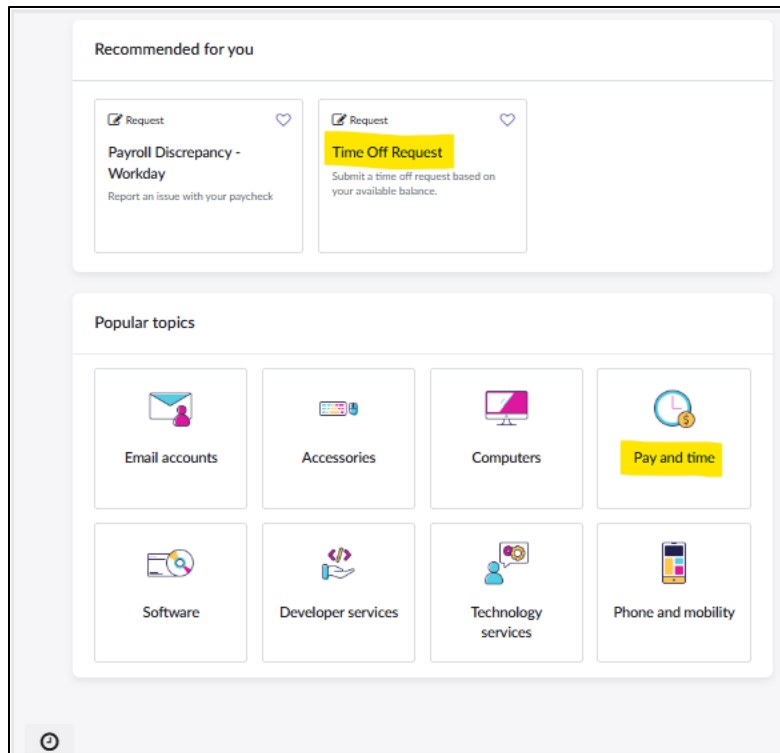


Note:

Employees can also request time off using the **Pay and Time Topic**, which provides quick access to the time-off request functionality.

By selecting Pay and Time, users can directly initiate a time-off request without navigating through multiple steps in the Employee Center.

Please refer to the Advanced Integration, Installation, and Config guide, Employee experience taxonomy Configuration to understand the Topics and the steps to enable it.



Submitting a Time Off Request

1. Select Time Off Request.
2. Provide the required details:
 - Time Off Start Date
 - Type of Time Off
 - Number of Days
 - Time Off Per Day
 - Unit of Time
 - Comments
3. (Optional) Add any supporting documents using the attachment option.

Time Off Request

Submit a time off request based on your available balance.

* Indicates required

* Time off start date

YYYY-MM-DD

Loading...

* Type of time off

-- None --

* How many days do you want to take off?

* Time off per day

Unit of time

Comment

Save as Draft

Submit

Required information

Time off start date

Type of time off

How many days do you want to take off?

Time off per day

4. Click on Submit to complete the request.

This process allows employees to easily submit time-off requests, which are then processed and updated in Workday.

Time Off Request Confirmation

Once the request is submitted, the user is presented with a confirmation window to review the selected details.

The confirmation screen displays:

- Confirm Dates
- A prompt to review the selected dates before final submission

The screenshot shows the 'Time Off Request' form in ServiceNow. A modal window titled 'Confirm dates' is open, displaying the text: 'Review these dates before you submit your request.' Below this, it shows 'Dates covered by time off balance' for 'Thursday, Apr 16 2026'. The modal has 'Cancel' and 'Submit' buttons. In the background, the form fields are visible: 'Time off start date' is set to '2026-04-16'. Under 'Your time off balance', there is a table:

USA Vacation Plan (Hourly)	Vacation (Hours)	38.4 Hours
USA Sick Plan (Hourly)	Sick (Hours)	160 Hours
RRASAV Earned Leave - IN		19.5 Days
RRASAV Sick Leave		30 Days

Other form fields include 'Type of time off' set to 'USA Vacation Plan (Hourly) - Vacation (Hours)', 'How many days do you want to take off?' set to '1', and 'Time off per day' set to '8'. Buttons for 'Save as Draft' and 'Submit' are on the right.

1. HR Case Creation: Once the Time Off request is successfully submitted, an HR Case is automatically created in ServiceNow.

The screenshot shows the ServiceNow case record for 'Request Time Off case for kioshaa sinha'. The case number is 'HRC0001069'. The case was created 9m ago, updated 9m ago, and is in the 'Ready' state. The case is opened for 'kioshaa sinha' and the subject person is also 'kioshaa sinha'. The description states: 'The following fields have been provided: Time off start date: 2026-04-16'. The type of time off is 'PTOPAYOUTHOURLY'. The number of days to take off is '1'. The time off per day is '7'. The unit of time is 'Hours'. There is an 'Actions' button in the top right corner of the case details.

2. The HR Case captures all the details of the submitted request, including:
 - Employee information
 - Time off dates
 - Type of time off
 - Additional inputs such as comments and attachments

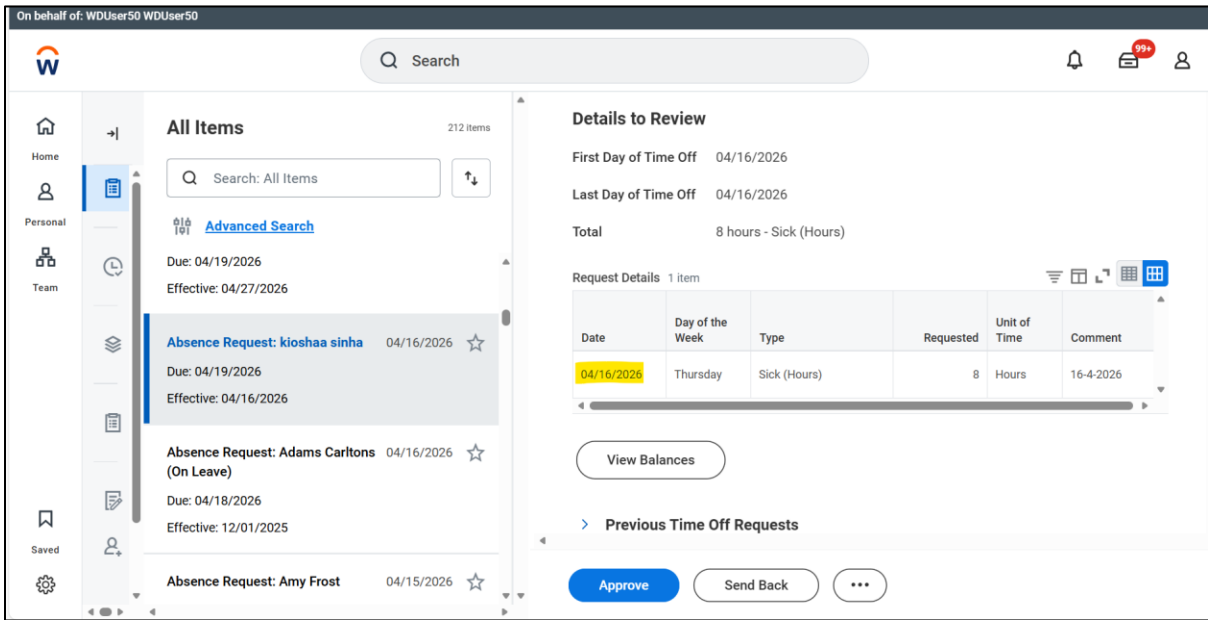
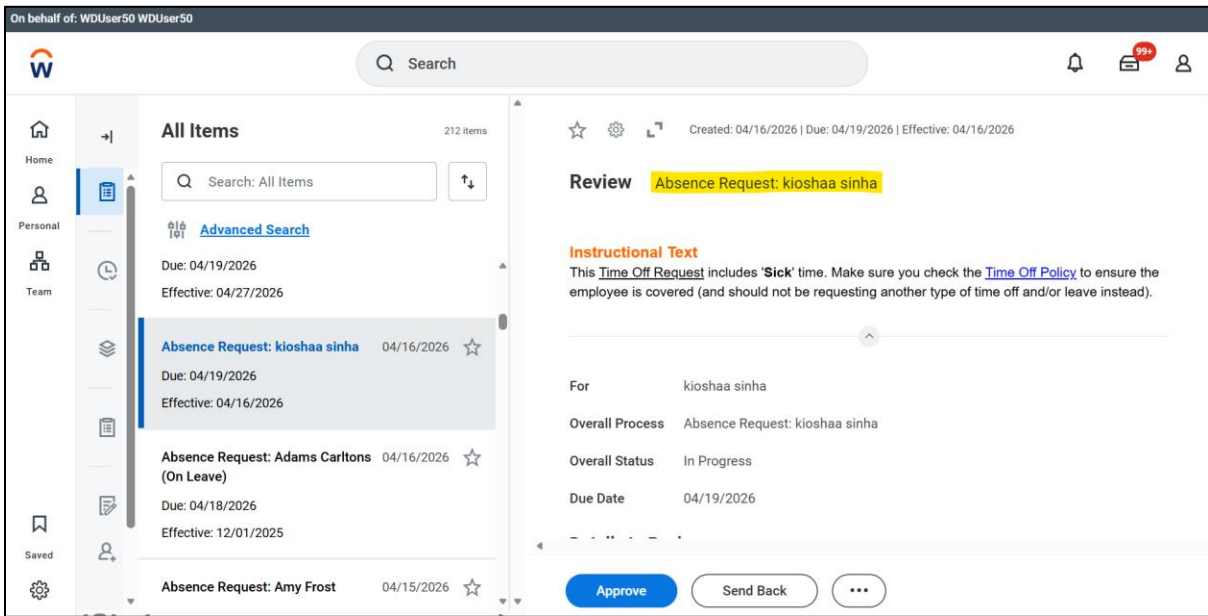
Workday Request Synchronization:

Once the Time Off request is submitted through the ServiceNow Employee Center, the same request is successfully created and reflected in Workday.

This ensures real-time synchronization between ServiceNow and Workday, allowing the request to be processed further within Workday.

Time Off	Date	Day of the Week	Type	Requested	Unit of Time	Comment
Q	04/18/2025	Thursday	Paid Time Off Adjustment (Hours)	7	Hours	Setting purpose 11-14-2024
Q	01/06/2025	Tuesday	Vacation (Hours)	8	Hours	Demo
Q	12/17/2025	Wednesday	Vacation (Hours)	8	Hours	Test for demo01
Q	12/16/2025	Tuesday	Vacation (Hours)	8	Hours	Test_demo
Q	12/10/2025	Wednesday	Vacation (Hours)	8	Hours	Demo2
Q	12/09/2025	Tuesday	Vacation (Hours)	8	Hours	Demo01
Q	12/02/2025	Tuesday	Vacation (Hours)	8	Hours	Test

To view the request, navigate to the manager’s Inbox where the same request is available for review.

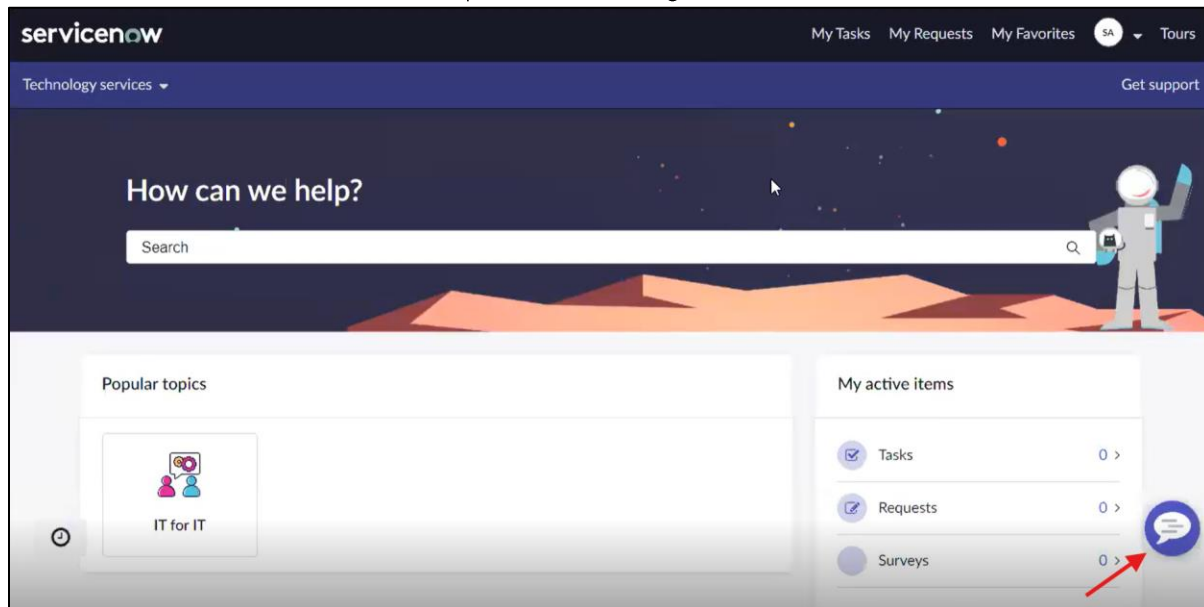


1.1.5 Use case of Request Time Off through Virtual Agent

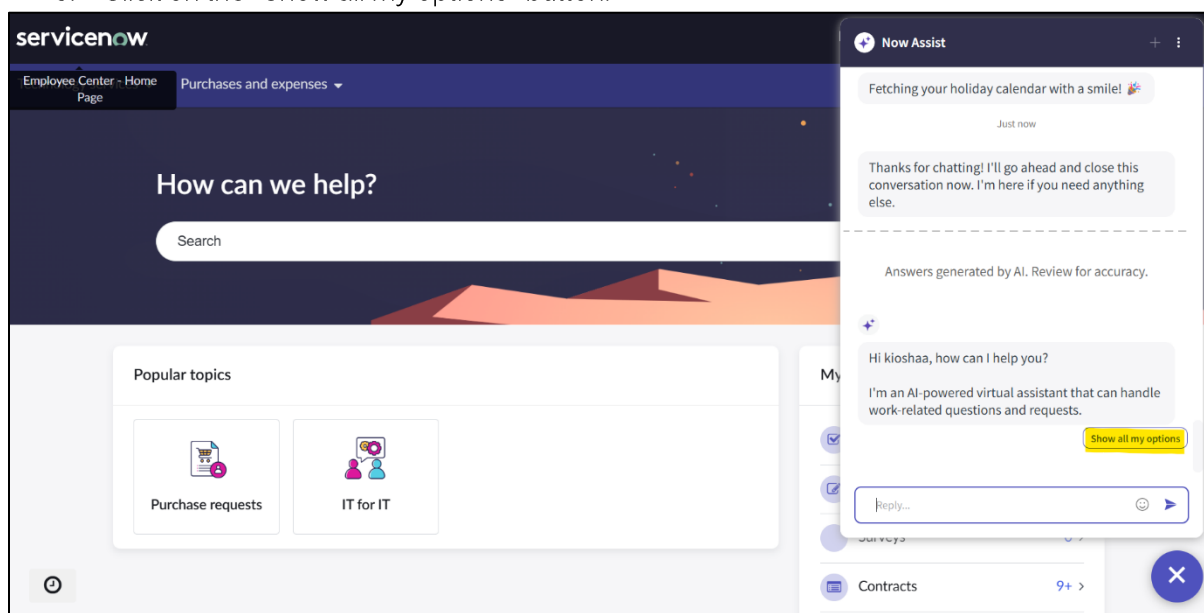
The Request Time Off use case allows users to submit time-off requests via the Virtual Agent within the Employee Center.

Procedure

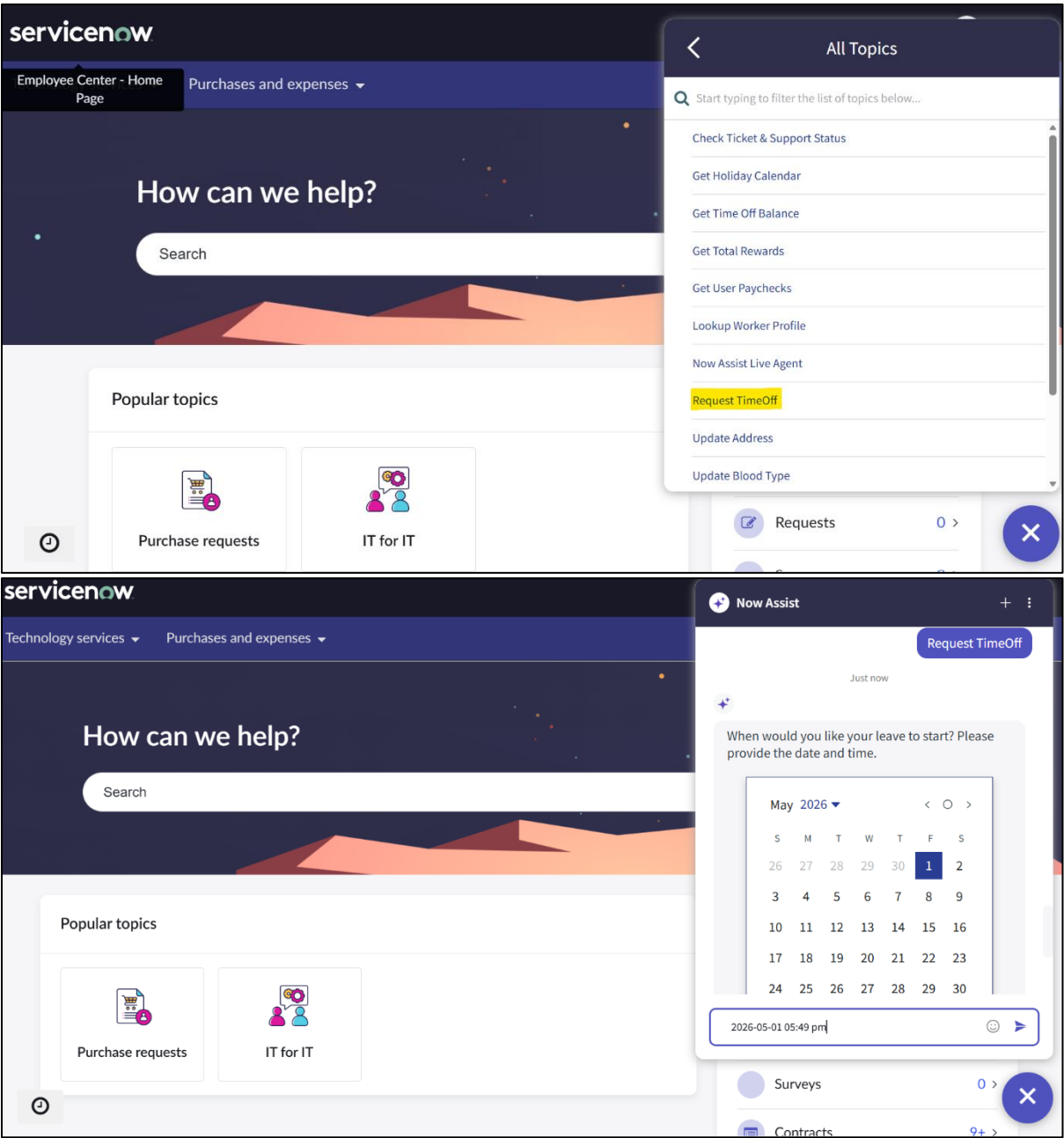
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.

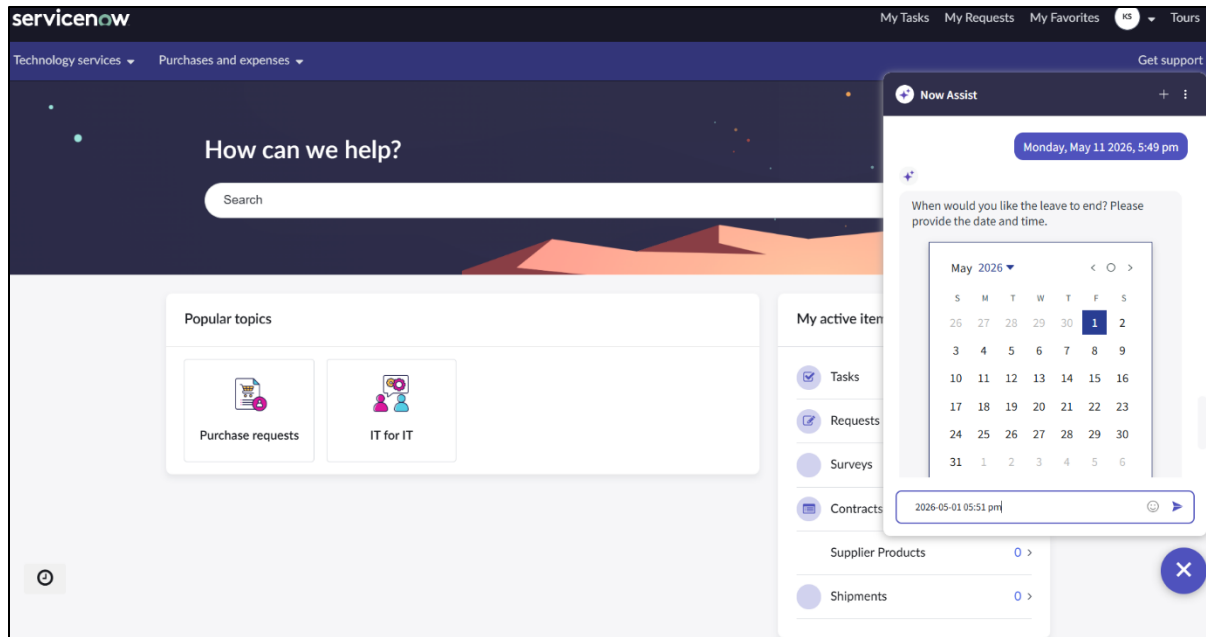


3. Click on the "Show all my options" button.

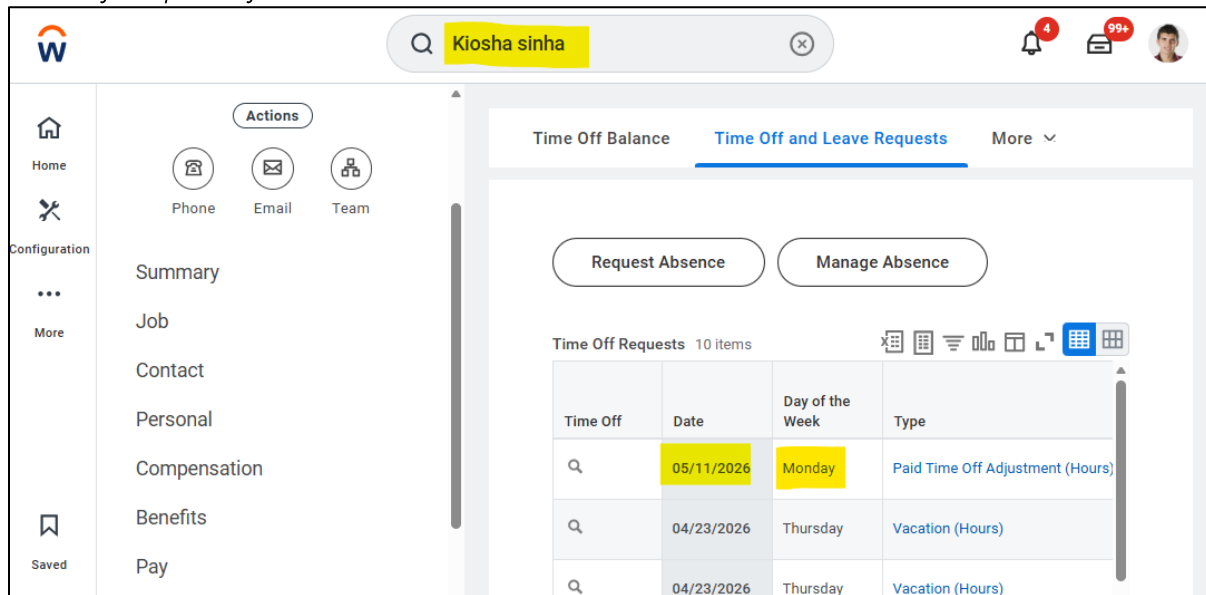


4. The list of all available topics will be displayed.
5. Select "Request Time Off" to initiate the request.





Workday Request Synchronization:



Review

Absence Request: kioshaa sinha

For

kioshaa sinha

Overall Process

Absence Request: kioshaa sinha

Overall Status

In Progress

Due Date

05/12/2026

Details to Review

Last Day of Work

05/10/2026

First Day of Absence

* 05/11/2026

Estimated Last Day of Absence

* 05/11/2026

Type

* Personal > Emergency Leave

Leave Impact

Payroll Effect

☒

Absence Accrual Effect

☒

Approve

Send Back

...

Technical Details:

- Primary Use Case Component Type: Action, Subflow
- Spoke Actions Used: **Request Time Off** – This action is used to submit a time-off request from ServiceNow to Workday, ensuring the request is created and processed in Workday.
- Subflow: **Workday HR – Request Time Off** This subflow is used by the Virtual Agent to request time off in a conversational manner.

1.2 Time off balance

Employees can check their Time Off balance within ServiceNow through the Time Off **Widget** in the Employee Center, which provides a quick and visual summary. In addition, employees can also

retrieve their Time Off balance through the Employee center **Virtual Agent**, enabling a conversational and interactive way to access the same information.

1.2.1 Configuration required to view Time off balance Through widget

Please refer to Installation & Configuration Guide Document (Employee Center Configuration) for more details on how to set up the widget.

The following steps outline how to check the Time Off balance using the Time Off Widget.

1. To view the Time Off Balance:
2. Navigate to the Employee Center.
3. Open your profile.
4. Locate the section "Your Time Off Balance".

The screenshot displays the ServiceNow Employee Center profile page for a user named Kioshaa Sinha. The page is divided into several sections:

- Your time off balance:** A table showing the user's leave balances.

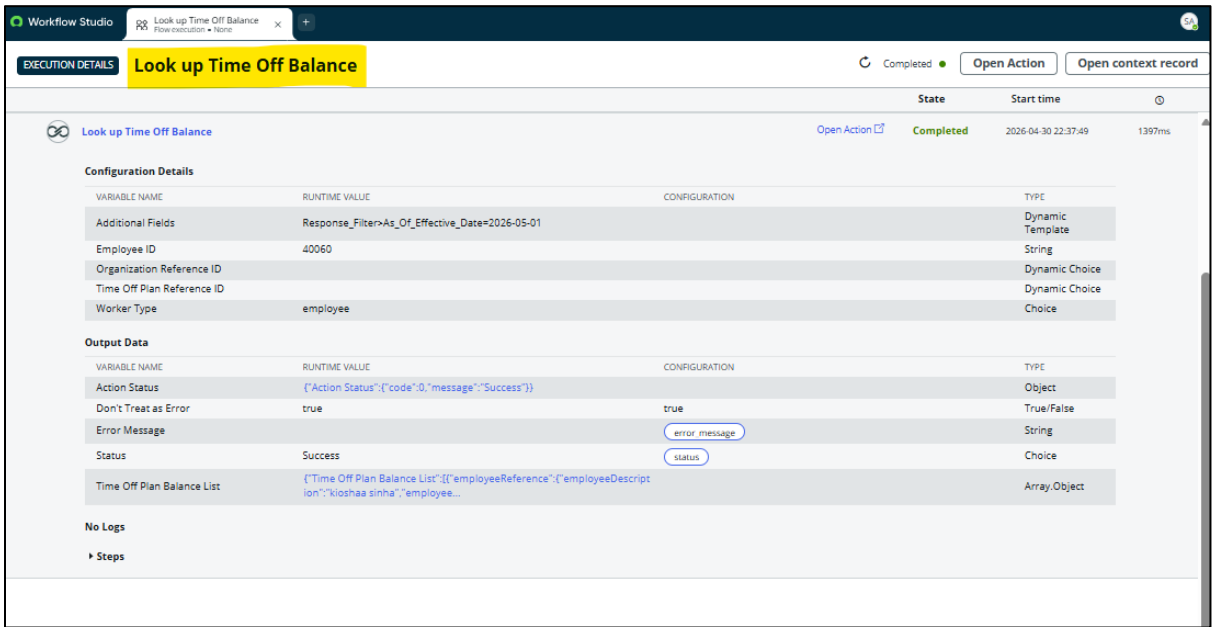
Plan	Balance
USA Vacation Plan (Hourly)	Vacation (Hours) 31.4 Hours
USA Sick Plan (Hourly)	Sick (Hours) 160 Hours
RRASAV Earned Leave - IN	19.5 Days
RRASAV Sick Leave	30 Days
- Profile Information:** A central section containing a profile picture placeholder with an "Upload Picture" button, the user's name "kioshaa sinha", title "Title /Chief Engineer", department "Department Sales Operations", location "Location ABG - New York", and a bio field labeled "Bio (Empty)".
- About:** A section on the bottom left showing the user's email address "kiosha@wd.com".
- Team:** A section on the bottom right showing the user's manager "Nisha Sharma" and coworkers "SvMAR16 \$VMAR16".

On the right side of the page, there is a vertical blue button labeled "Give feedback" and a circular chat icon at the bottom right.

This allows employees to check their available time-off balance for a specific period.

Background Process:

This triggers the “Look Up Time Off Balance” Action.

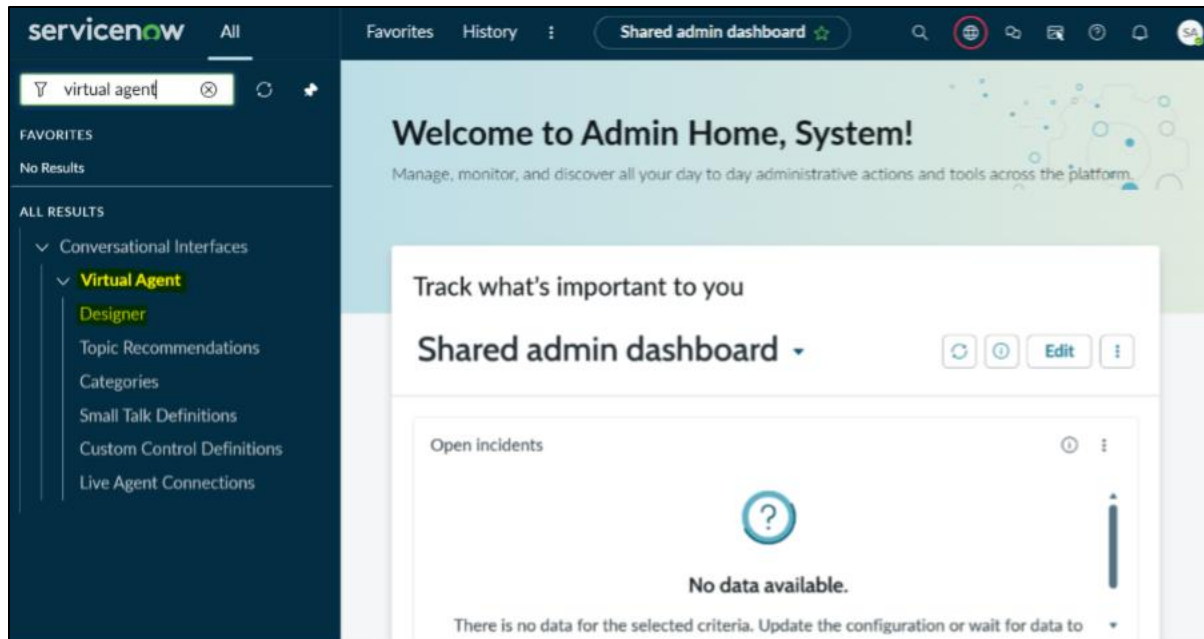


1.2.1.1 Virtual Agent Configuration for Time Off Balance

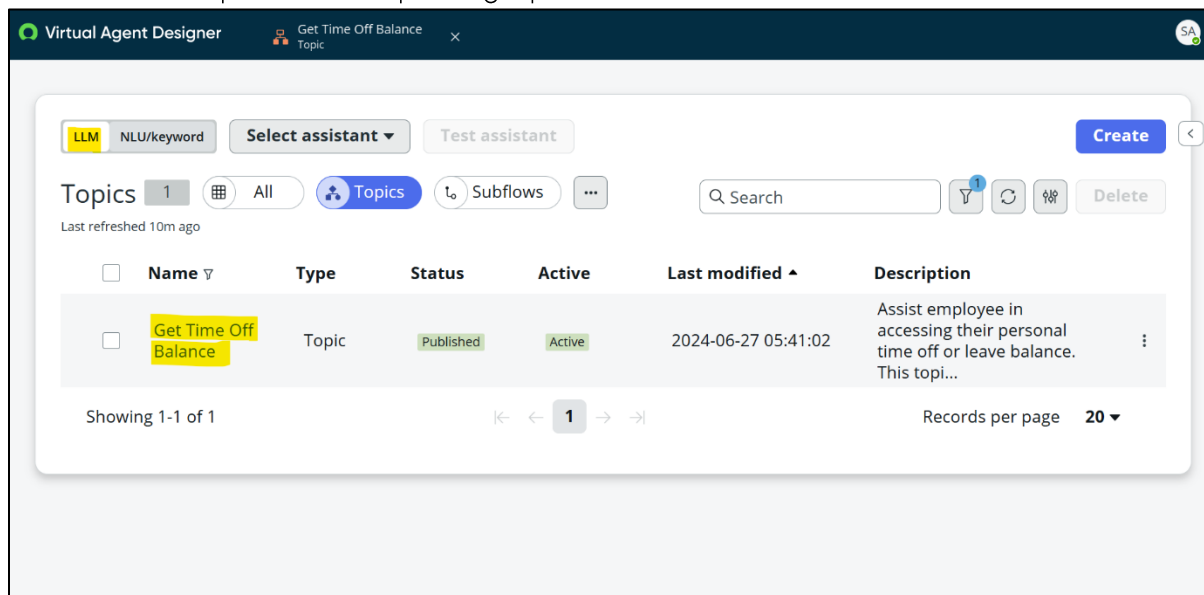
Below is the configuration required for Time Off Balance use case in the Virtual Agent:

Follow the steps below to configure the Time Off Balance use case in the Virtual Agent:

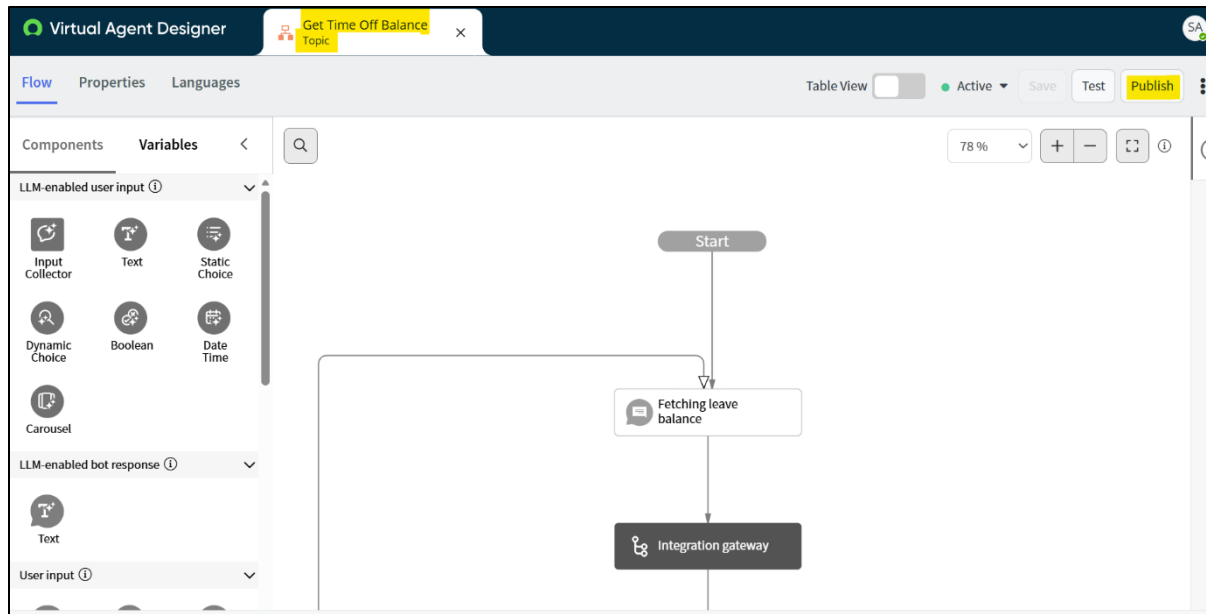
- 1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.



2. In the Virtual Agent Designer, click on the LLM section.
3. Search for Get Time off Balance
4. Open the corresponding topic.



5. Click on the Publish button to activate the configuration.

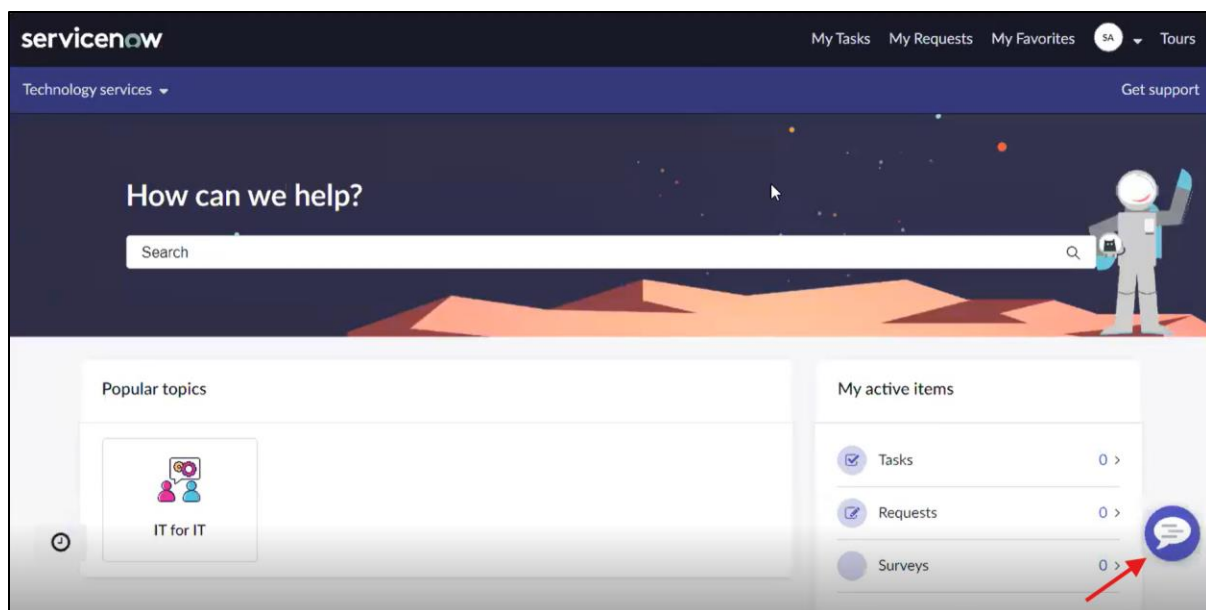


1.2.1.2 Use case of Time off Balance through Virtual Agent

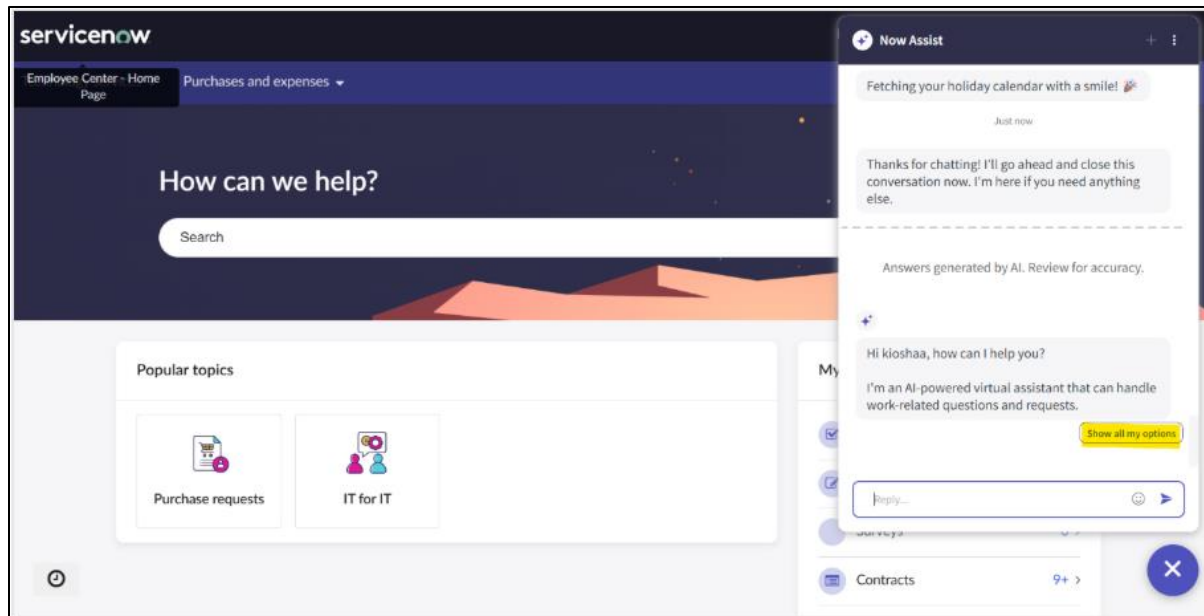
The Get Time Off Balance use case allows users to view their time off balance through the AI-powered virtual assistant in the Employee Center.

Procedure

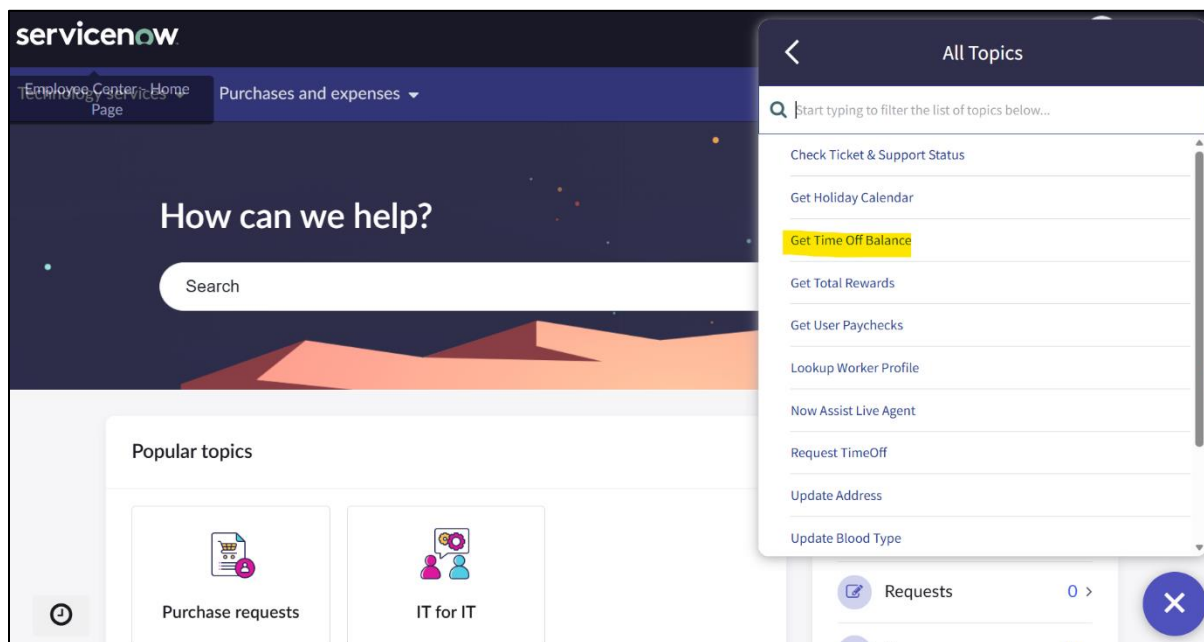
1. Navigate to the Employee Center.
2. Click on the virtual assistant



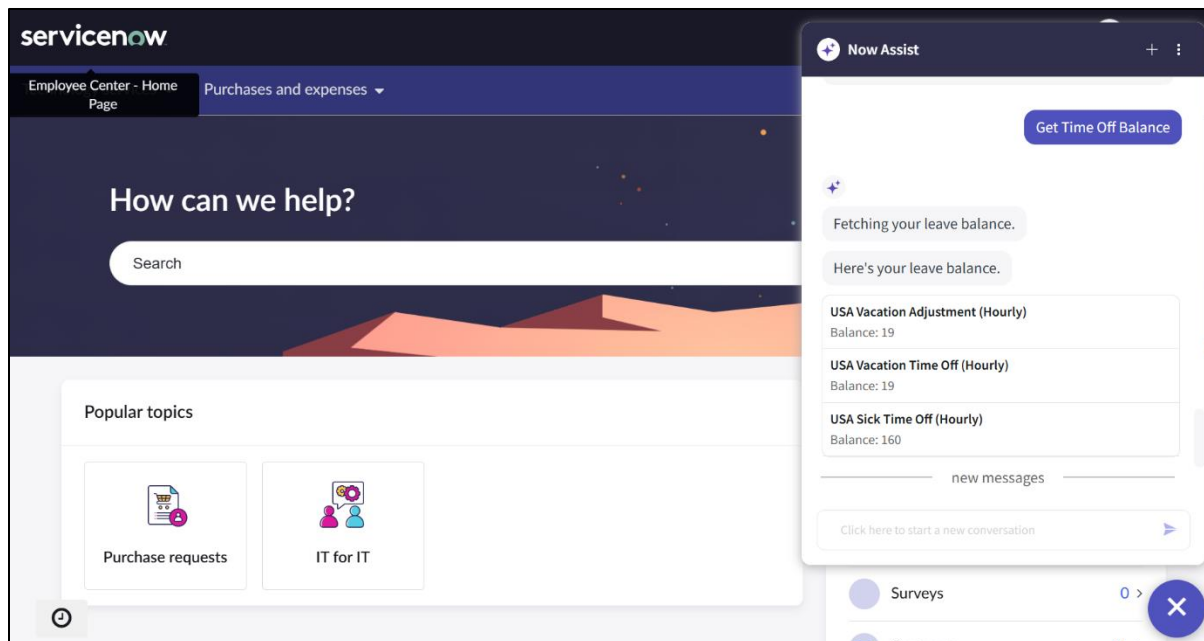
3. Click on the "Show all my options" button.



4. The list of all available topics will be displayed.
5. Select "Get Time Off Balance" to initiate the request.



6. Upon clicking "Get Time Off Balance," the time-off balance details will be displayed



Background Process:

This triggers the “Workday HR - Get Time Off Balance” subflow.

Usage dashboard		Last refreshed just now				
Monitoring		Created ▾ ▼	Name	State	Runtime	Created by
All Executions						
Today's executions		2026-05-02 05:55:14	send_notifications	Complete	148	admin
Active flows		2026-05-02 05:55:14	send_notifications	Complete	65	admin
Event queue						
Inbound email flows		2026-05-02 05:50:14	send_notifications	Complete	258	admin
Setup						
Content filtering rules		2026-05-02 05:50:14	send_notifications	Complete	59	admin
Content definitions						
Settings		2026-05-02 05:45:28	Workday HR - Get Time Off Balance	Complete	1,278	kioshaa.sinha
Properties		2026-05-02 05:45:25	Integration Gateway	Complete	4,024	kioshaa.sinha
Feature access list						
Administration		2026-05-02 05:45:13	send_notifications	Complete	381	admin

Technical Details:

- Use Case Component Type: Action, Subflow
- Spoke Actions Used: **Look Up Time Off Balance** – Used by the widget to retrieve an employee’s available time-off balance from Workday and display it in ServiceNow.
- Subflow: Workday HR - Get Time Off Balance

1.3 Total Rewards

For the Total Rewards use case, employees can view their total rewards using both the Employee Center widget and the Virtual Agent.

1.3.1 Configuration required for Total rewards

The Total Rewards templates can be configured by selecting the appropriate plans Sections based on this configuration customized Total Rewards widget is made available to employees within the Service Portal.

1.3.1.1 Set up plans for Total Rewards:

Complete the one time set up of pulling plans, such as employee benefits plan, compensation plan, insurance plan, from Workday into the ServiceNow application.

1. Navigate to All > Workday Advanced Use Cases > Total Rewards > Plans Available.
2. Click **Get Reference IDs** to pull the plans from Workday into ServiceNow tables.

Descriptor	Descriptor ID	Workday ID	Reference ID type
WD - Fuel Allowance	ALLOWANCE_UNIT_PLAN-6-32	ee4ee181a5f81000b7d1c746d3d70000	Compensation_Plan_ID
WD - Performance Bonus	ALLOWANCE_PERCENT_PLAN-6-34	ee4ee181a5f81000b7b18ff80f1c0000	Compensation_Plan_ID
WD - Salary	SALARY_PLAN-6-130	ee4ee181a5f81000b70744c9eafe0000	Compensation_Plan_ID
RRASAV Base Salary	SALARY_PLAN-6-140	75817d47a23110014fc8048a99ee0000	Compensation_Plan_ID
WD BIG Education Allowance	SALARY_PLAN-6-128	c054d2d4f0ea1000b1c793c739ce0000	Compensation_Plan_ID
RKS Base Salary	SALARY_PLAN-6-150	43bda4fd55241001925087b19cc00000	Compensation_Plan_ID
WD Big Salary Plan	SALARY_PLAN-6-129	c054d2d4f0ea1000b1e2fb9844790000	Compensation_Plan_ID

1.3.1.2 Set up sections for Total Rewards templates:

Create sections and associate plans to it. Add those sections to Total Rewards Template.

1. Navigate to All > Workday Advanced Use Cases > Total Rewards > Plans Available.
2. Click **New**.
3. On the form, fill in the fields:

Total Rewards Section Setup form

4. Click **Submit**.

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1.3.1.3 Set up a template for Total Rewards:

Set up a template by adding sections to it. Templates enable you to display a customized Total Rewards view to employees in the configured Service Portal.

- 1. Navigate to All > Workday Advanced Use Cases > Total Rewards > Template Set up.
- 2. Click **New**.
- 3. On the form, fill in the fields:

Total Rewards Template Setups

Order

Search

Actions on selected rows...

New

All

Search

Template name

Sections

Order ▲

Applies to

Search

Search

Search

Search

Template1

zAllowances, Commission, Incentives, Bas

FTE (HR Criteria)

Total Rewards Template Setup form

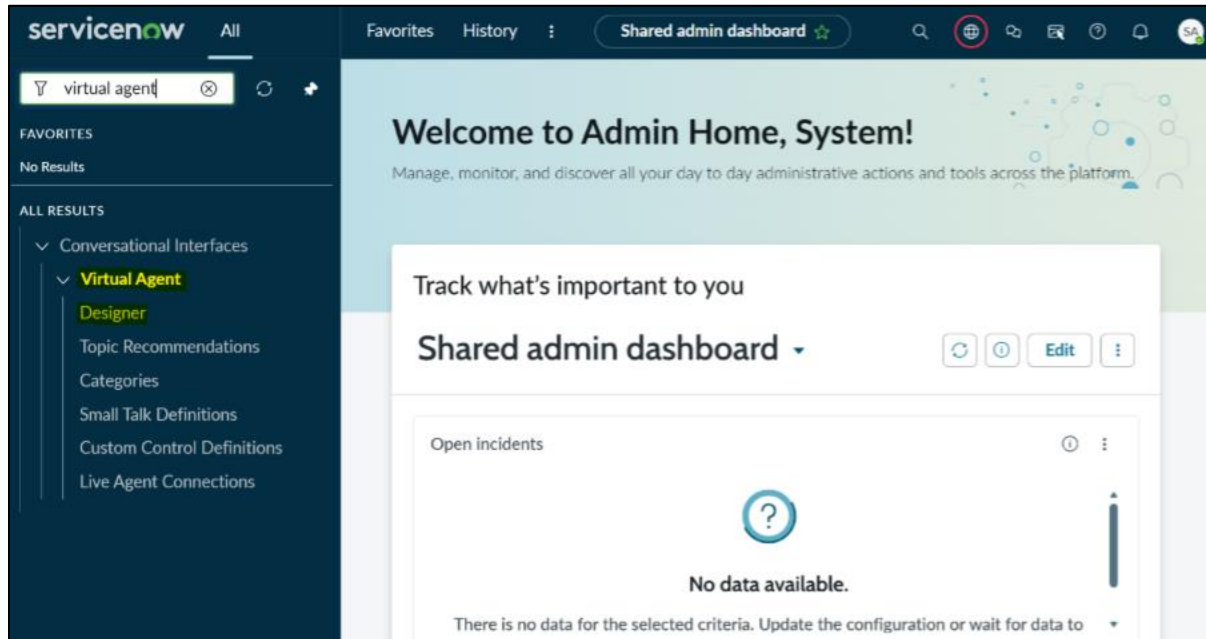
Field	Description
Template name	Suitable name of the template.
Sections	Sections that you want to include in the template, for example, Base Pay, Allowances, Incentive Pay, and Commission.
Applies to	Template applies only to the selected user criteria. For example, the template is applicable only to employees whose Employment Type Is Full Time.
Order	If more than one template is applied to an employee, only the template with a lesser order is displayed to the employee in the configured Service Portal.
Domain	Reference to domain.

- 4. Click **Submit**.

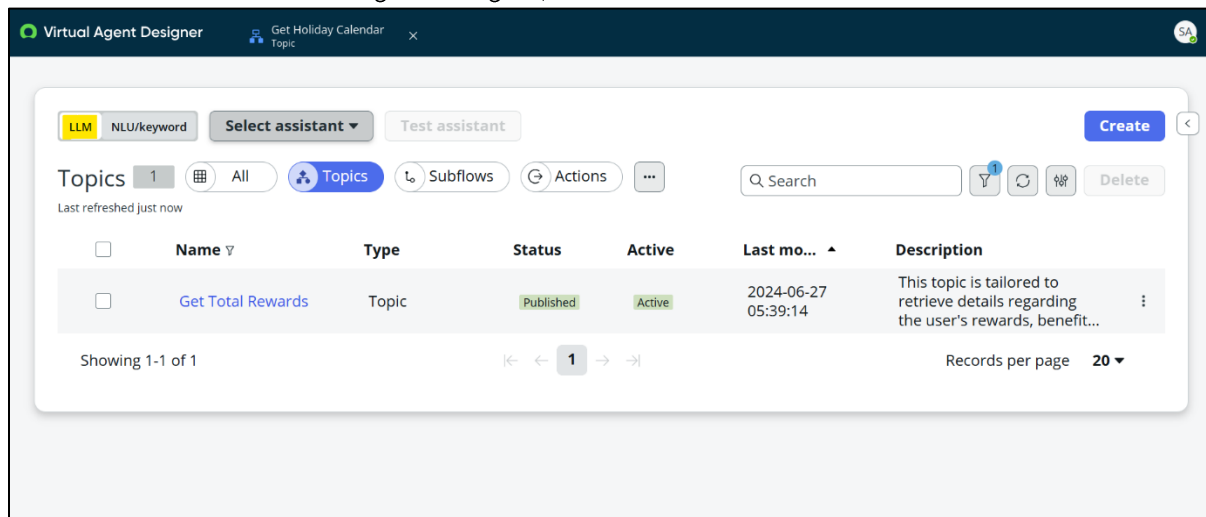
1.3.2 Virtual Agent Configuration for Total Rewards

Follow the below steps to configure the Total Rewards use case in the Virtual Agent:

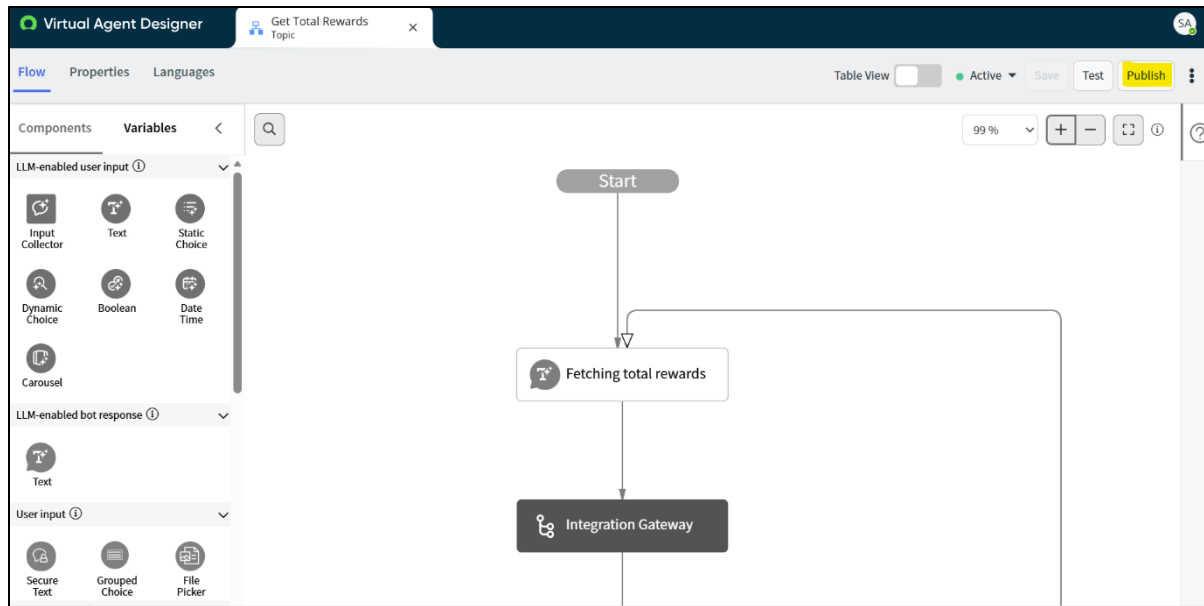
1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.



2. In the Virtual Agent Designer, click on the LLM section.



3. Search for Get Total Rewards
4. Open the corresponding topic.
5. Click on the Publish button to activate the configuration.



1.3.3 Use case of Total Rewards Widget

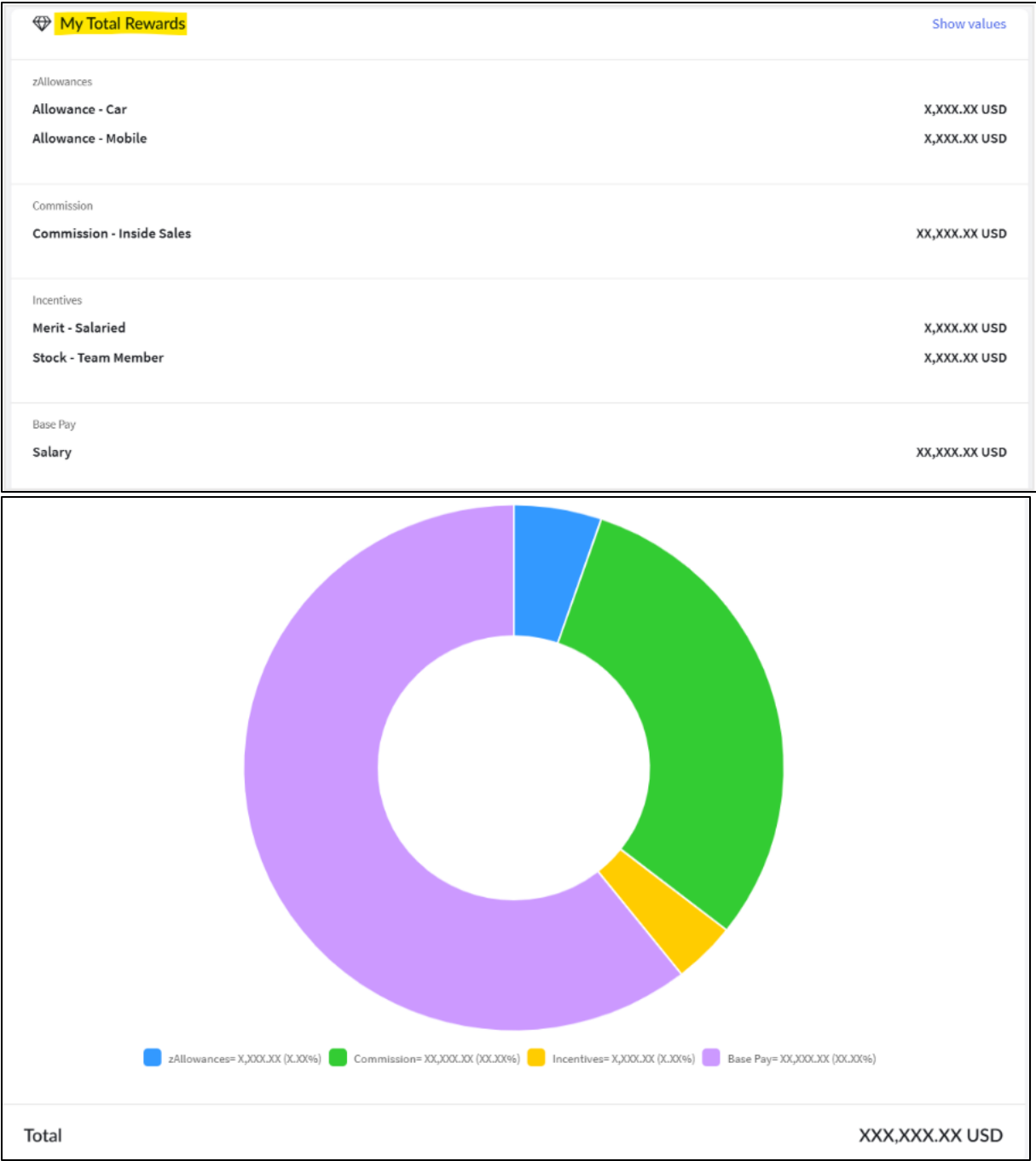
Total Rewards is a comprehensive view of compensation and perks an employee receives from an organization.

It typically includes:

- Compensation – Base pay, bonuses, incentives, commissions
- Benefits – Health insurance, retirement plans, paid time off
- Allowances & Perks – Travel allowance, meal benefits, wellness programs
- Recognition & Growth – Career development, learning opportunities, rewards programs

The Total Rewards Widget allows employees to view a consolidated summary of their total compensation and benefits.

1. **Navigate to:** All → Employee Center → User Profile
2. **In the profile, locate the My Total Rewards widget.**



Background Process:

- In the background, the “Look Up Total Rewards using Report” action is triggered to retrieve Total Rewards data when accessed through the widget.

Workflow Studio

Look up Total Rewards : x
Flow execution

EXECUTION DETAILS

Look up Total Rewards using Report

Completed

Open Action

Open context record

Look up Total Rewards using Report

Open Action

Completed

2026-05-01 03:04:00

886ms

Configuration Details

VARIABLE NAME	RUNTIME VALUE	CONFIGURATION	TYPE
Currency ID	USD		String
Employee ID	40060		String
Report Name	RPT_total_rewards		String
Report Owner Username	betty@liut		String

Output Data

VARIABLE NAME	RUNTIME VALUE	CONFIGURATION	TYPE
Action Status	{"Action Status":{"code":0,"message":"Success"}}		Object
Don't Treat as Error	true	true	True/False
Error Message		error_message	String
Status	Success	status	Choice
Total Rewards	{ "EmployeeID": "40060", "TotalRewardsItems": [{ "ClassofInstance": null, "EmployeeC...		Object

1.3.4 Use case of Total Rewards through Virtual Agent

The Total Rewards use case allows users to check their rewards through Virtual Agent in Employee Center.

Procedure

- 1. Navigate to the Employee Center in ServiceNow.
- 2. Click on the Chat window to open the Virtual Agent.

servicenow

My Tasks My Requests My Favorites 54 Tours

Technology services Get support

How can we help?

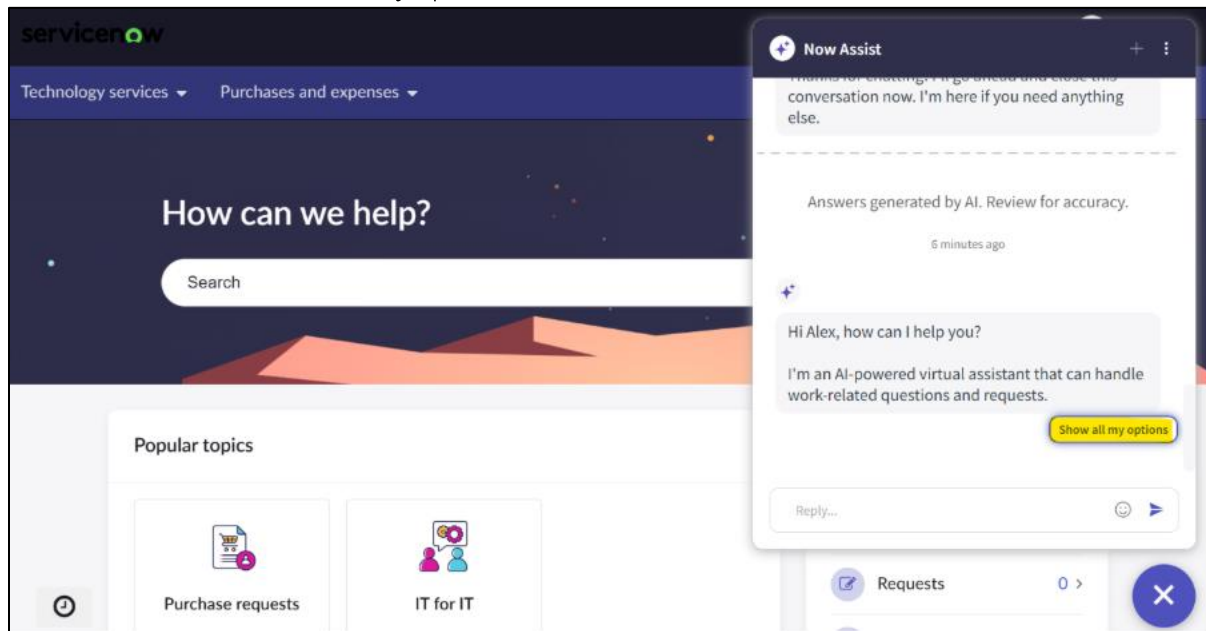
Search

IT for IT

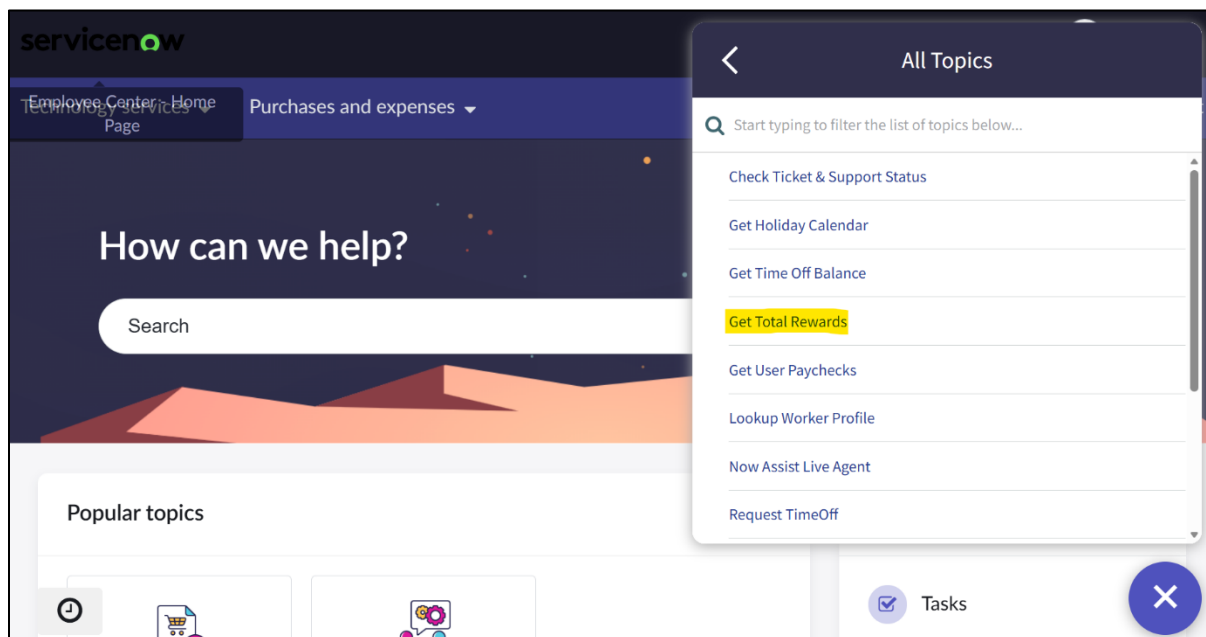
My active items

- Tasks 0
- Requests 0
- Surveys 0

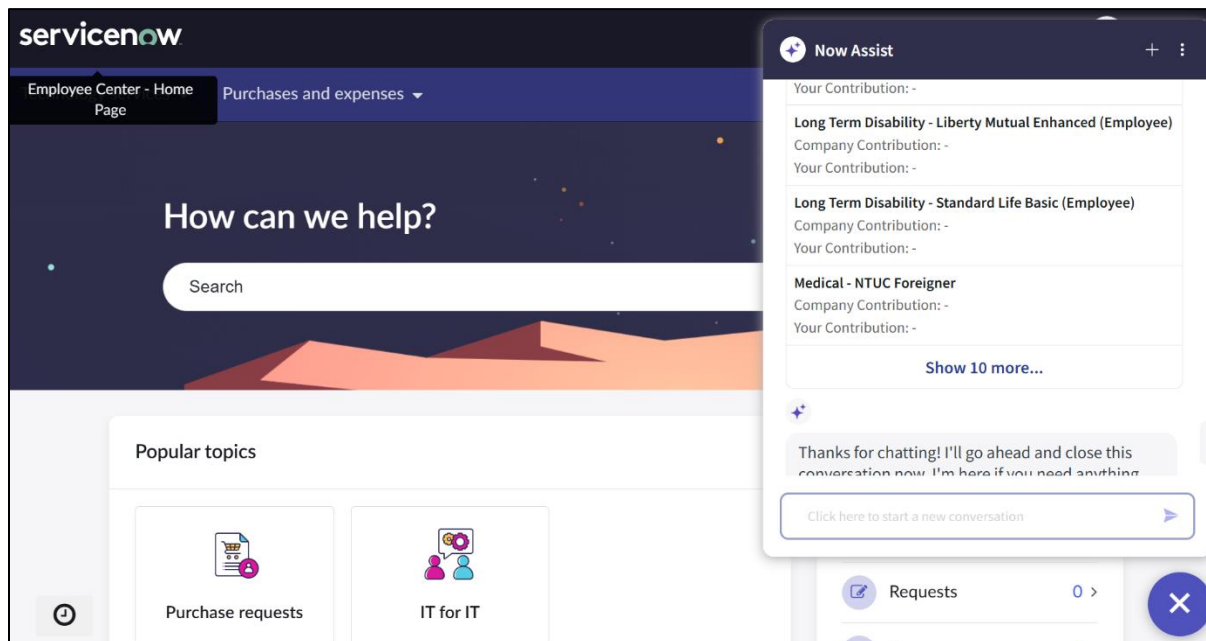
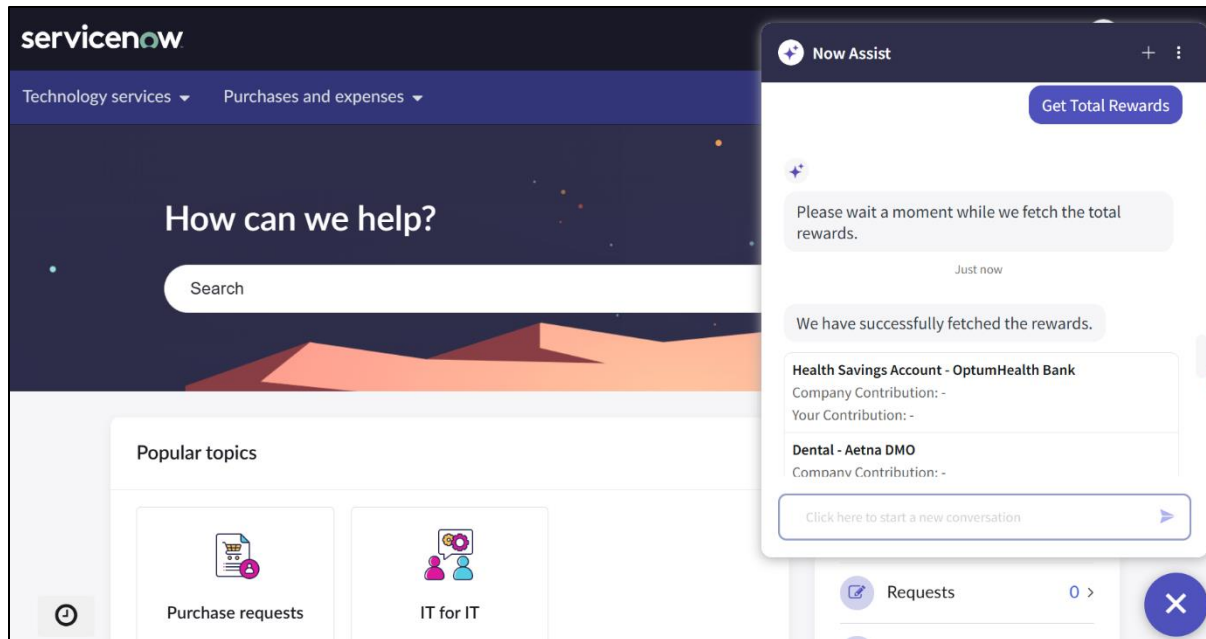
- Click on the "Show all my options" button.



- The list of all available topics will be displayed.
- Select "Get Total Rewards" to view the details.

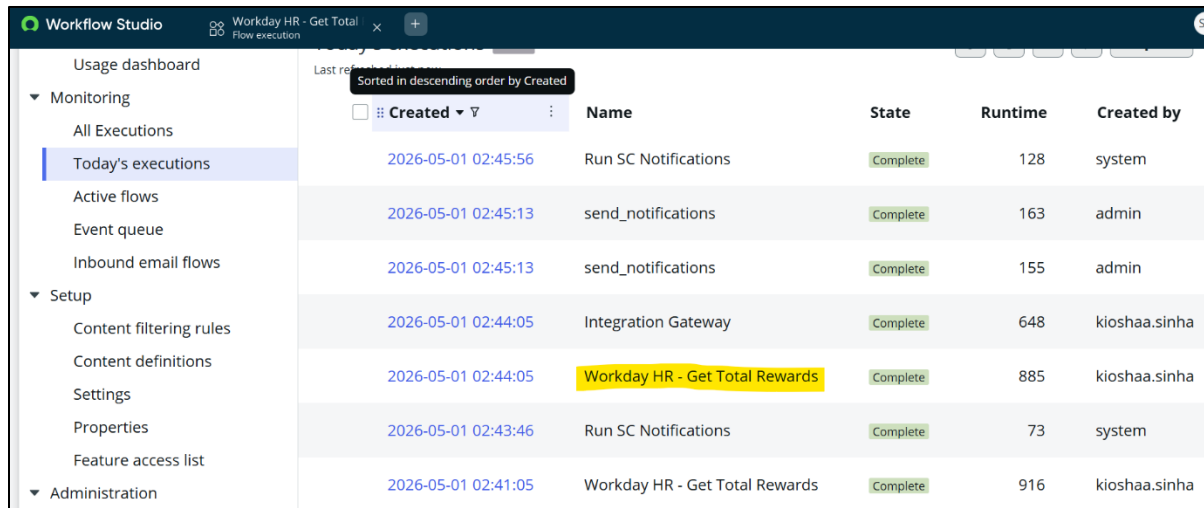


- The employee's Total Rewards information will be displayed



Background Process:

- The "Workday HR – Get Total Rewards" subflow is triggered in the background to fetch Total Rewards data from Workday



	Created	Name	State	Runtime	Created by
	2026-05-01 02:45:56	Run SC Notifications	Complete	128	system
	2026-05-01 02:45:13	send_notifications	Complete	163	admin
	2026-05-01 02:45:13	send_notifications	Complete	155	admin
	2026-05-01 02:44:05	Integration Gateway	Complete	648	kioshaa.sinha
	2026-05-01 02:44:05	Workday HR - Get Total Rewards	Complete	885	kioshaa.sinha
	2026-05-01 02:43:46	Run SC Notifications	Complete	73	system
	2026-05-01 02:41:05	Workday HR - Get Total Rewards	Complete	916	kioshaa.sinha

Technical details:

- Primary Use Case Component Type: Action, Subflow
- Application Name: HR Service Delivery Advanced Integration with Workday
- Spoke Actions Used: **Look up Total Rewards using Report**- this action is used by the widget to retrieve and display Total Rewards information
- Subflow: **Workday HR - Get Total Rewards** - This subflow is used by the Virtual Agent to fetch and present Total Rewards details in a conversational format.

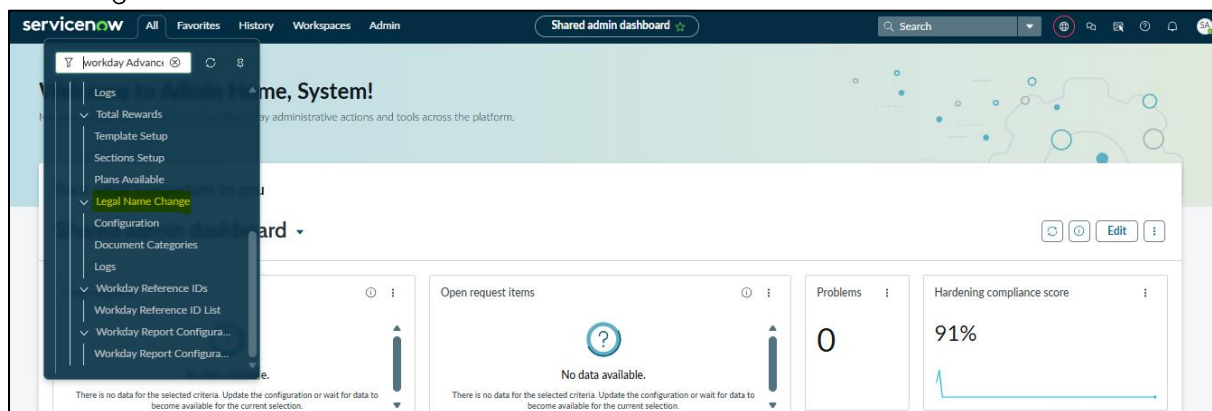
1.4 Legal Name Change

1.4.1 Configuration required for Legal Name Change

Legal name change configuration allows employees to change their legal name through **virtual agent** conversation in Employee Center.

Below is the configuration required for the Legal Name Change use case:

1. Navigate to All > Workday Advanced Use Cases > Legal Name Change > Document Categories.



- To pull the legal name change document categories from Workday into a ServiceNow application, click **Get Reference IDs**.

Workday Reference ID Lists			
All > Reference ID type contains Document_Category_ID			
Descriptor	Descriptor ID	Workday ID	Reference ID type
Search	Search	Search	*Document_Category_ID
Compensation	COMP	8c40190ba4d24ce68592b9c969f3201d	Document_Category_ID
Promotion	PROMOTION	9f180181a3ce46e0939cc251e29bd311	Document_Category_ID
Address Verification	ADDR-VERIFY	0143a3c6fba34b08f5e88191f9b6fcc	Document_Category_ID
Non-Disclosure Agreement	NDA	d801ebd46fec411e8bc0cfd20ec3a8b	Document_Category_ID
Meal Waiver	MEAL-WAIVER	749792581a8b1045d4f8124ba7e501bf	Document_Category_ID
Termination	TERM	5198d4b82aed424f9661a2a9d56e3bea	Document_Category_ID
Education Reimbursement	ED-REIMB	dfb812c09ba741c1a74c32284e697df0	Document_Category_ID
Marital Status Change	MARITAL	76880397ee764f049953720fb85a8c6b	Document_Category_ID
Contingent Worker Contract	CW-CONTRACT	ctc03611fa5945e9942da0df55ecaf74	Document_Category_ID
Other	OTHER	b277c256b330441fb8b446df27e08ab	Document_Category_ID
Legal Name Change	NAME-CHANGE	a4ce1839235f479fb9b1c18e884c16d	Document_Category_ID
Offer Letter	OFFER-LETTER	a1e88e955be54134853f8d1a481a3c4	Document_Category_ID
License	LICENSE	652c93d8031f419d9840cbcd50862739	Document_Category_ID
test1	test1	5567ea0771a01b135d0d1698212cb09	Document_Category_ID
ID Verification	ID-VERIFY	abced326fe994a3d95c4b309df2ef82b	Document_Category_ID
Transfer	TRANSFER	a0700255801747b2820fec84901052ac	Document_Category_ID
Hire	HIRE	8f4e2ab1be39413591f64ef7416b00a	Document_Category_ID
Tax Forms	TAX-FORM	3b106f6d03f1007b0a4c03f0c270d8f	Document_Category_ID
Personal Information Verification	PIM-VERIFY	f2d71bdfa2c5474bb0c051d4eecd6f9e	Document_Category_ID
Employment Eligibility	EMPL-ELIG	da34eac7e9a74560b4f93539753274fa	Document_Category_ID

- A data source with a predefined script imports document categories into the Workday Reference ID List Staging [sn_hr_workday_adv_reference_id_list_staging] table and from staging table into the Workday Reference ID List [sn_hr_workday_adv_reference_id_list] table.
- Navigate to Workday Advanced Use Cases > Legal Name Change > Configuration.
- On the Legal Name Change Configurations form, click **New**.
- To allow an employee to upload the name change document in Virtual Agent conversation in Employee Center, click the **Enable document upload** option and select a relevant document category.

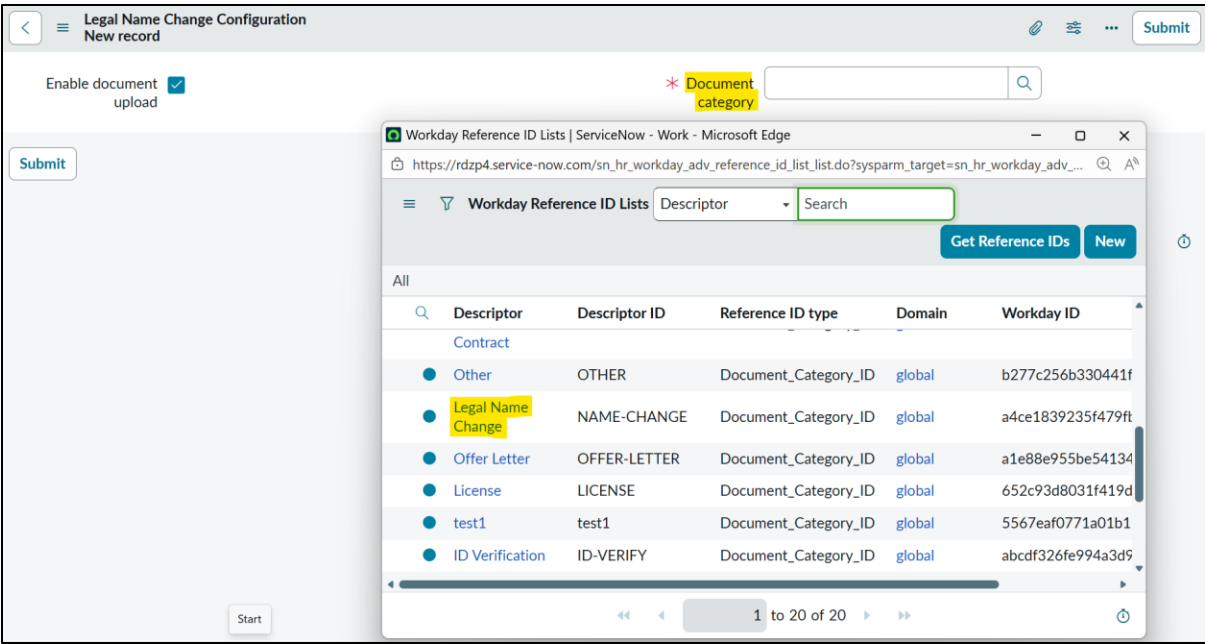
Legal Name Change Configuration

New record

Enable document upload

* Document category

Submit



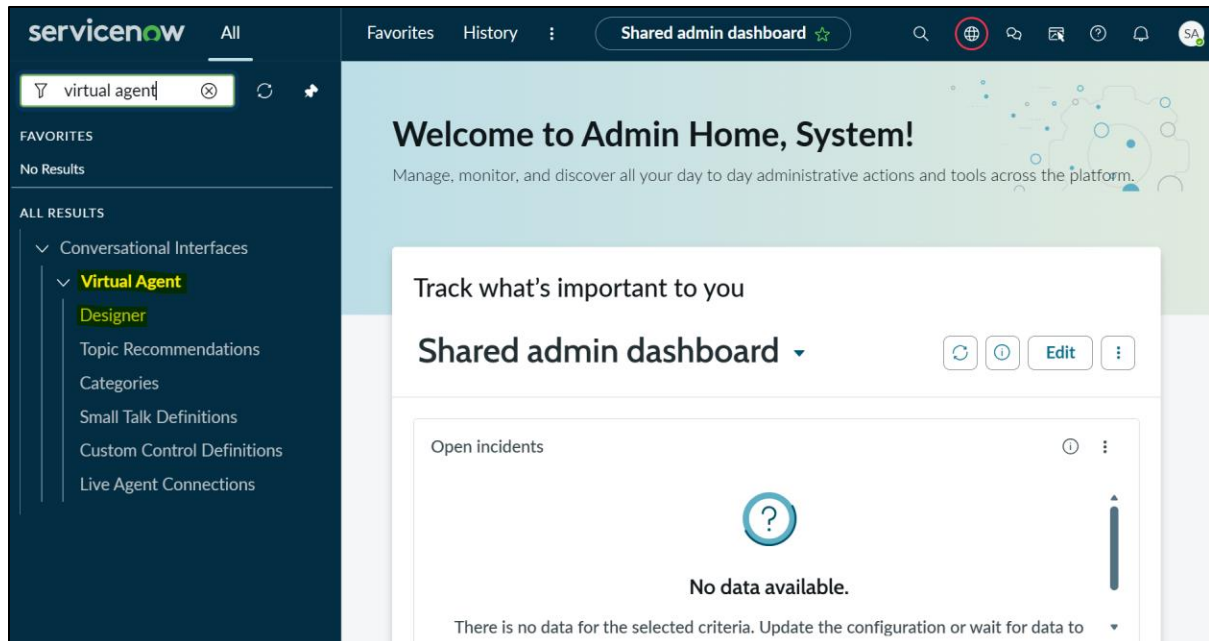
7. Click Submit.

1.4.2 Virtual Agent Configuration for Legal Name Change

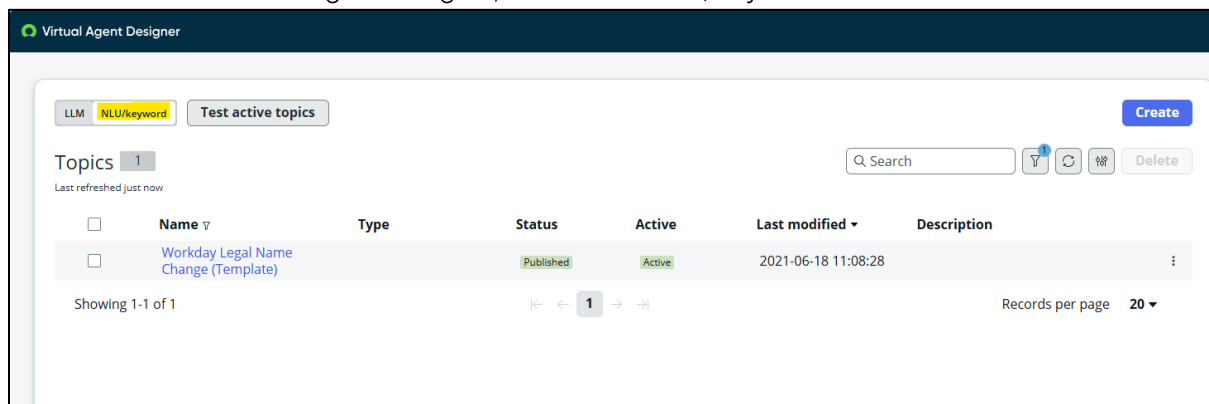
Below is the configuration required for the Legal Name Change use case in the Virtual Agent:

Follow the below steps to configure the Legal Name Change use case in the Virtual Agent:

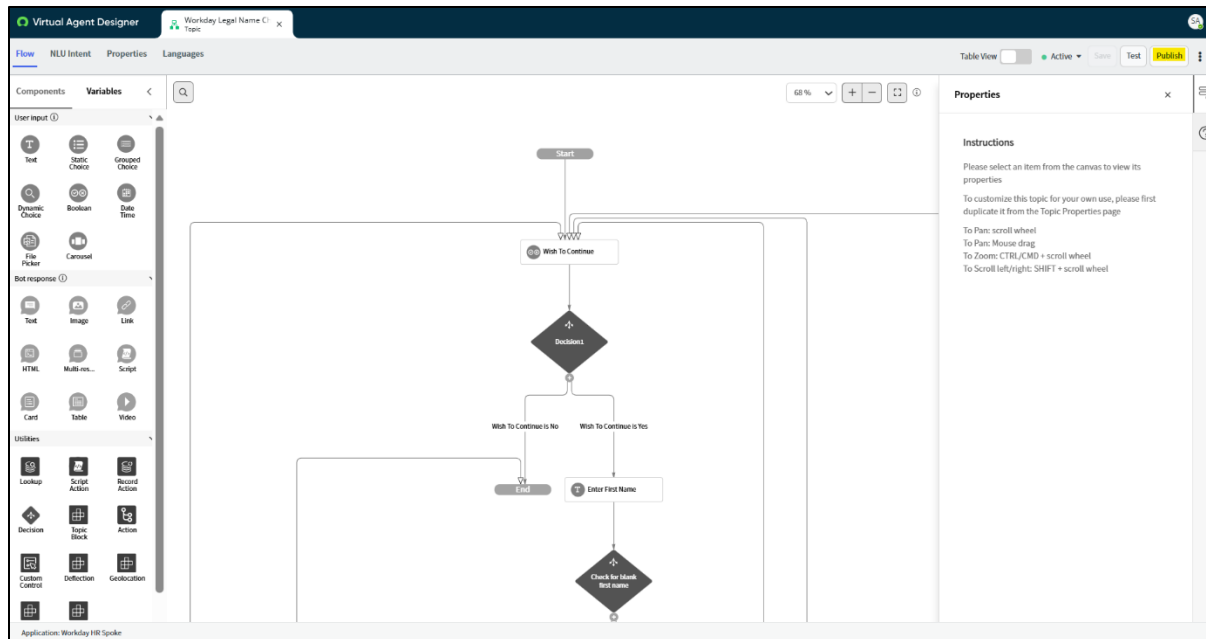
- 1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.



2. In the Virtual Agent Designer, click on the NLU/Keyword section.



3. Search for Workday Legal Name Change.
4. Open the corresponding topic.
5. Click on the **Publish** button to activate the configuration.

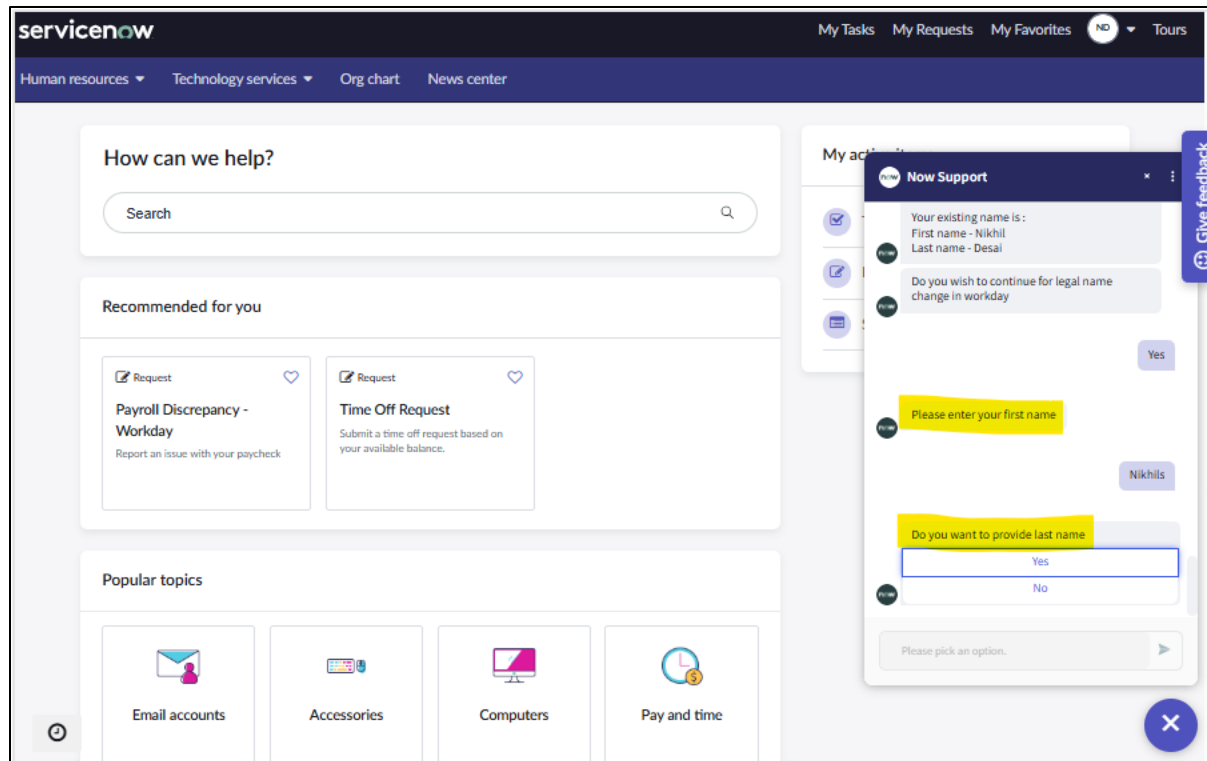


1.4.3 Use Case of Legal Name change

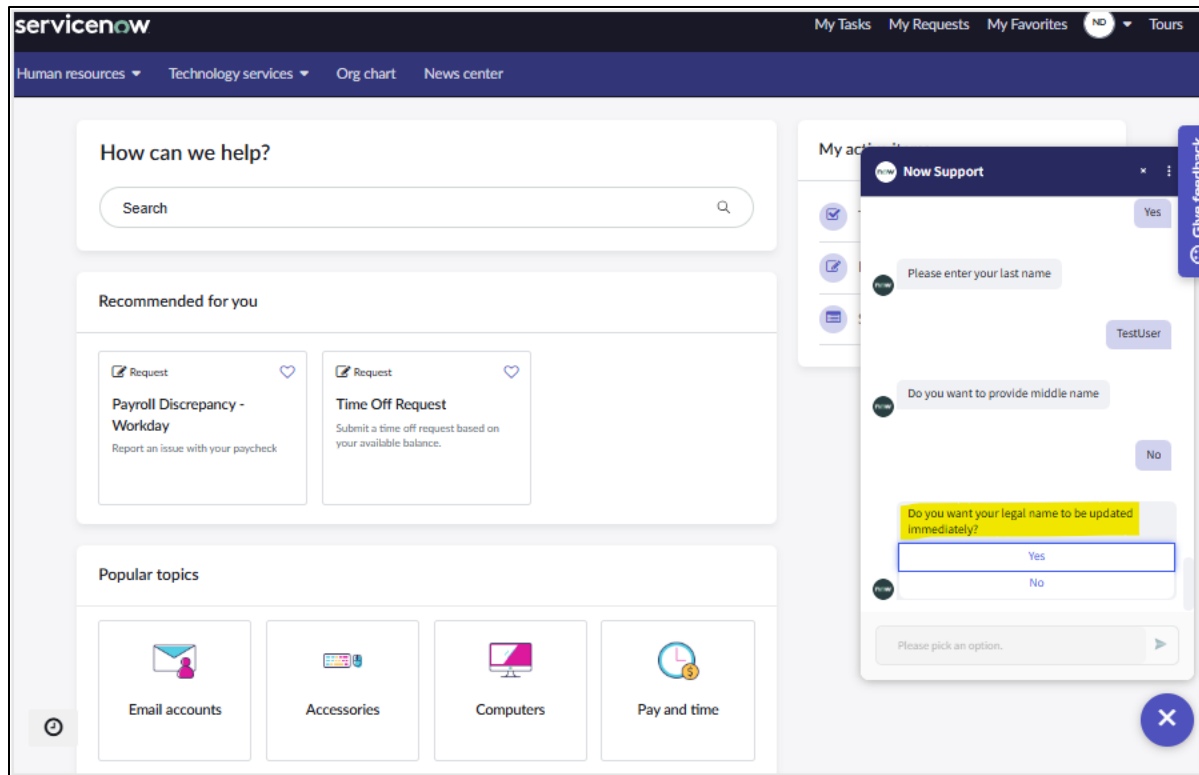
The Legal Name Change use case allows users to update their legal name through the Virtual Agent in the Employee Center.

Procedure

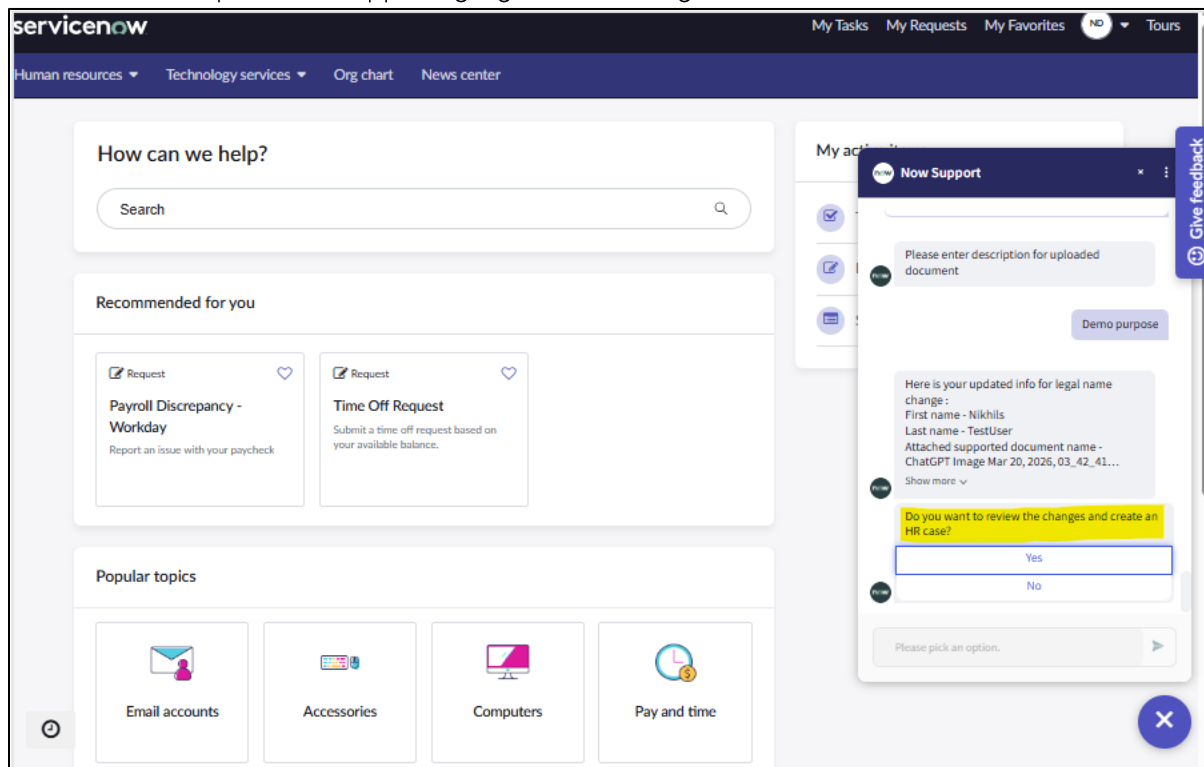
1. Navigate to the Employee Center.
2. Click on the Virtual Agent.
3. Enter a query (for example, "name change").



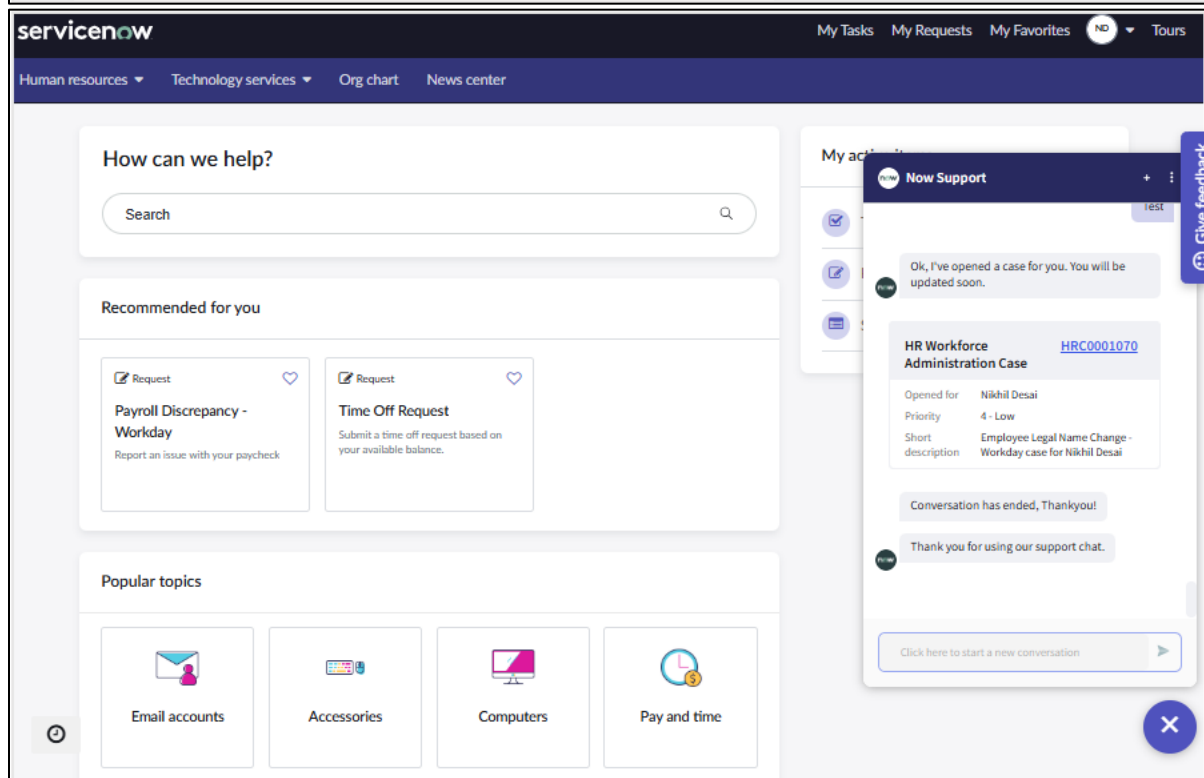
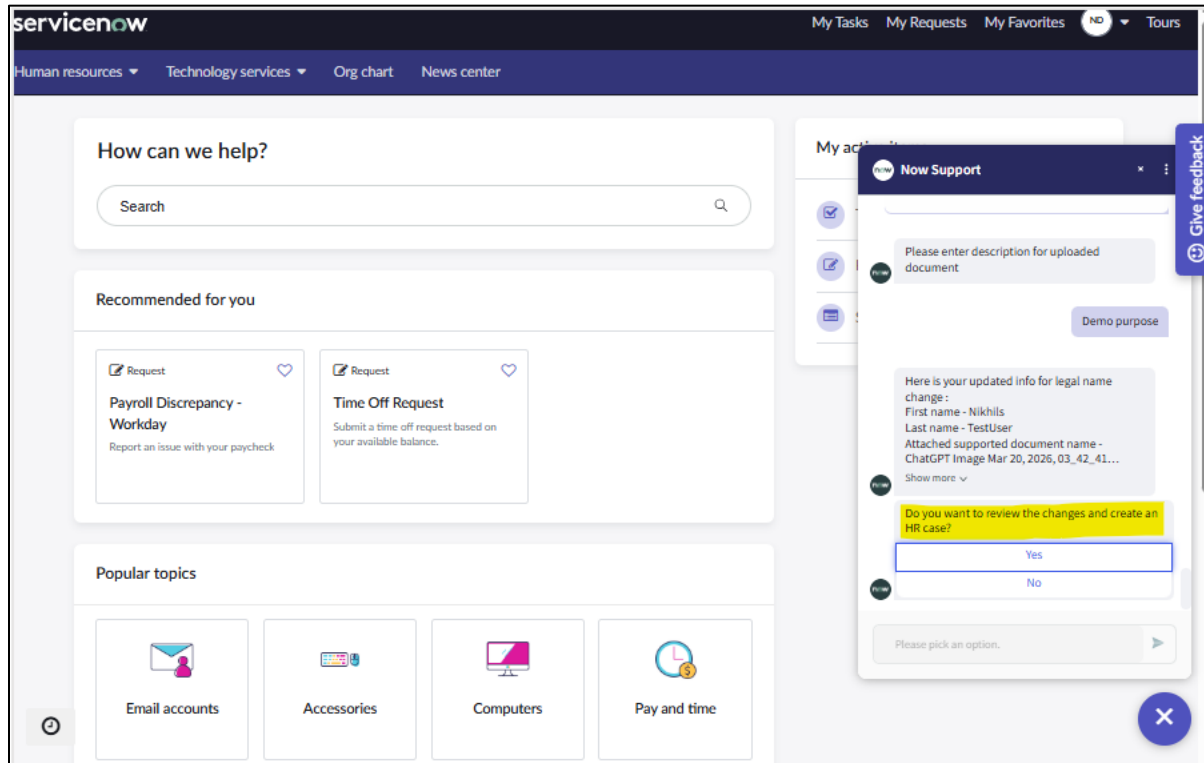
4. The system displays the current first name and last name.
5. To proceed with the legal name change in Workday, click Yes.
6. Enter the updated details:
 - First Name
 - Middle Name
 - Last Name



7. Upload the supporting legal name change document.



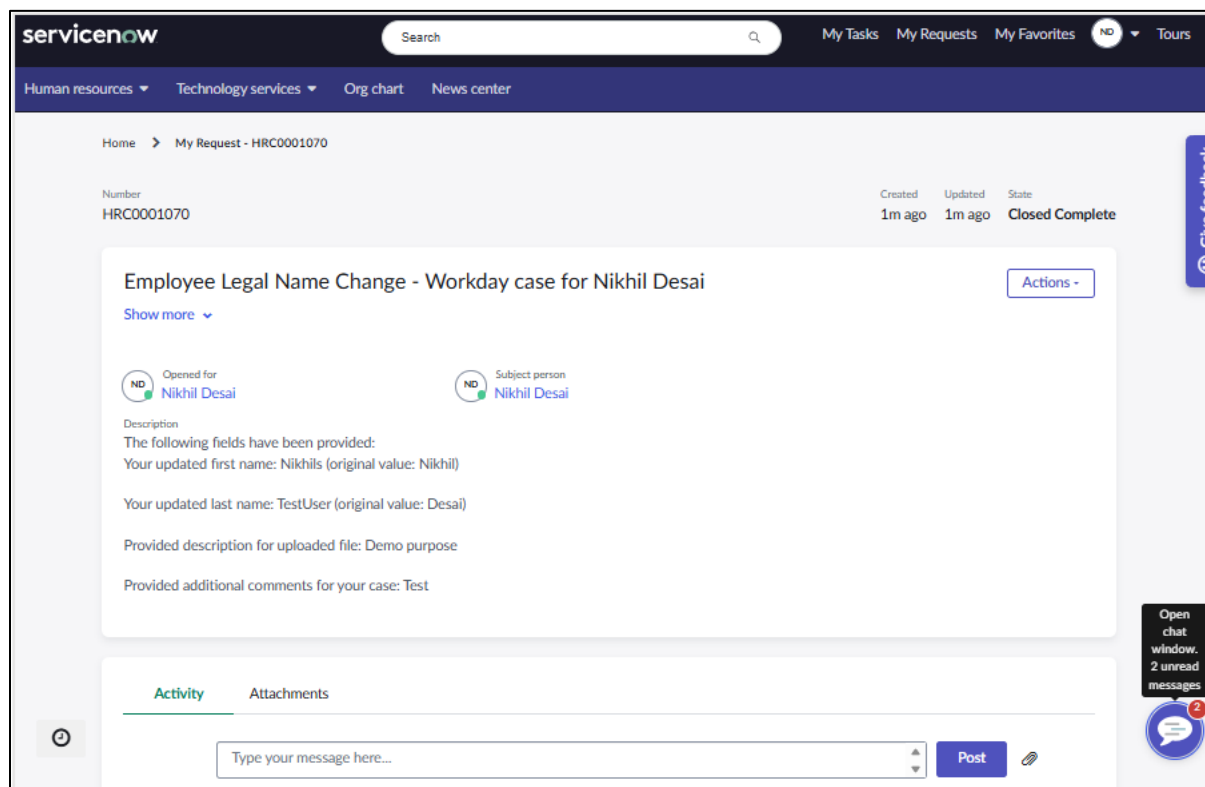
8. Provide a description for the uploaded document.
9. Review the updated name details and supporting document, then click Yes to confirm.



1.4.3.1 HR Case Creation:

Once the Legal name change request is successfully submitted, an HR Case is automatically created in ServiceNow.

HR Case is created with the submitted details.



The Virtual Agent conversation is completed.

1.4.3.2 Workday Request Synchronization

The legal name is successfully updated in Workday.

The first screenshot shows the 'Employee' profile for Nikhils TestUser (Employee ID: 42301). The profile includes fields for Employee ID, Local Time, Length of Service, and Work Email. The second screenshot shows the 'Worker History' tab for the same user, displaying a table of historical requests.

Business Process	Effective Date	Initiated On	Due Date	Completed On	Status
Legal Name Change: Nikhils TestUser	04/16/2026	04/16/2026 05:55:59 AM	04/20/2026	04/16/2026 05:55:59 AM	Successfully Completed
Legal Name Change: Nikhils TestUser	11/26/2025	11/26/2025 02:40:27 AM	11/30/2025	11/26/2025 02:40:27 AM	Successfully Completed
Assign Organizations: Nikhils TestUser	06/28/2025	05/28/2025 08:18:37 PM	05/30/2025		In Progress

Technical Details:

- Use Case Component Type: Flow, Action
- Flow Name: Legal Name Change
- Subflow Name: Run Workday Legal Name Change
- Application Name: HR Service Delivery Advanced Integration with Workday
- Spoke Actions Used: Change Legal Name

1.5 Holiday Calendar

For the Holiday Calendar use case, employees can view their holiday calendar through both the Employee Center widget and the Virtual Agent.

1.5.1 Configuration required for Holiday Calendar

Holiday Calendar Data Load

To import holiday calendar data:

- 1. Navigate to the Holiday Calendars table.
- 2. Click on the Get Holiday Calendar button

Holiday Calendars

Start date

Search

Actions on selected rows...

New

Get Holiday Calendars

① Subflow "Get Holiday Calendars" was executed from 2026-01-01 till 2027-12-31. Please check the flow execution for status of execution.

All

☐	Search	Holiday calendar name	Holiday calendar ID	Calendar event name	Start date	End date	Start time	End time
	Search	Search	Search	Search	Search	Search	Search	Search
		Holiday Calendar 2024	HOLIDAY_CALENDAR-6-124	Christmas Day	2025-12-25	2025-12-25		
		Holiday Calendar 2024	HOLIDAY_CALENDAR-6-124	Thanksgiving	2025-11-28	2025-11-28		
		Holiday Calendar 2024	HOLIDAY_CALENDAR-6-124	Veterans Day	2025-11-11	2025-11-11		
		Holiday Calendar 2024	HOLIDAY_CALENDAR-6-124	Labor Day	2025-09-02	2025-09-02		
		Holiday Calendar 2024	HOLIDAY_CALENDAR-6-124	Independence Day	2025-07-04	2025-07-04		
		Holiday Calendar 2024	HOLIDAY_CALENDAR-6-124	Juneteenth	2025-06-19	2025-06-19		
		Holiday Calendar 2024	HOLIDAY_CALENDAR-6-124	Memorial Day	2025-05-26	2025-05-26		
		Holiday Calendar 2024	HOLIDAY_CALENDAR-6-124	Washington's Birthday	2025-02-19	2025-02-19		

Background Process:

- This triggers the “Get Holiday Calendar” subflow.
- The subflow executes the “Look Up Holiday Calendar” action.

Workflow Studio

Get Holiday Calendars
Flow execution

EXECUTION DETAILS

Get Holiday Calendars

Completed

Open flow

Open context record

Show Action Details

State

Start time

SUBFLOW STATISTICS

Run as: System Administrator

Open subflow logs

Completed

2026-04-15 23:47:22

11427ms

INPUTS & OUTPUTS

Subflow Inputs & Outputs

ACTIONS

1

Look Up Records

Core Action

Completed

2026-04-15 23:47:22

2ms

2

For Each Item in Look up Holiday Calendars

Flow Logic

Completed

2026-04-15 23:47:22

11425ms

1 of 104 (Showing only first and last)

3

For Each Item in

Flow Logic

Completed

2026-04-15 23:47:26

287ms

Holiday Calendar Even...

1 of 99 (Showing only first and last)

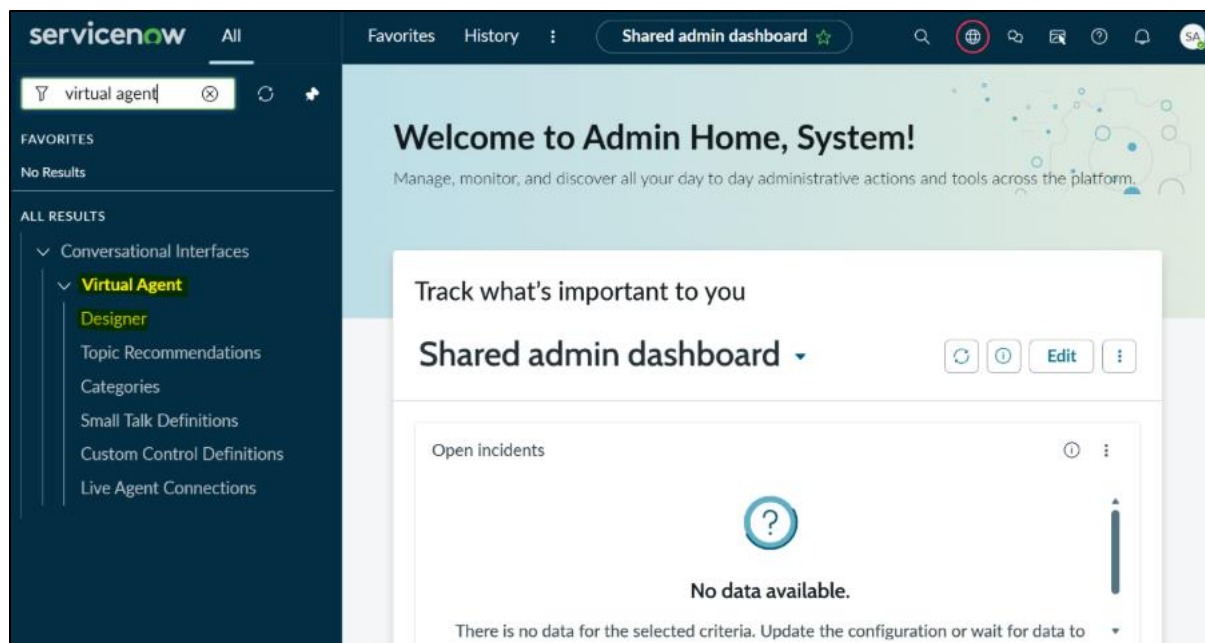
Data is then fetched and stored in the Holiday Calendars table.

1.5.2 Virtual Agent Configuration for Holiday Calendar

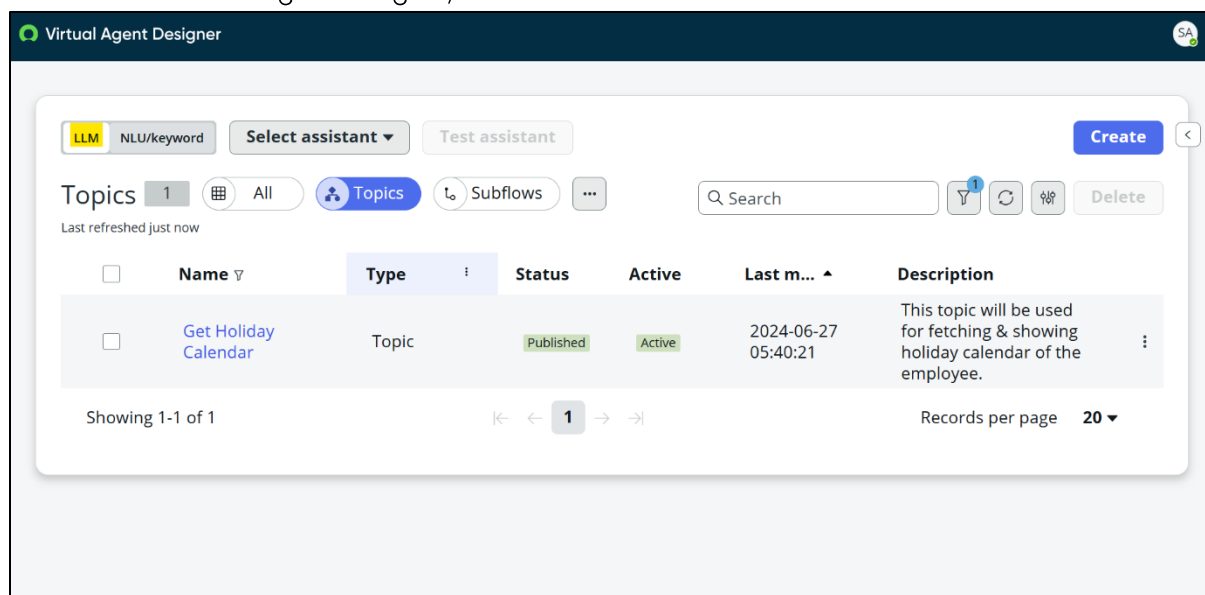
Below is the configuration required for the Holiday Calendar use case in the Virtual Agent:

Follow the steps below to configure the Holiday Calendar use case in the Virtual Agent:

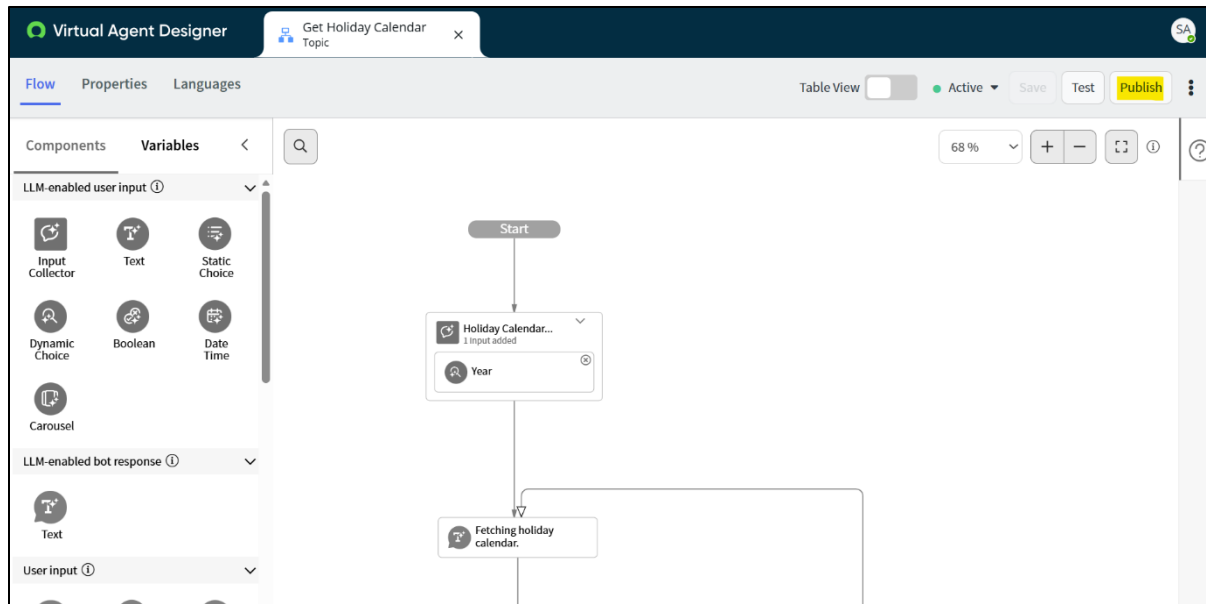
1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.



2. In the Virtual Agent Designer, click on the LLM section.



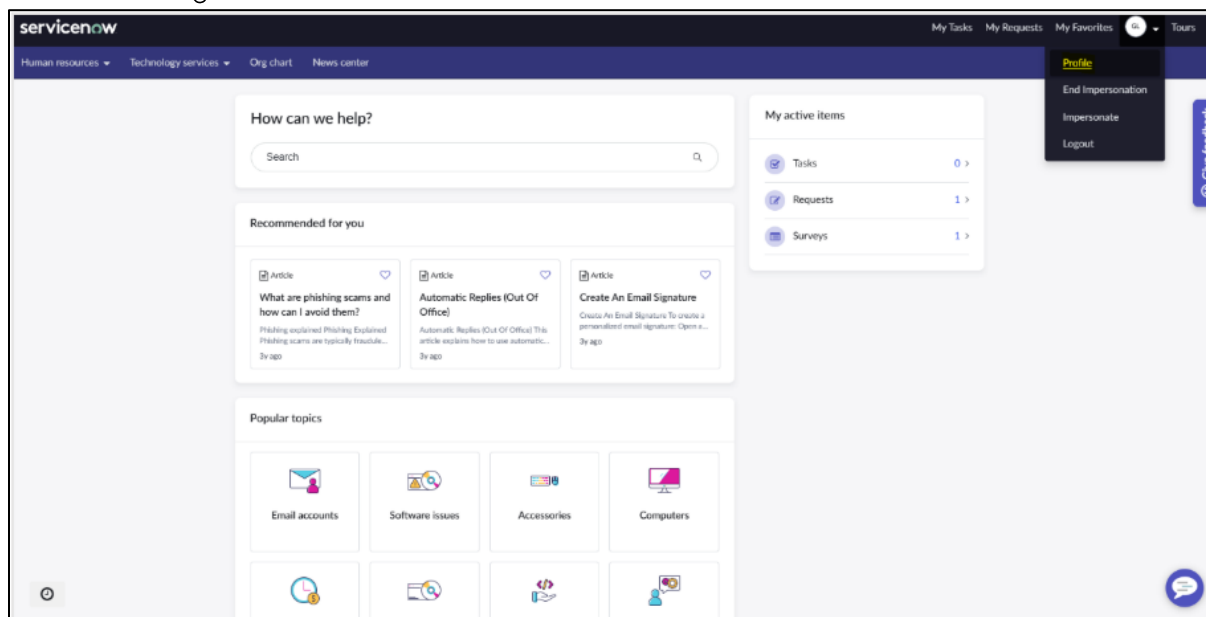
3. Search for Workday Get Holiday Calendar
4. Open the corresponding topic.
5. Click on the Publish button to activate the configuration.

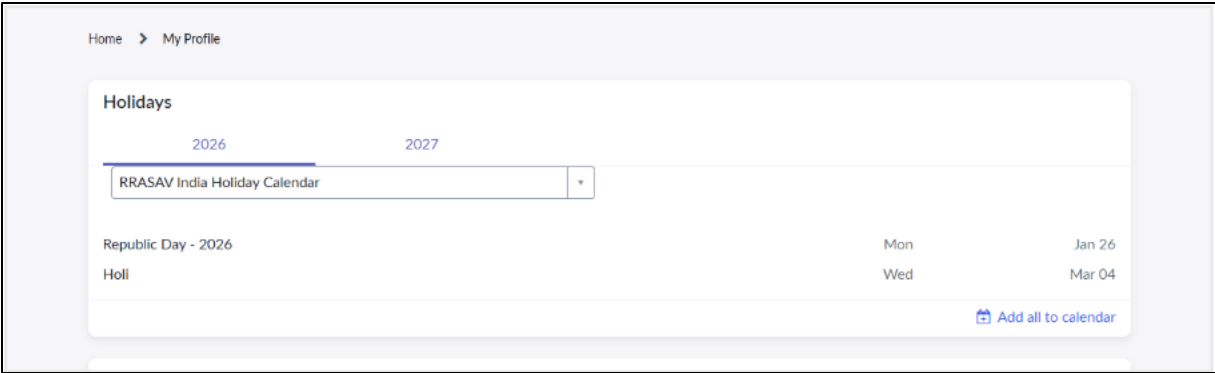


1.5.3 Use Case of Holiday Calendar Widget

The Holiday Calendar Widget allows employees to view their holiday calendar directly within the Employee Center. Holiday calendar data is fetched from Workday and displayed in ServiceNow.

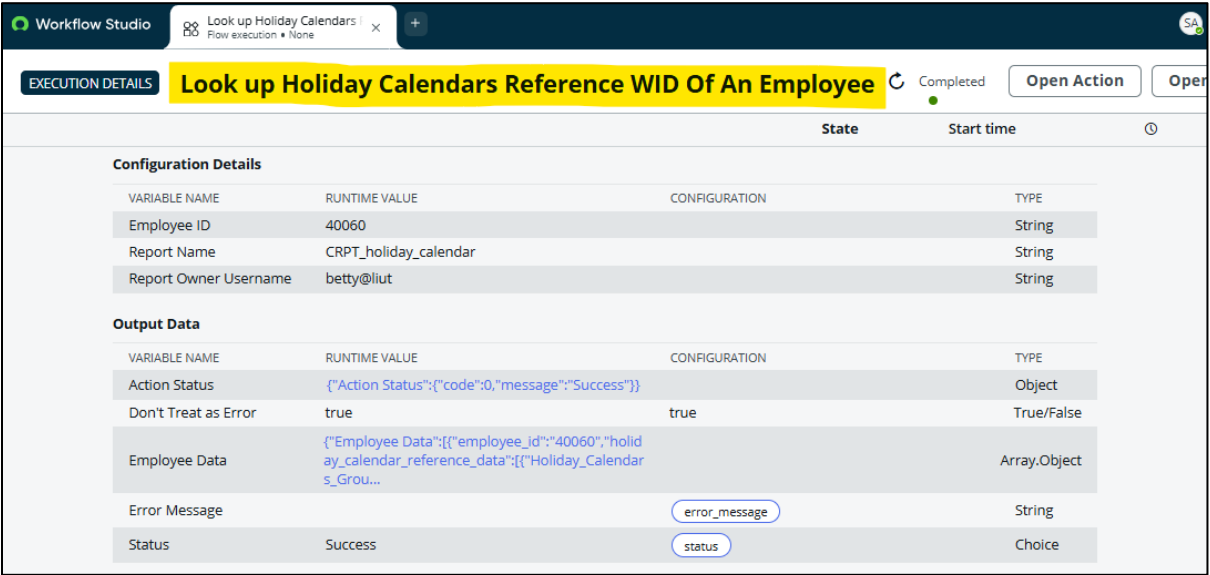
1. Navigate to All → Employee Center → Profile, where you can view the Holiday Calendar widget.





Background Process:

- In the background, the “Look Up Holiday Calendars Reference WID of an Employee” action is triggered to retrieve holiday details when accessed through the widget

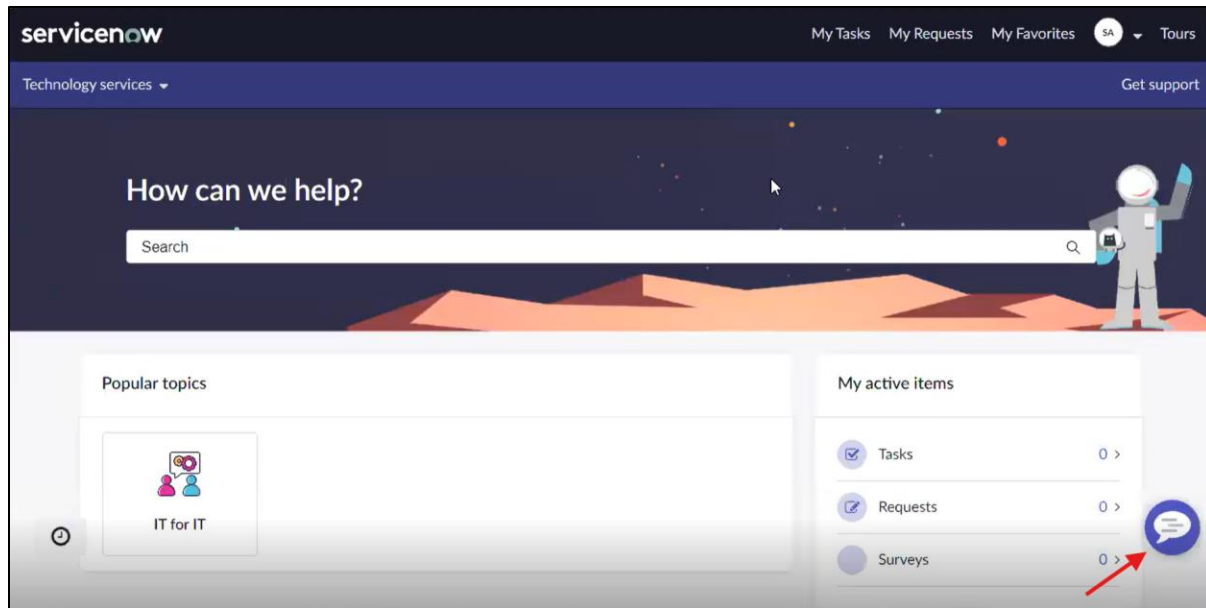


1.5.4 Use Case of Holiday Calendar through Virtual Agent

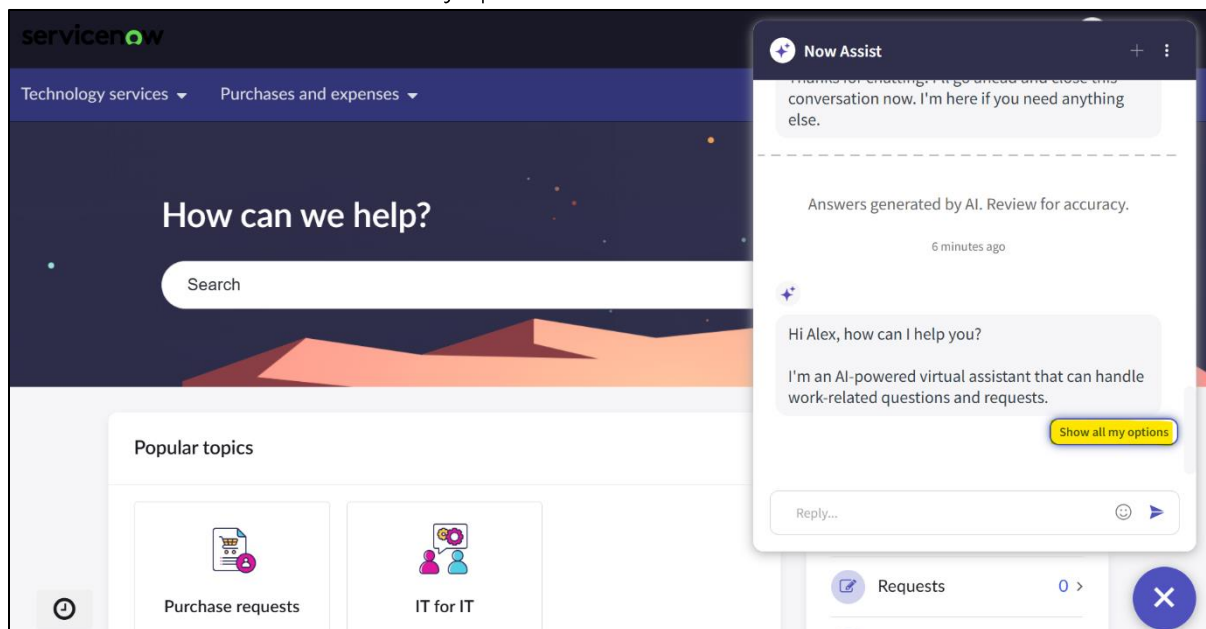
The Holiday Calendar use case allows users to check their holiday calendar through the Virtual Agent in the Employee Center.

Procedure

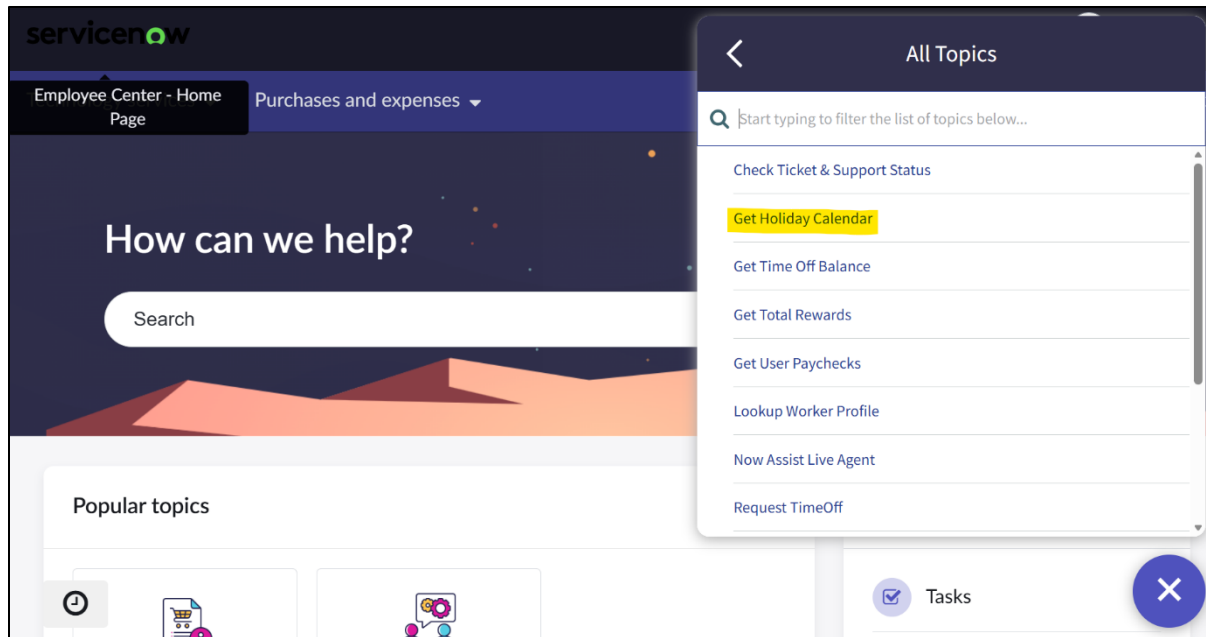
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.



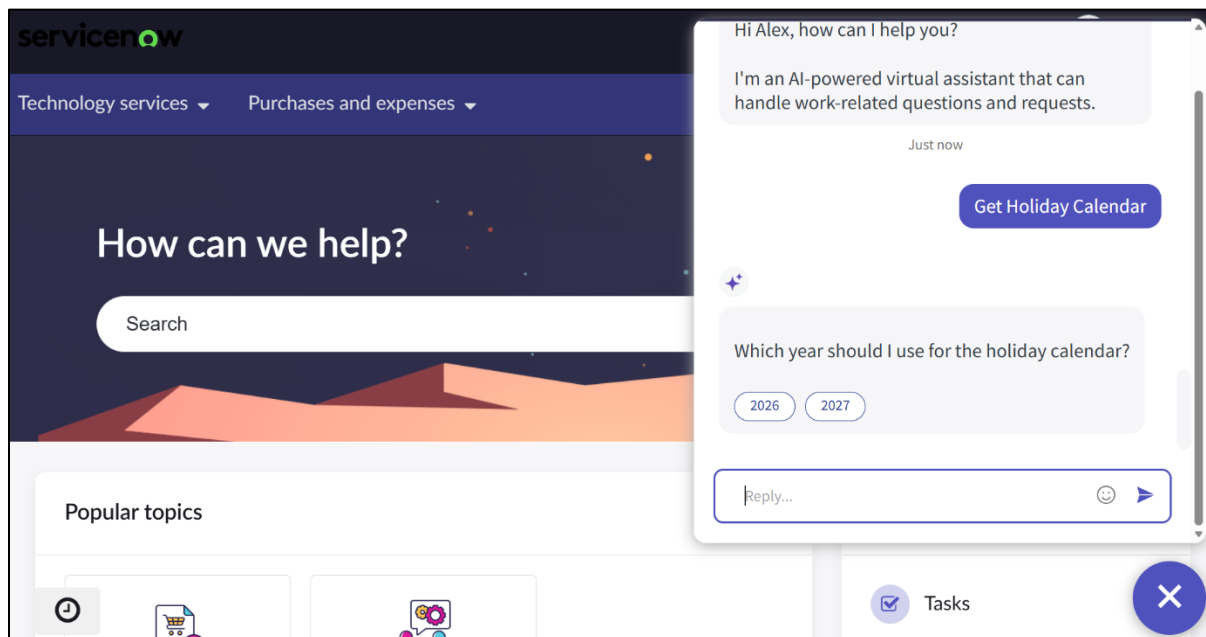
3. Click on the "Show all my options" button.

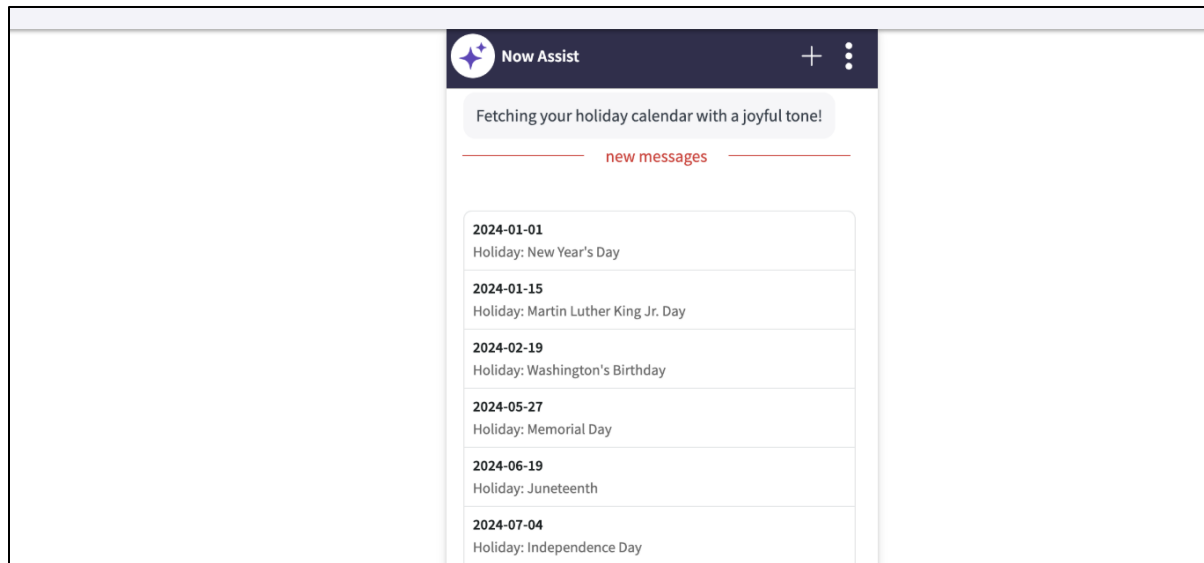


4. The list of all available topics will be displayed.
5. Select "Get Holiday Calendar" to view the holiday details.



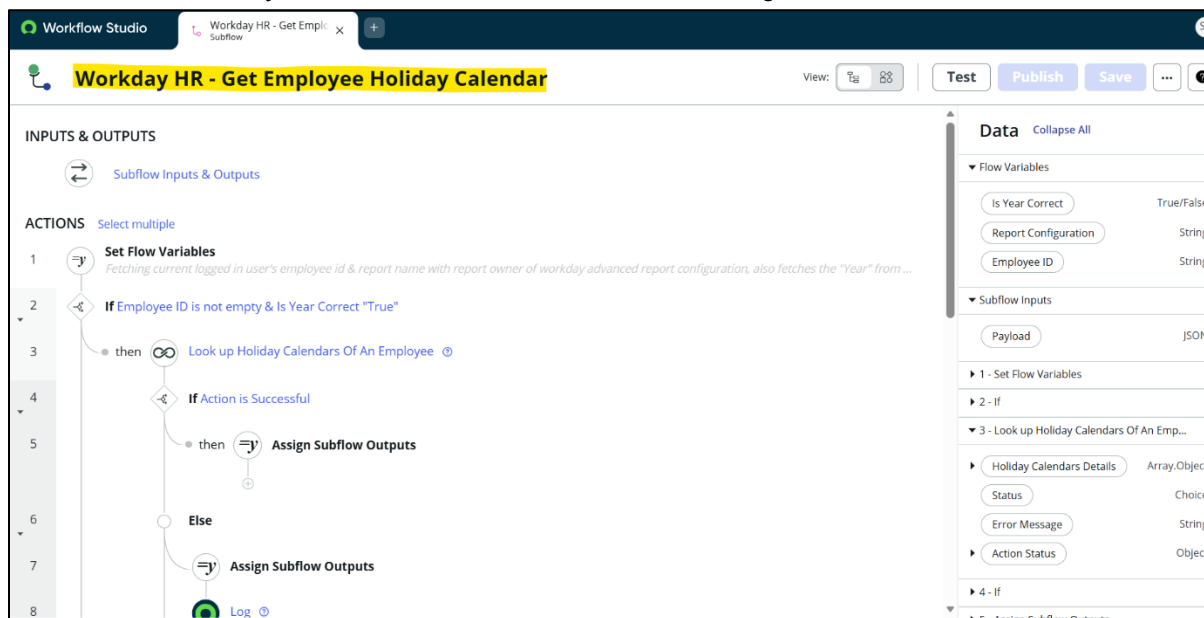
6. The available years will be displayed—click on the desired year to view the Holiday Calendar





Background Process:

- In the background, the “**Workday HR – Get Employee Holiday Calendar**” subflow is triggered to fetch holiday details when accessed via the Virtual Agent.



Technical Details

- Use Case Component Type: Action, SubFlow
- Application Name: HR Service Delivery Advanced Integration with Workday
- Subflow Name - **Workday HR – Get Employee Holiday Calendar** – Used by the Virtual Agent to fetch and present holiday details in a conversational format
- Spoke Actions Used: **Look Up Holiday Calendars Reference WID of an Employee** – This action is used to retrieve holiday details from Workday and display them in ServiceNow when accessed through the widget.

1.6 Payroll Discrepancy

For the Payroll Discrepancy use case, employees can report payroll discrepancies through the Employee Catalog Item.

1.6.1 Configuration required for Payroll Discrepancy

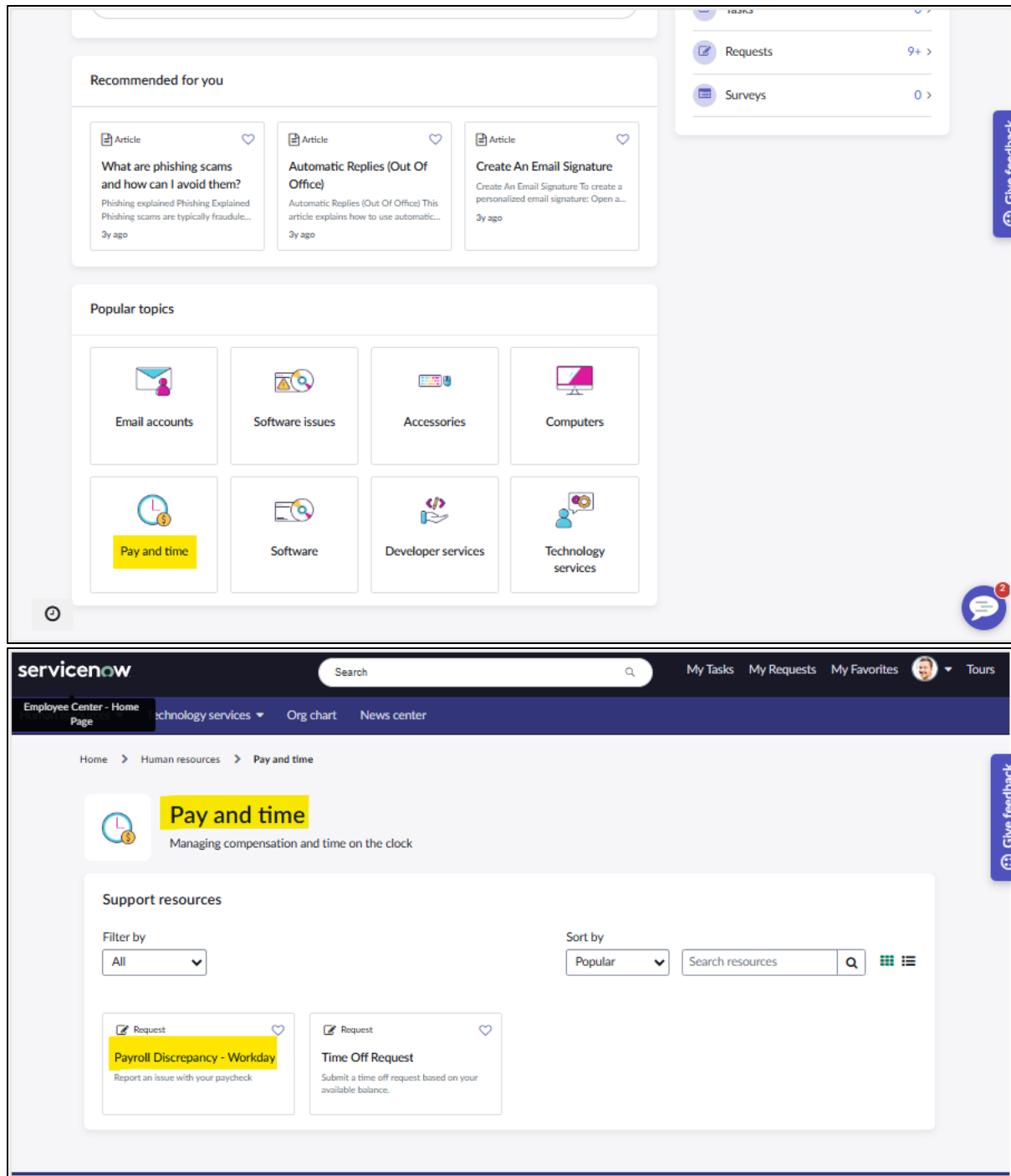
The configuration for Payroll Discrepancy is limited to enabling the “View Workday Payslip” widget. Detailed steps for configuring this widget are provided in the Advanced Integration, Installation, and Config Guide, Employee experience taxonomy Configuration.

1.6.2 Use Case of Payroll Discrepancy

The Payroll Discrepancy use case allows users to view **payroll balance** and report issues related to their payslip directly from the Employee Center. Users cannot report a payslip discrepancy if their HR profile does not have a valid employee number and employment start date.

Procedure

1. Open the Employee Center.
2. Navigate to: Catalog → Pay and Time → Payroll Discrepancy



3. Provide the required details:

- Payroll Year – Select the year in which the payslip was generated
- Payroll Month – Select the month in which the payslip was generated
- Payment Date – Select the date on which the payslip was generated
- Description – Specify the discrepancy identified in the payslip

Payroll Discrepancy - Workday

Report an issue with your paycheck

*** Indicates required**

* Payroll year ? 2020 ▼

* Payroll month ? December ▼

* Payment date ? 2020-12-31 ▼

Your payroll balance [Show values](#)

Company Global Modern Services, Inc. (USA)		Pay period 2020-12-01 - 2020-12-31	
Earnings	USD	Deductions	USD
> Earnings	X,XXX.XX	> Pre Tax Deductions	XXX.XX
		> Employee Taxes	X,XXX.XX
		> Employer Paid Benefits	XXX.XX
		> Taxable Wages	
Gross pay			X,XXX.XX
Net pay			X,XXX.XX

*** How can we help you with this payslip?**

[Save as Draft](#)

[Submit](#)

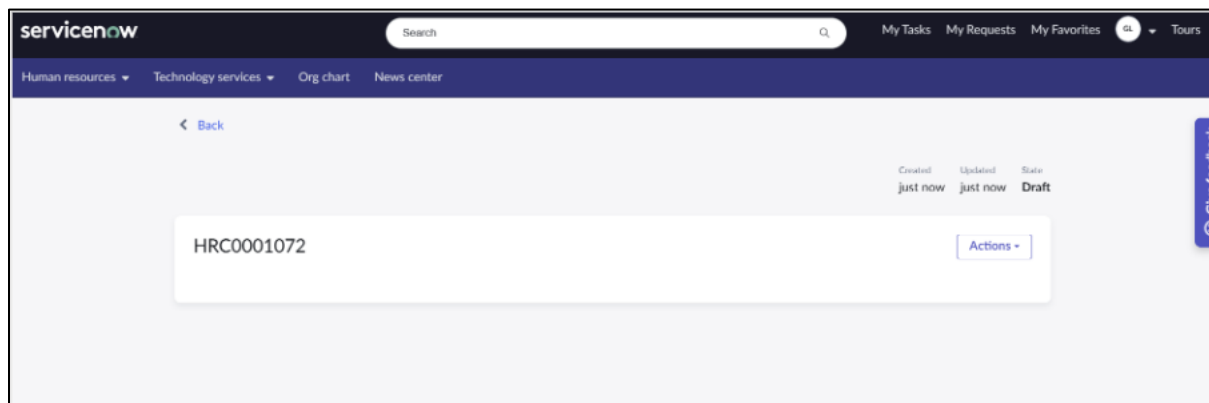
Required information

[How can we help you with this payslip?](#)

4. In the “How can we help you with this payslip” section, enter the details of the discrepancy identified in the payroll.
5. Click on Submit.

Outcome:

- An HR Case is created in the **Ready** state for further processing.



Technical Details

- Primary Use Case Component Type: Action
- Application Name: HR Service Delivery Advanced Integration with Workday
- Spoke Actions Used: Look up Payslip

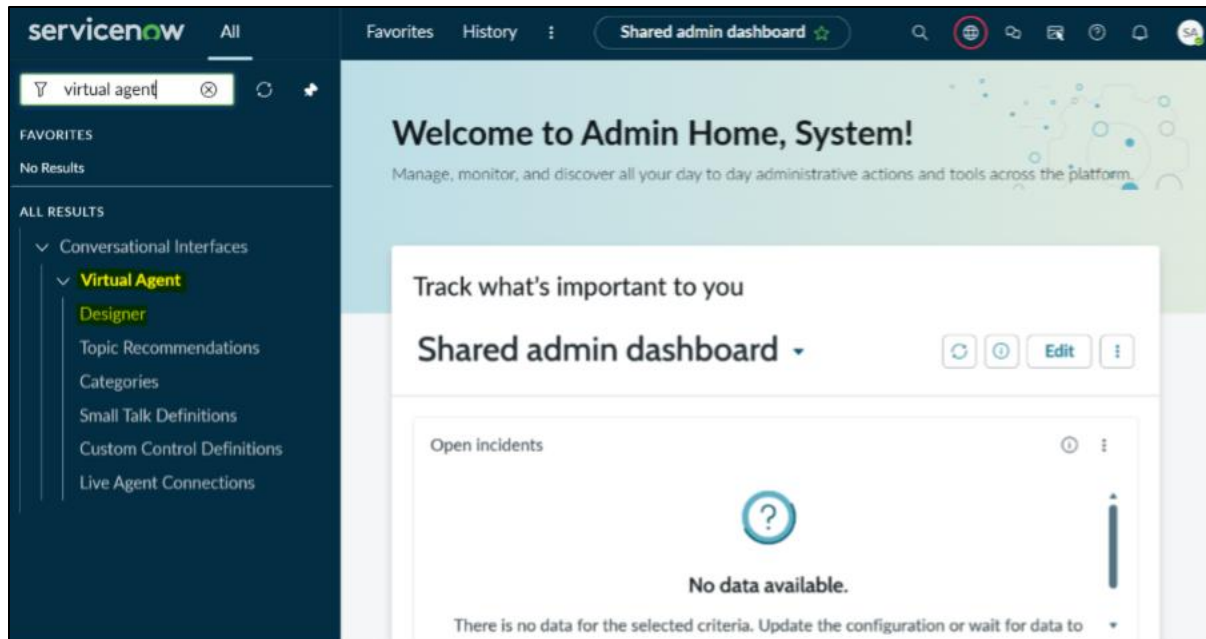
1.7 Get Users Paychecks

1.7.1 Virtual Agent Configuration for Get Users Pay checks

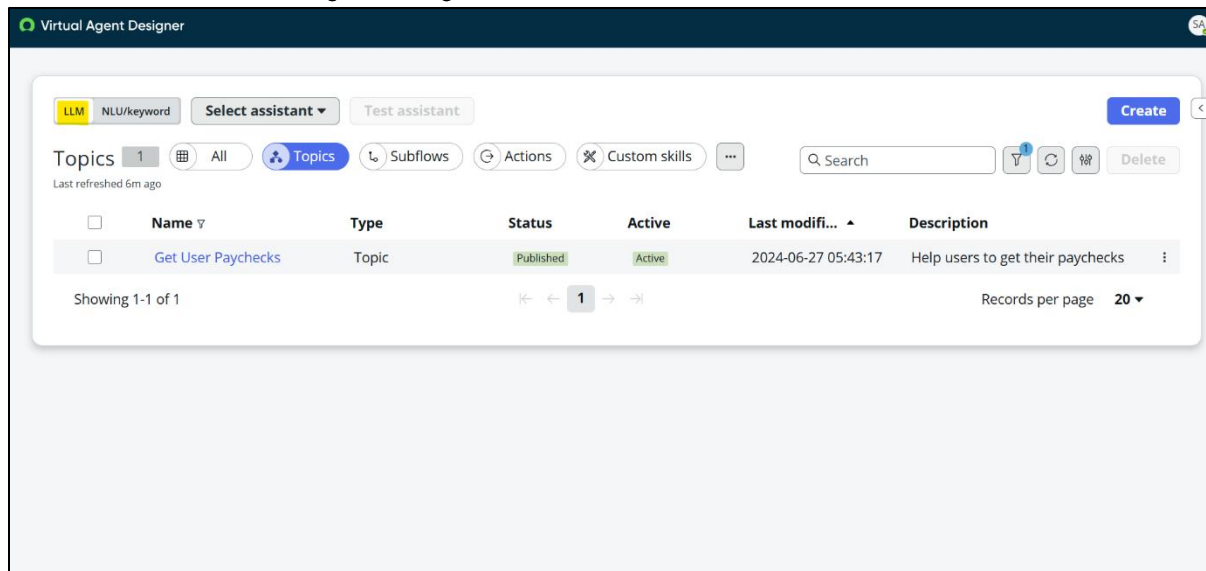
Below is the configuration required for Get User Paychecks use case in the Virtual Agent:

Follow the steps below to configure the Get User Paychecks use case in the Virtual Agent:

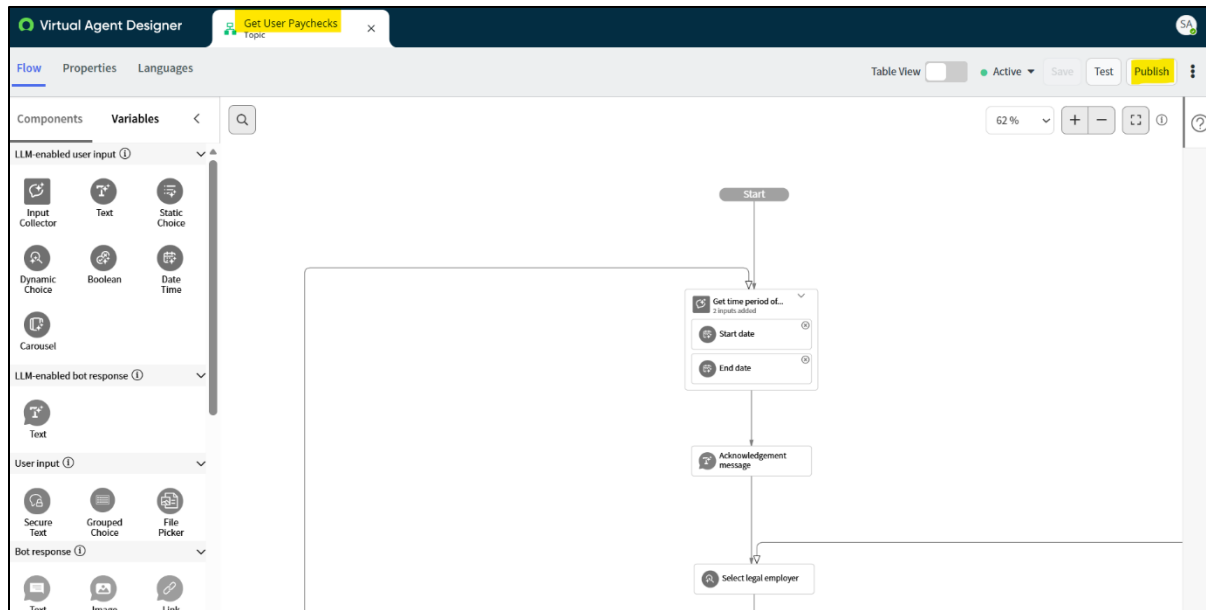
1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.



2. In the Virtual Agent Designer, click on the LLM section.



3. Search for Get User Paychecks Topic
4. Open the corresponding topic.
5. Click on the Publish button to activate the configuration.

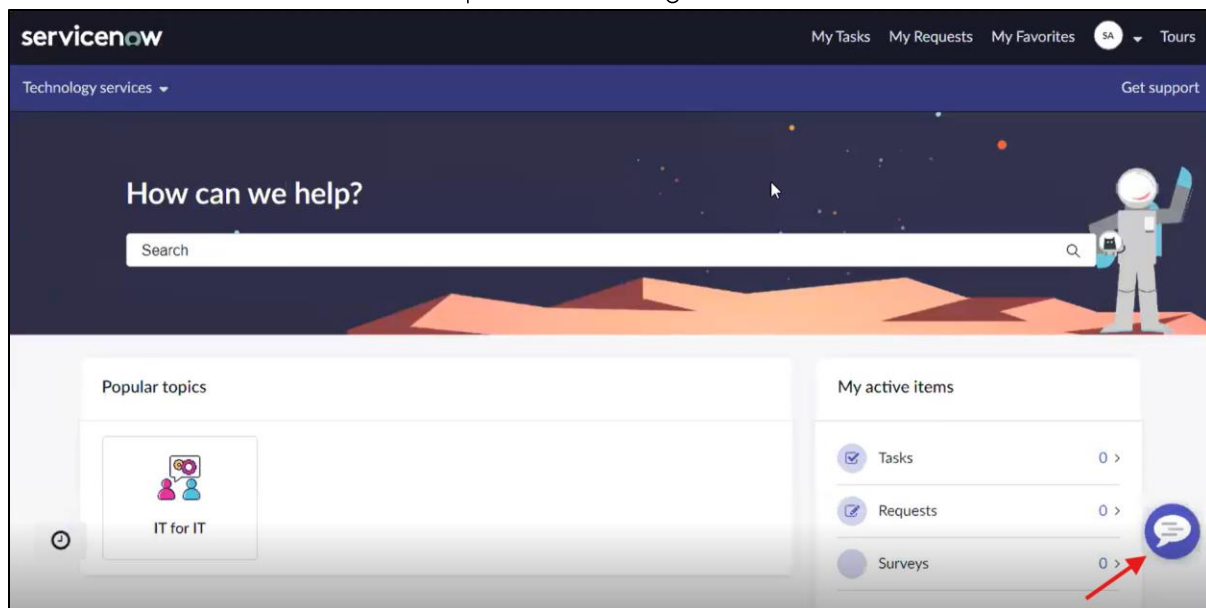


1.7.2 Use Case of Get Users Pay checks

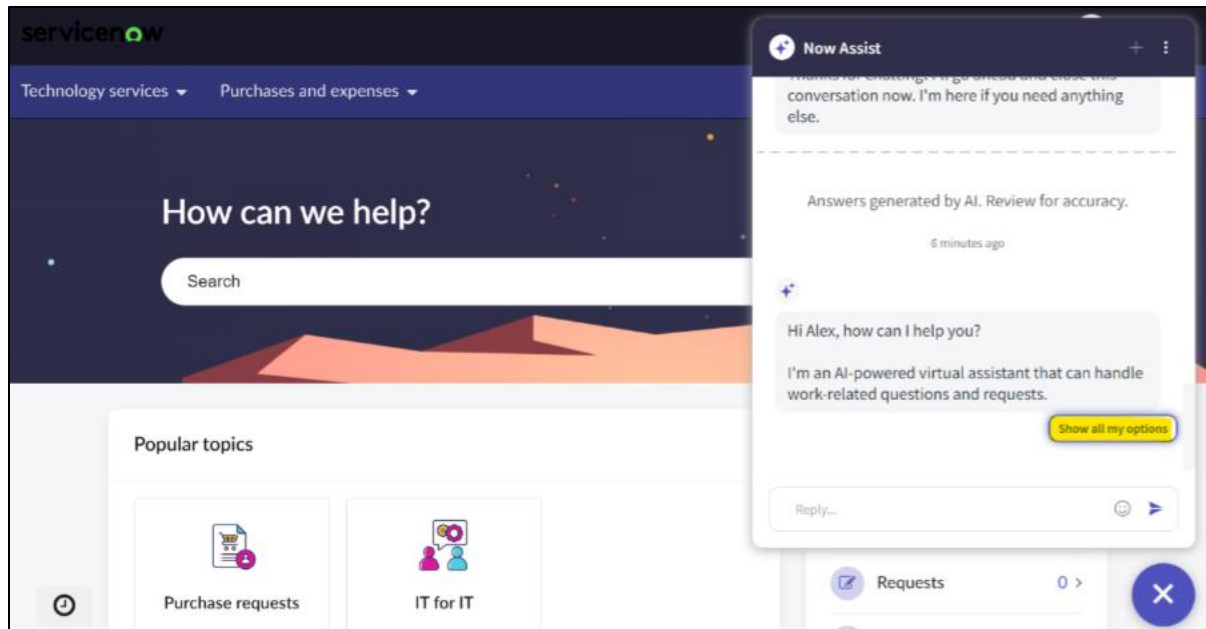
The Get User Paychecks use case enables users to view their paychecks through the Virtual Agent in the Employee Center

Procedure:

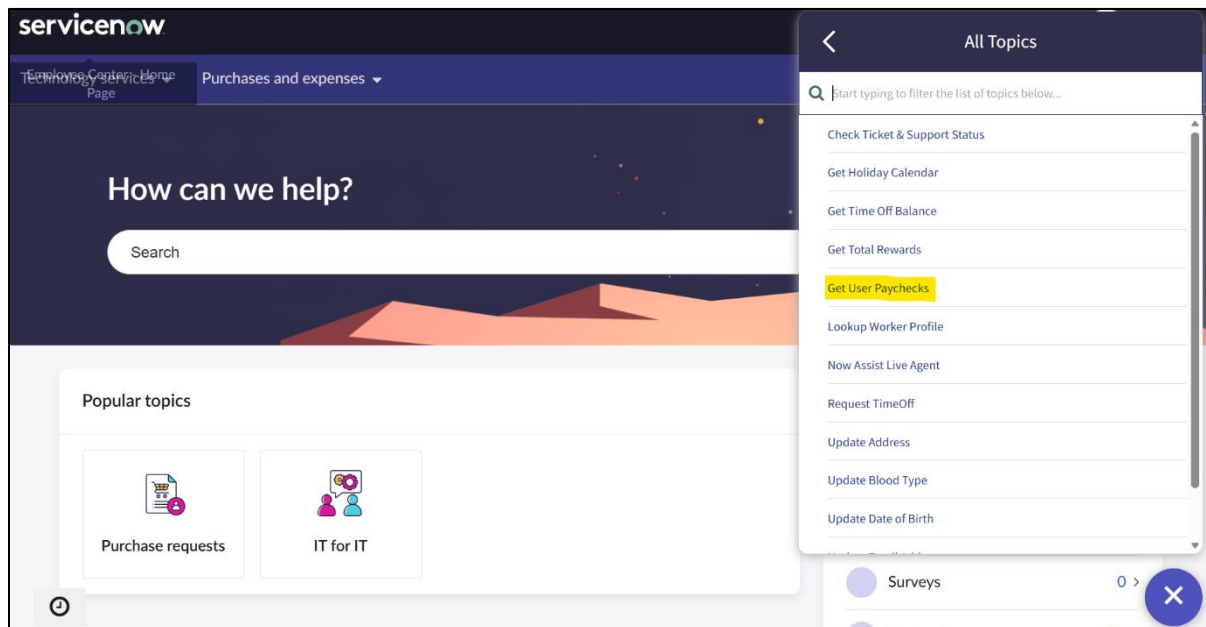
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.



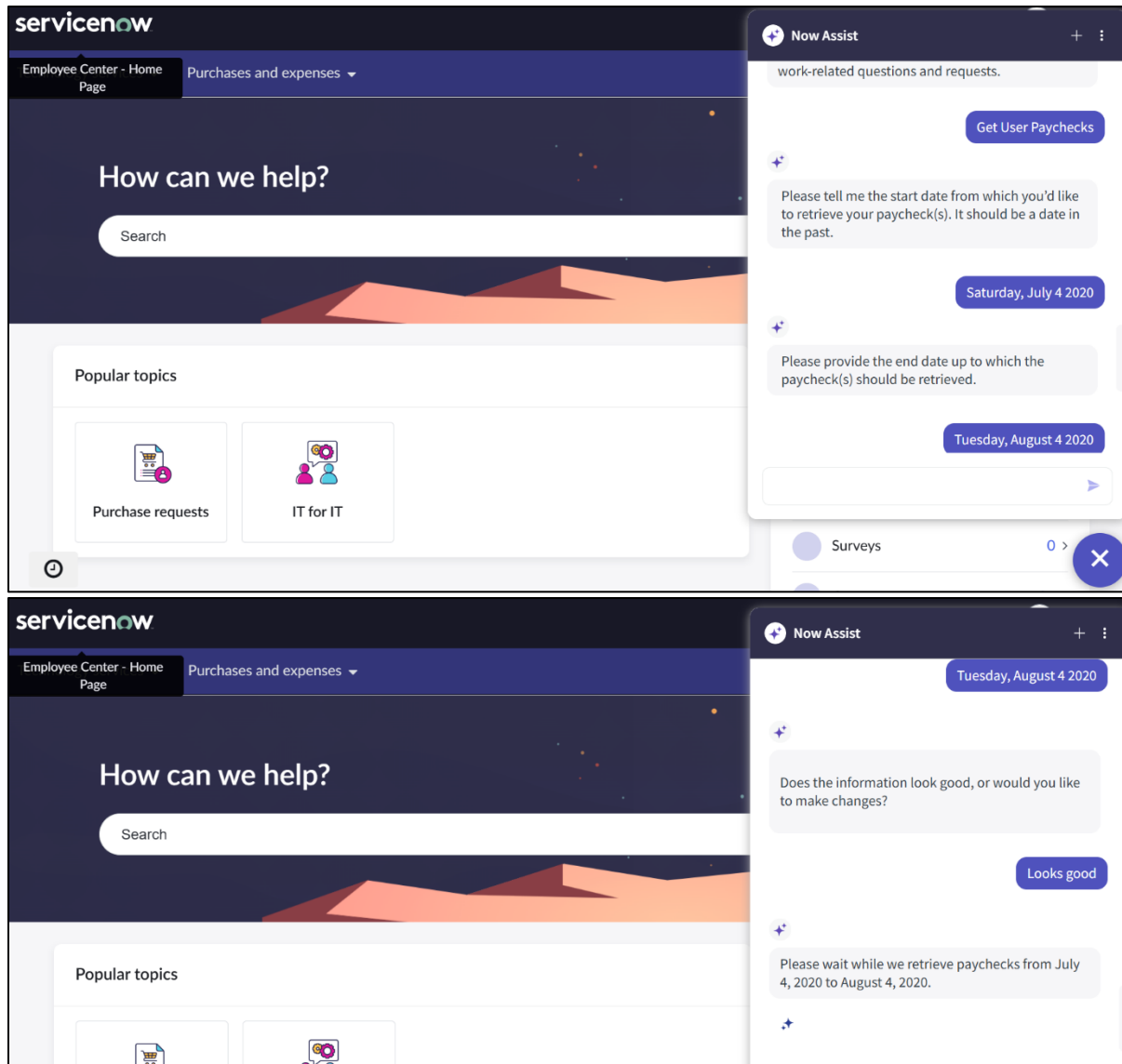
3. Click on the "Show all my options" button.



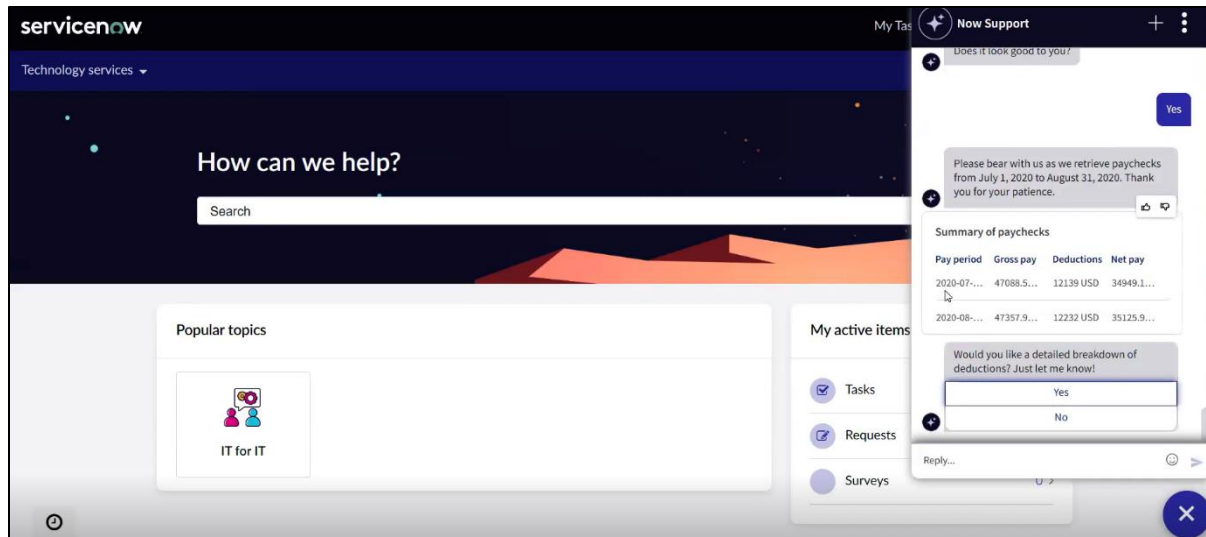
4. The list of all available topics will be displayed.
5. Select "Get User Paychecks" to view the details.



6. Then, specify the start and end dates for which the paychecks should be retrieved.



7. Upon completion, the requested paychecks will be displayed



8. If no payslips are available for the given dates, the following response will be displayed: "No Payslip Details Exist for Provided Inputs."
9. The same paycheck details can also be viewed in Workday for the employee.

Home Configuration Learning Management Personal Team Saved	Payslip Information 1 item						
	Name	Address	Employee ID	Pay Period Begin	Pay Period End	Check Date	Check Number
	Betty Liliut	7835 Sonoma Hwy Kenwood, CA 95452	21020	07/01/2020	07/31/2020	07/31/2020	
	Current and YTD Totals 2 items						
	Balance Period	Gross Pay	Pre Tax Deductions	Employee Taxes	Post Tax Deductions	Net Pay	
	Current	9,422.10	709.55	2,939.36	25.00	5,748.19	
	YTD	65,954.70	4,966.85	20,575.50	175.00	40,237.35	
	Earnings 4 items				Employee Taxes 6 items		
	Description	Dates	Hours	Rate	Description	Amount	YTD
	Holiday Pay	07/01/2020 - 07/31/2020	8.00	54.36	OASDI	582.31	4,076.17
	Salary Base Pay	07/01/2020 - 07/31/2020	0.00	0.00	Medicare	136.19	953.30
	Taxable Gym Membership	07/01/2020 - 07/31/2020	0.00	0.00	Federal Withholding	1,526.44	10,685.08
	Total:				State Tax - CA	600.20	4,201.40

Background Process:

- "Workday HR - Get Employee Paycheck" subflow is triggered in the background to fetch paychecks data from Workday.

PlaybooksFlows

Dashboards

Usage dashboard

Monitoring

All Executions

Today's executions

Active flows

Event queue

Inbound email flows

Setup

Content filtering rules

Content definitions

Settings

Properties

Feature access list

Administration

Pre-compiled actions

Today's executions145

Last refreshed just now

Created ▾

Name ▾

State

Runtime

Created by

2026-05-01 06:17:18

Integration Gateway

Complete

755

kioshaa.sinha

2026-05-01 06:17:18

Workday HR - Get Employee Paycheck

Complete

615

kioshaa.sinha

2026-05-01 06:15:40

Workday HR - Get Employee Paycheck

Complete

539

kioshaa.sinha

2026-05-01 06:15:37

Integration Gateway

Complete

3,385

kioshaa.sinha

2026-05-01 05:56:46

Run SC Notifications

Complete

100

system

2026-05-01 05:48:45

Integration Gateway

Complete

122

alex.chua

2026-05-01 05:48:26

Run SC Notifications

Complete

72

system

2026-05-01 05:47:38

Integration Gateway

Complete

121

kioshaa.sinha

Workflow Studio

Workday HR - Get Empl: Flow execution

Return home

EXECUTION DETAILS

Workday HR - Get Employee Paycheck

Test Run - Completed

Open flow

Open context record

Show Action Details

State

Start time

⌵

SUBFLOW STATISTICS

Run as: kioshaa.sinha

Open subflow logs

Completed

2026-05-02 03:03:07

781ms

INPUTS & OUTPUTS

↔ Subflow Inputs & Outputs

ACTIONS

1

Set Flow Variables

Flow Logic

Completed

2026-05-02 03:03:07

8ms

2

If Employee is not empty

Flow Logic

Evaluated - True

2026-05-02 03:03:07

773ms

3

If Start And End Date is valid

Flow Logic

Evaluated - True

2026-05-02 03:03:07

773ms

4

Look up Payslip

Completed

2026-05-02 03:03:07

764ms

5

If Action is successful and error message is empty

Flow Logic

Evaluated - False

2026-05-02 03:03:08

0ms

1.8 Update Personal Details

Under the Update Personal Details use case, employees can perform various updates through the Virtual Agent in the Employee Center within ServiceNow.

The following updates can be performed:

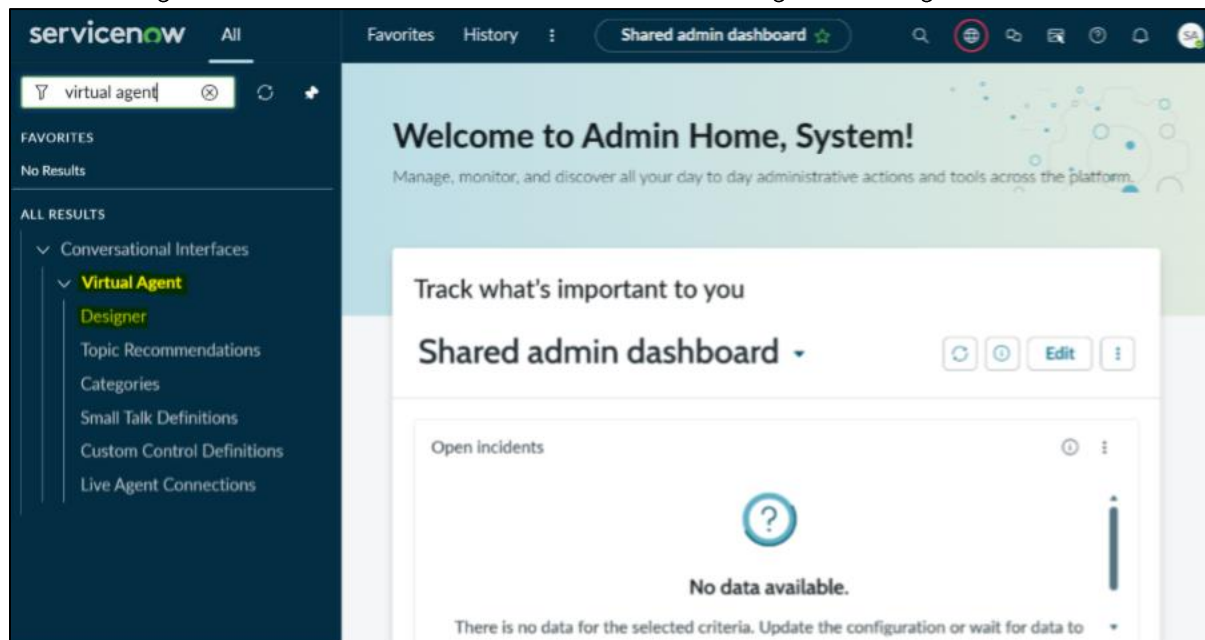
- Update Email Address
- Update Date of Birth
- Update Blood Type
- Update Address
- Update Phone Number

1.8.1 Virtual Agent Configuration for Update Personal Details

Below is the configuration required for Update Personal Details use case in the Virtual Agent:

Follow the steps below to configure the Update Personal Details use case in the Virtual Agent:

1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.

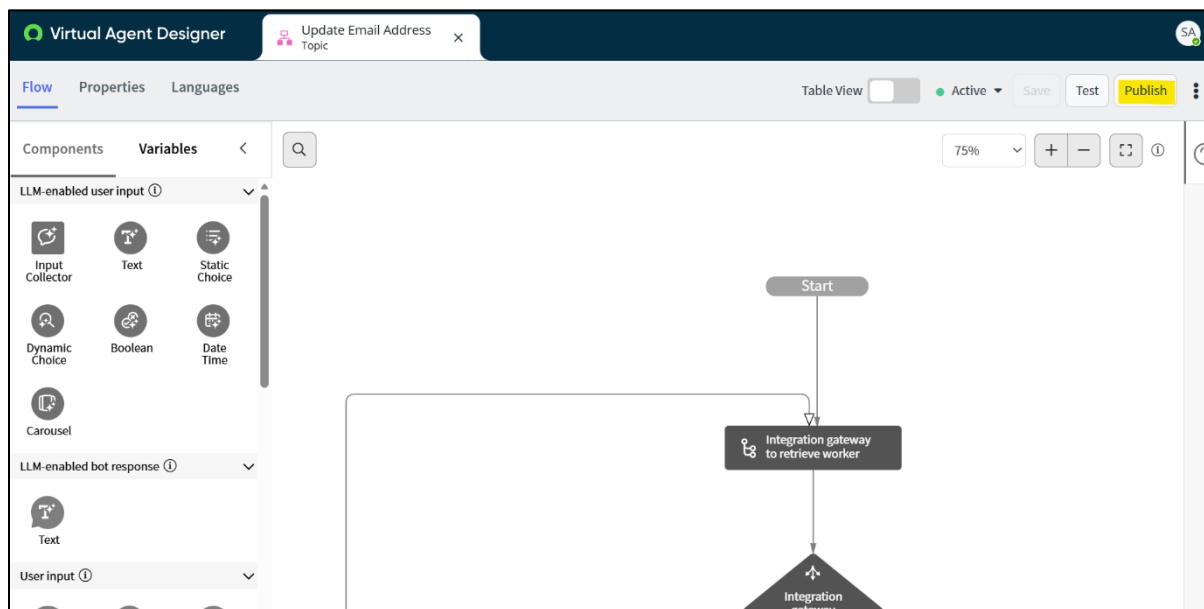


2. In the Virtual Agent Designer, click on the LLM section.
3. Search for the following topics: Update Email Address, Update Date of Birth, Update Blood Type, Update Address, and Update Phone Number.

☐	Name ▾	Type	Status	Active	Last mo...	Description
☐	Update Email Address	Topic	Published	Active	2024-09-18 16:21:38	This topic is used to update a user's email address.
☐	Update Date of Birth	Topic	Published	Active	2024-10-11 14:11:52	This Topic is used to change the user's Date of Birth.
☐	Update Blood Type	Topic	Published	Active	2024-10-11 14:11:59	This topic helps users in updating their blood type details.
☐	Update Address	Topic	Published	Active	2024-10-15 11:39:25	This topic will be used by the users to update their address
☐	Update Phone Number	Topic	Published	Active	2024-10-18 18:02:25	This topic will be used by the users to update their phone number.

Showing 1-5 of 5 Records per page 20 ▾

4. Open the corresponding topic.
5. Click on the **Publish** button to activate the configuration.
6. Below is a sample for the **Update Email Address** use case; the same steps can be followed for the other use cases.



1.8.2 Use Case of Update Personal Details

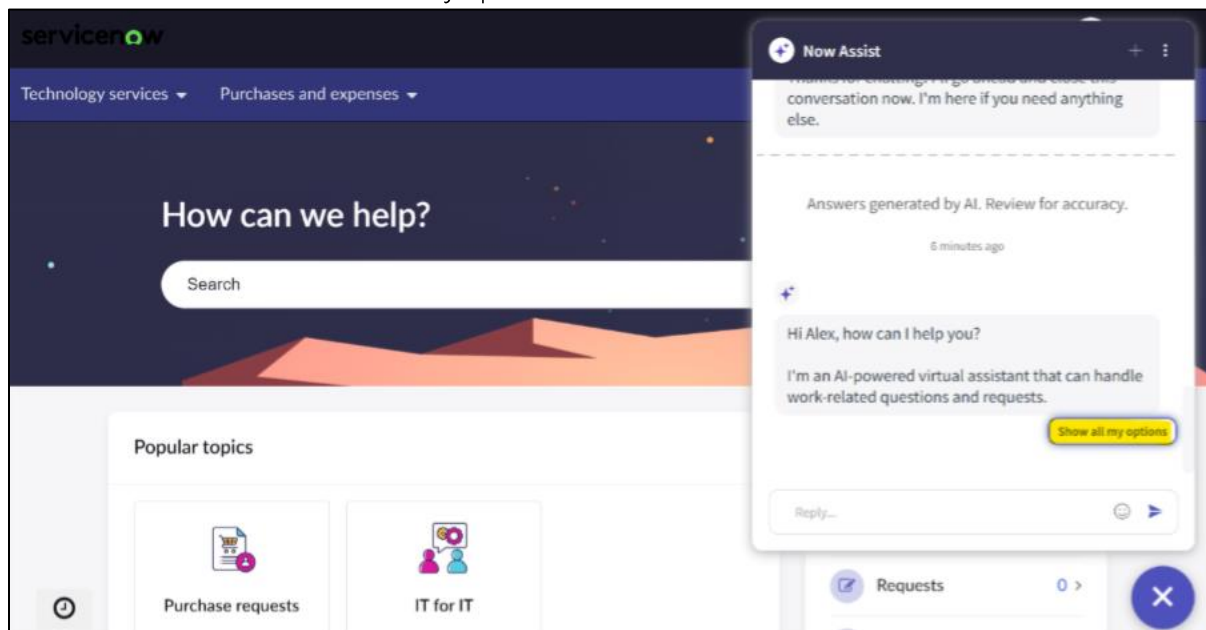
Under the Update Personal Details use case, employees can update their personal information through the Virtual Agent in the Employee Center, including email address, date of birth, blood type, address, and phone number.

1.8.2.1 Use Case of Update Email Address

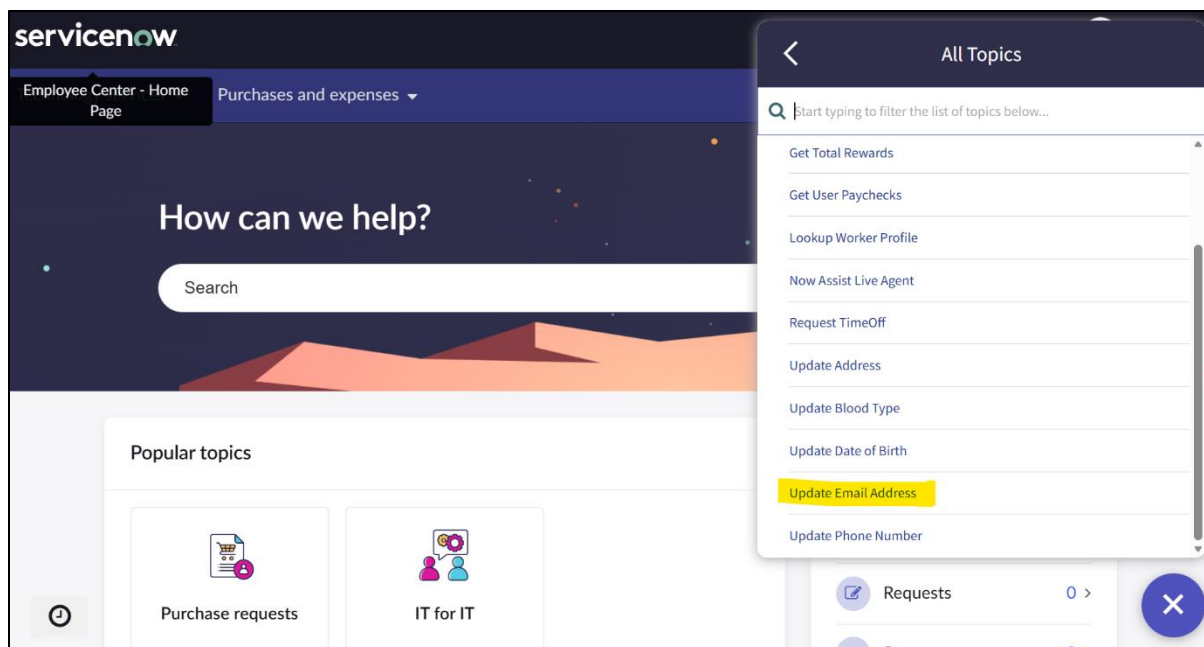
The Update Email Address use case enables users to update their email address through the Virtual Agent in the Employee Center.

Procedure:

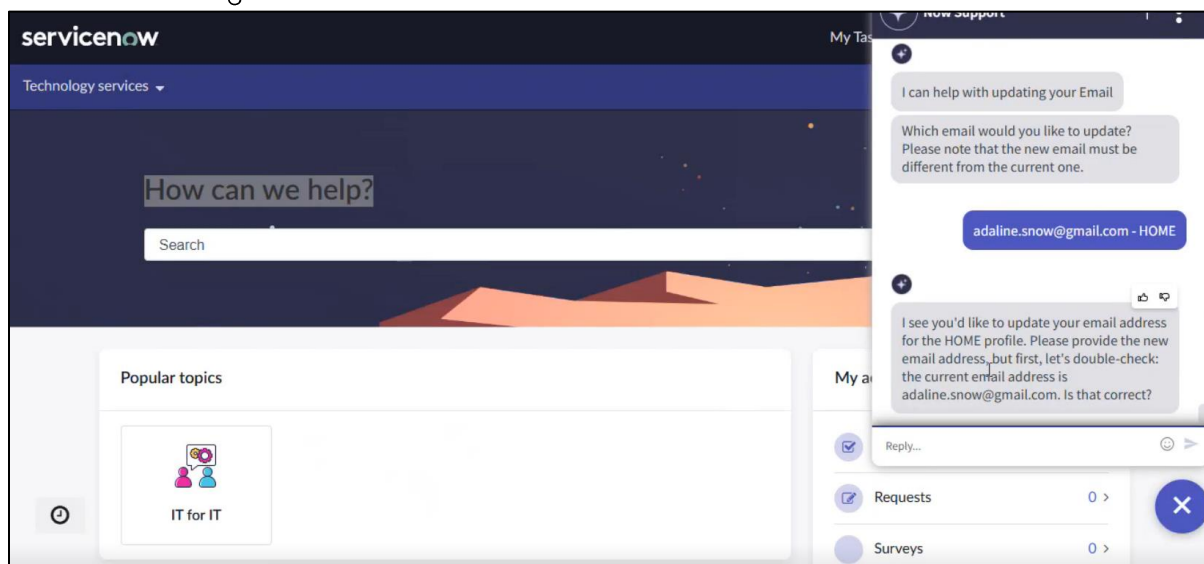
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.
3. Click on the "Show all my options" button.



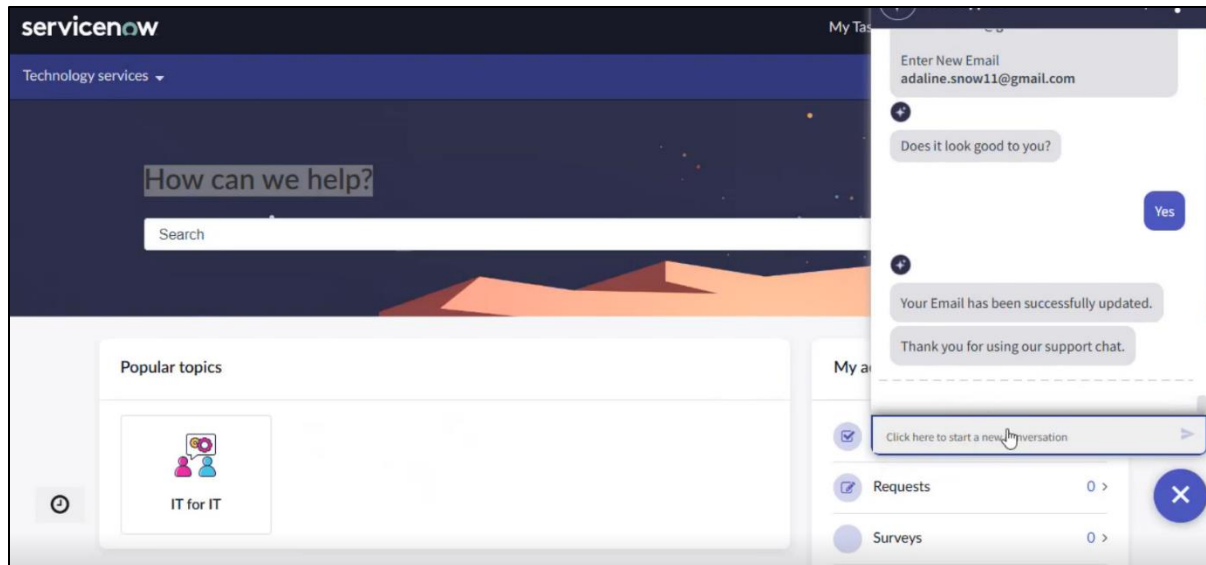
4. The list of all available topics will be displayed.
5. Select "Update Email Address" to update the details.



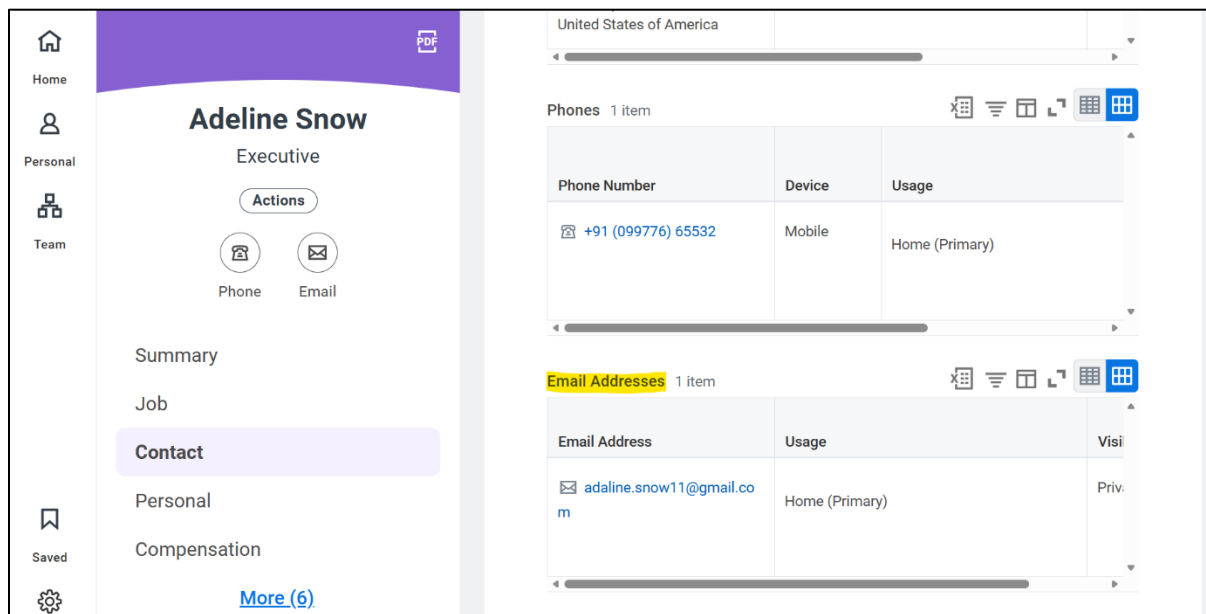
6. After selecting Update Email Address, enter a new email address that is different from the existing one



7. Once you reply "Yes" to the confirmation prompt "Does it look good to you?", the email address will be updated in Workday.



Workday Request synchronization:



Background Process:

- "Workday HR - Update Personal Details" subflow is triggered in the background to update the Email address.

HomepageOperationsIntegrations

PlaybooksFlows

Dashboards

Usage dashboard

Monitoring

All Executions

Today's executions

Active flows

Event queue

Inbound email flows

Setup

Content filtering rules

Content definitions

Settings

Today's executions172

Last refreshed 1m ago

Created ▾

2026-05-01 09:52:56

Name ▾

Workday HR - Update Personal Details

State

Complete

Runtime

571

Created by

kioshaa.sinha

2026-05-01 09:52:56

Integration Gateway

Complete

435

kioshaa.sinha

2026-05-01 09:52:06

Workday HR - Look up Worker Profile

Complete

745

kioshaa.sinha

2026-05-01 09:52:06

Integration Gateway

Complete

632

kioshaa.sinha

2026-05-01 09:48:29

Workday HR - Update Personal Details

Complete

959

kioshaa.sinha

1.8.2.2 Use Case of Update Date of Birth

The Update Date of Birth use case enables users to update their date of birth through the Virtual Agent in the Employee Center.

Procedure:

- 1. Navigate to the Employee Center in ServiceNow.
- 2. Click on the Chat window to open the Virtual Agent.
- 3. Click on the "Show all my options" button.
- 4. The list of all available topics will be displayed.
- 5. Select "Update Date of Birth" to update the details.

servicenow

Technology servicesPurchases and expenses

How can we help?

Search

Popular topics

Purchase requests

IT for IT

Now Assist

Hi kioshaa, how can I help you?

I'm an AI-powered virtual assistant that can handle work-related questions and requests.

1m ago

Update Date of Birth

Sure, I can help with that

Your current date of birth on record is: N/A

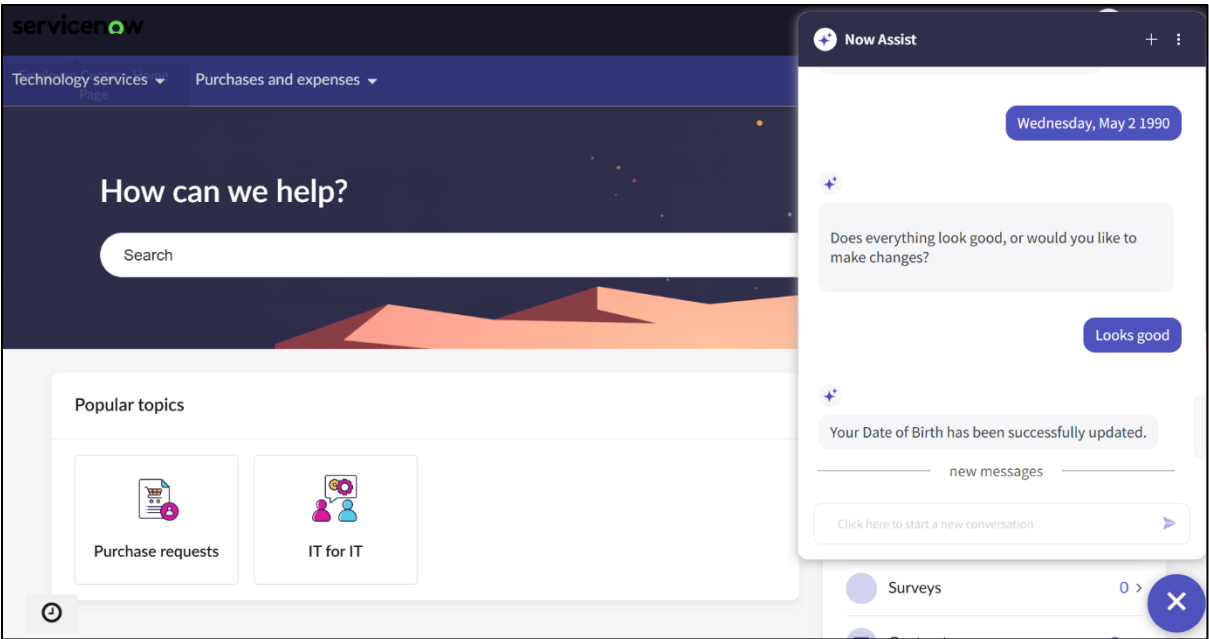
Please provide your date of birth.

Click here to start a new conversation

Surveys

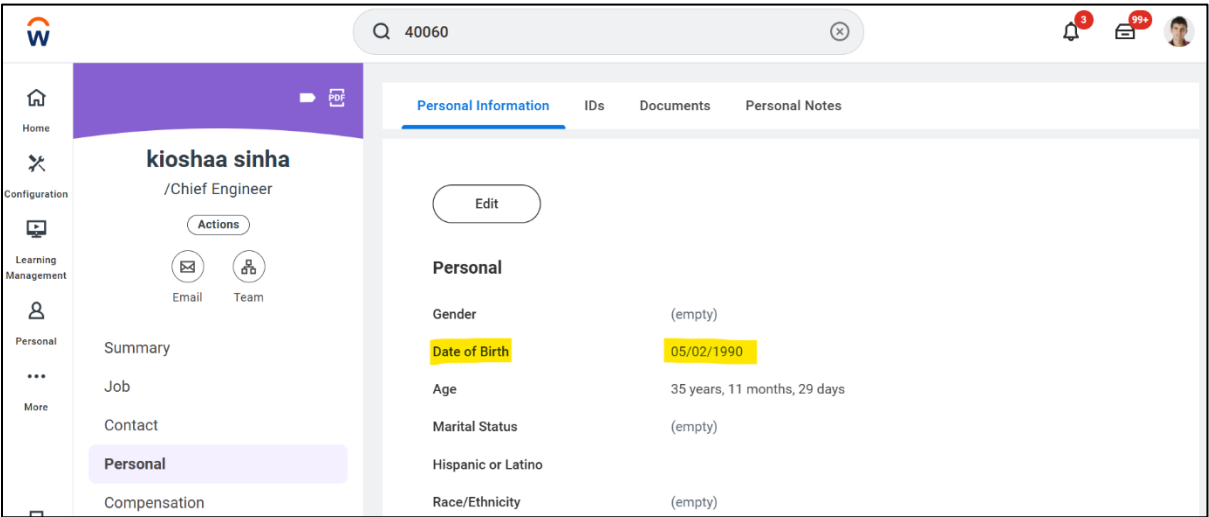
67

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Workday Request synchronization:

- Once the Date of Birth is submitted through the ServiceNow Employee Center, the same reflected in Workday.



Background Process:

- “Workday HR - Lookup Worker Profile” subflow is triggered in the background to update the Date of Birth.

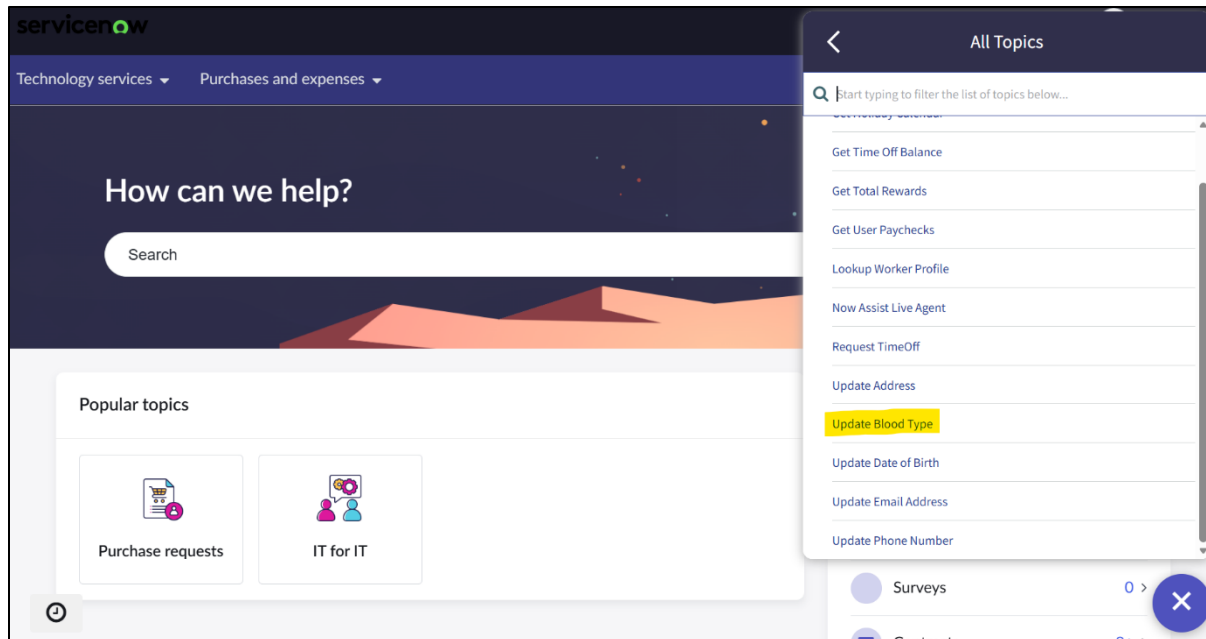
HomepageOperationsIntegrations						
PlaybooksFlows						
Dashboards Usage dashboard Monitoring All Executions Today's executions Active flows Event queue Inbound email flows Setup Content filtering rules Content definitions Settings Properties	All Executions21					
	Last refreshed just now					
	☐	Name ▾	State	Runtime	Created by ▾	Created ▾
		Workday HR - Look up Worker Profile	Complete	1,259	kioshaa.sinha	2026-05-04 01:24:33
		Workday HR - Look up Worker Profile	Complete	690	kioshaa.sinha	2026-05-04 00:43:10
		Workday HR - Look up Worker Profile	Complete	1,522	kioshaa.sinha	2026-05-04 00:38:47
		Workday HR - Look up Worker Profile	Complete	1,805	kioshaa.sinha	2026-05-03 22:10:35
		Workday HR - Look up Worker Profile	Complete	1,773	kioshaa.sinha	2026-05-03 22:08:41
		Workday HR - Look up Worker Profile	Complete	1,015	kioshaa.sinha	2026-05-03 22:07:53

1.8.2.3 Use Case of Update Blood Type

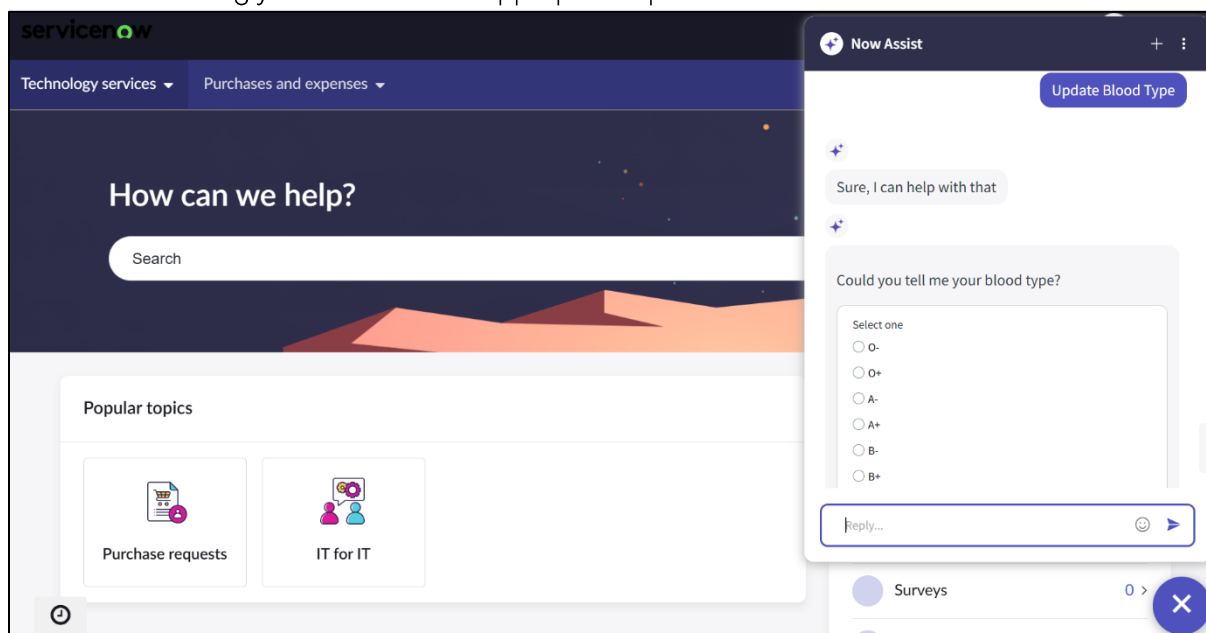
The Update Blood Type use case allows users to update their blood type via the Virtual Agent within the Employee Center.

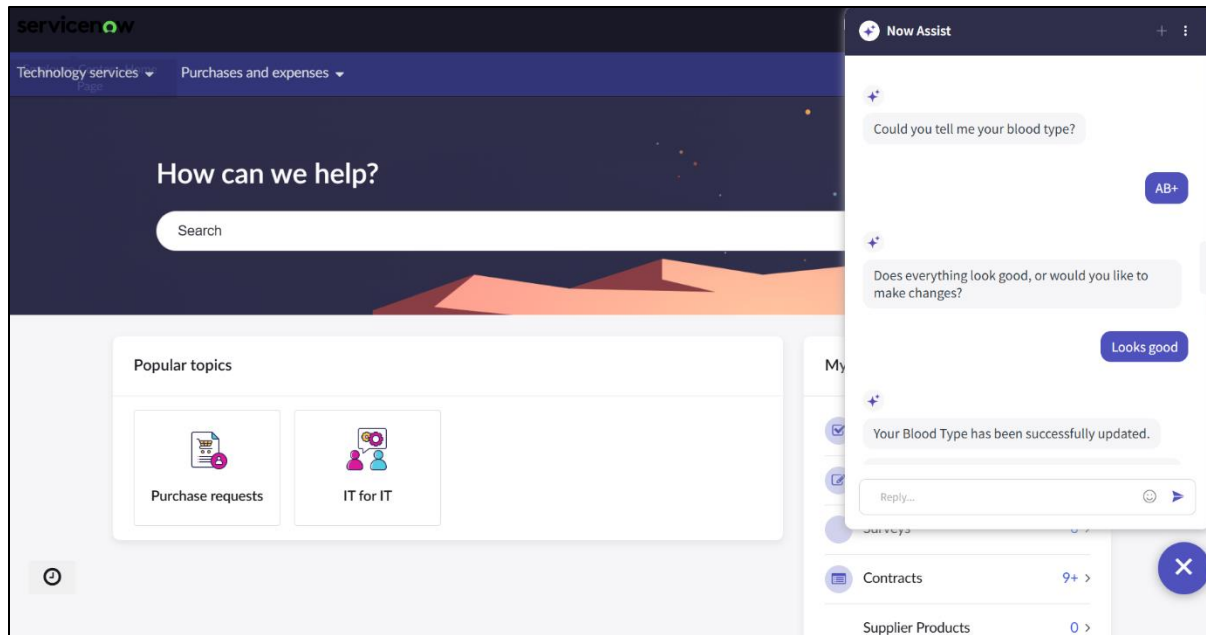
Procedure:

1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.
3. Click on the “Show all my options” button.
4. The list of all available topics will be displayed.
5. Select “Update Blood Type” to view the details.

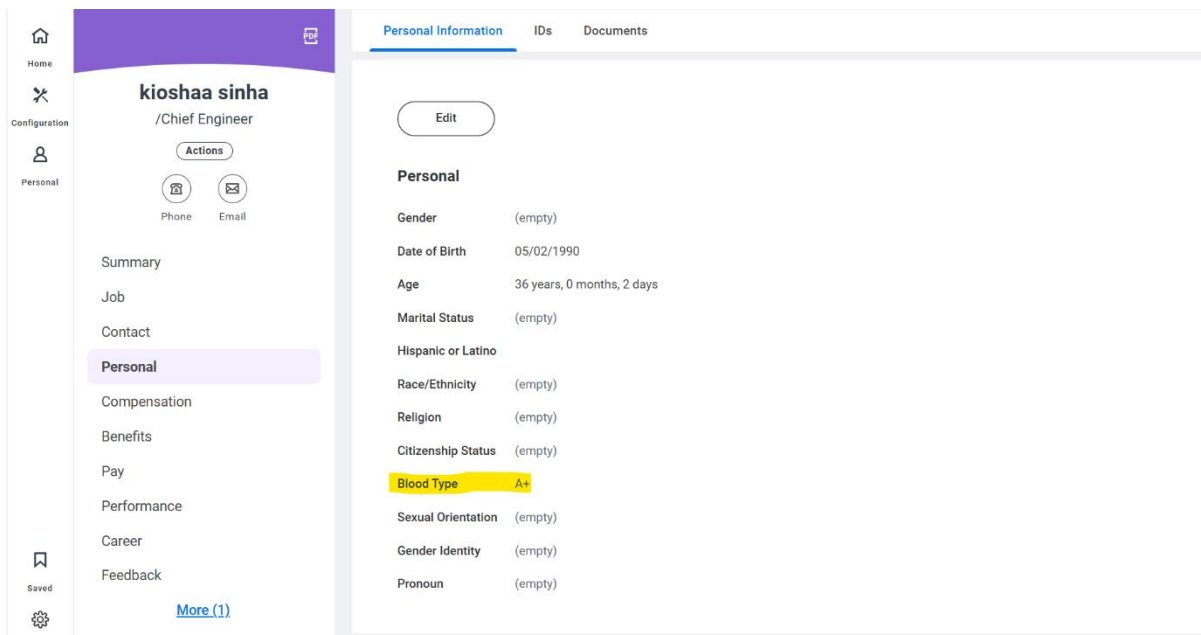


6. Upon selecting "Update Blood Type," a list of available blood groups will be displayed, allowing you to choose the appropriate option.





Workday Request synchronization:



Background Process:

- “Workday HR - Lookup Worker Profile” subflow is triggered in the background to update the Blood type.

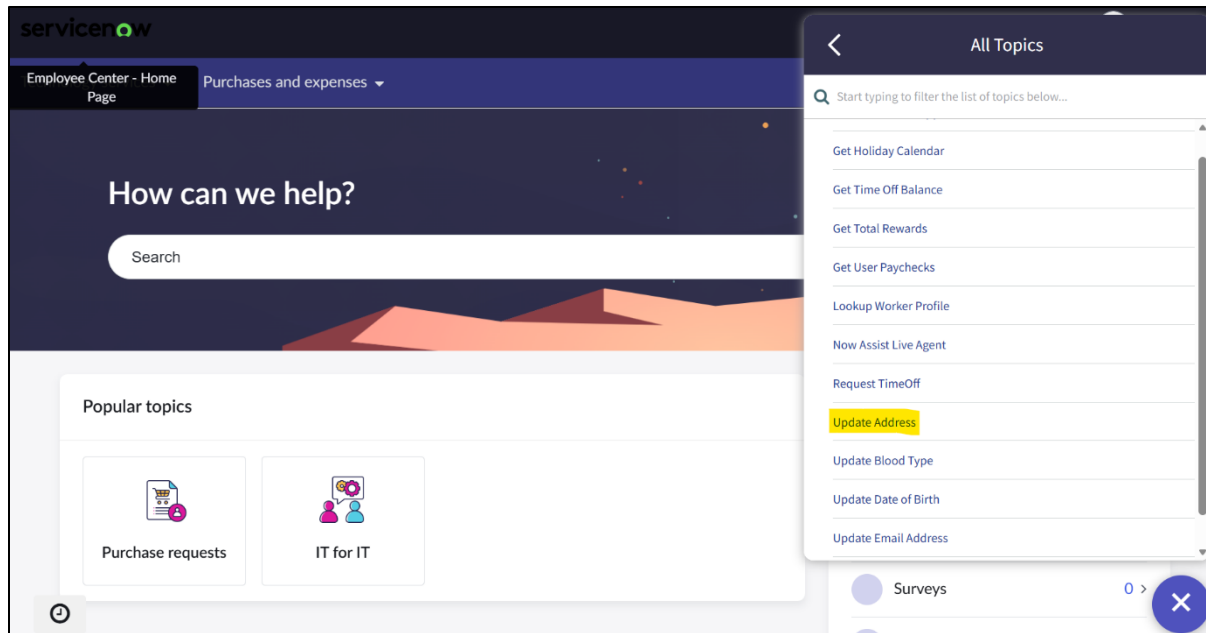
All Executions 21						
Last refreshed just now						
☐	Name ▾	State	Runtime	Created by ▾	Created ▾	Sys ID
☐	Workday HR - Lookup Worker Profile	Complete	1,259	kioshaa.sinha	2026-05-04 01:24:33	8ecd0b0febe
☐	Workday HR - Lookup Worker Profile	Complete	690	kioshaa.sinha	2026-05-04 00:43:10	c854838f1e0
☐	Workday HR - Lookup Worker Profile	Complete	1,522	kioshaa.sinha	2026-05-04 00:38:47	bb434f0f685
☐	Workday HR - Lookup Worker Profile	Complete	1,805	kioshaa.sinha	2026-05-03 22:10:35	c5612e83f06
☐	Workday HR - Lookup Worker Profile	Complete	1,773	kioshaa.sinha	2026-05-03 22:08:41	1df0268321c
☐	Workday HR - Lookup Worker Profile	Complete	1,015	kioshaa.sinha	2026-05-03 22:07:53	6dc02283cc9

1.8.2.4 Use Case of Update Address

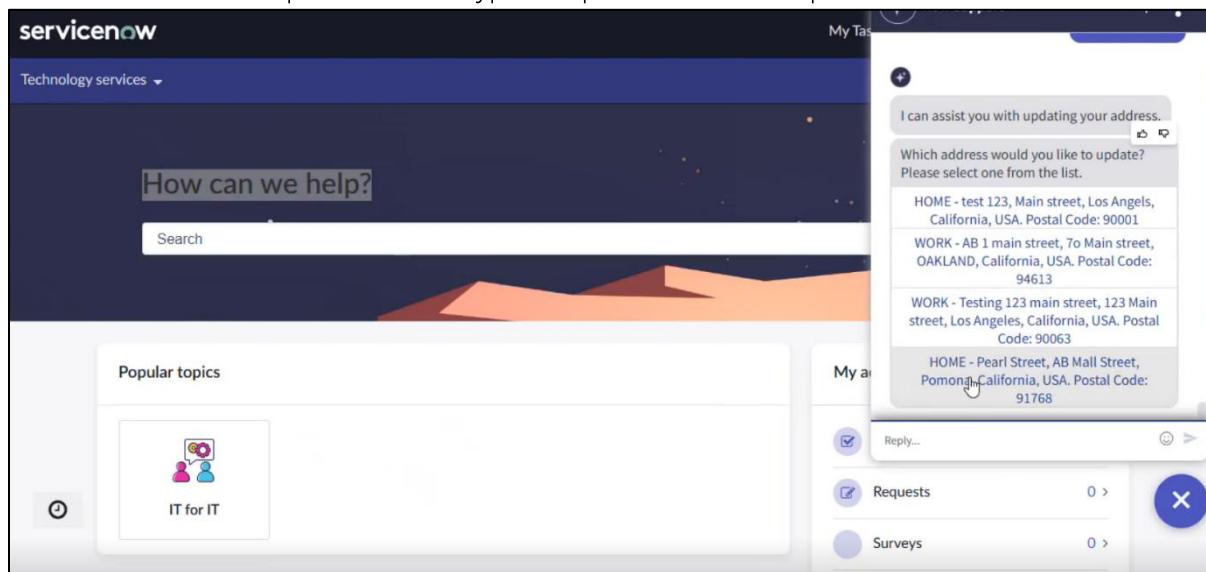
The Update Address use case enables users to update their Address through the Virtual Agent in the Employee Center.

Procedure:

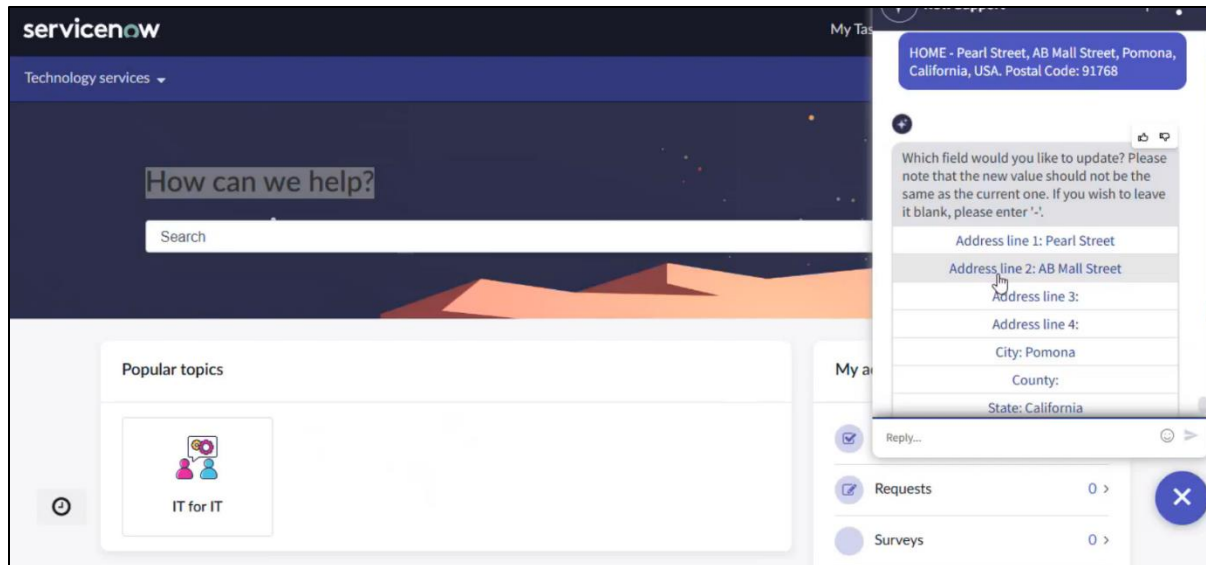
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.
3. Click on the “Show all my options” button.
4. The list of all available topics will be displayed.
5. Select "Update Address" to update the details.



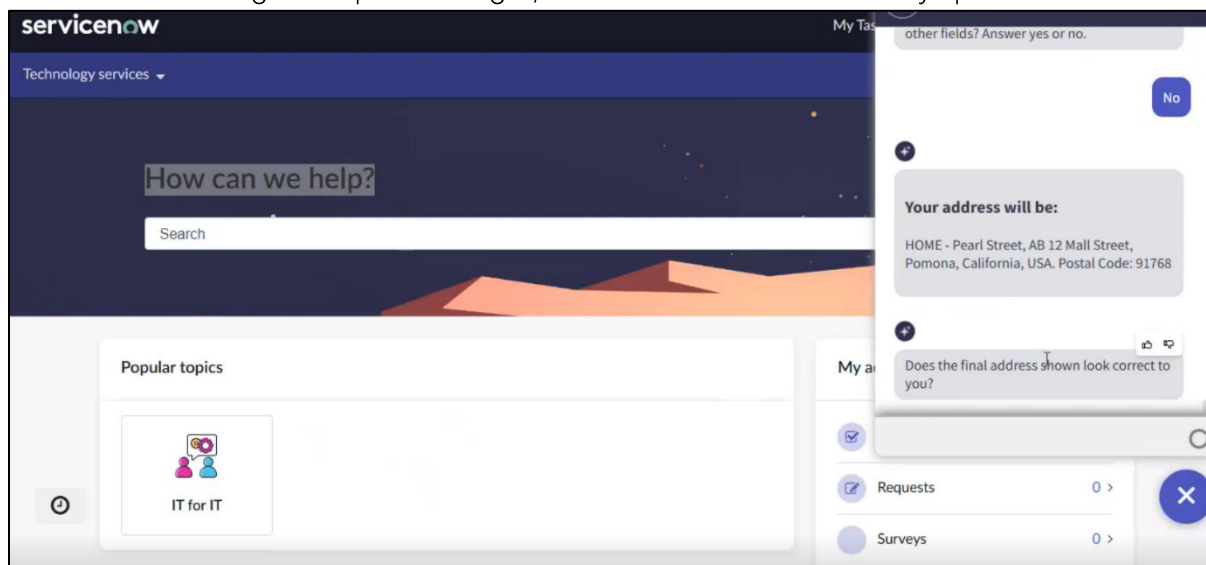
6. After selecting Update Address, the system displays a list of address types (Home and Work). Choose the required address type and proceed with the update.

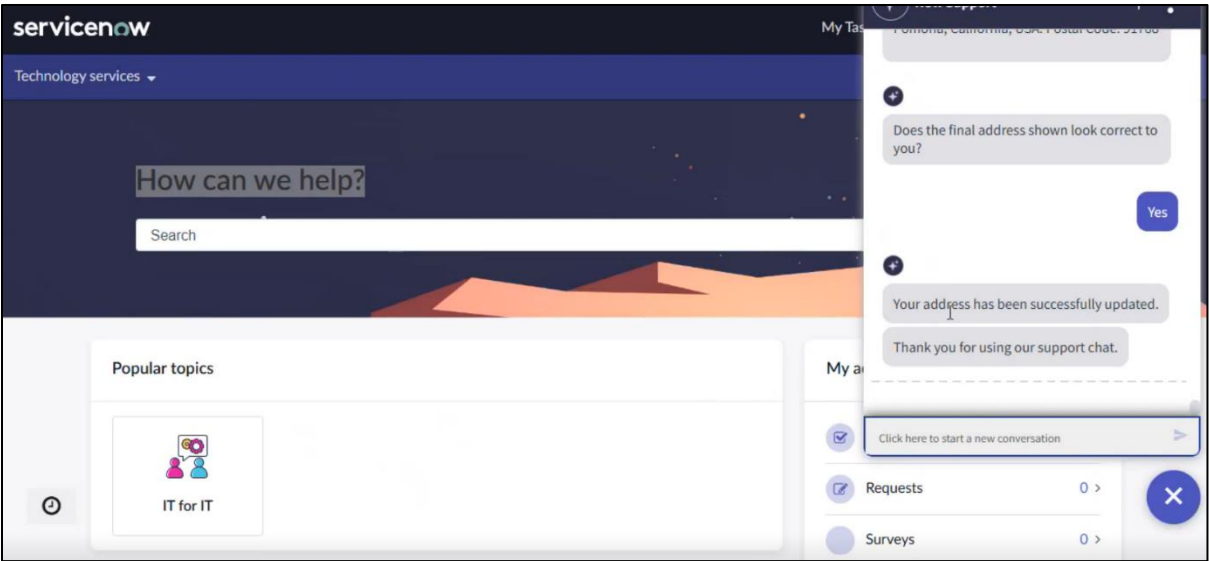


7. Once the Home or Work address is selected, select the field that needs to be updated from the available options.

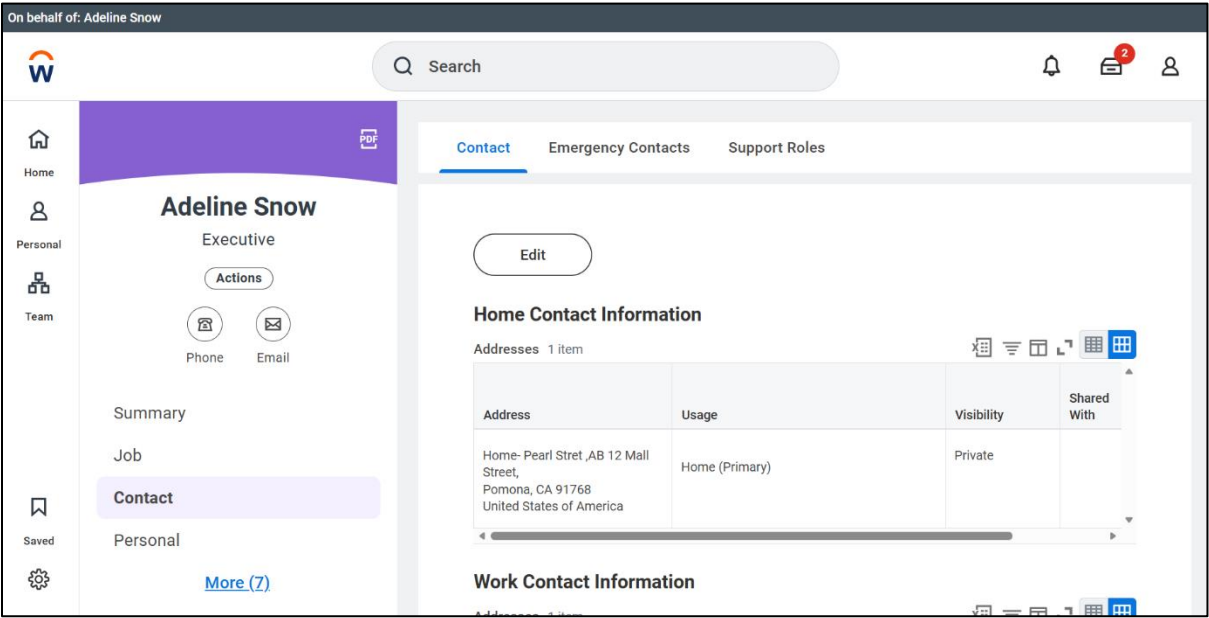


8. After entering the required changes, the address will be successfully updated.



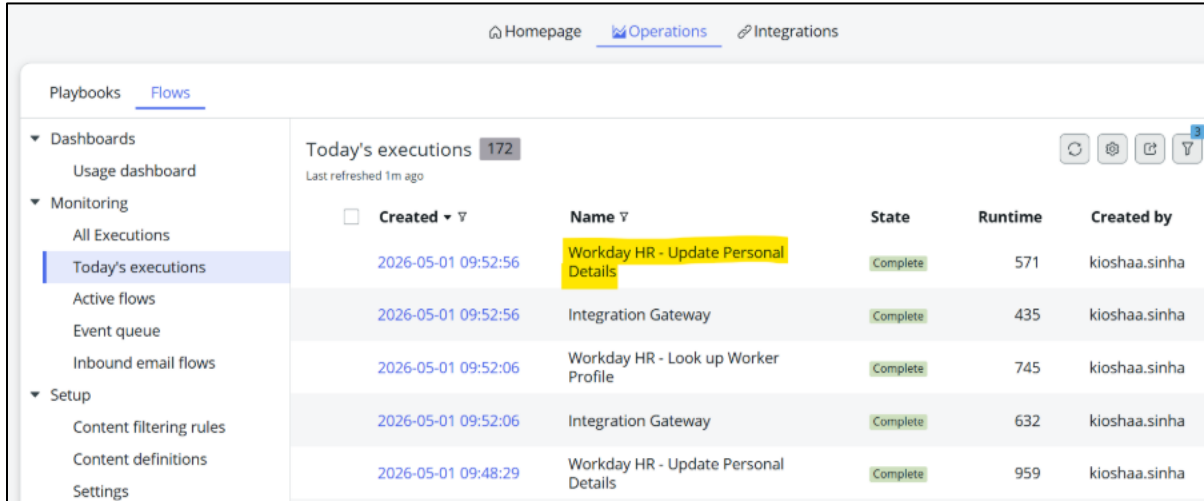


Workday Request synchronization:



Background Process:

- “Workday HR - Update Personal Details” subflow is triggered in the background to update the Address.



The screenshot shows the 'Operations' tab in ServiceNow. Under the 'Flows' sub-tab, there is a section for 'Today's executions' with a count of 172. Below this is a table listing recent executions. The first row, 'Workday HR - Update Personal Details', is highlighted in yellow. The table columns are: Created, Name, State, Runtime, and Created by.

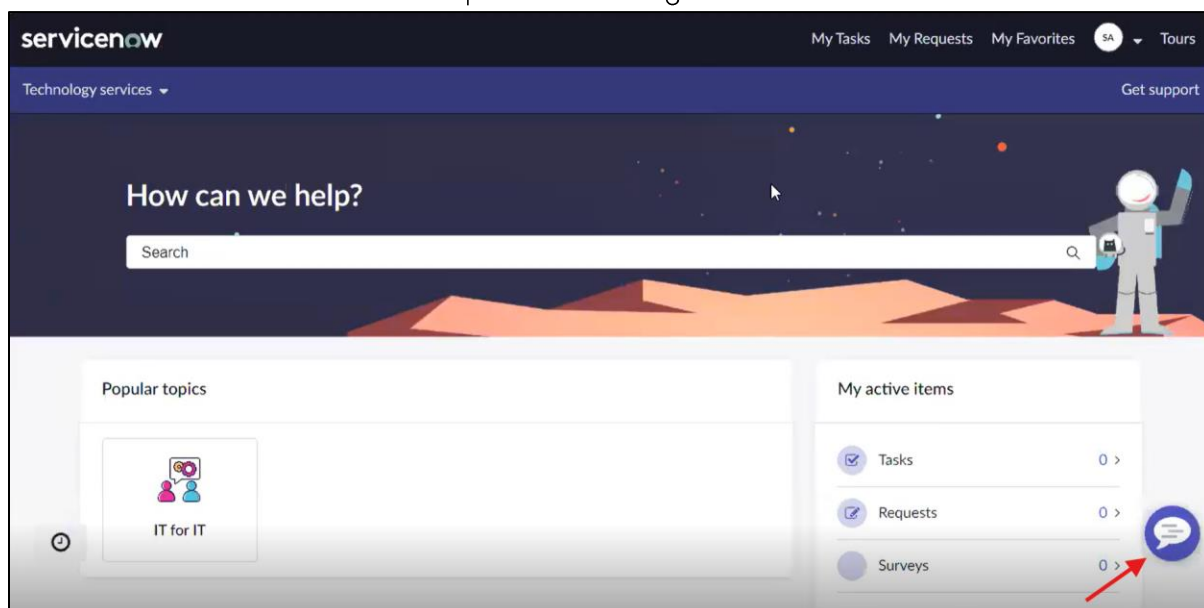
Created	Name	State	Runtime	Created by
2026-05-01 09:52:56	Workday HR - Update Personal Details	Complete	571	kioshaa.sinha
2026-05-01 09:52:56	Integration Gateway	Complete	435	kioshaa.sinha
2026-05-01 09:52:06	Workday HR - Look up Worker Profile	Complete	745	kioshaa.sinha
2026-05-01 09:52:06	Integration Gateway	Complete	632	kioshaa.sinha
2026-05-01 09:48:29	Workday HR - Update Personal Details	Complete	959	kioshaa.sinha

1.8.2.5 Use Case of Update Phone Number

The Update Phone Number use case enables users to update their Update Phone Number through the Virtual Agent in the Employee Center.

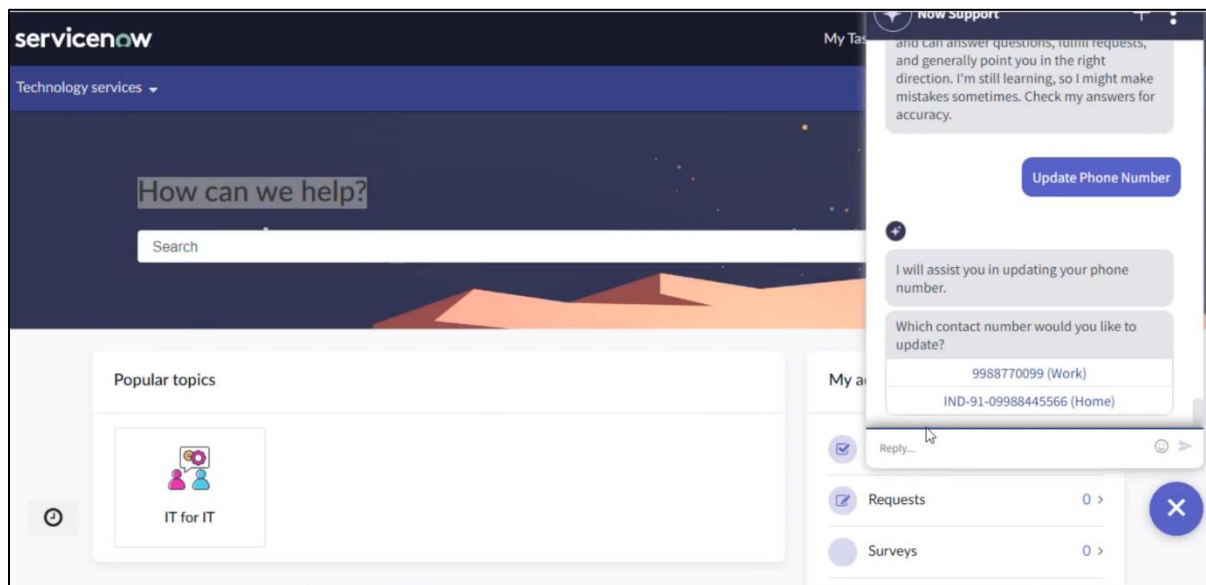
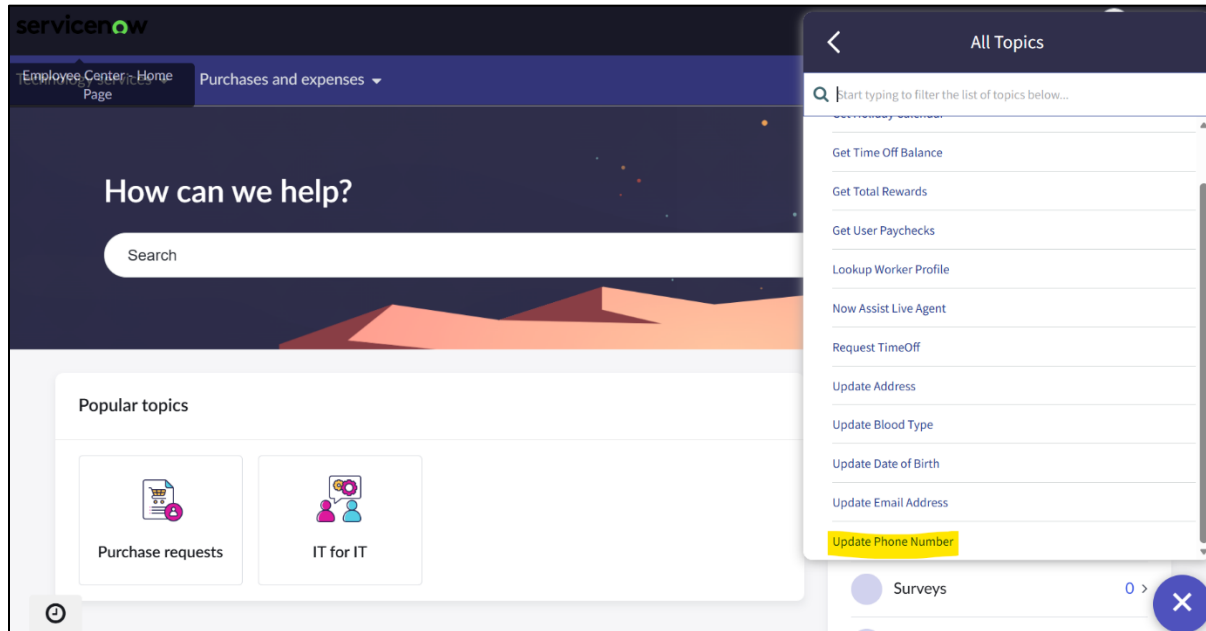
Procedure:

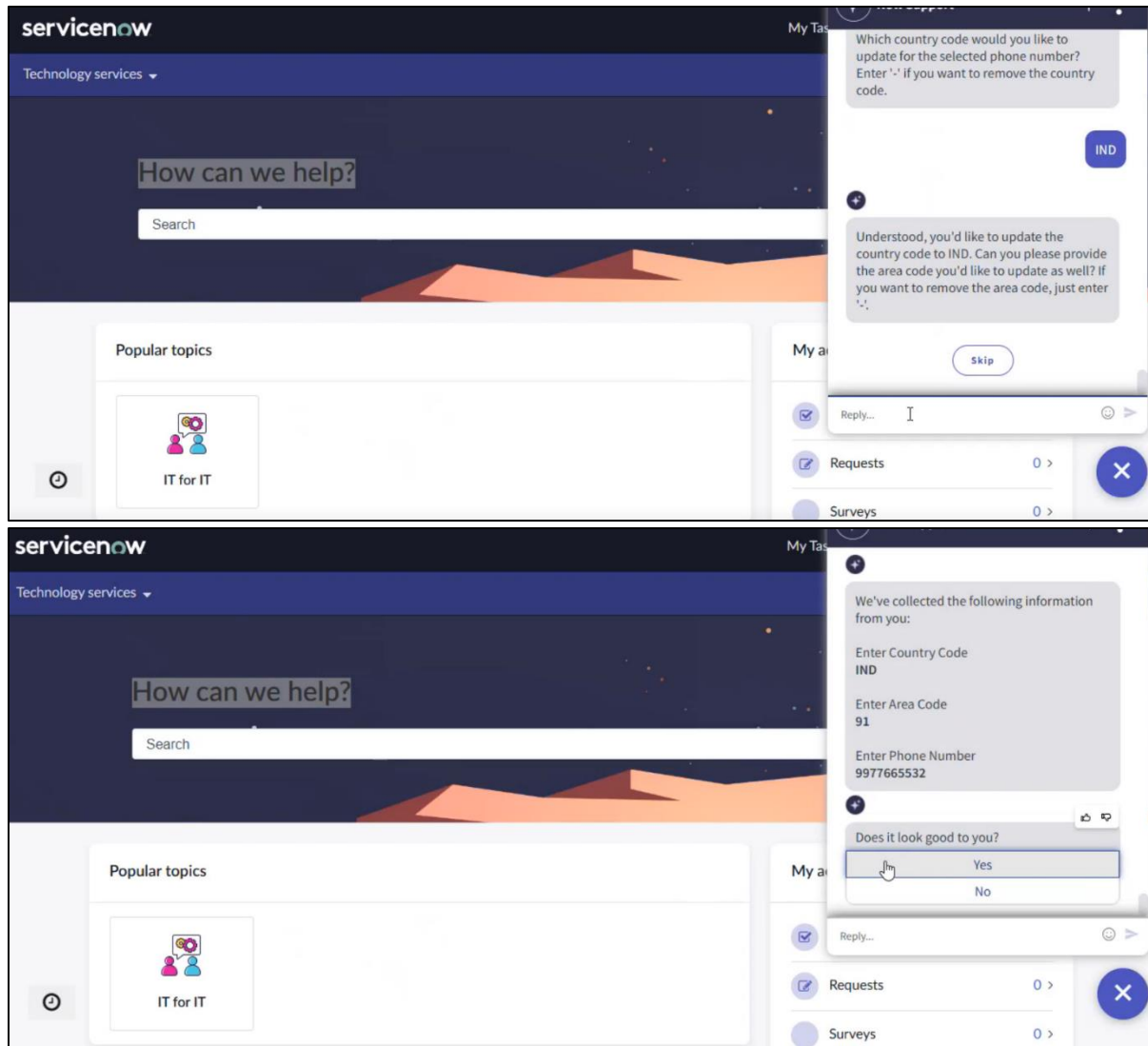
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.

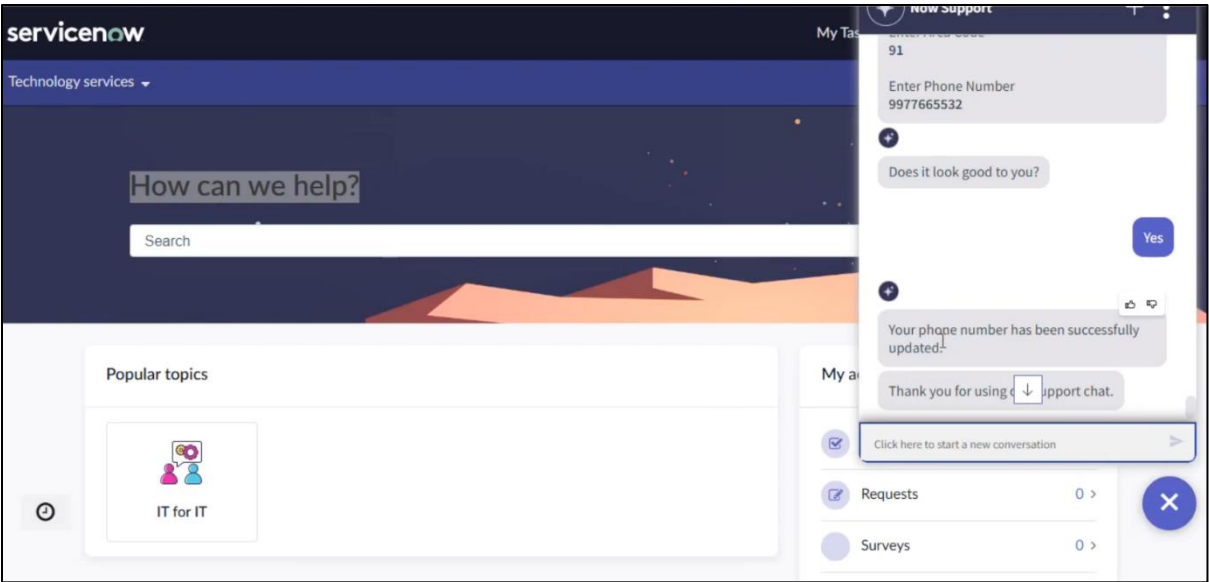


3. Click on the “Show all my options” button.

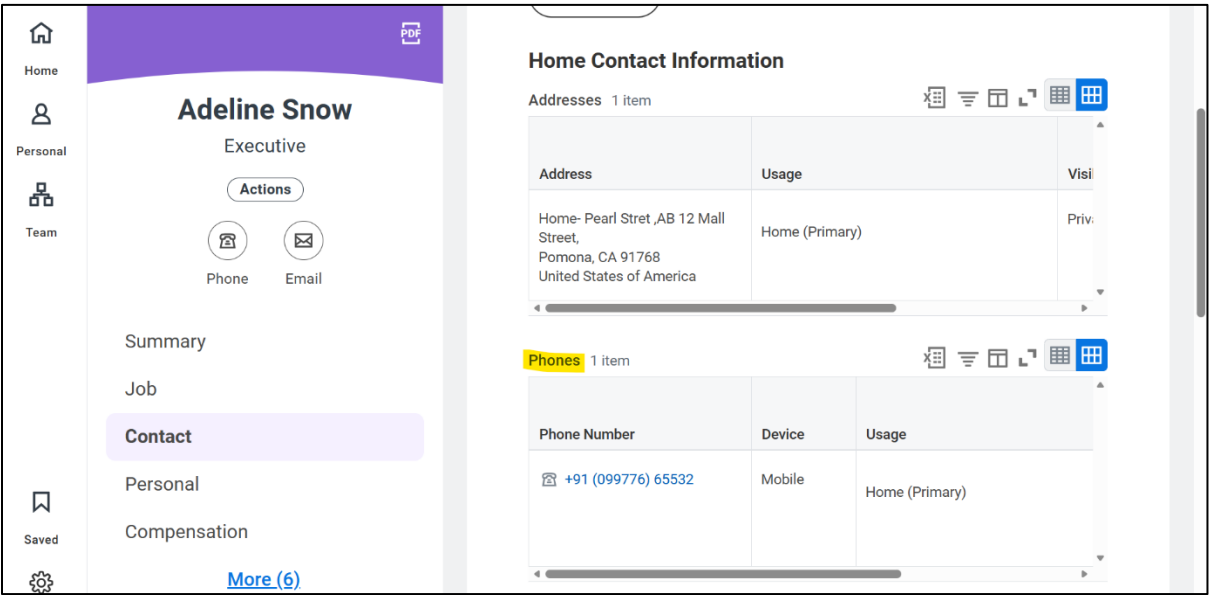
4. The list of all available topics will be displayed.
5. Select "Update Phone Number" to update the details.







Workday Request synchronization:



- **Background Process:**
“Workday HR - Update Personal Details” subflow is triggered in the background to update the phone number.

The screenshot shows the ServiceNow interface with the 'Flows' tab selected. The left sidebar lists various navigation options. The main content area displays 'Today's executions' with a count of 172. Below this is a table of execution records.

Created	Name	State	Runtime	Created by
2026-05-01 09:52:56	Workday HR - Update Personal Details	Complete	571	kioshaa.sinha
2026-05-01 09:52:56	Integration Gateway	Complete	435	kioshaa.sinha
2026-05-01 09:52:06	Workday HR - Look up Worker Profile	Complete	745	kioshaa.sinha
2026-05-01 09:52:06	Integration Gateway	Complete	632	kioshaa.sinha
2026-05-01 09:48:29	Workday HR - Update Personal Details	Complete	959	kioshaa.sinha

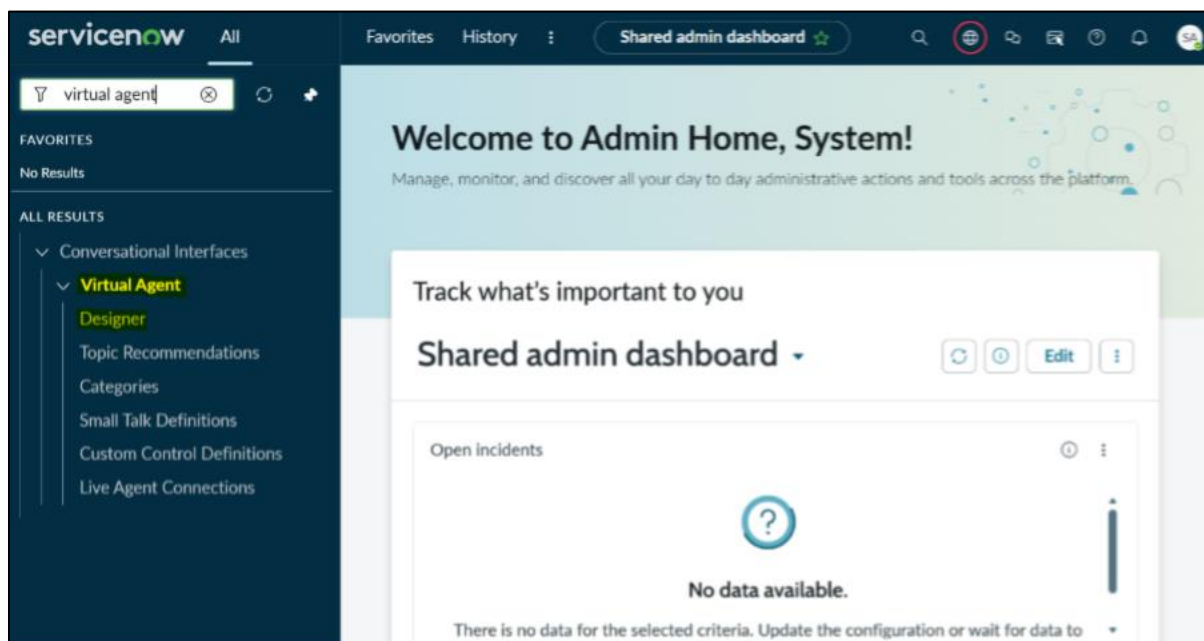
1.9 Look Up Worker Profile

1.9.1 Virtual Agent Configuration for Look Up Worker Profile

Below is the configuration required for Look Up Worker Profile use case in the Virtual Agent:

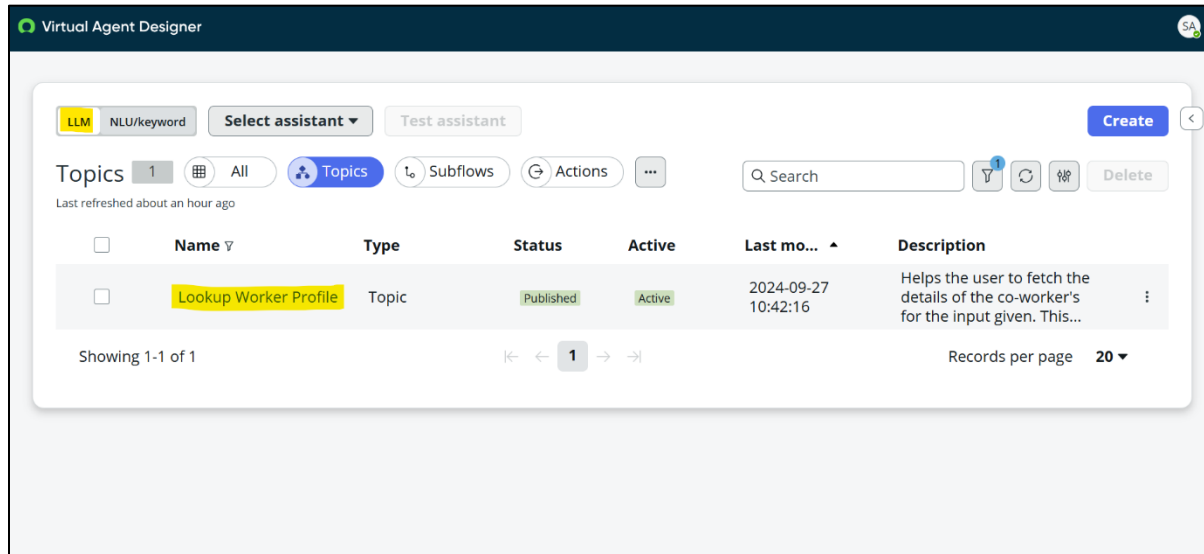
Follow the steps below to configure the Look Up Worker Profile use case in the Virtual Agent:

1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.

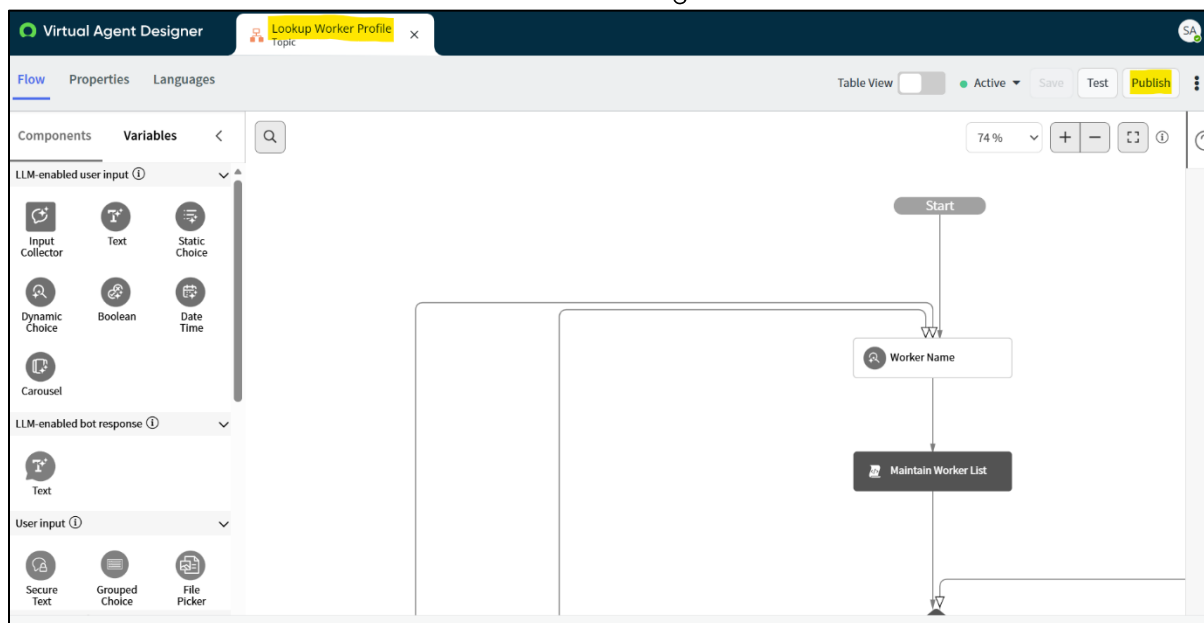


2. In the Virtual Agent Designer, click on the LLM section.

3. Search for Look up worker profile Topic
4. Open the corresponding topic.



5. Click on the Publish button to activate the configuration.

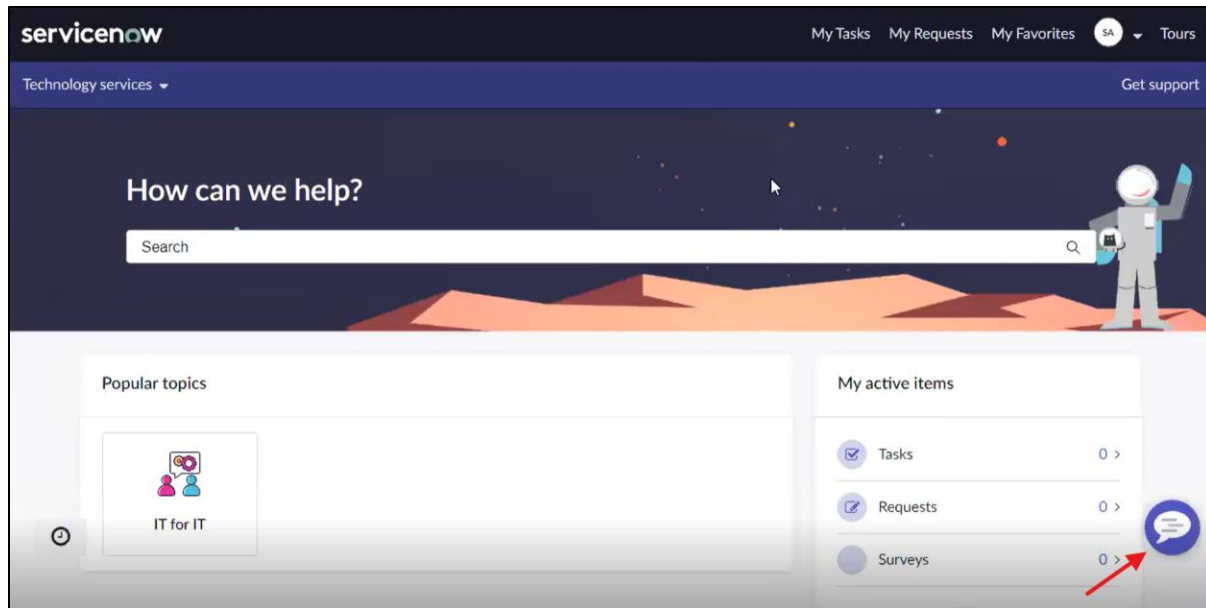


1.9.2 Use Case of Look Up Worker Profile

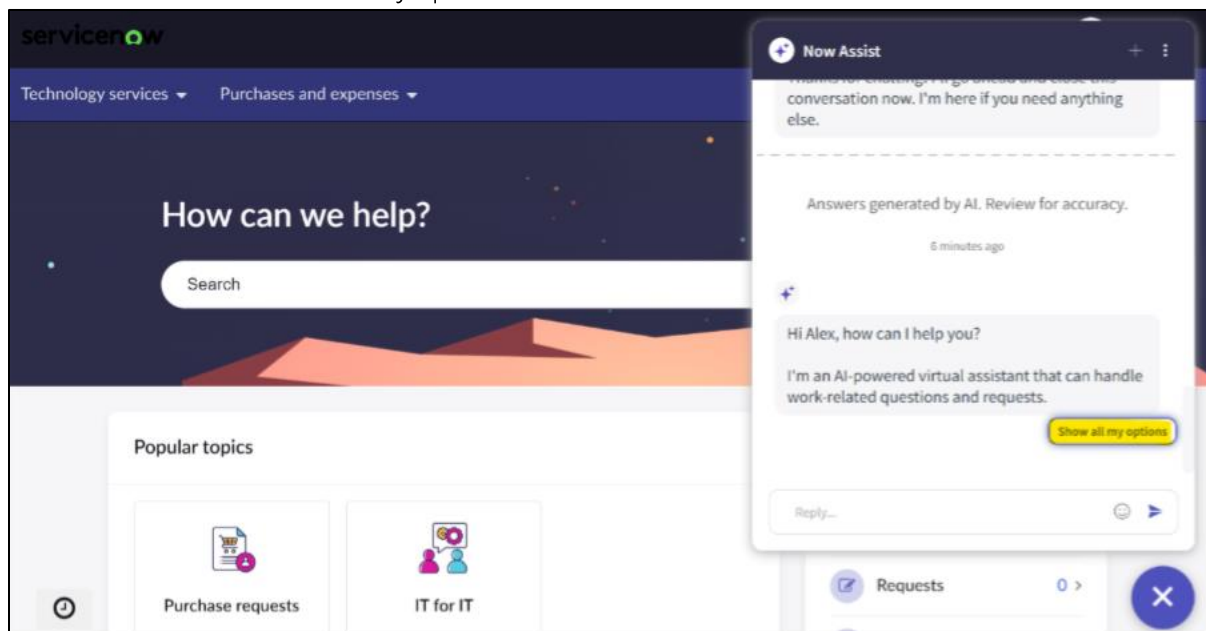
The Look Up Worker Profile use case enables users to view their profile through the Virtual Agent in the Employee Center.

Procedure:

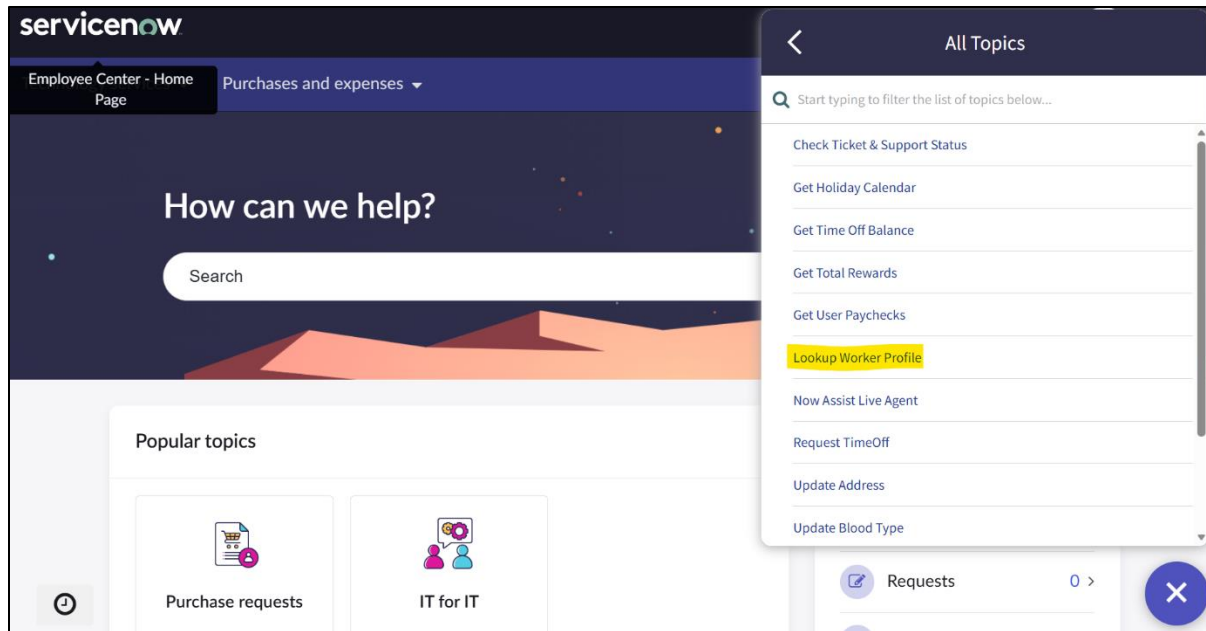
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.



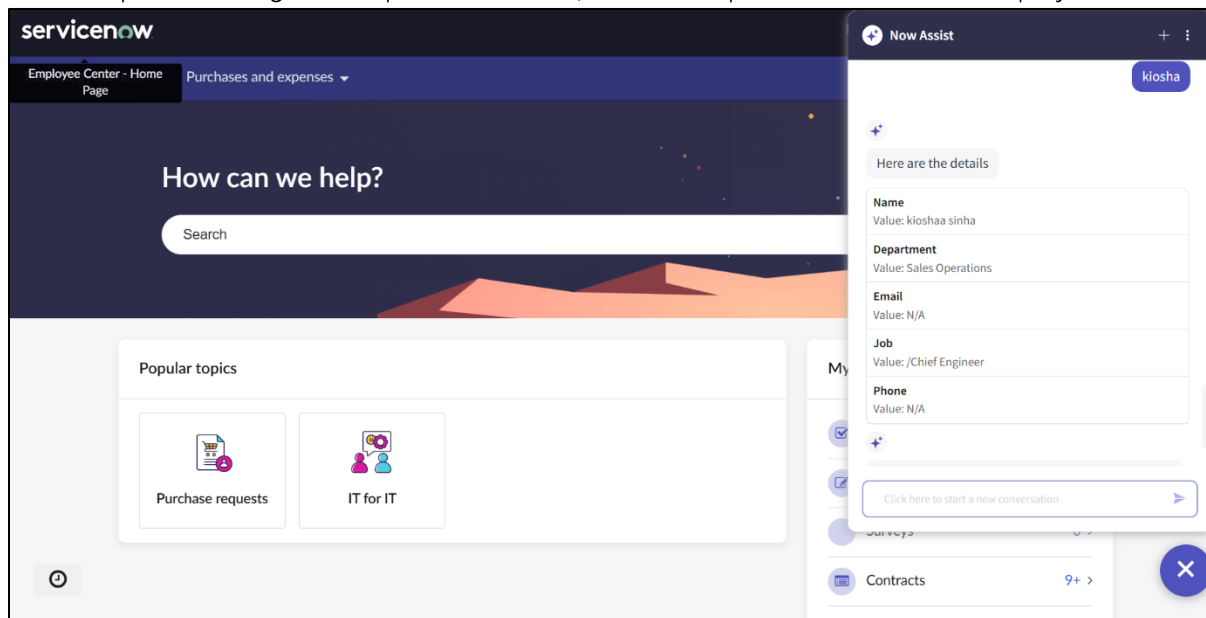
3. Click on the “Show all my options” button.



4. The list of all available topics will be displayed.
5. Select “Look Up Worker Profile” to view the details.



6. Upon selecting "Look Up Worker Profile," the user's profile details will be displayed.



Background Process:

- “Workday HR - Look up Worker Profile” subflow is triggered in the background to view the details.

Workflow Studio

HomepageOperationsIntegrations

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All Executions

Today's executions

Active flows

Event queue

Inbound email flows

Setup

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Content definitions

Settings

Properties

All Executions12

Last refreshed just now

Name

State

Runtime

Created by

Created

Workday HR - Look up Worker Profile

Complete

1,452

kioshaa.sinha

2026-05-02 02:36:3

Workday HR - Look up Worker Profile

Complete

2,429

kioshaa.sinha

2026-05-02 02:36:2

Workday HR - Look up Worker Profile

Complete

1,212

kioshaa.sinha

2026-05-01 10:27:2

Workday HR - Look up Worker Profile

Complete

631

kioshaa.sinha

2026-05-01 10:26:5

Workday HR - Look up Worker Profile

Complete

1,456

kioshaa.sinha

2026-05-01 10:26:1

Workday HR - Look up Worker Profile

Complete

1,416

kioshaa.sinha

2026-05-01 10:19:2

2. Other Documents in the Series

- Integration, Installation and Configuration Guide
- Architecture and Design Overview