servicenow

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

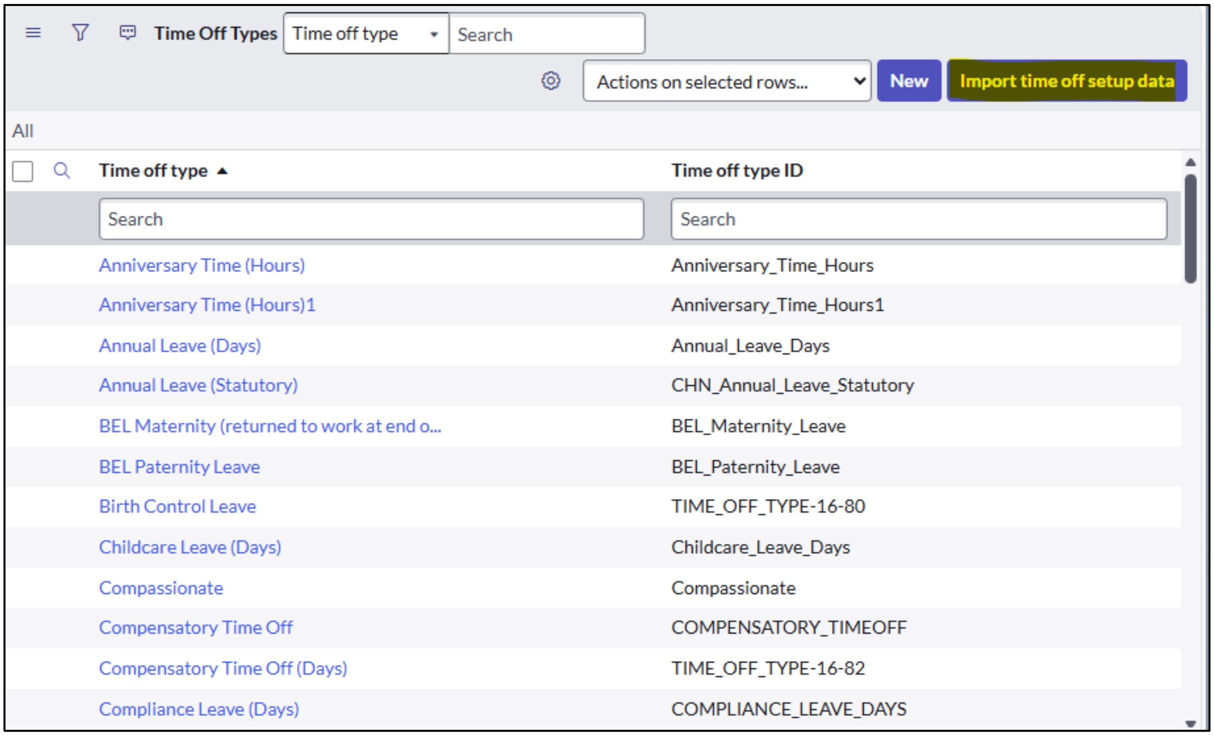
The following tables are used to store and manage time-off related data:

- 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

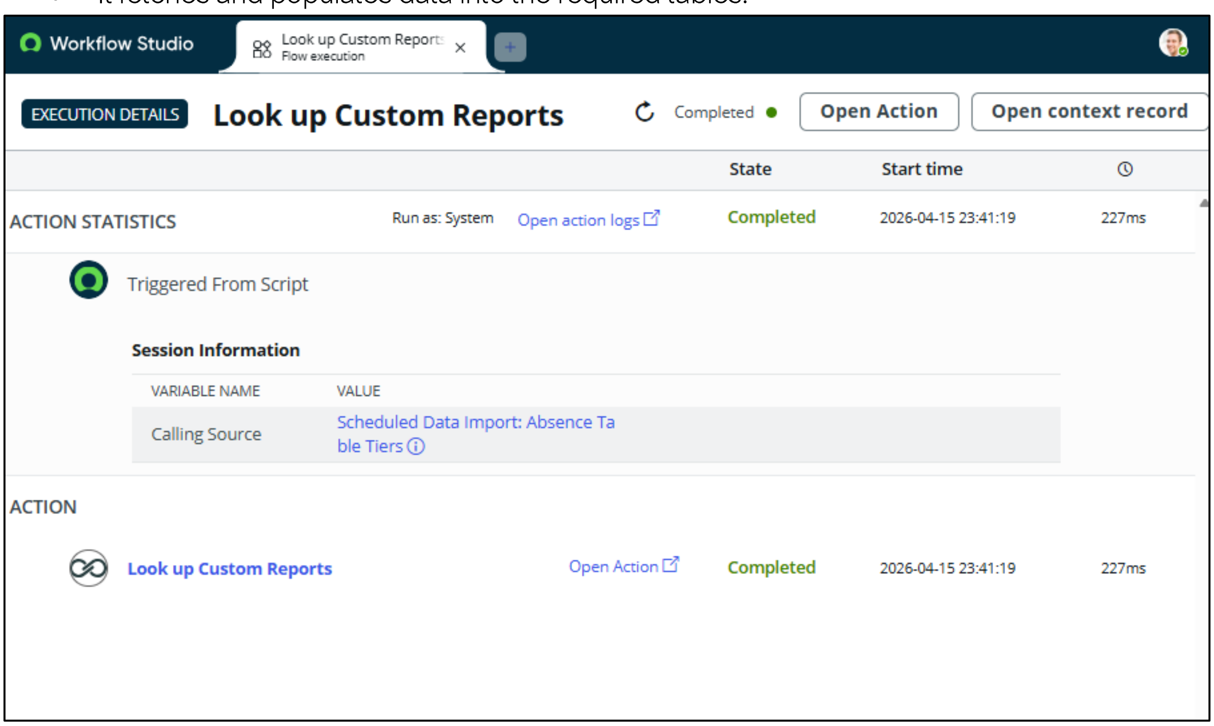
To load time-off related data:

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



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.



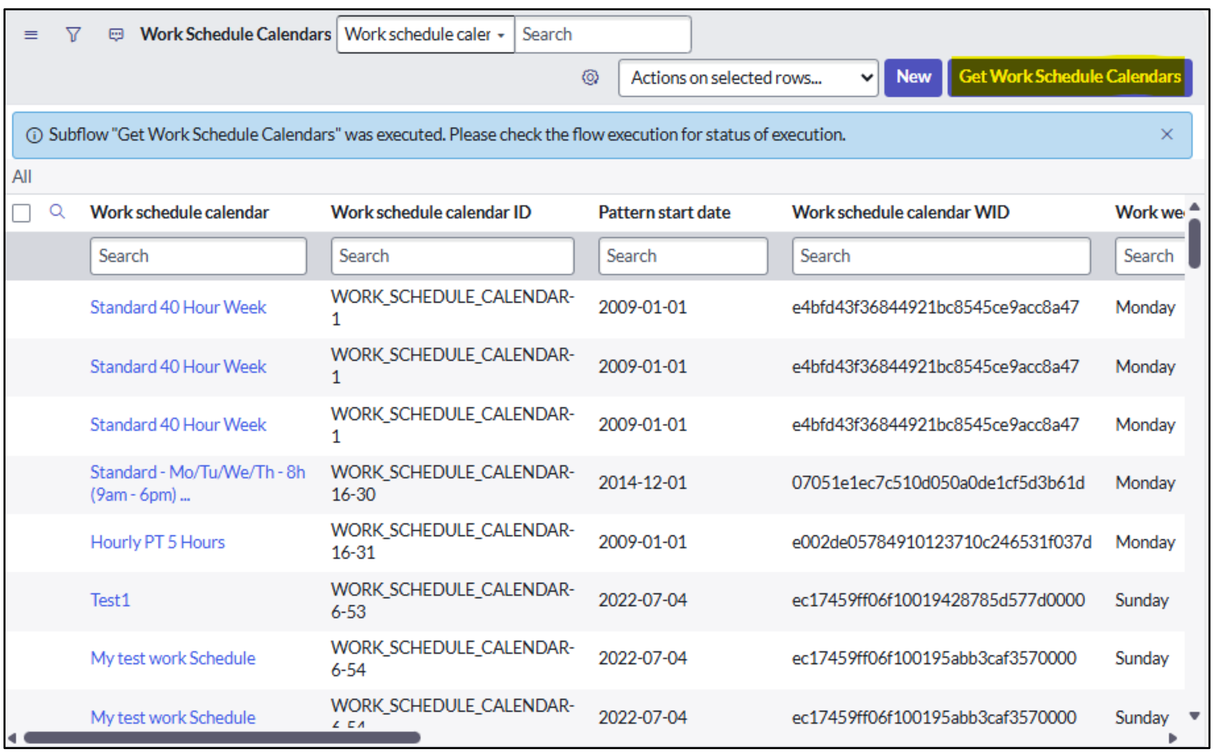
Note:

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:

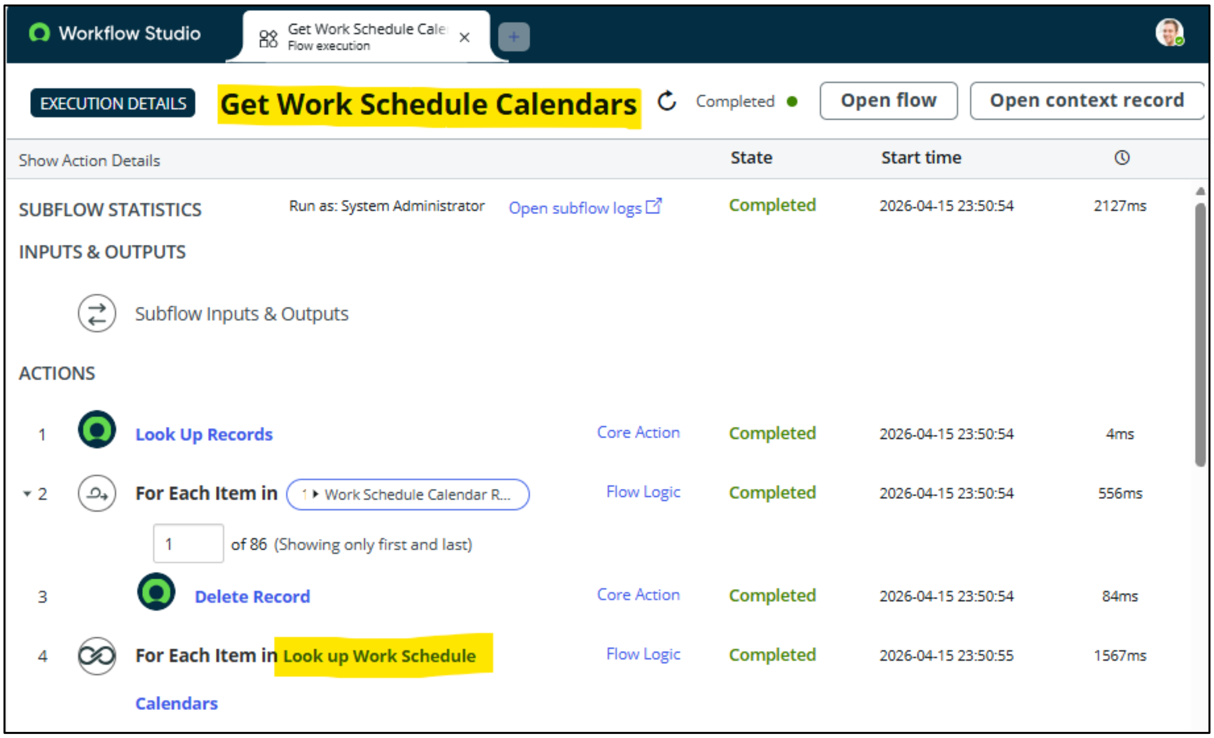
1. Navigate to the Work Schedule Calendars table.
2. Click on the Get Work Schedule Calendars button.



Work schedule calendar	Work schedule calendar ID	Pattern start date	Work schedule calendar WID	Work we
Search	Search	Search	Search	Search
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-	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.

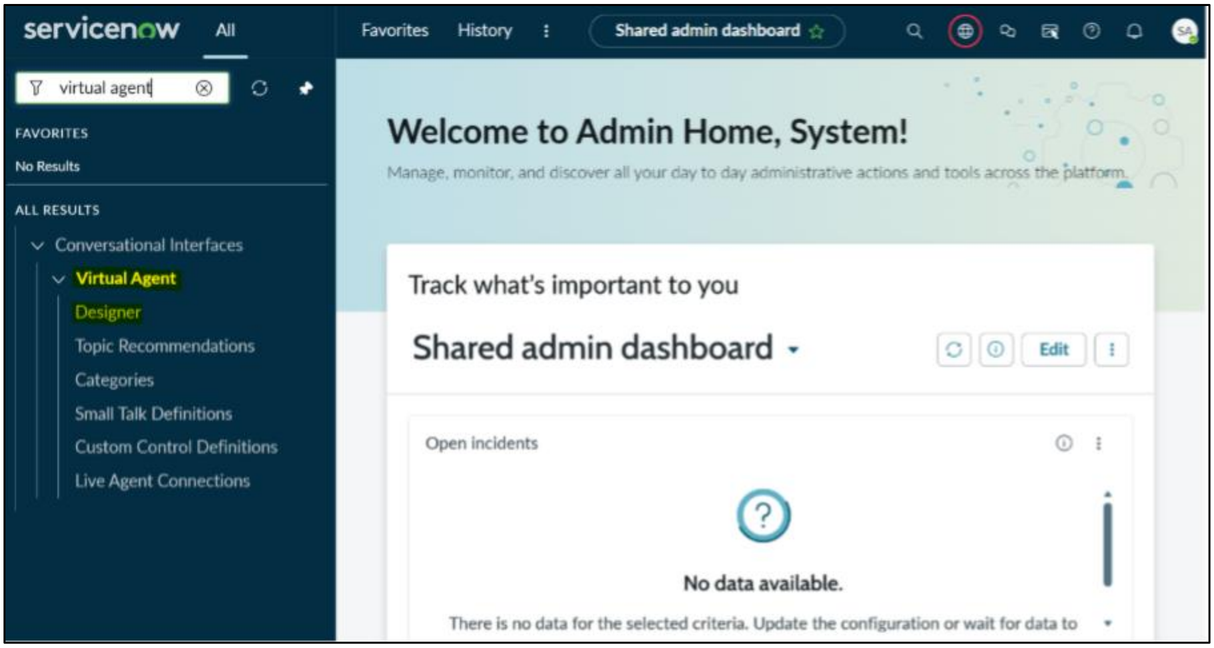


This configuration ensures that all required time-off data from Workday is available in ServiceNow for a seamless employee request experience.

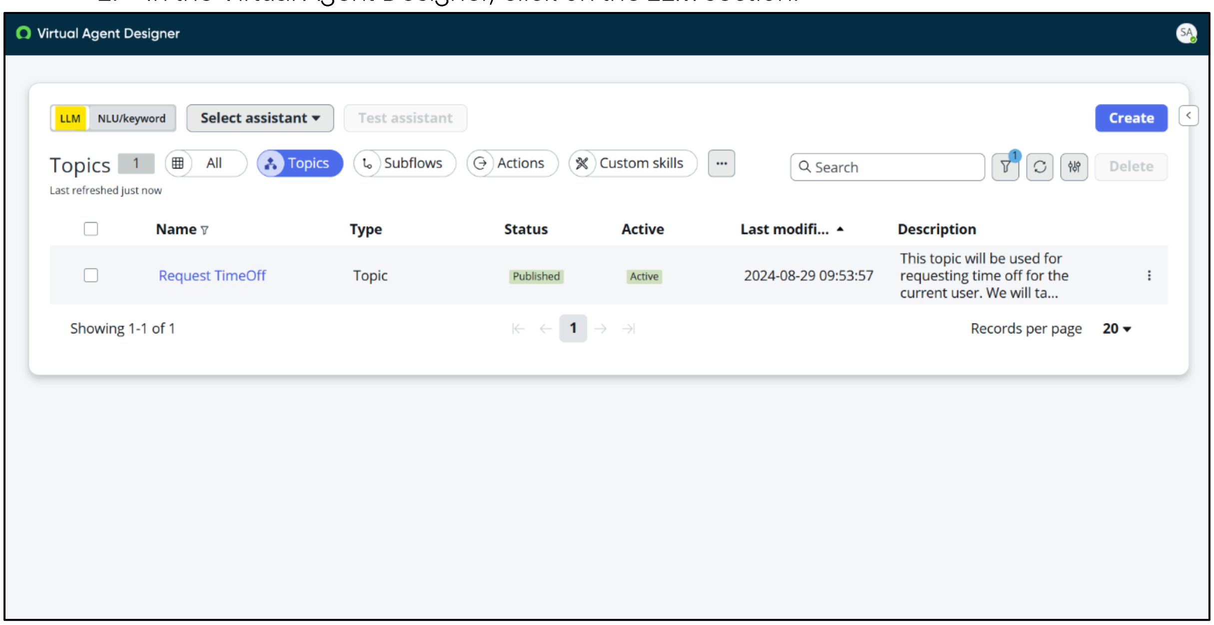
1.1.2 Virtual Agent Configuration for Request time off

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

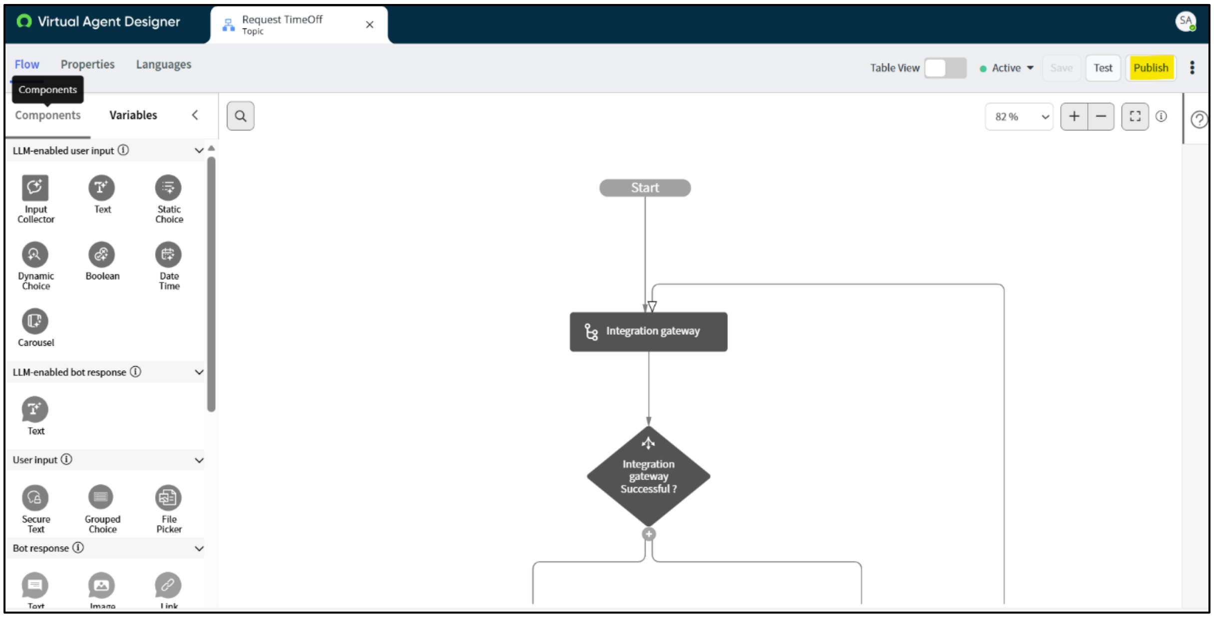
1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.



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.

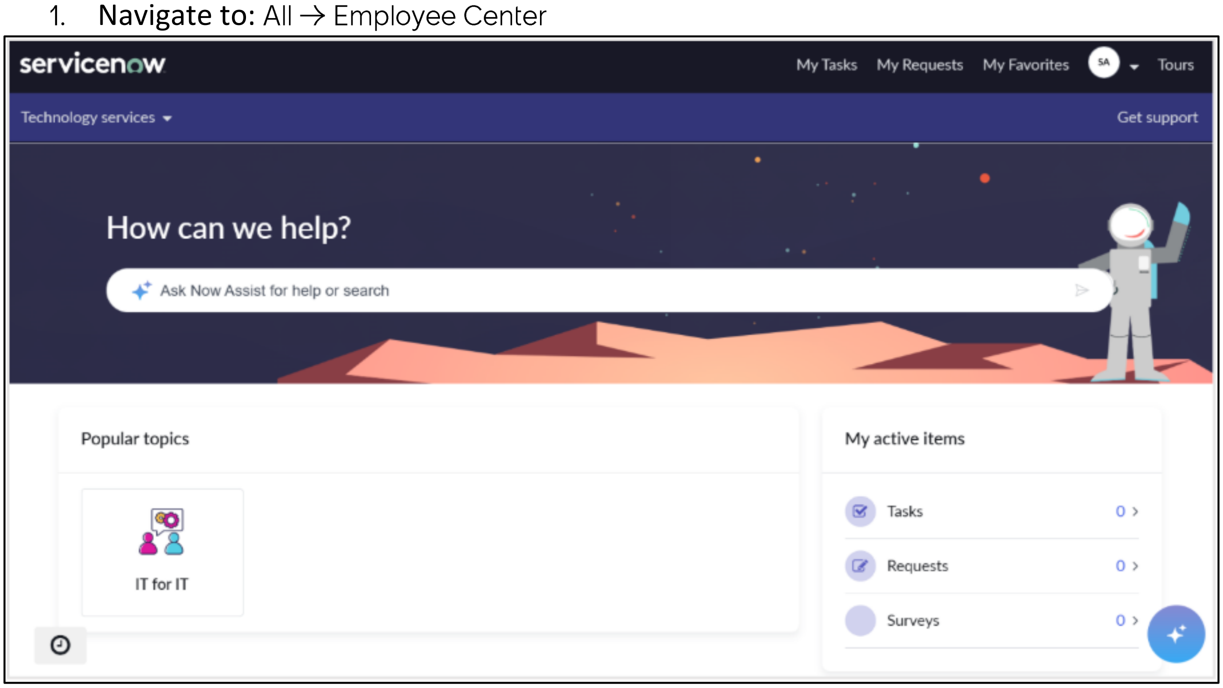


1.1.4 Use case of Request Time Off – Catalog Item

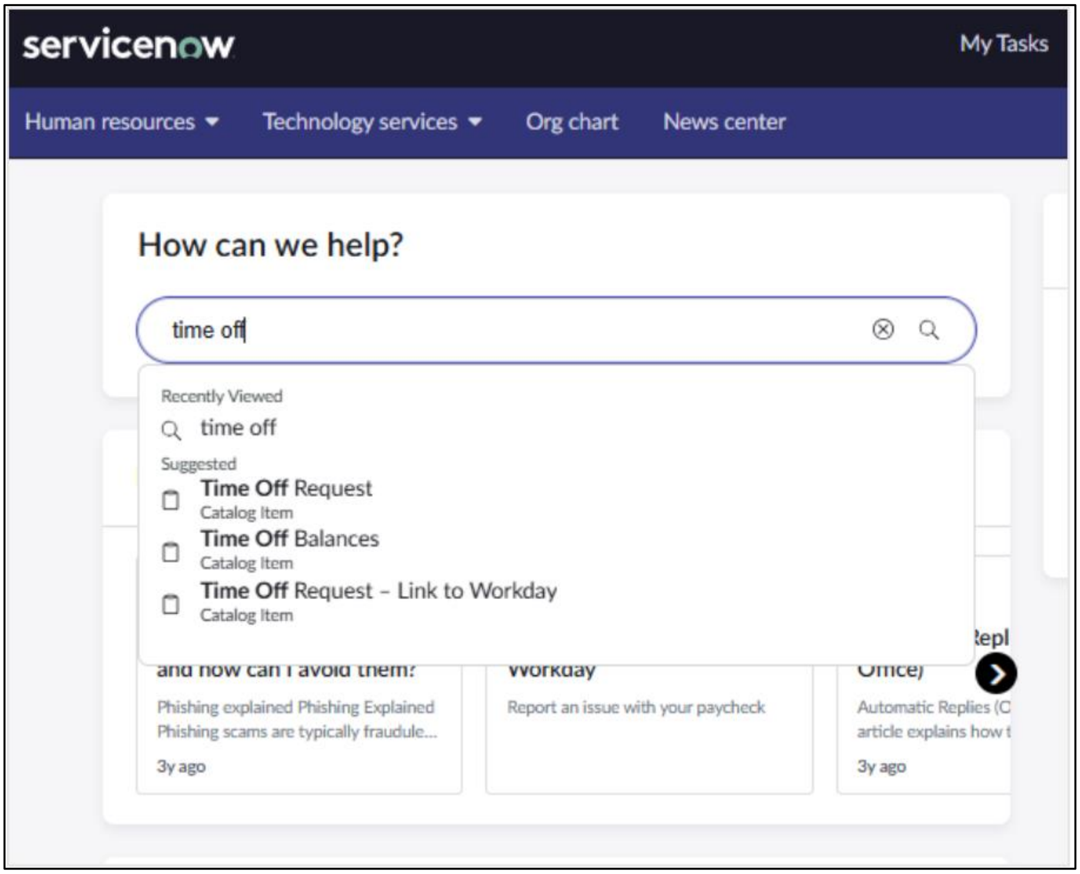
The Time Off Request use case allows employees to submit time-off requests directly through the ServiceNow Employee Center. These requests are seamlessly integrated and updated in Workday, ensuring synchronization between both systems.

Time Off Request – Employee Navigation

1. **Navigate to:** All → Employee Center



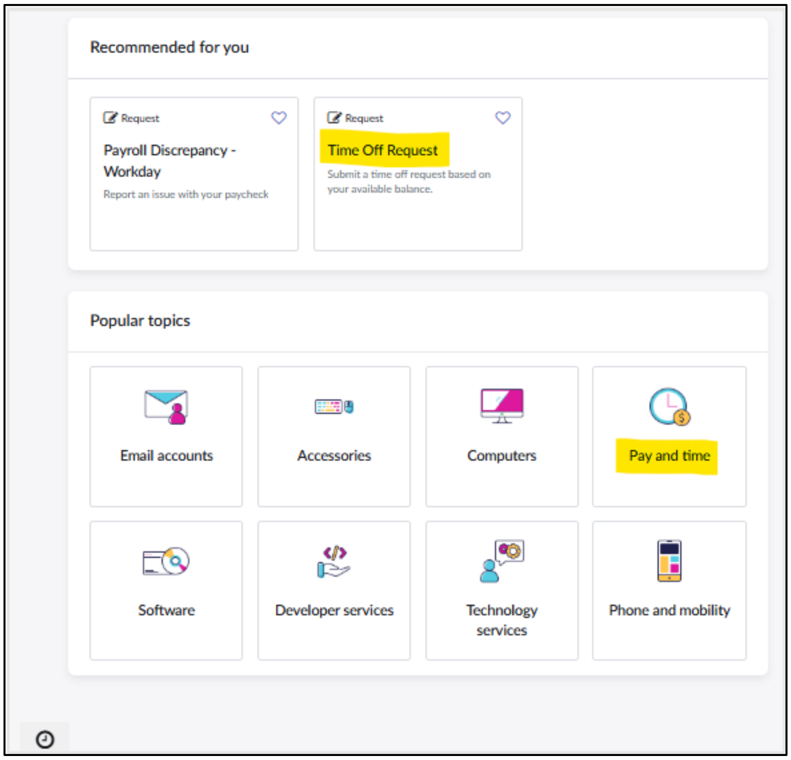
2. In the Employee Center, use the search bar and search for “Time Off”.
3. You will see the following options:
    a. Time Off Request
    b. Time Off Balances
    c. Time Off Request – Link to Workday



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

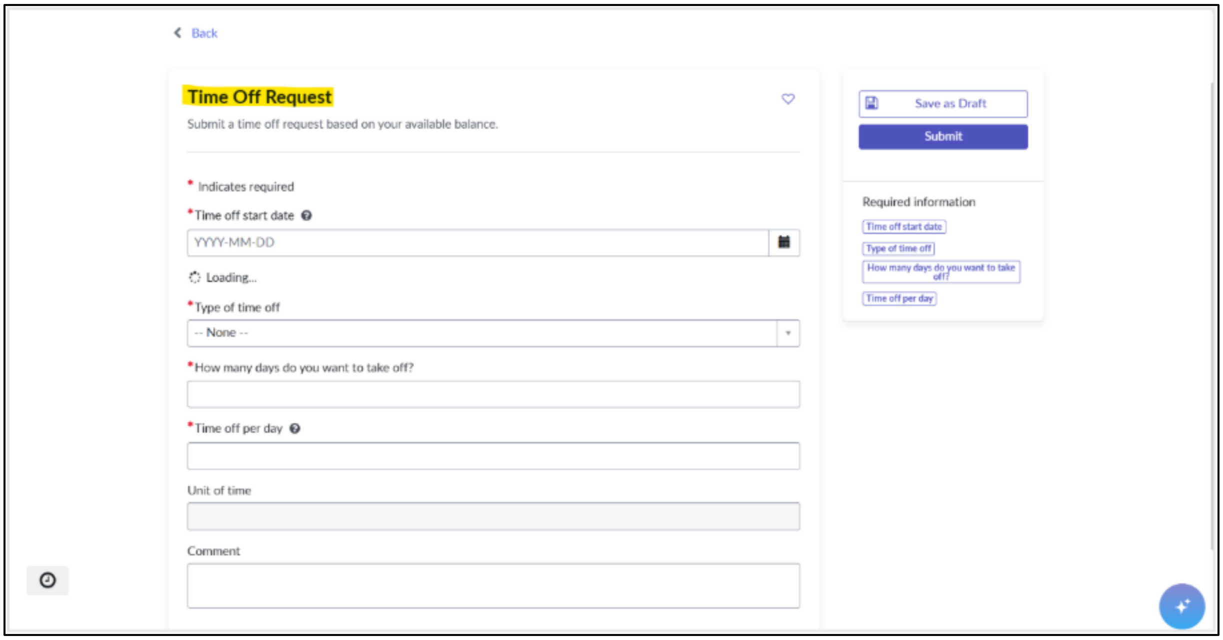
By selecting Pay and Time, users can directly initiate a time-off request without navigating through multiple steps in the Employee Center.

Please refer to the Advanced Integration, Installation, and Config guide, Employee experience taxonomy Configuratio,n 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.



4. Click on Submit to complete the request.

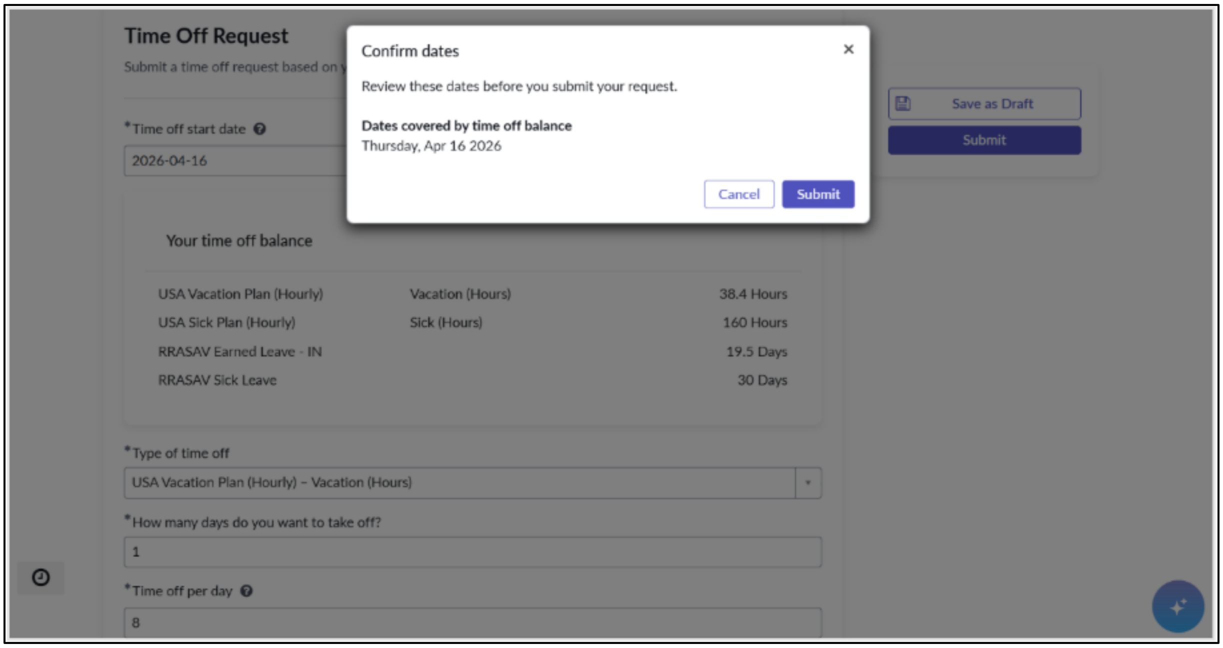
This process allows employees to easily submit time-off requests, which are then processed and updated in Workday.

Time Off Request Confirmation

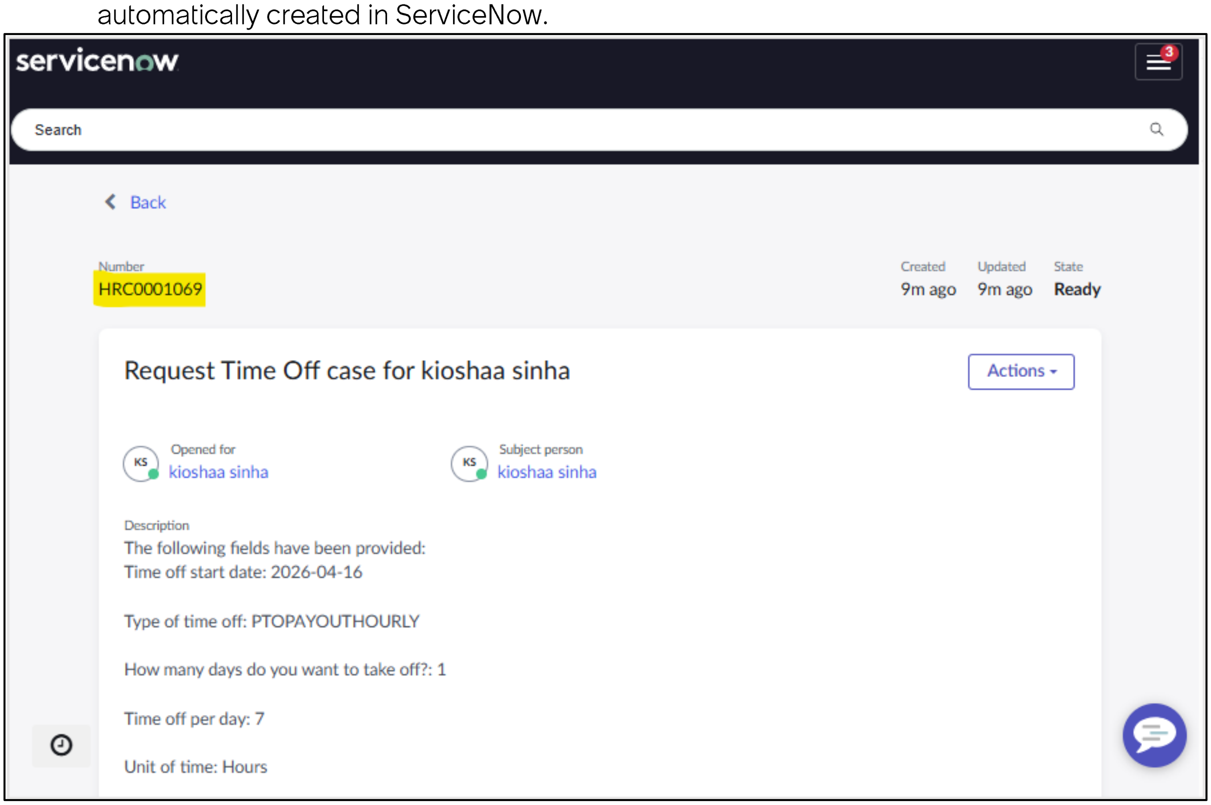
Once the request is submitted, the user is presented with a confirmation window to review the selected details.

The confirmation screen displays:

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



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

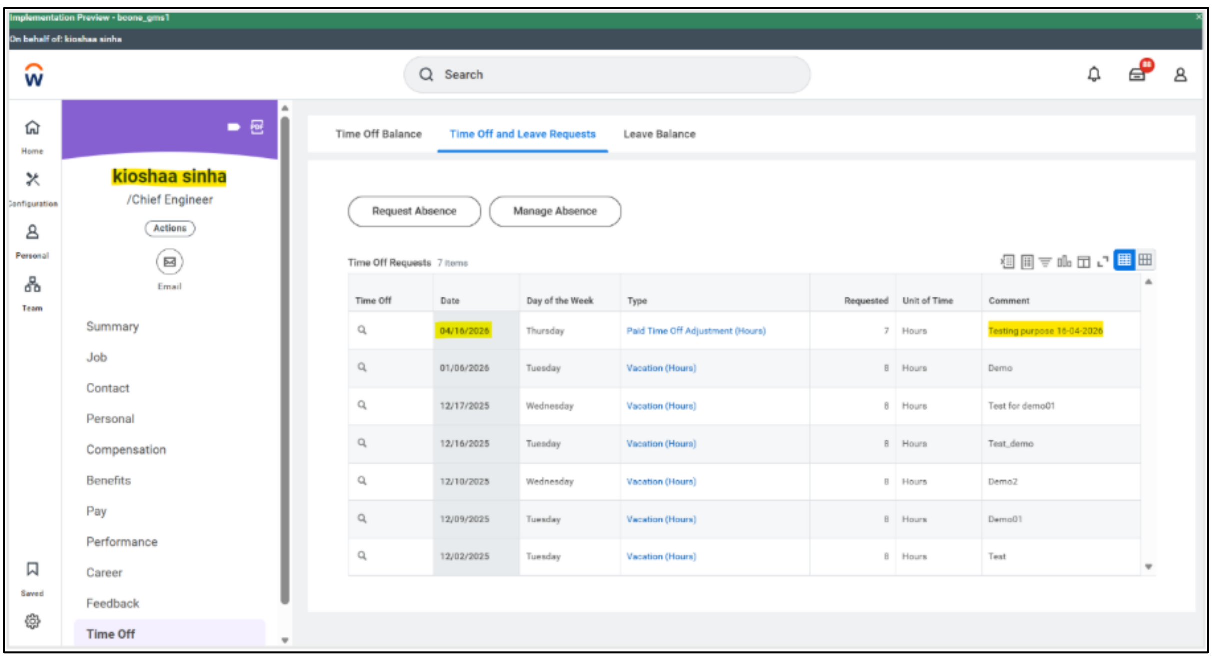


2. The HR Case captures all the details of the submitted request, including:
    - Employee information
    - Time off dates
    - Type of time off
    - Additional inputs such as comments and attachments

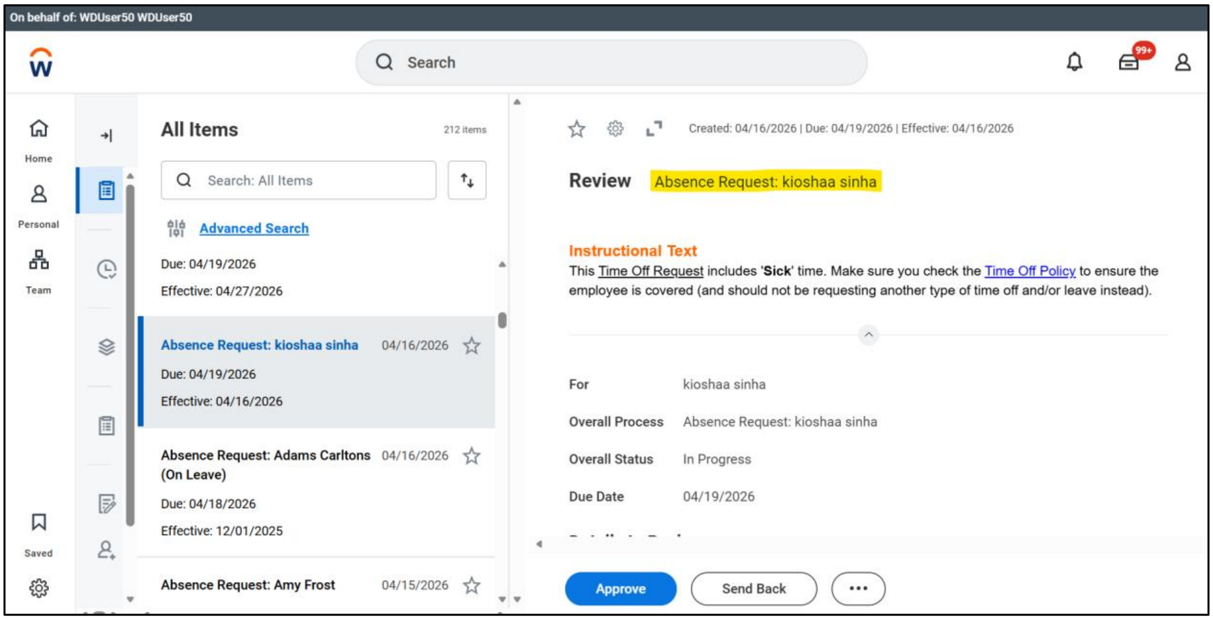
Workday Request Synchronization:

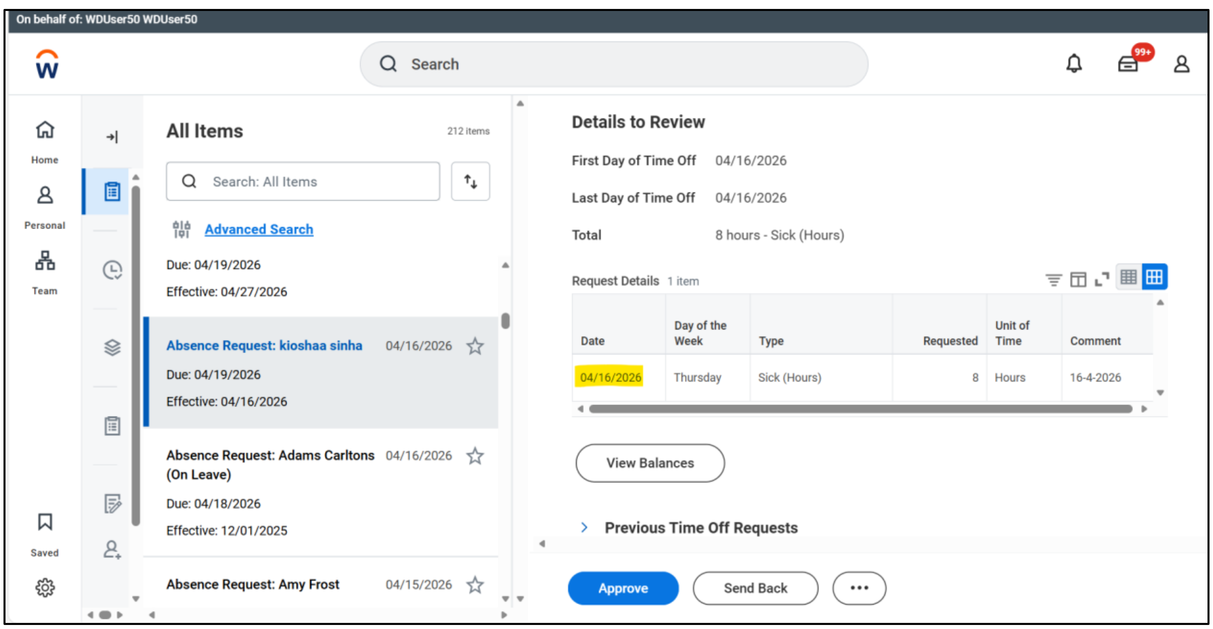
Once the Time Off request is submitted through the ServiceNow Employee Center, the same request is successfully created and reflected in Workday.

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



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



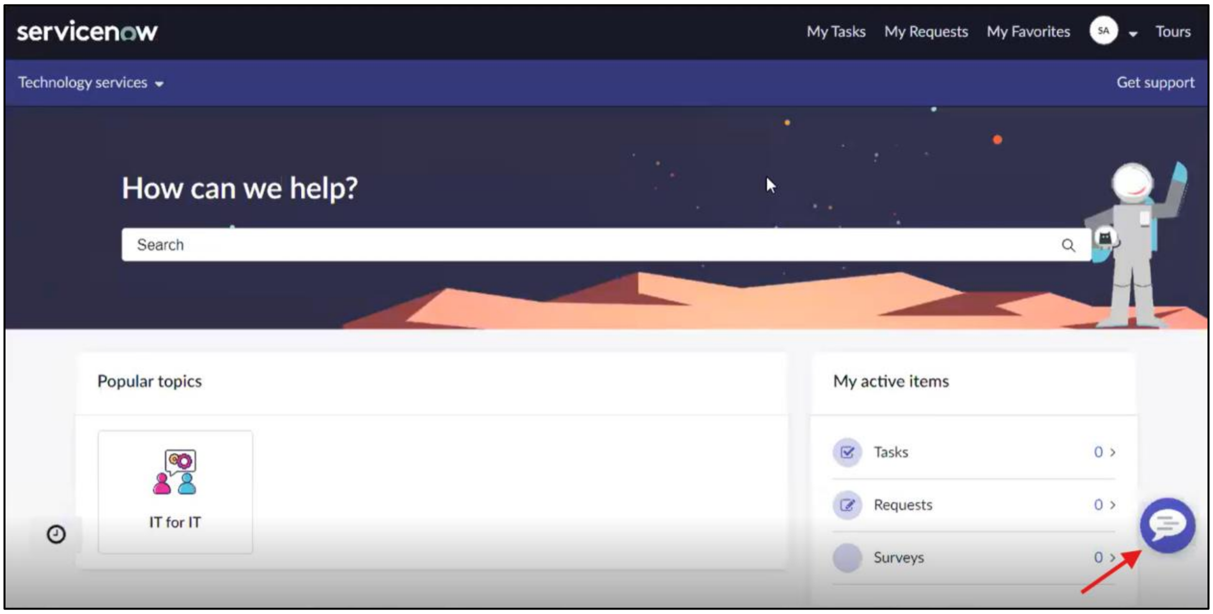


1.1.5 Use case of Request Time Off through Virtual Agent

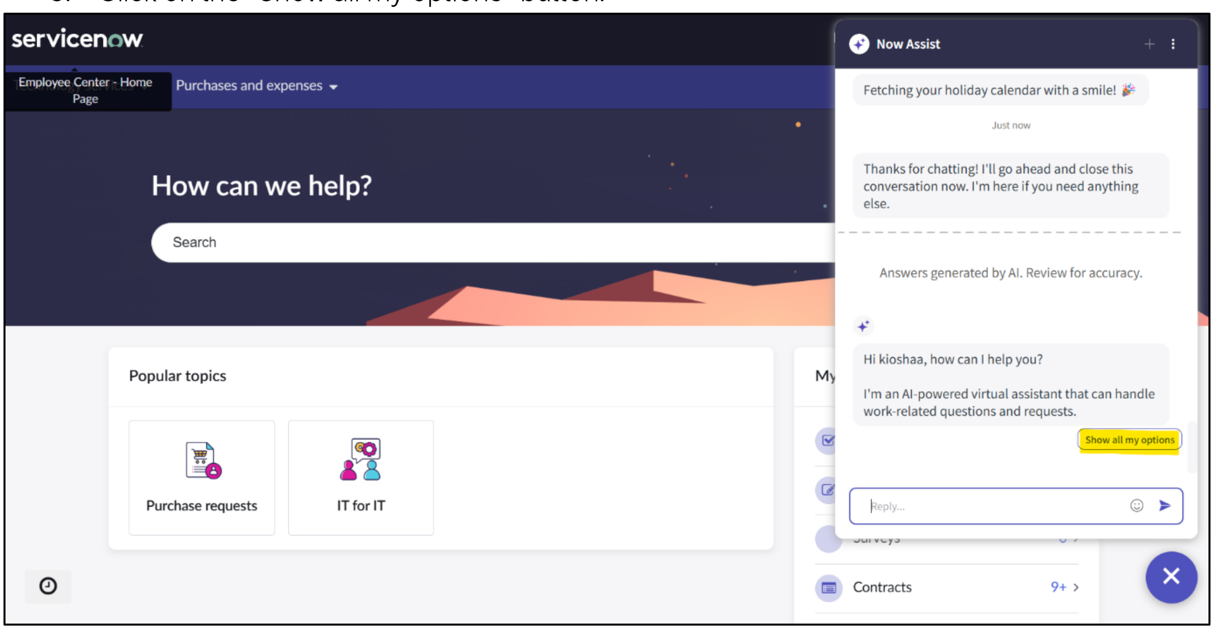
The Request Time Off use case allows users to submit time-off requests via the Virtual Agent within the Employee Center.

Procedure

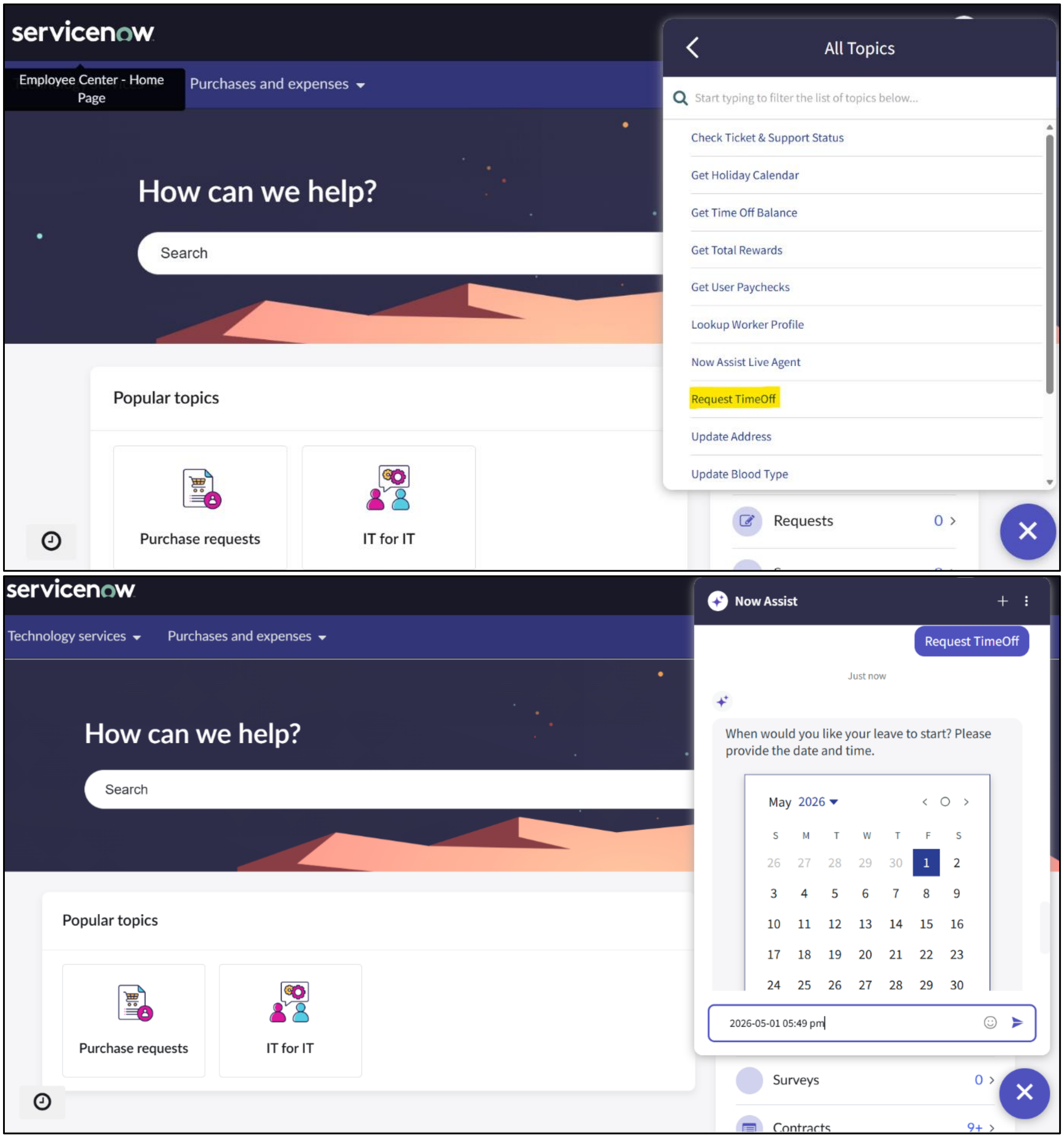
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.



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.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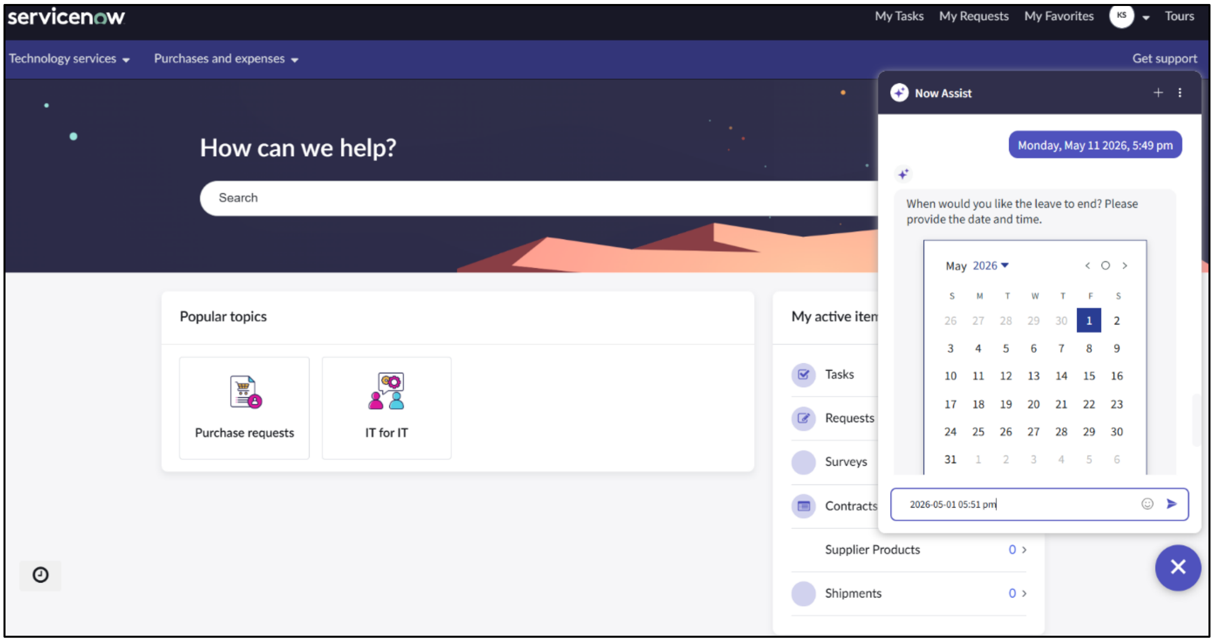
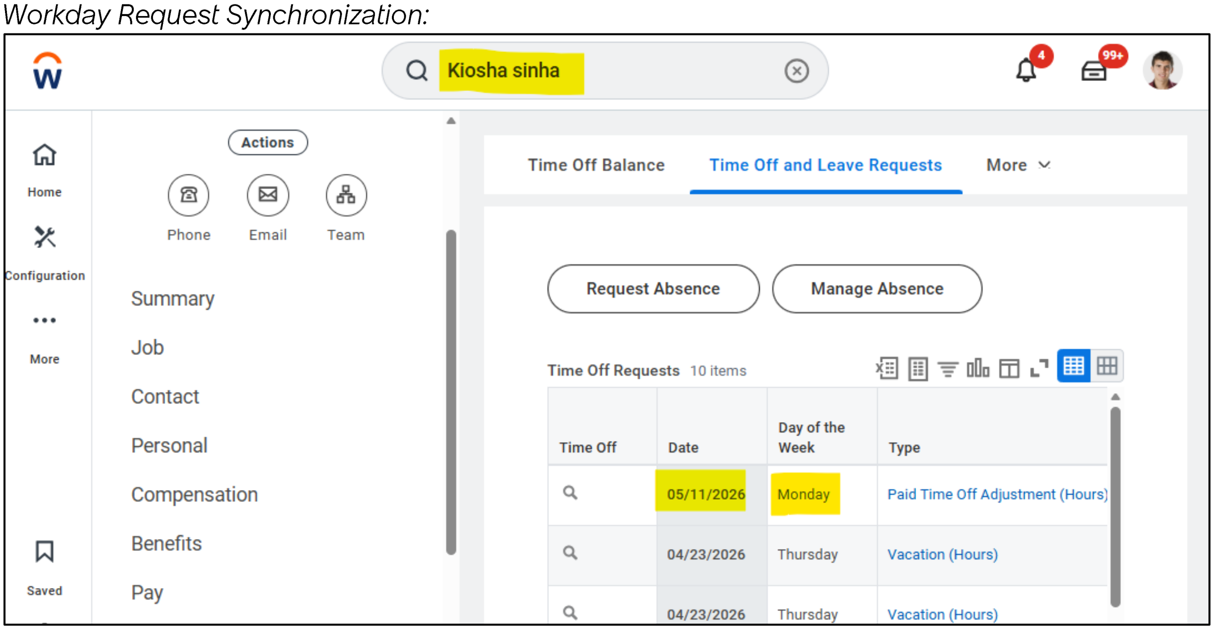
Employee Center - Home Page
Purchases and expenses
How can we help?
Search
Popular topics
Purchase requests
IT for IT
All Topics
Start typing to filter the list of topics below...
Check Ticket & Support Status
Get Holiday Calendar
Get Time Off Balance
Get Total Rewards
Get User Paychecks
Lookup Worker Profile
Now Assist Live Agent
Request TimeOff
Update Address
Update Blood Type
Requests
servicenow
Technology services
Purchases and expenses
How can we help?
Search
Popular topics
Purchase requests
IT for IT
Now Assist
Request TimeOff
Just now
When would you like your leave to start? Please provide the date and time.
May 2026
2026-05-01 05:49 pm
Surveys
Contracts



Workday Request Synchronization:



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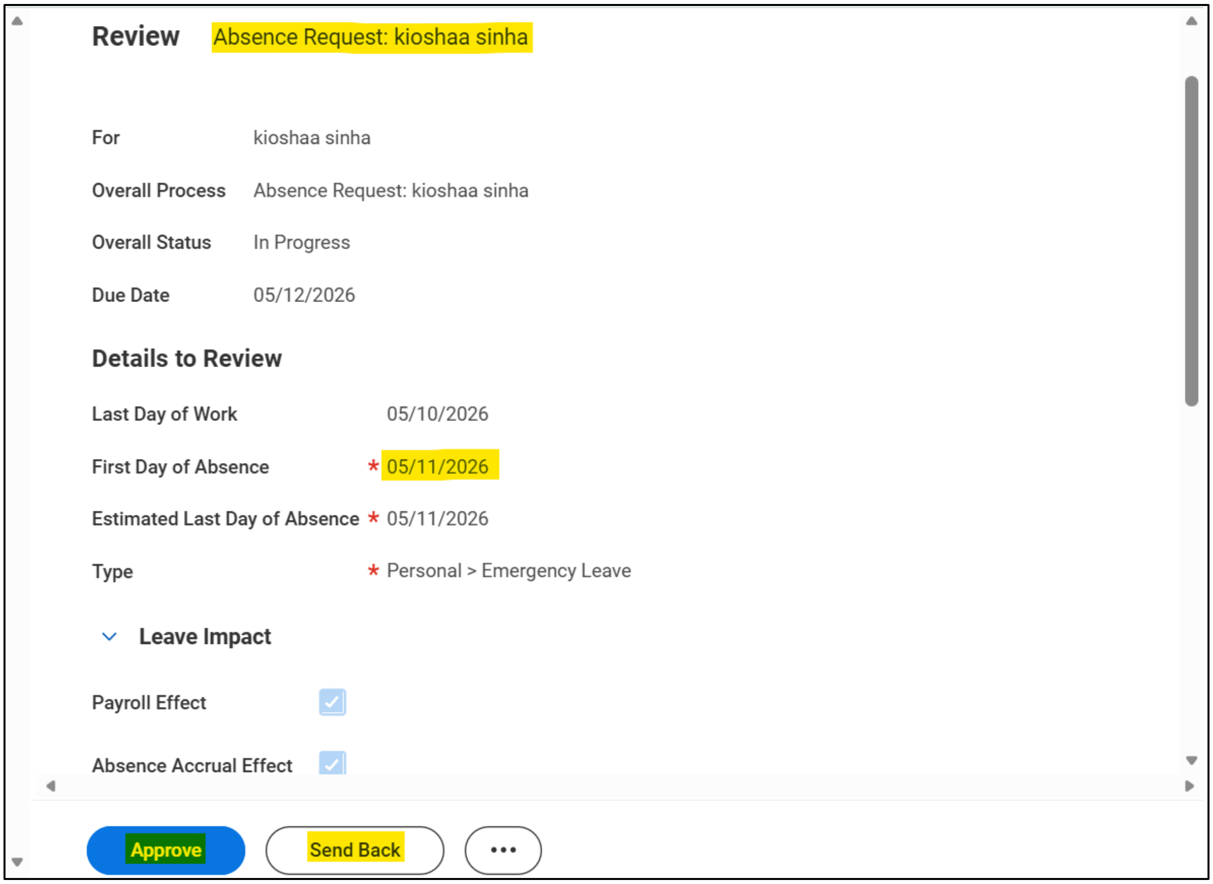


Technical Details:

- 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

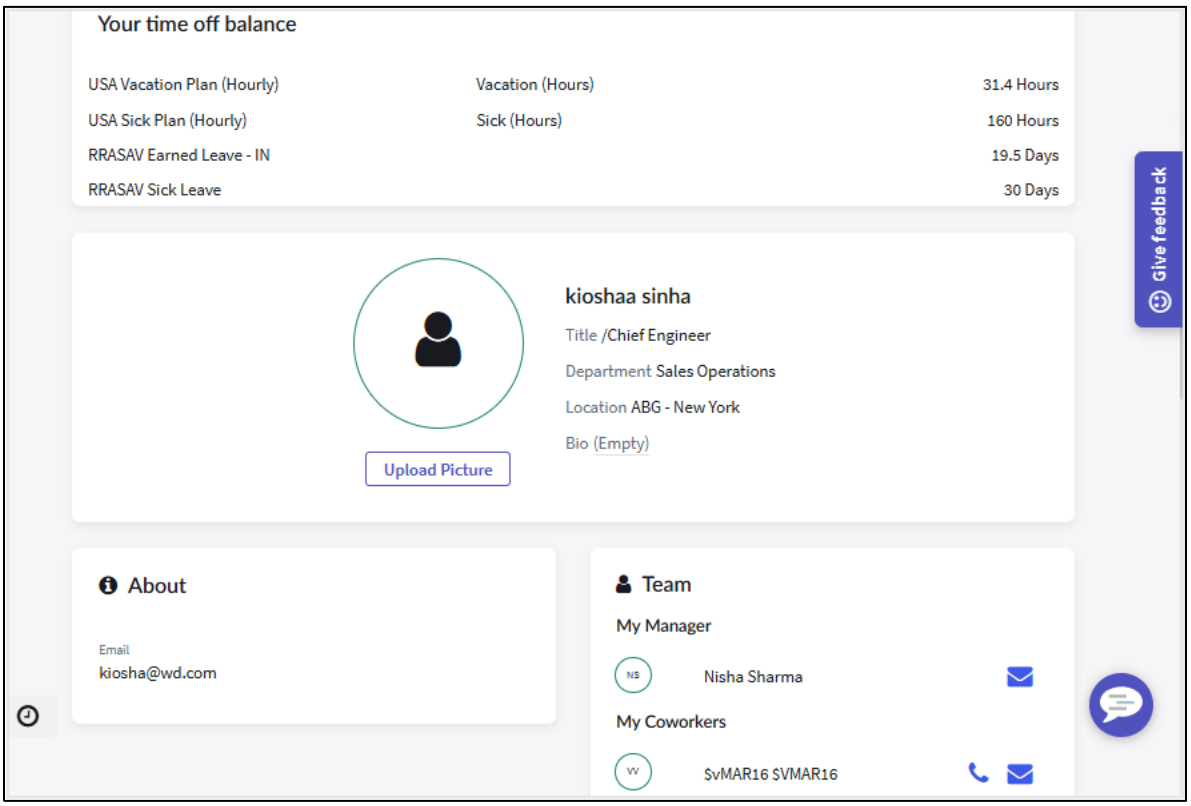
Employees can check their Time Off balance within ServiceNow through the Time Off **Widget** in the Employee Center, which provides a quick and visual summary. In addition, employees can also retrieve their Time Off balance through the Employee center **Virtual Agent**, enabling a conversational and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

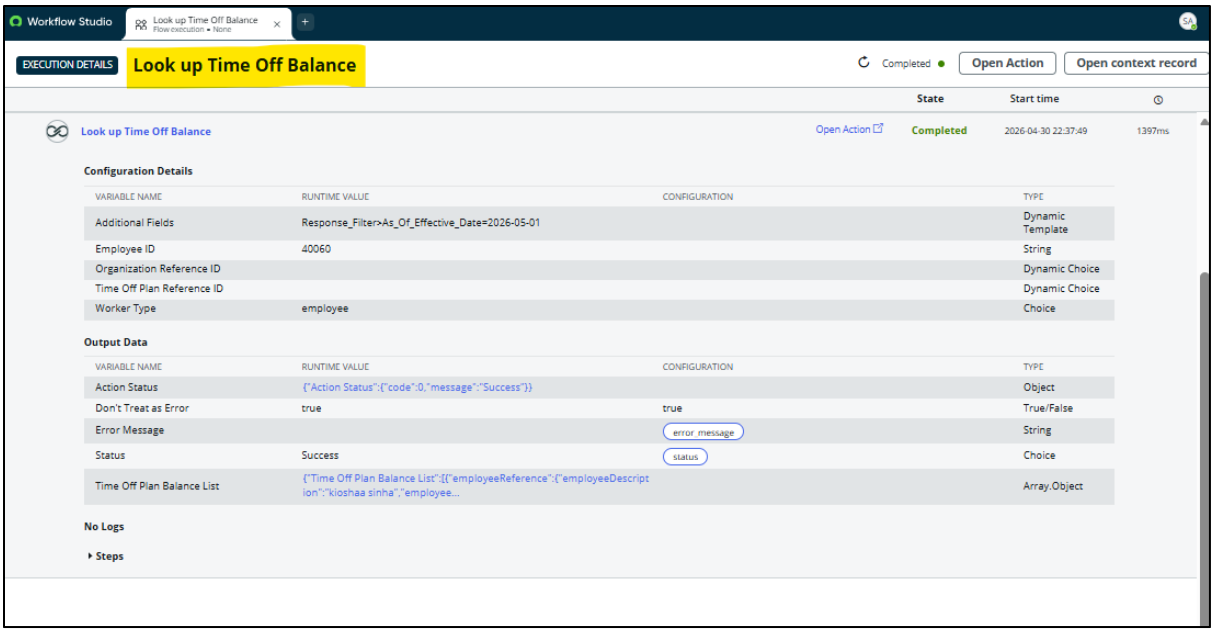
1. To view the Time Off Balance:
2. Navigate to the Employee Center.
3. Open your profile.
4. Locate the section "Your Time Off Balance".



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.

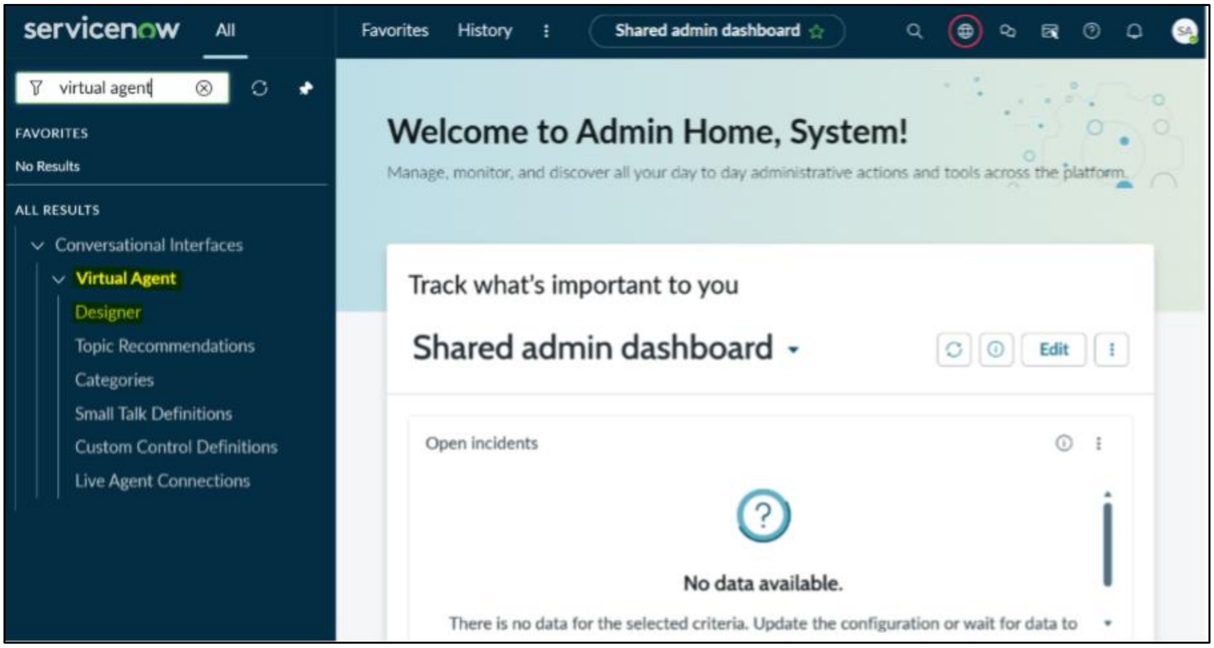


1.2.1.1 Virtual Agent Configuration for Time Off Balance

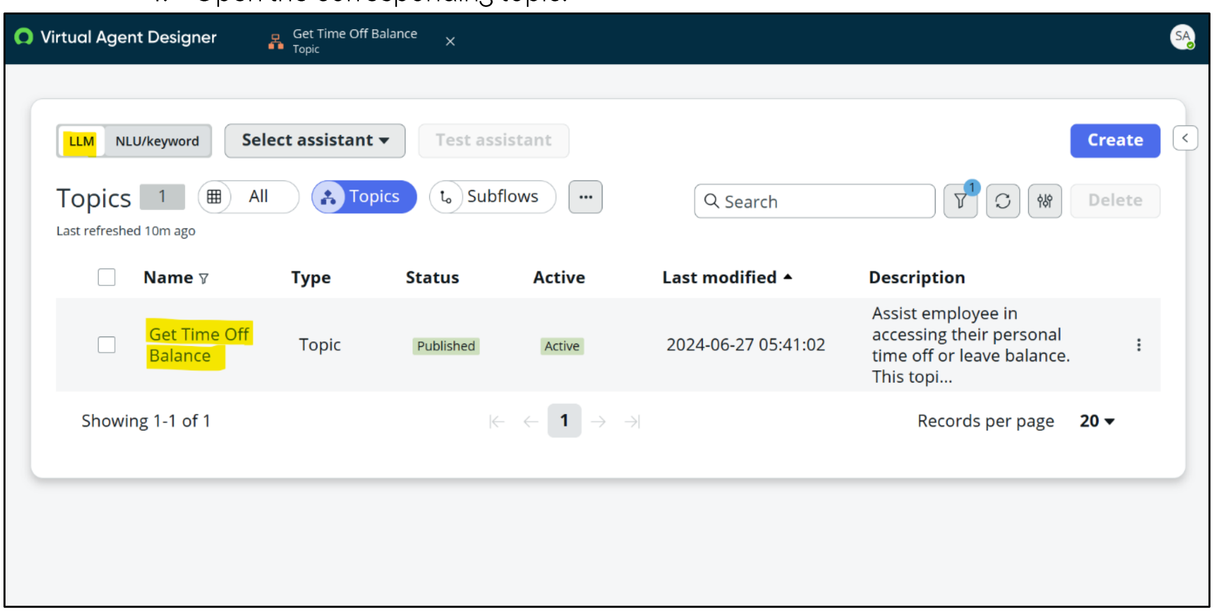
Below is the configuration required for Time Off Balance use case in the Virtual Agent:

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

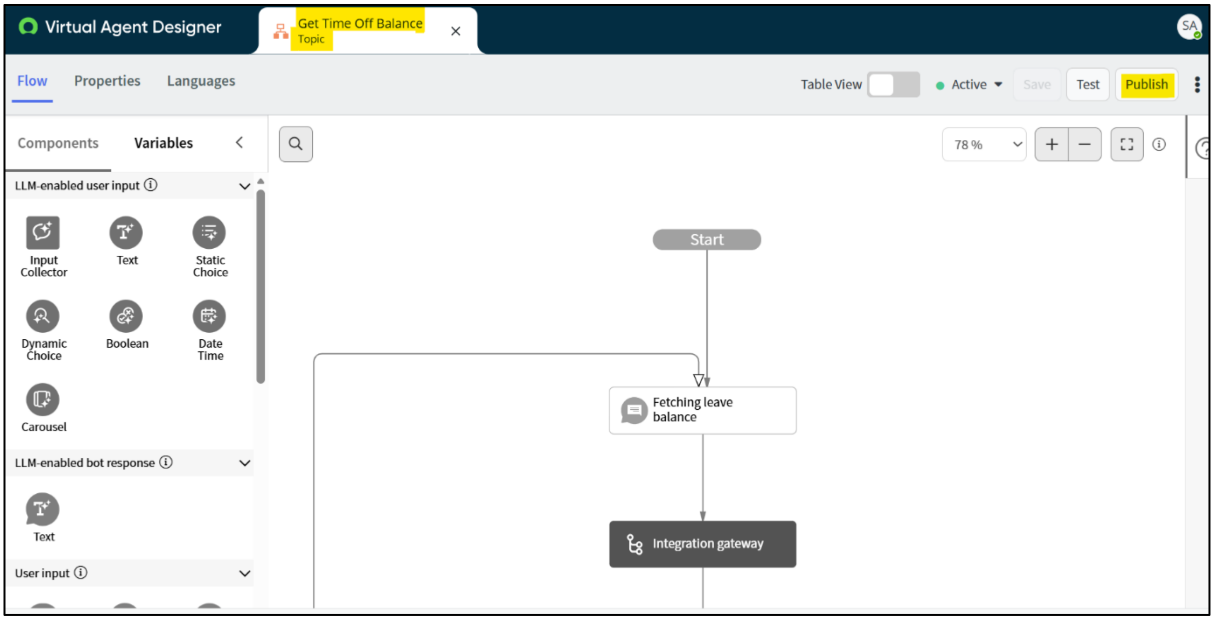
1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.



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.

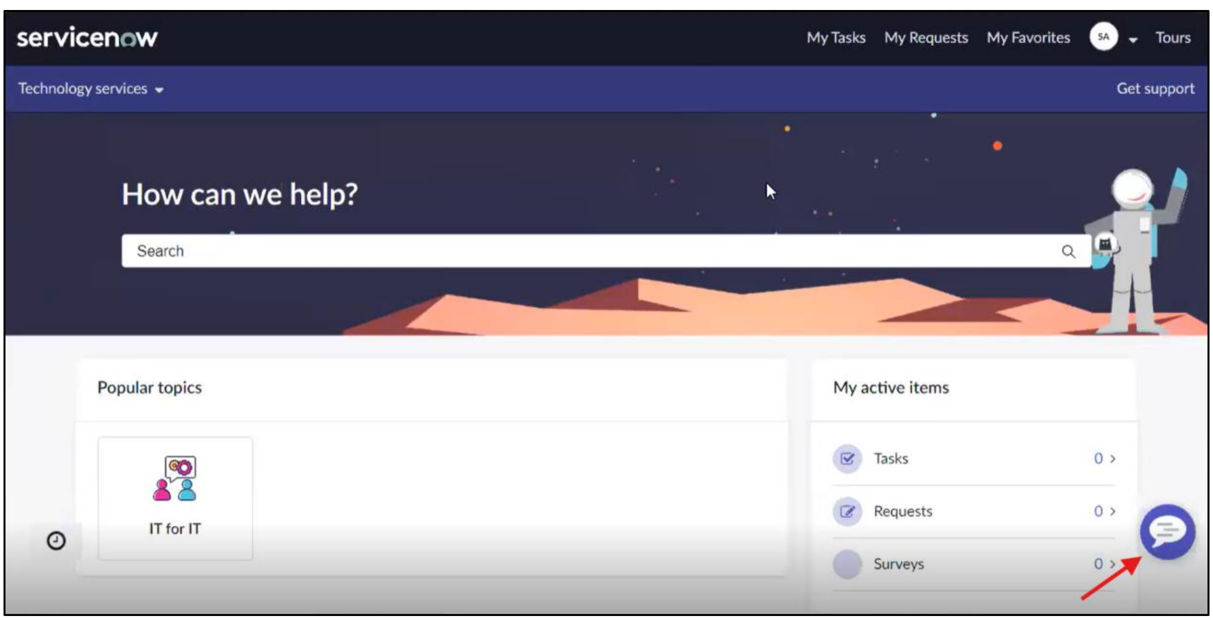


1.2.1.2 Use case of Time off Balance through Virtual Agent

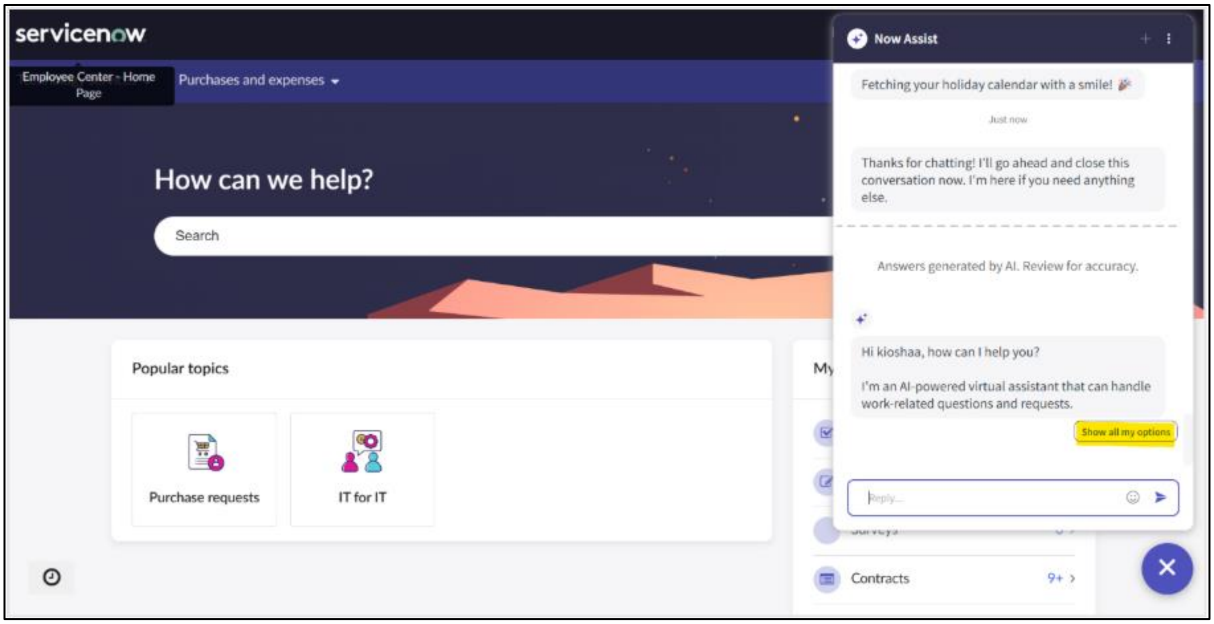
The Get Time Off Balance use case allows users to view their time off balance through the AI-powered virtual assistant in the Employee Center.

Procedure

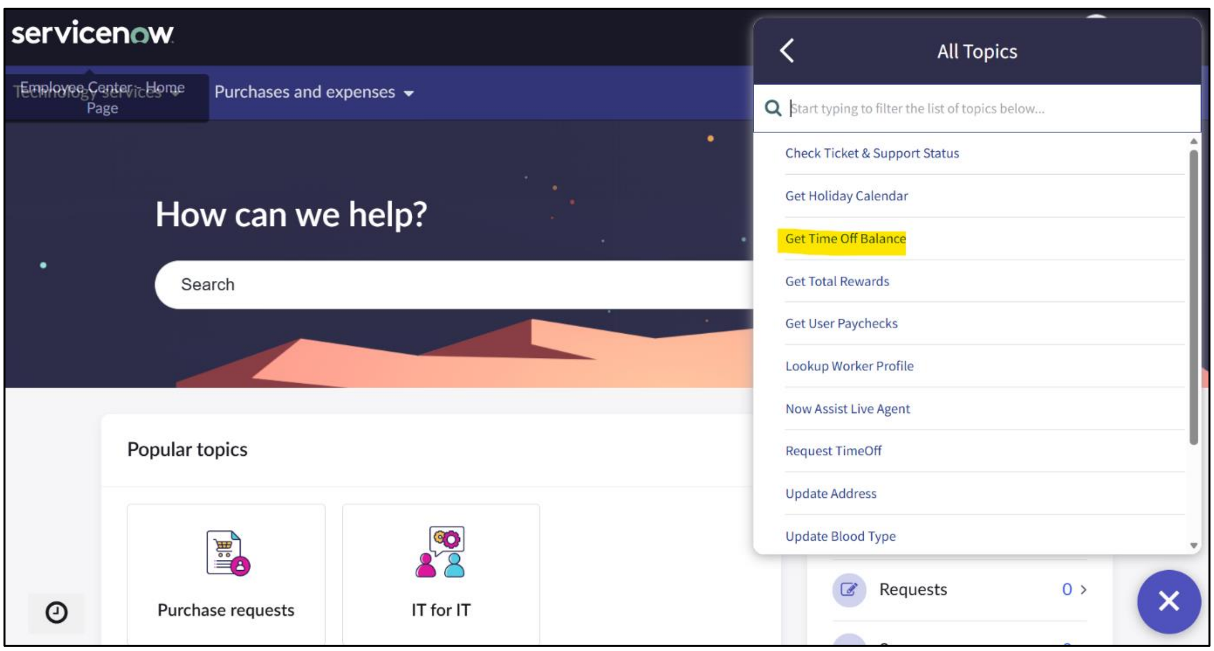
1. Navigate to the Employee Center.
2. Click on the virtual assistant



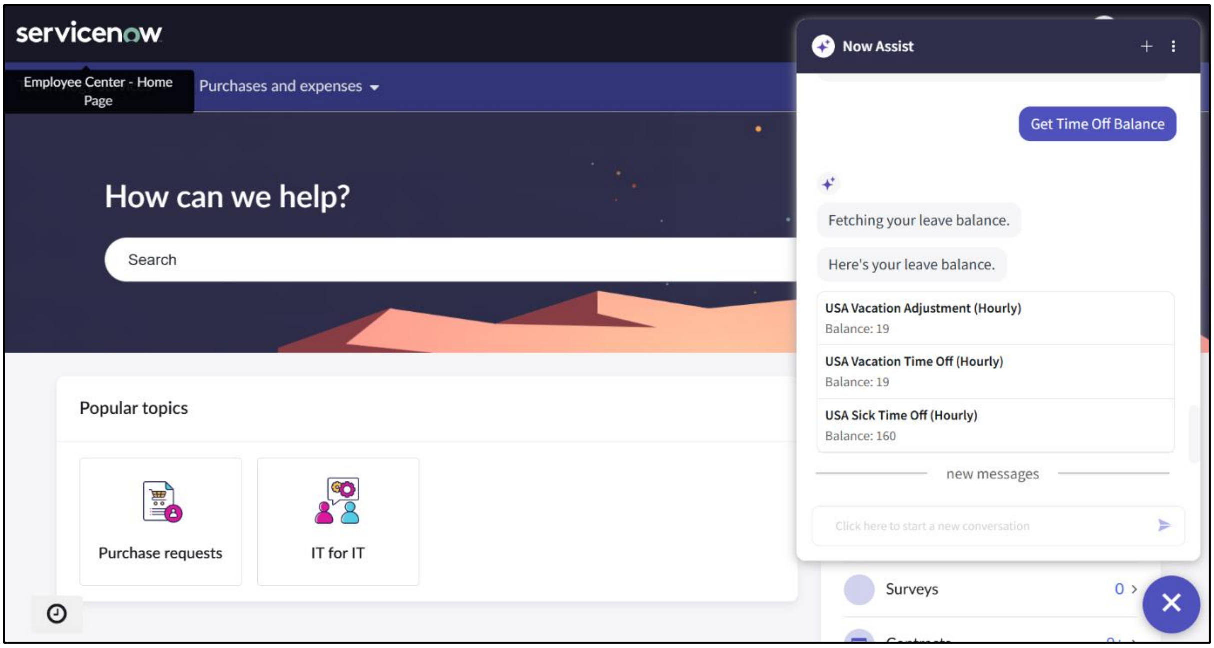
3. Click on the “Show all my options” button.



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

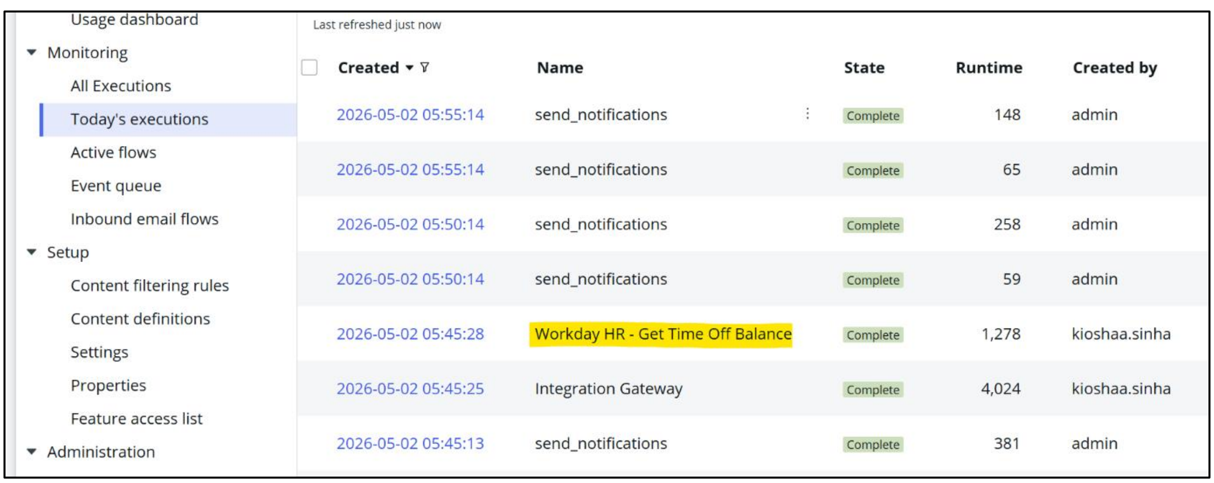


6. Upon clicking "Get Time Off Balance," the time-off balance details will be displayed



Background Process:

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



Created	Name	State	Runtime	Created by
2026-05-02 05:55:14	send_notifications	Complete	148	admin
2026-05-02 05:55:14	send_notifications	Complete	65	admin
2026-05-02 05:50:14	send_notifications	Complete	258	admin
2026-05-02 05:50:14	send_notifications	Complete	59	admin
2026-05-02 05:45:28	Workday HR - Get Time Off Balance	Complete	1,278	kioshaa.sinha
2026-05-02 05:45:25	Integration Gateway	Complete	4,024	kioshaa.sinha
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.

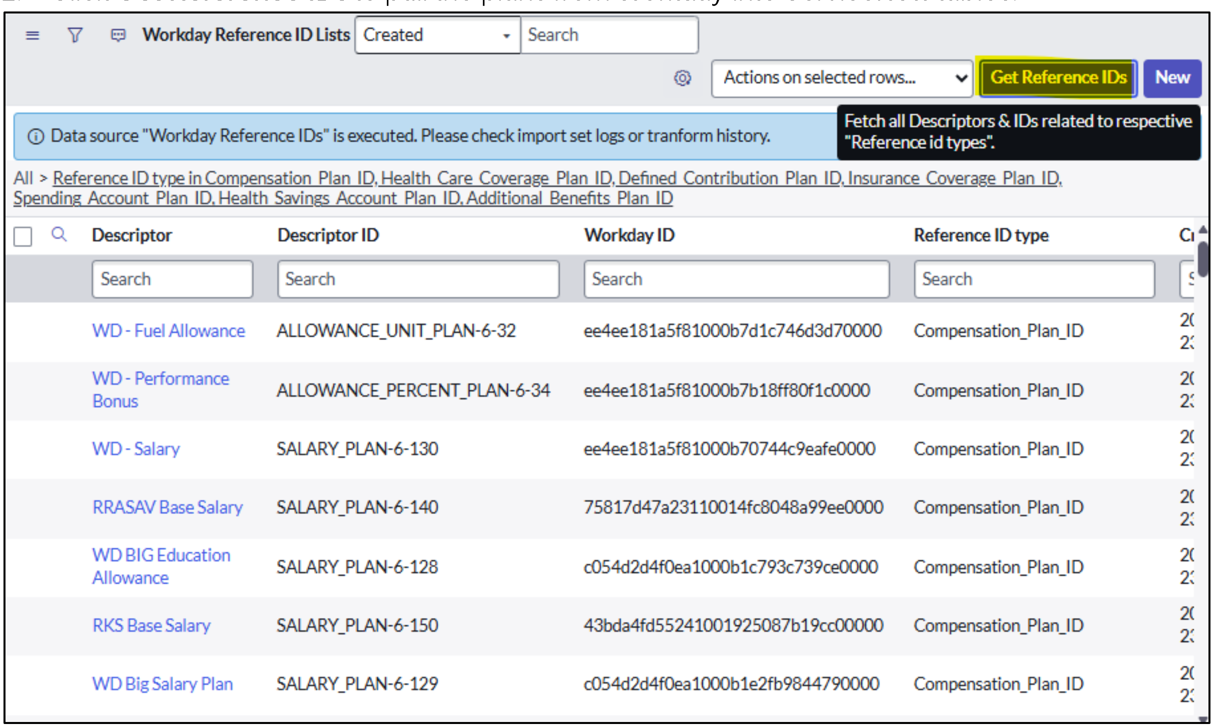
1.3.1 Configuration required for Total rewards

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:

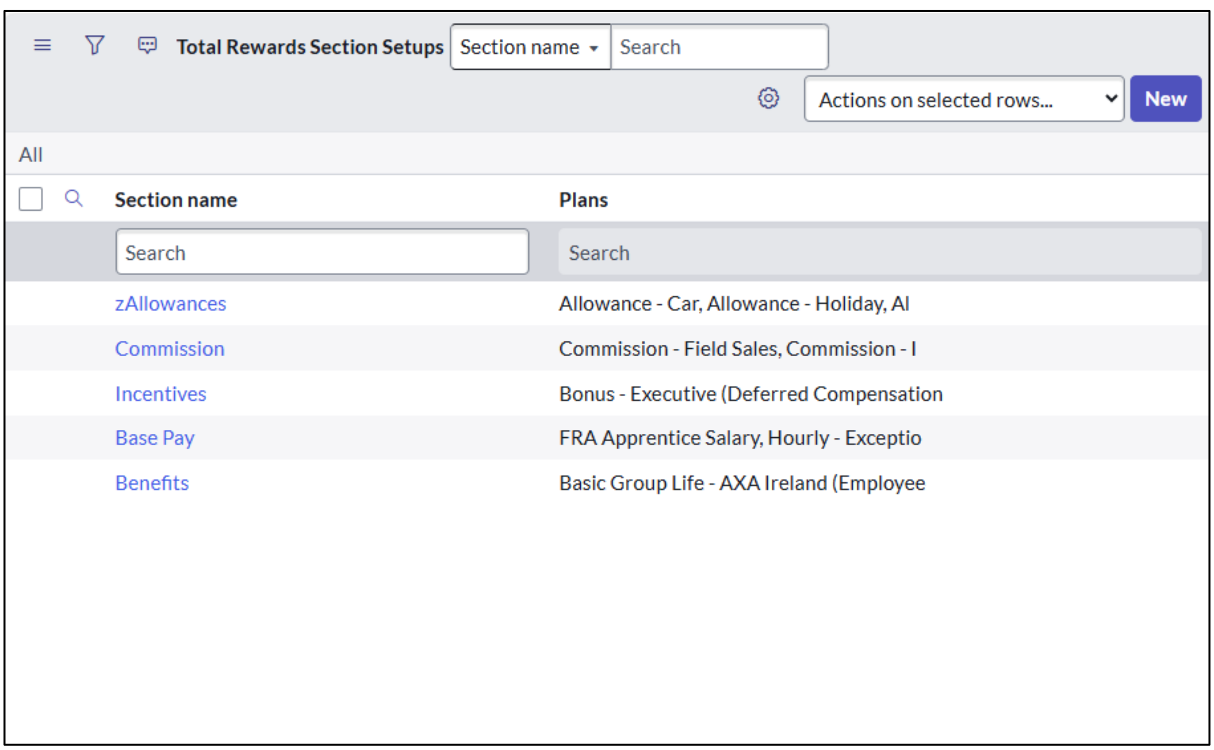
Create sections and associate plans to it. Add those sections to Total Rewards Template.

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

Field	Description
Section name	Name of the section. For example: Allowances.
Plans	Plans that you want to include in the section. For example, Allowance - Car, Allowance - Mobile, and Allowance - Housing

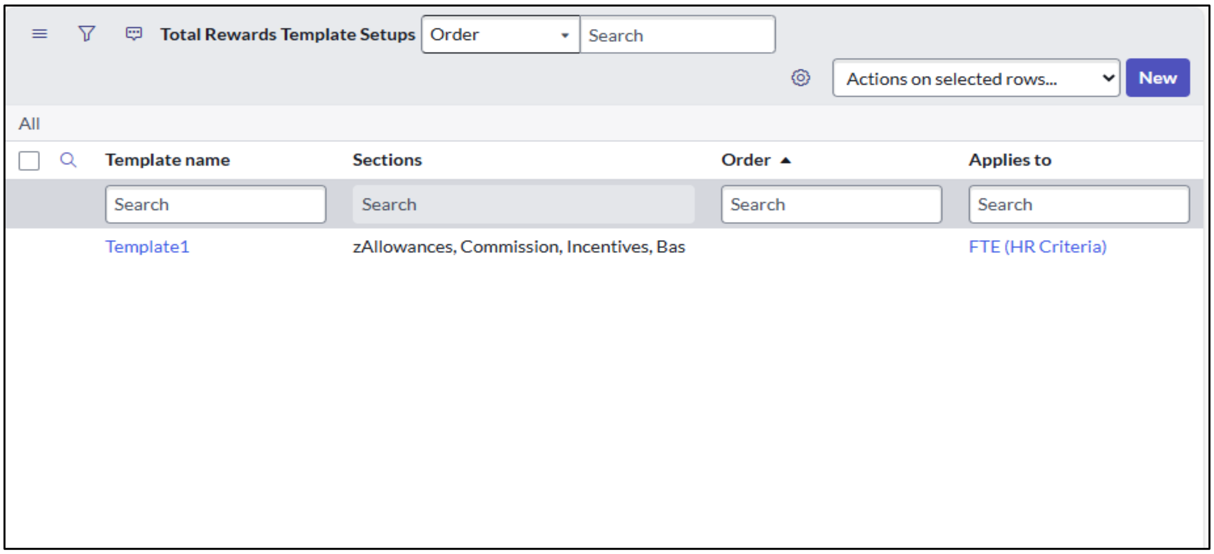
4. Click **Submit**.



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 Setup form

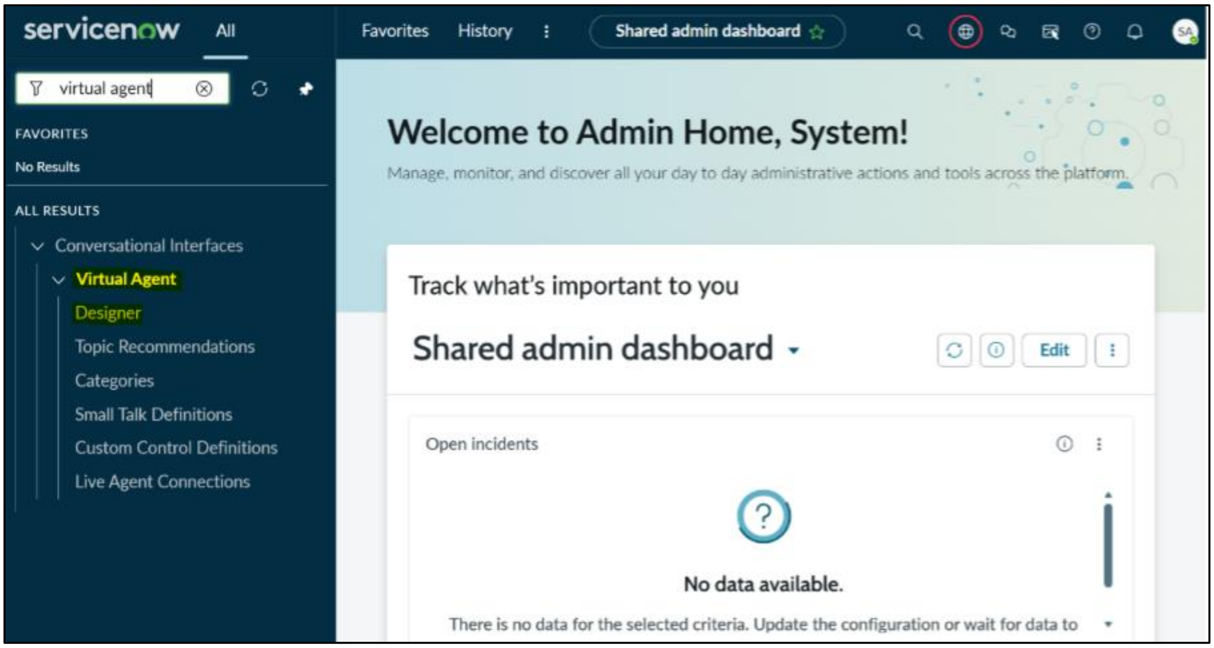
Field	Description
Template name	Suitable name of the template.
Sections	Sections that you want to include in the template, for example, Base Pay, Allowances, Incentive Pay, and Commission.
Applies to	Template applies only to the selected user criteria. For example, the template is applicable only to 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**.

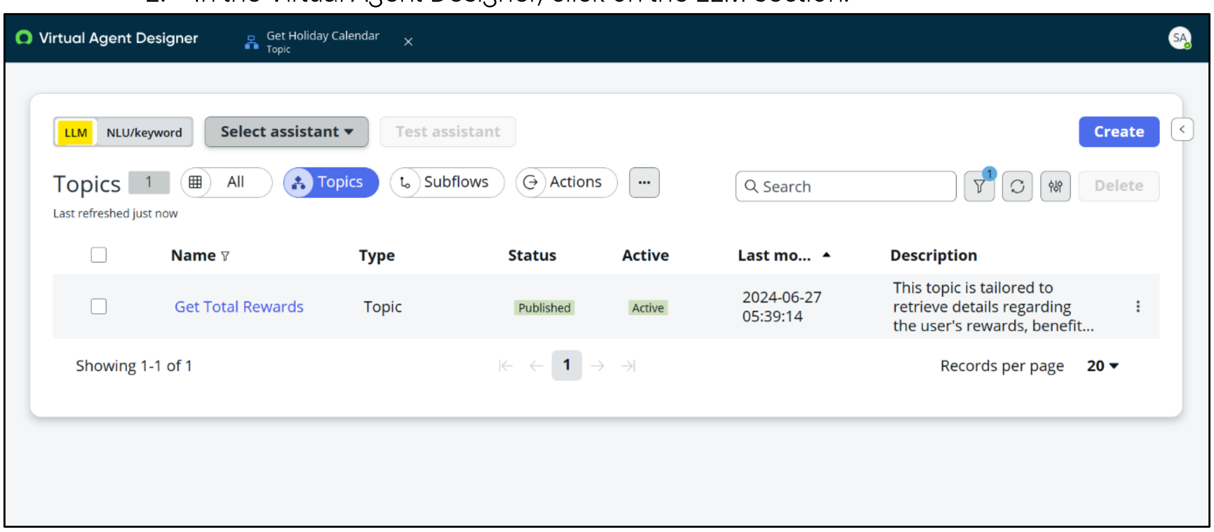
1.3.2 Virtual Agent Configuration for Total Rewards

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

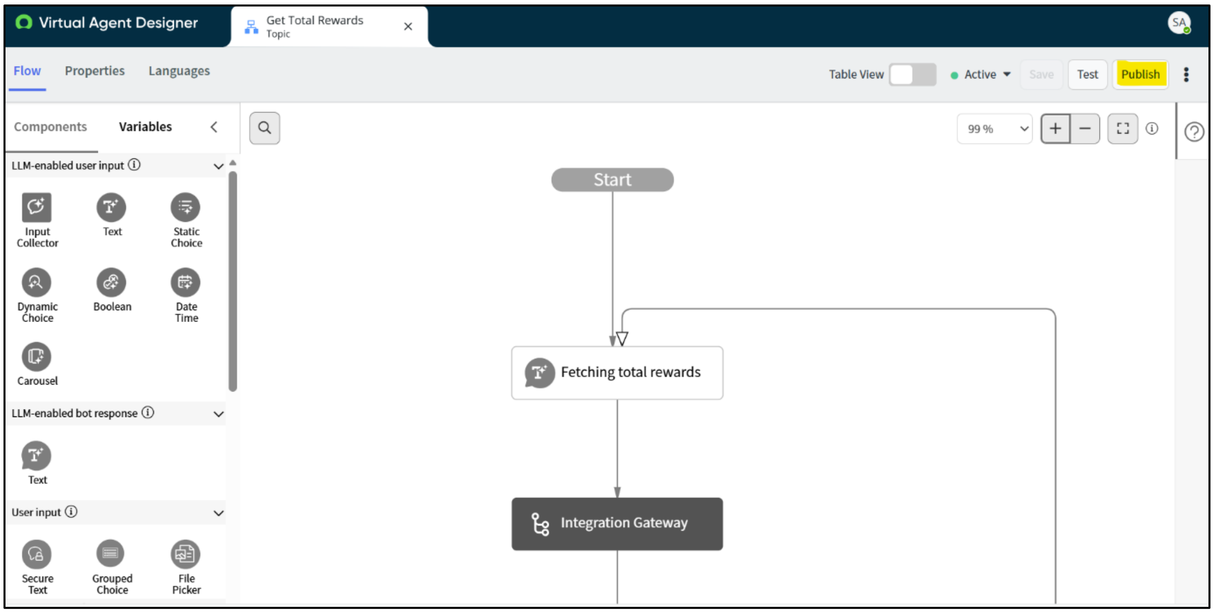
1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.



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

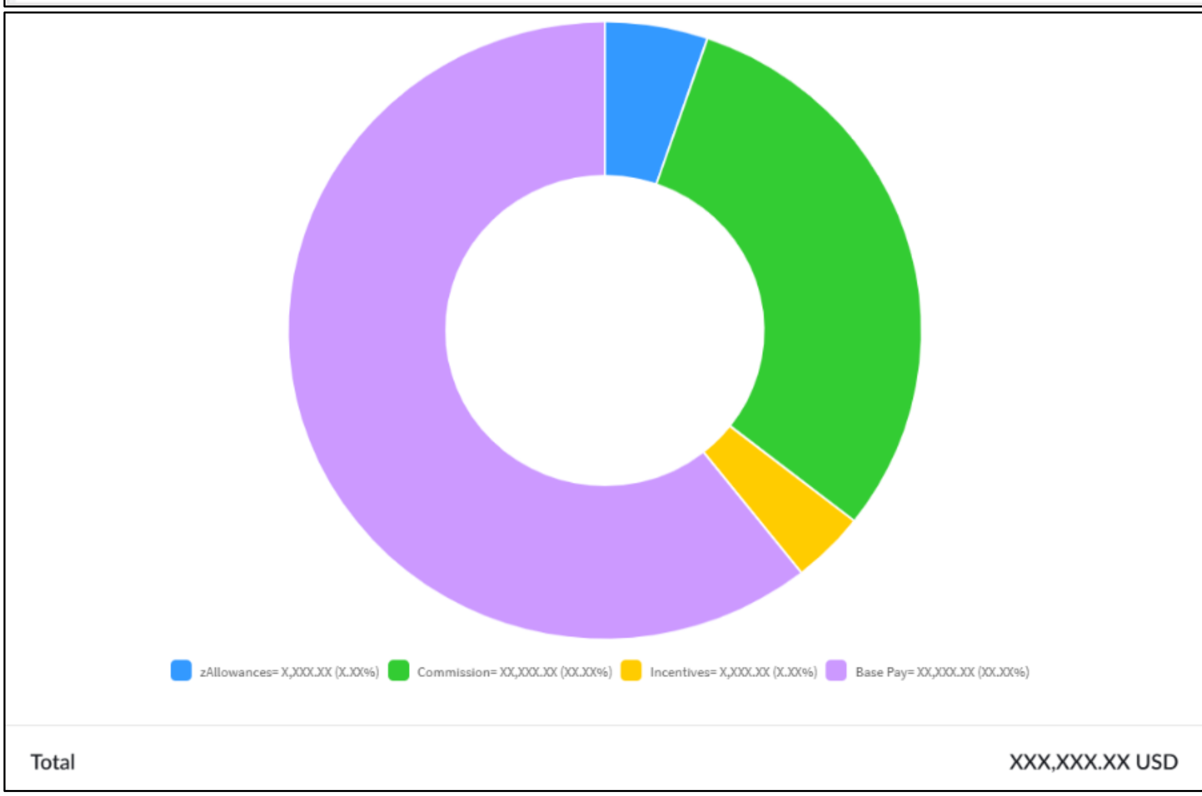
Total Rewards is a comprehensive view of compensation and perks an employee receives from an organization.

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

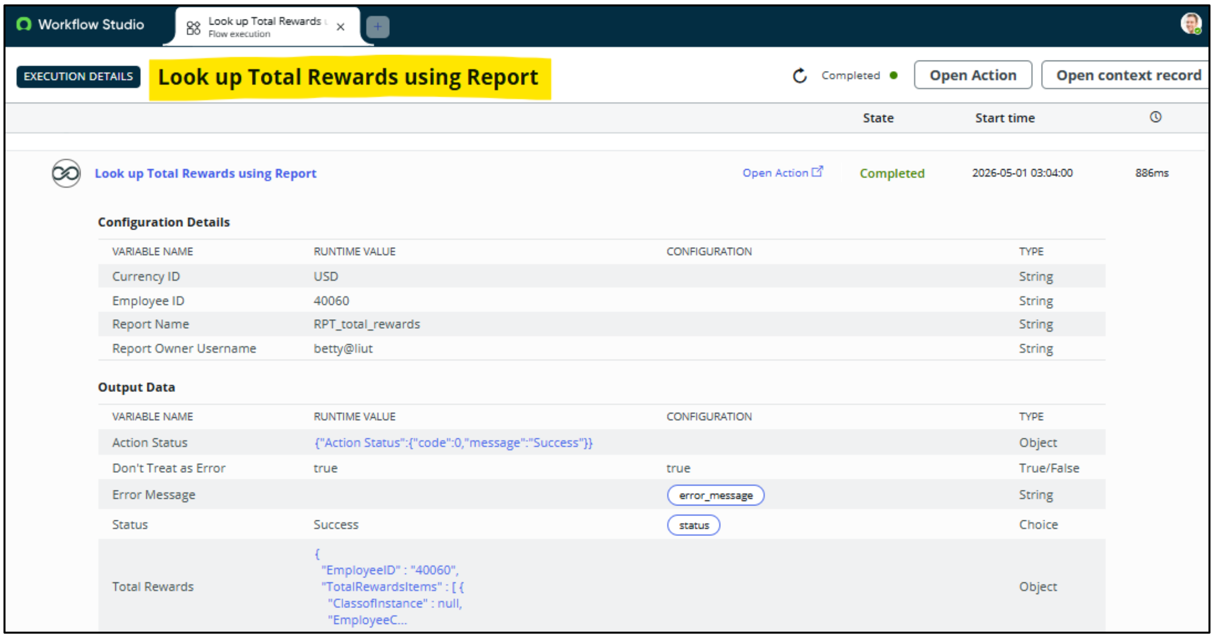
The Total Rewards Widget allows employees to view a consolidated summary of their total compensation and benefits.

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.

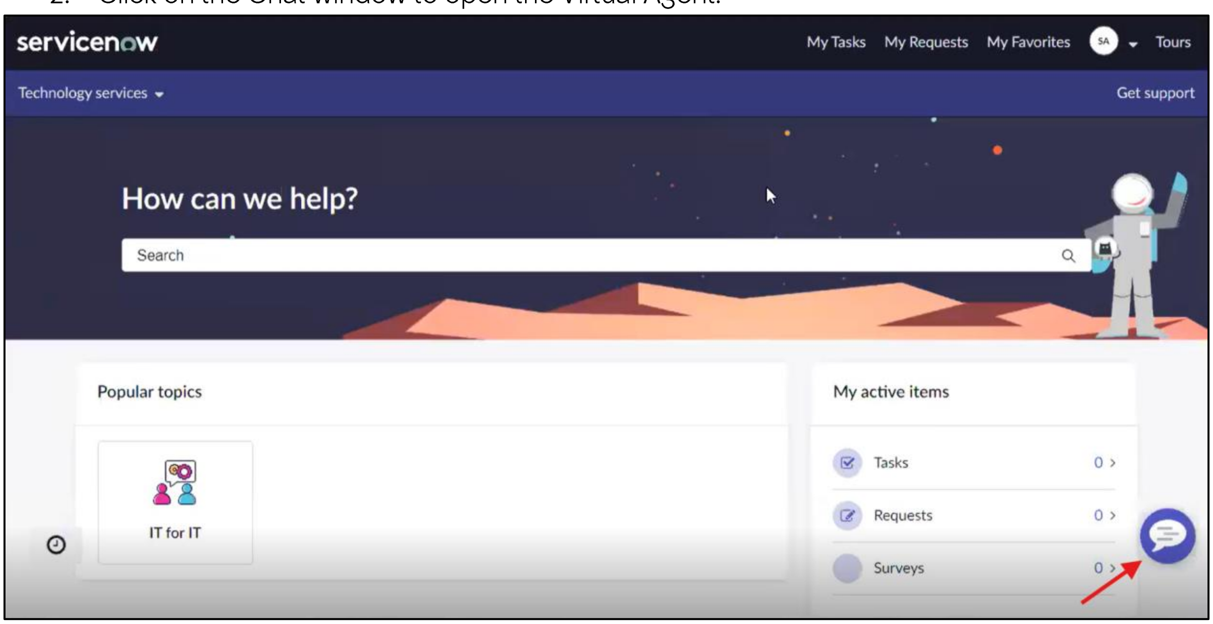


1.3.4 Use case of Total Rewards through Virtual Agent

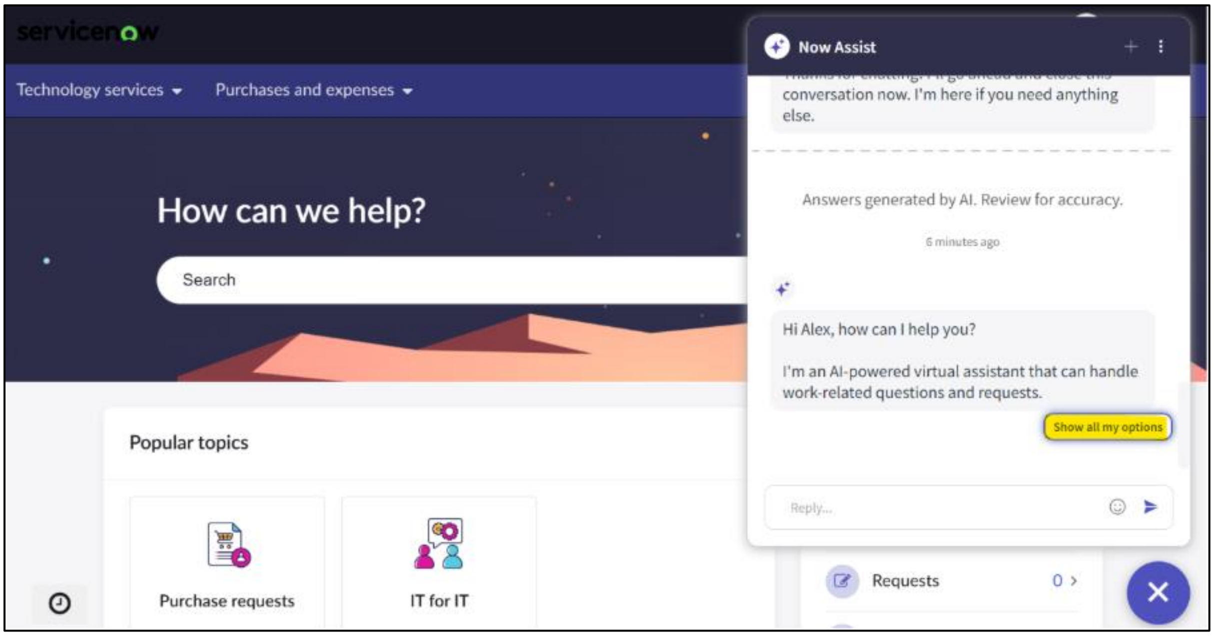
The Total Rewards use case allows users to check their rewards through Virtual Agent in Employee Center.

Procedure

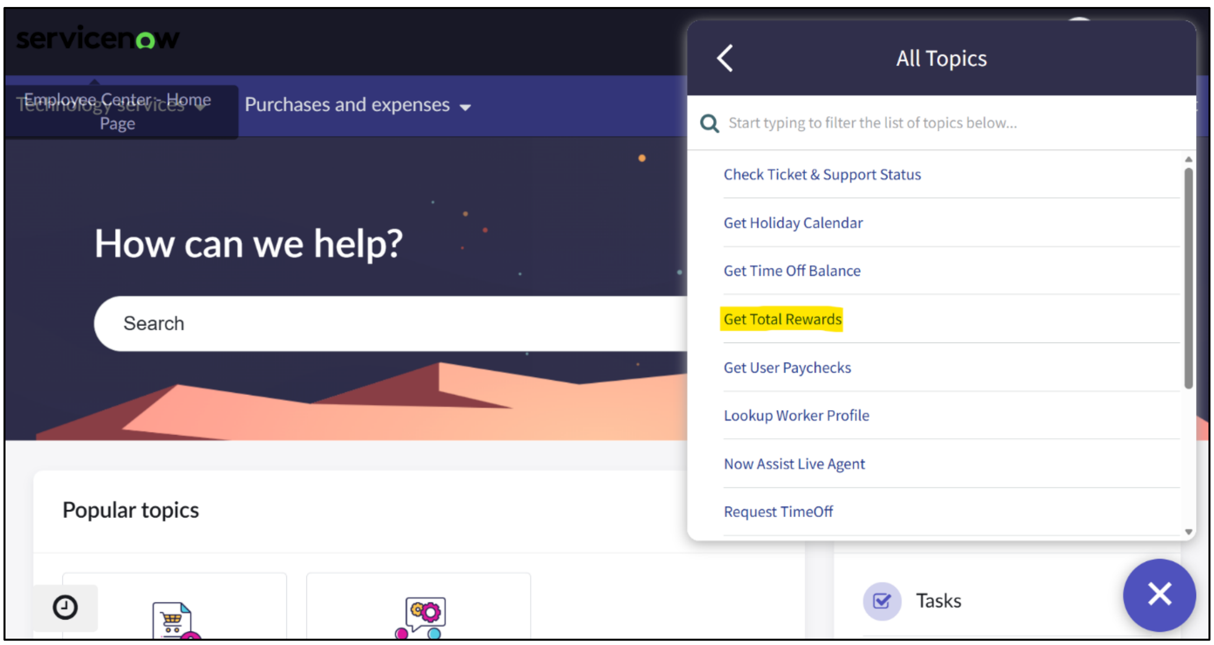
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.



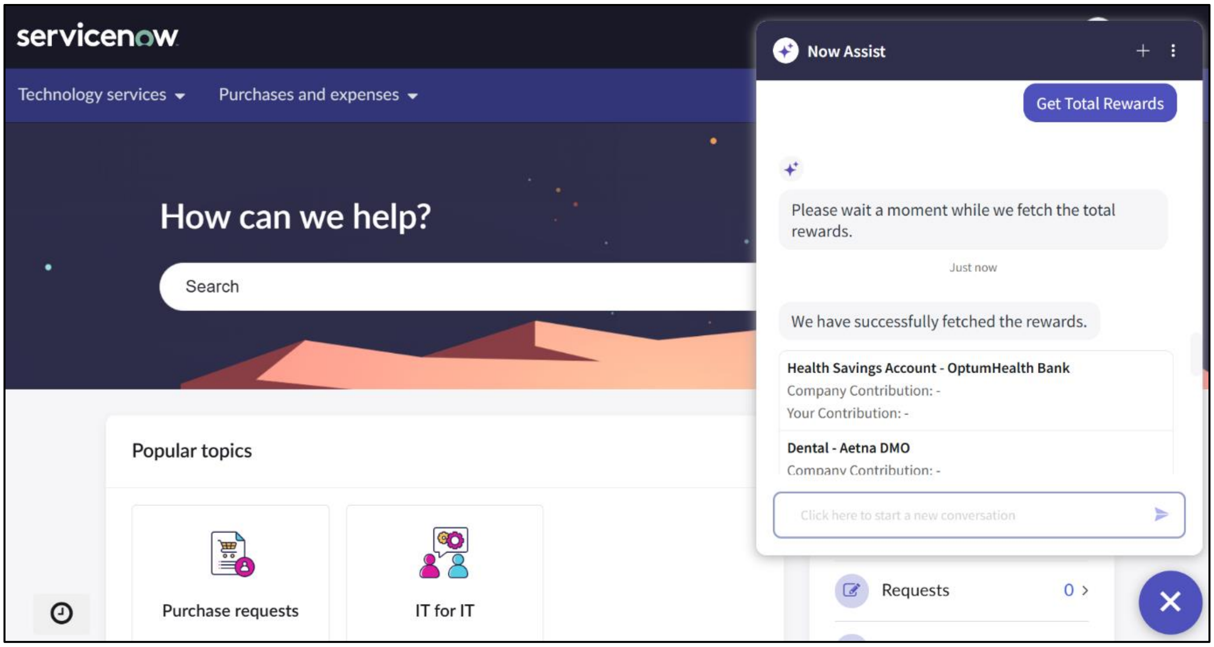
3. Click on the “Show all my options” button.

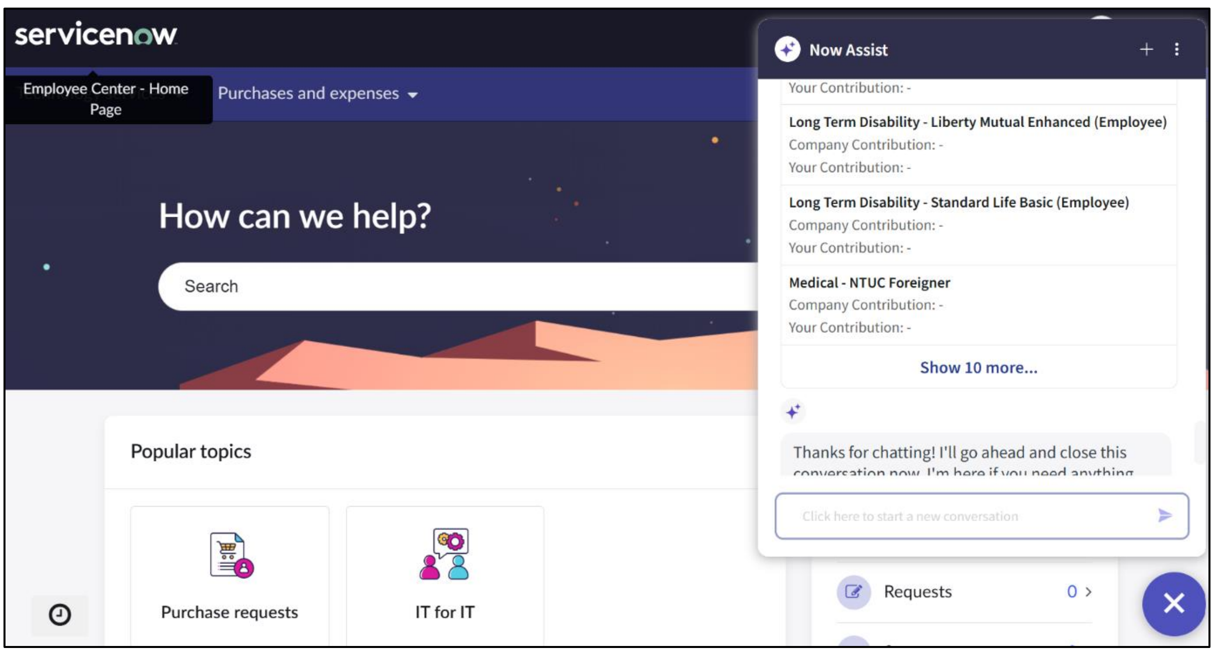


4. The list of all available topics will be displayed.
5. Select “Get Total Rewards” to view the details.



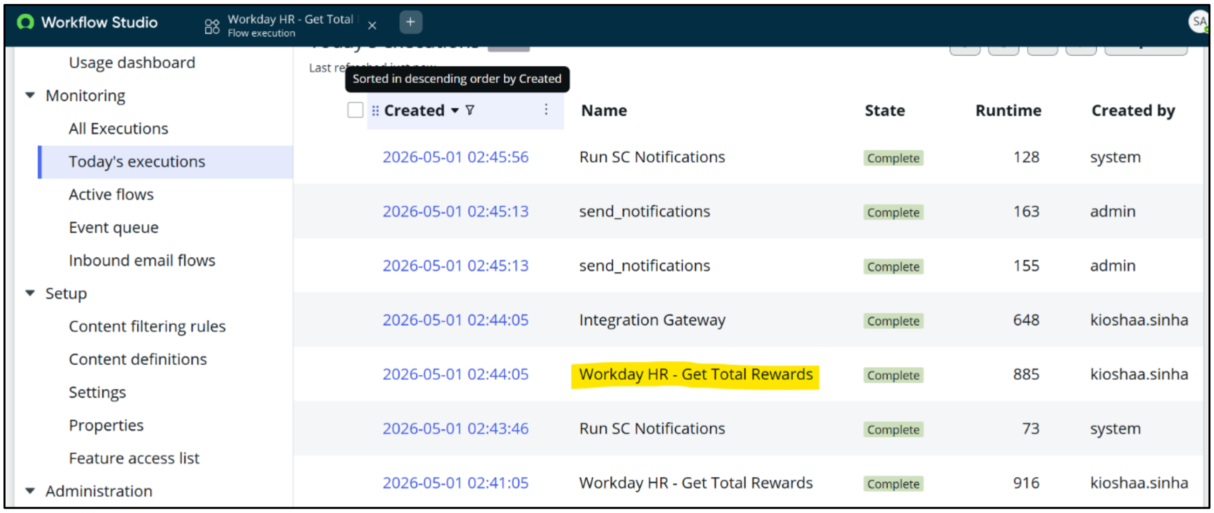
6. The employee’s Total Rewards information will be displayed





Background Process:

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



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.

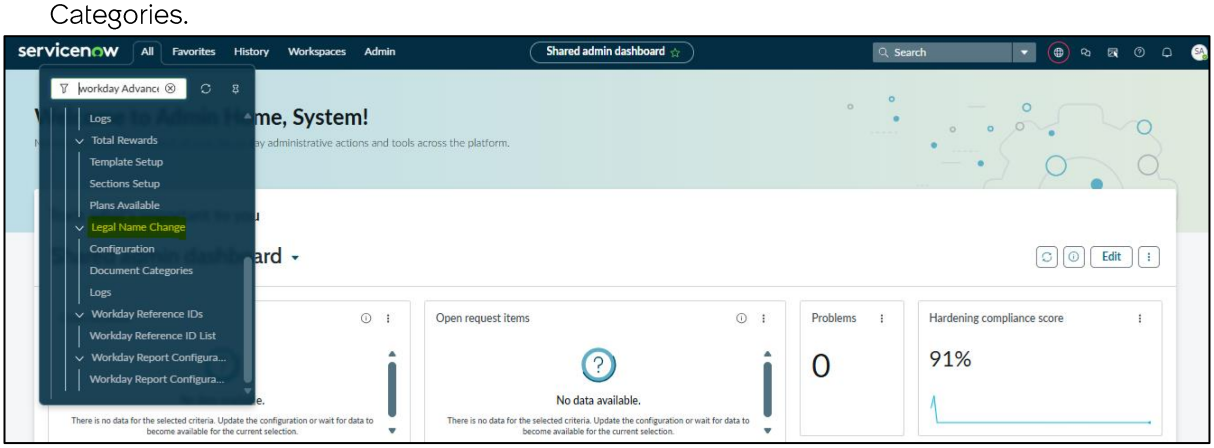
1.4 Legal Name Change

1.4.1 Configuration required for Legal Name Change

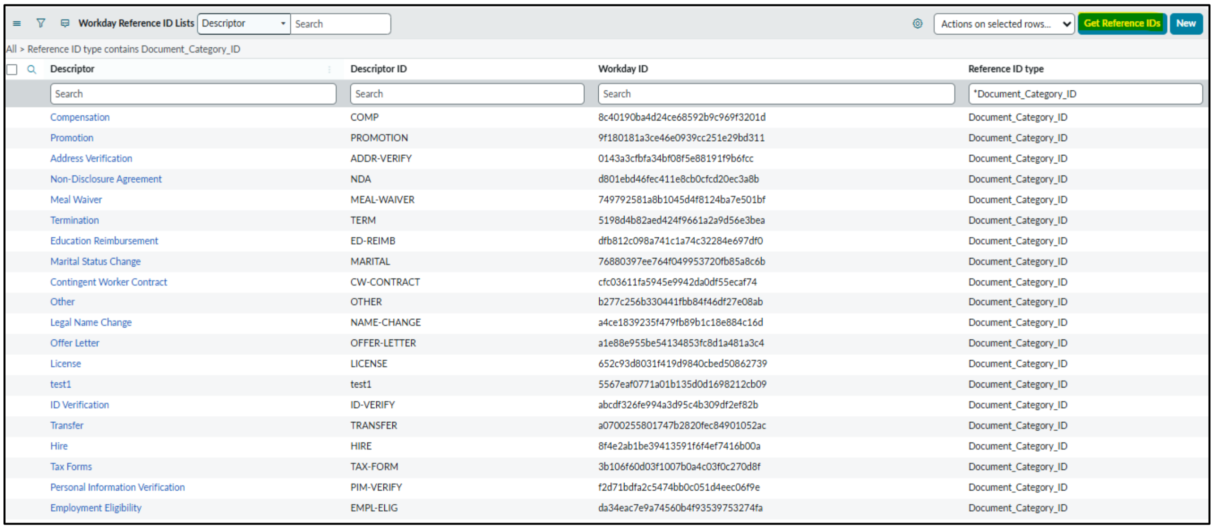
Legal name change configuration allows employees to change their legal name through **virtual agent** conversation in Employee Center.

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.

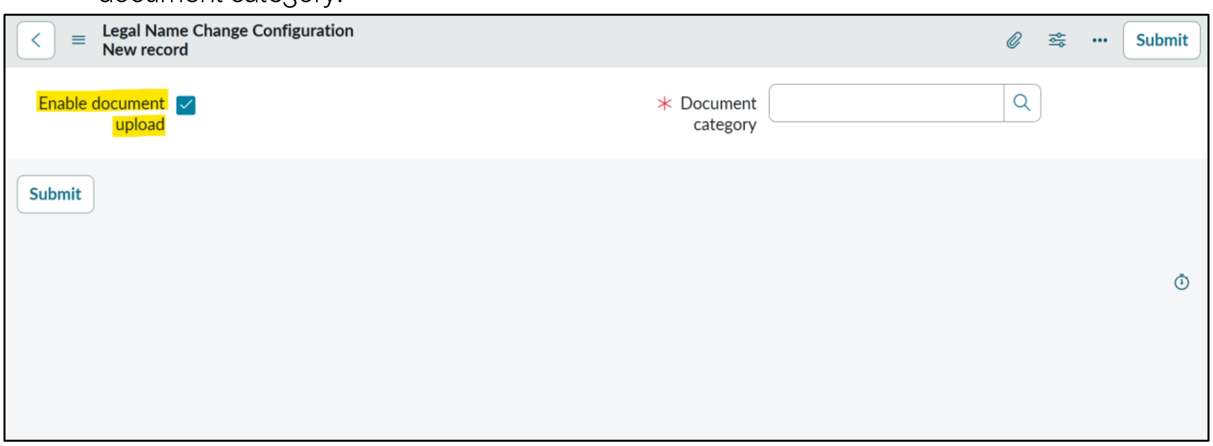


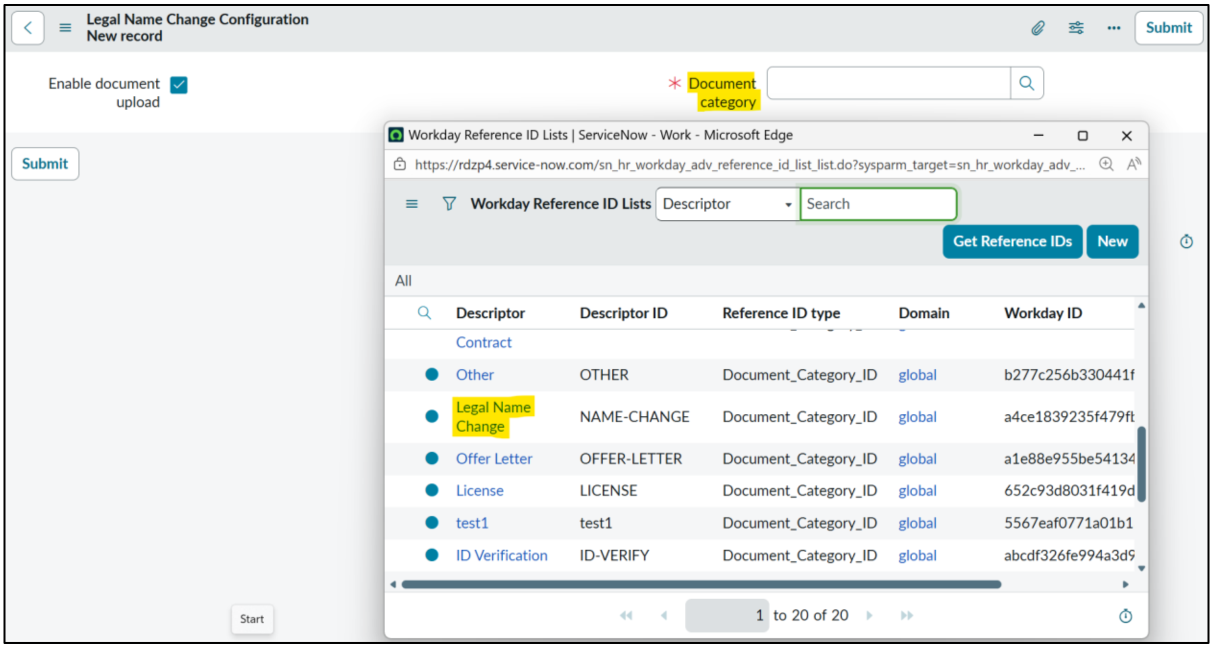
2. To pull the legal name change document categories from Workday into a ServiceNow application, click **Get Reference IDs**.



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	0143a3cfbfa34bf08f5e88191f9b6fcc	Document_Category_ID
Non-Disclosure Agreement	NDA	d801ebd46fec411e8cb0cfcd20ec3a8b	Document_Category_ID
Meal Waiver	MEAL-WAIVER	749792581a8b1045d4f8124ba7e501bf	Document_Category_ID
Termination	TERM	5198d4b82aed424f9661a2a9d56e3bea	Document_Category_ID
Education Reimbursement	ED-REIMB	dfb812c098a741c1a74c32284e697df0	Document_Category_ID
Marital Status Change	MARITAL	76880397ee764f049953720fb85a8c6b	Document_Category_ID
Contingent Worker Contract	CW-CONTRACT	cfc03611fa5945e9942da0df55ecaf74	Document_Category_ID
Other	OTHER	b277c256b330441fbb84f46df27e08ab	Document_Category_ID
Legal Name Change	NAME-CHANGE	a4ce1839235f479fb89b1c18e884c16d	Document_Category_ID
Offer Letter	OFFER-LETTER	a1e88e955be54134853fc8d1a481a3c4	Document_Category_ID
License	LICENSE	652c93d8031f419d9840cbed50862739	Document_Category_ID
test1	test1	5567eaf0771a01b135d0d1698212cb09	Document_Category_ID
ID Verification	ID-VERIFY	abcdf326fe994a3d95c4b309df2ef82b	Document_Category_ID
Transfer	TRANSFER	a0700255801747b2820fec84901052ac	Document_Category_ID
Hire	HIRE	8f4e2ab1be39413591f6f4ef7416b00a	Document_Category_ID
Tax Forms	TAX-FORM	3b106f60d03f1007b0a4c03f0c270d8f	Document_Category_ID
Personal Information Verification	PIM-VERIFY	f2d71bdfa2c5474bb0c051d4eec06f9e	Document_Category_ID
Employment Eligibility	EMPL-ELIG	da34eac7e9a74560b4f93539753274fa	Document_Category_ID

3. 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.
4. Navigate to Workday Advanced Use Cases > Legal Name Change > Configuration.
5. On the Legal Name Change Configurations form, click **New**.
6. 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.





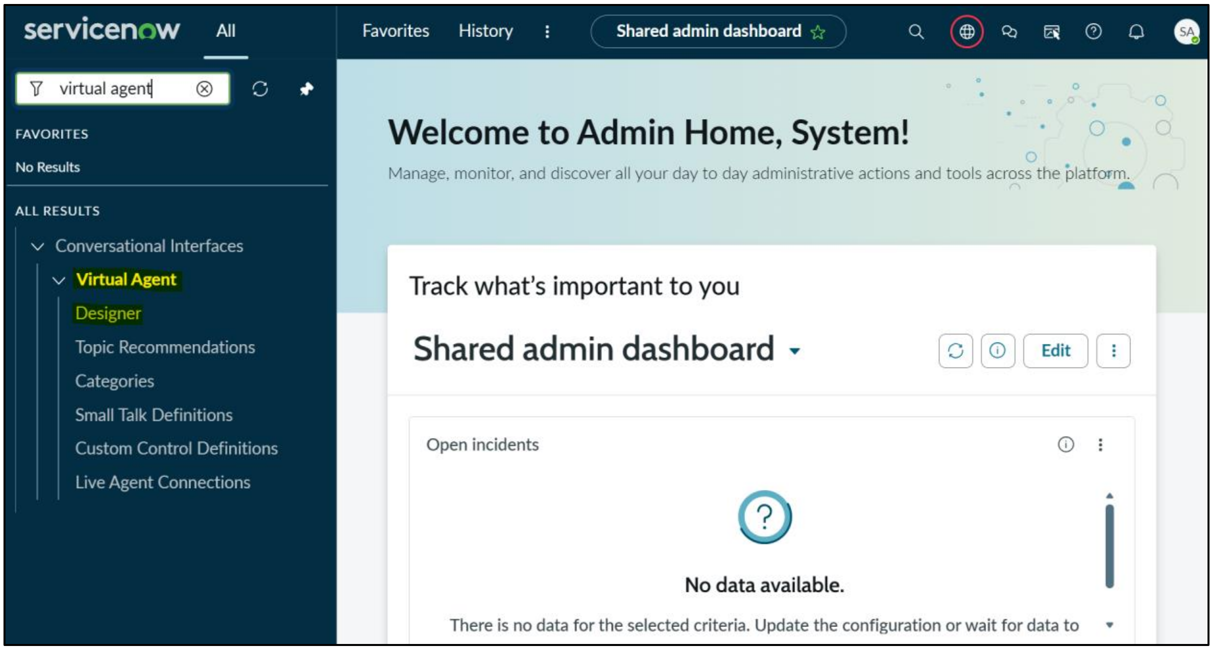
7. Click **Submit**.

1.4.2 Virtual Agent Configuration for Legal Name Change

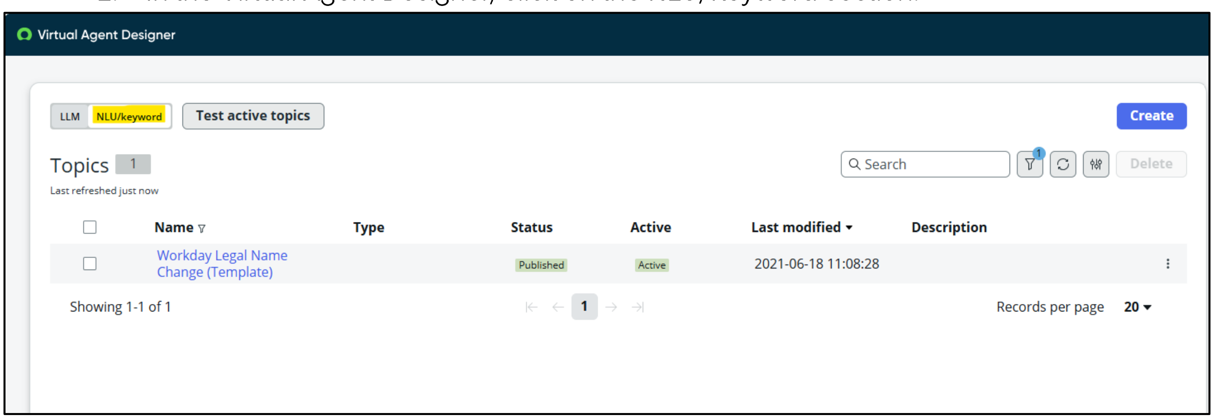
Below is the configuration required for the Legal Name Change use case in the Virtual Agent:

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

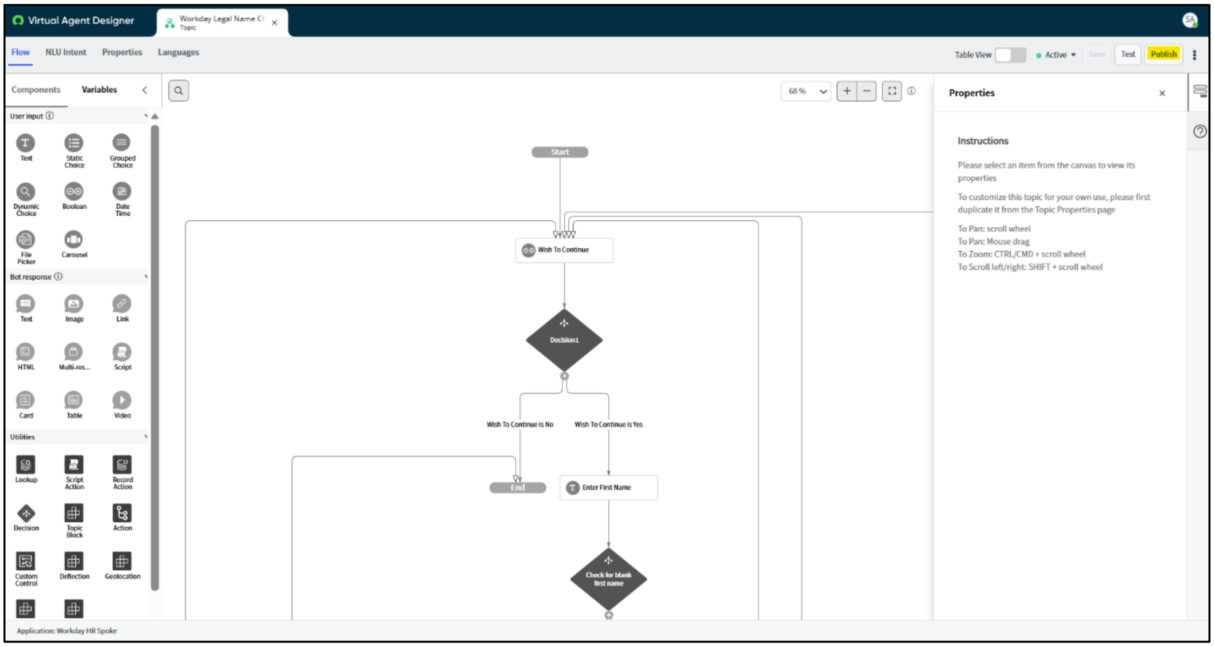
1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.



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.

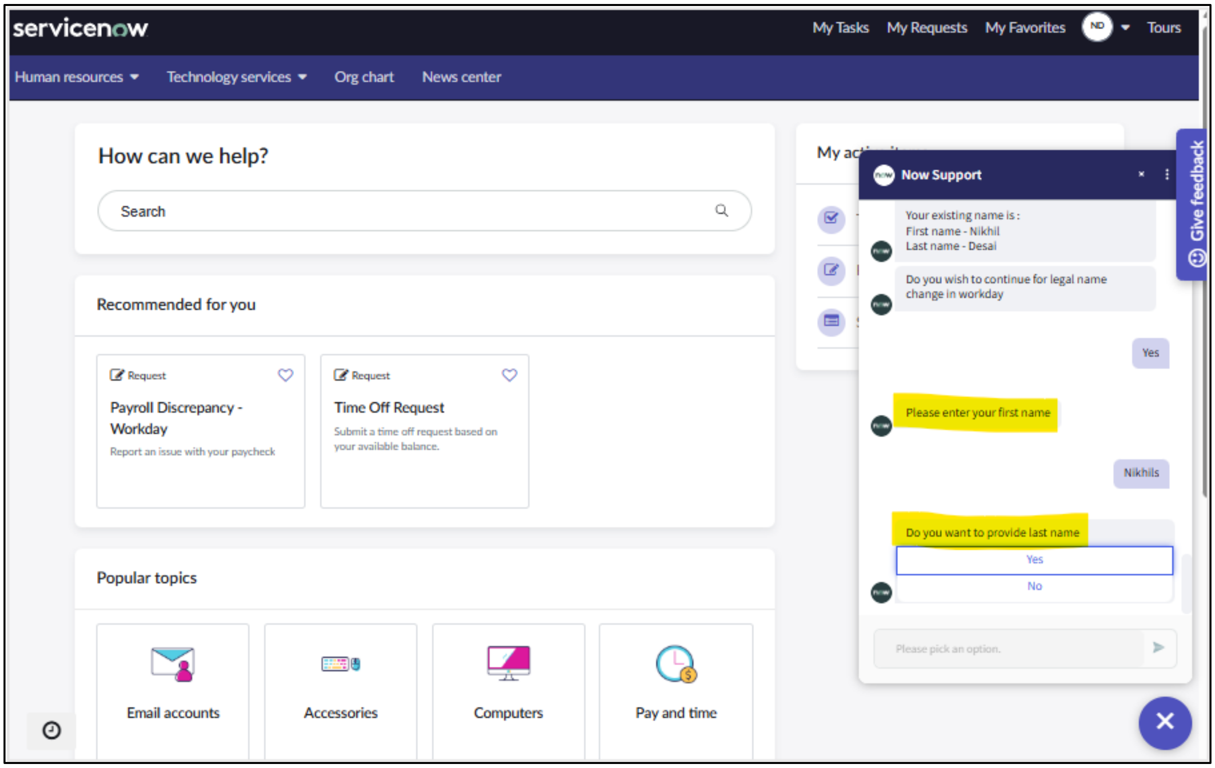


1.4.3 Use Case of Legal Name change

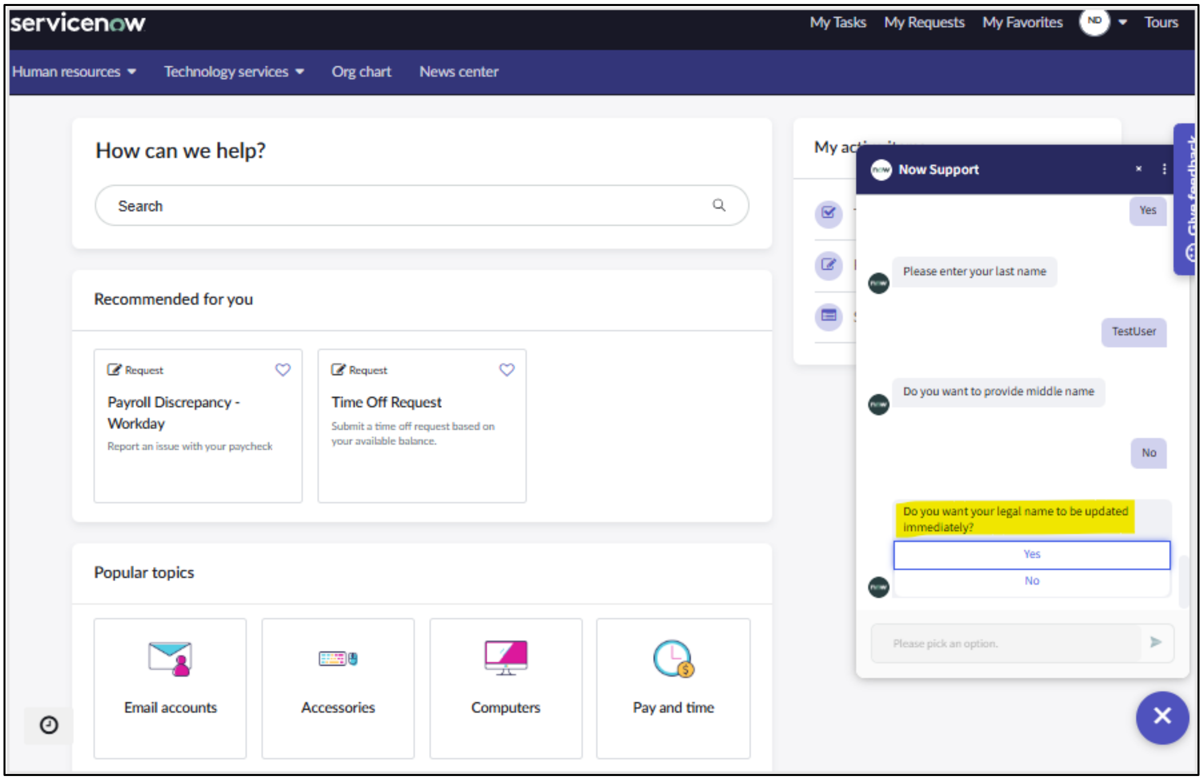
The Legal Name Change use case allows users to update their legal name through the Virtual Agent in the Employee Center.

Procedure

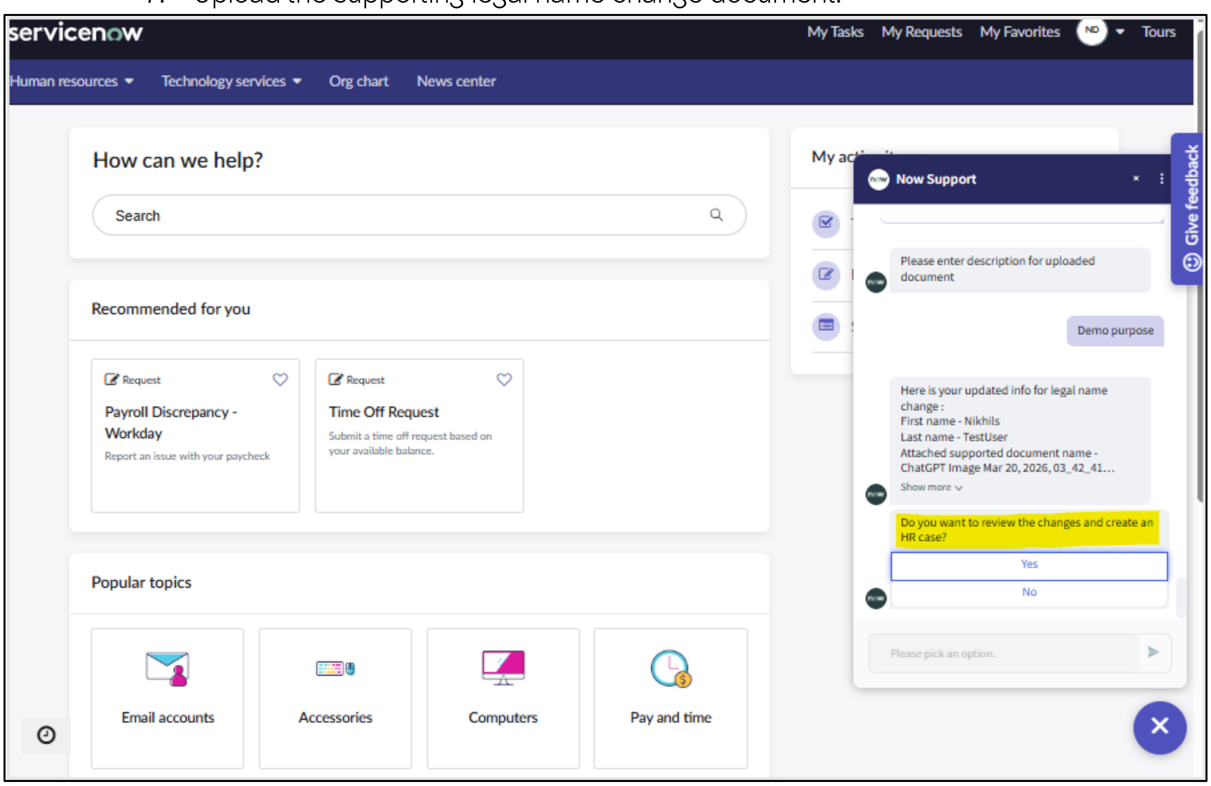
1. Navigate to the Employee Center.
2. Click on the Virtual Agent.
3. Enter a query (for example, “name change”).



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.



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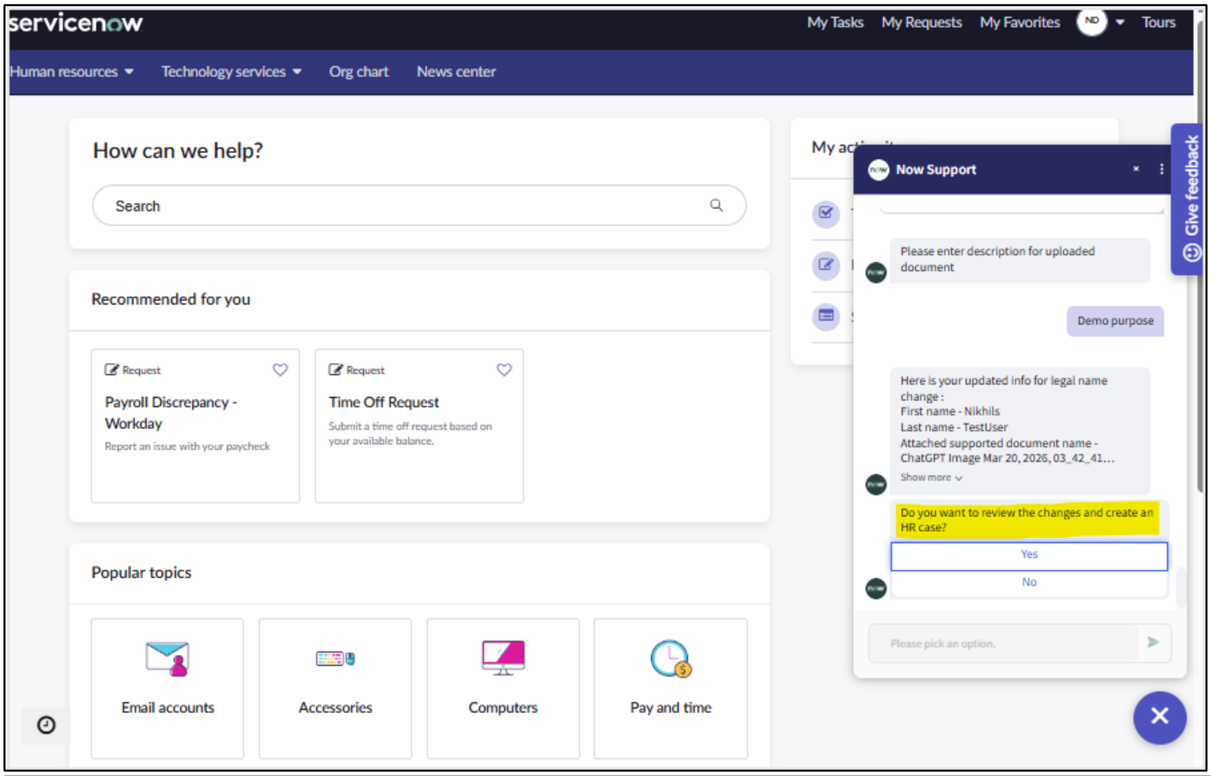
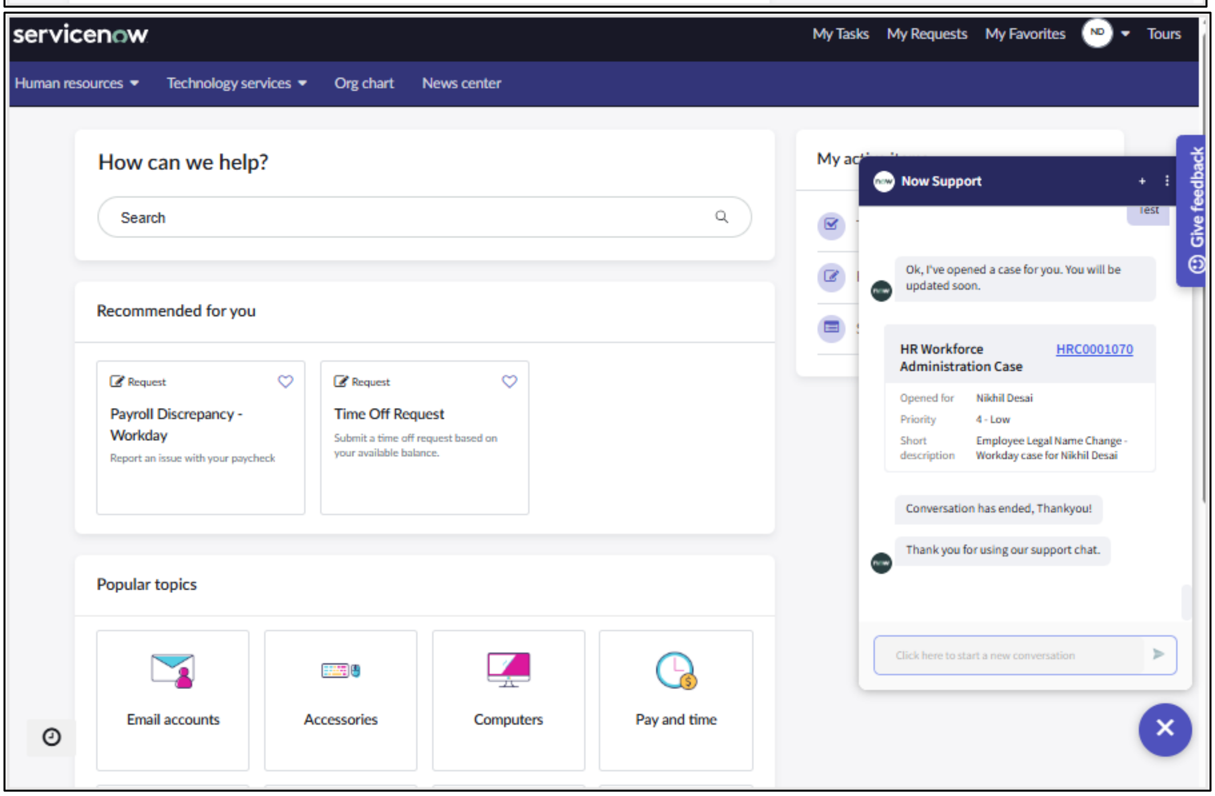
8. Provide a description for the uploaded document.
9. Review the updated name details and supporting document, then click Yes to confirm.

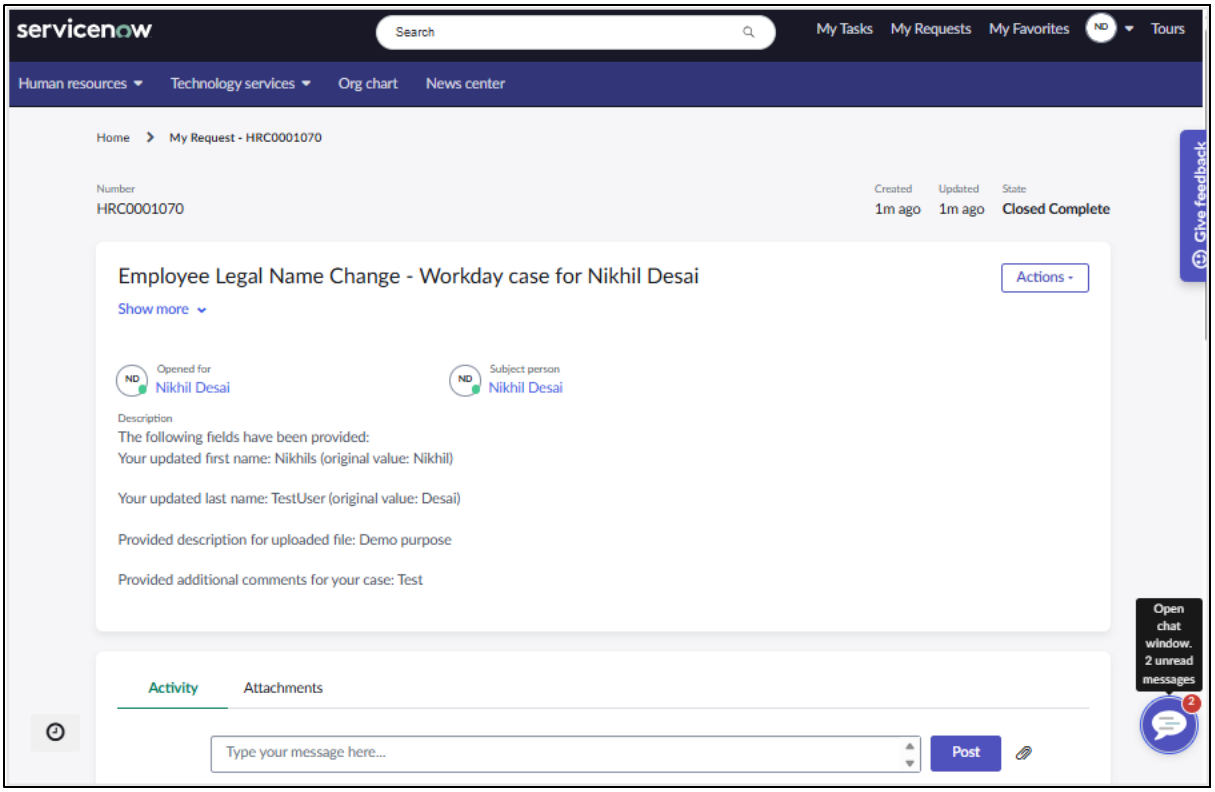




1.4.3.1 HR Case Creation:

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

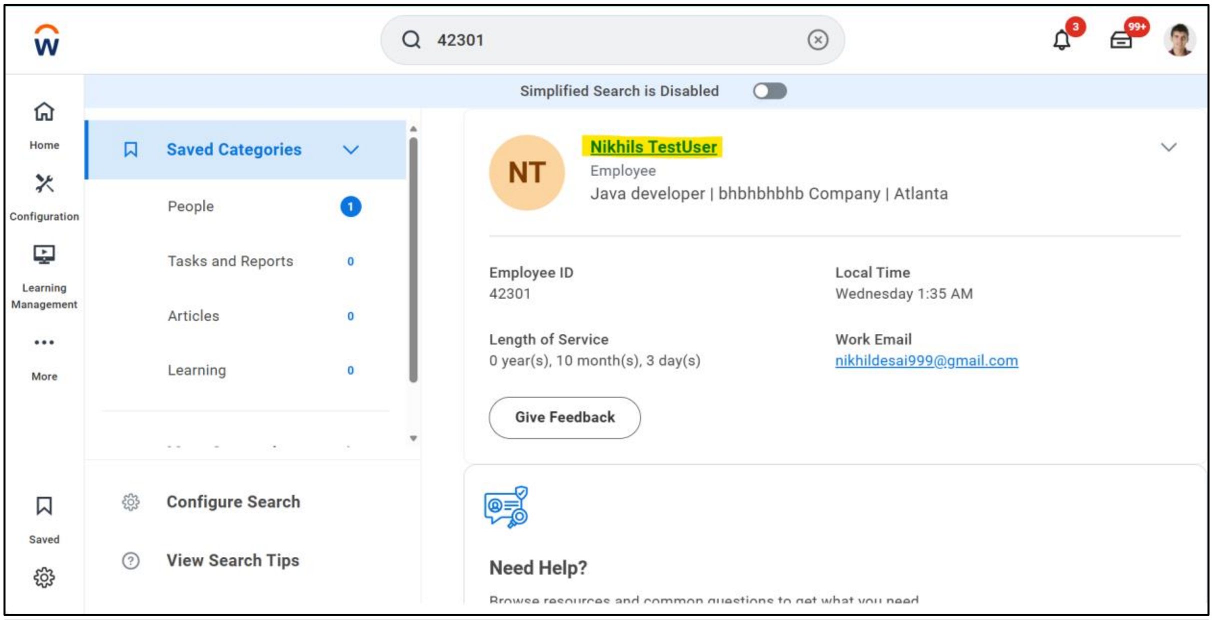
HR Case is created with the submitted details.

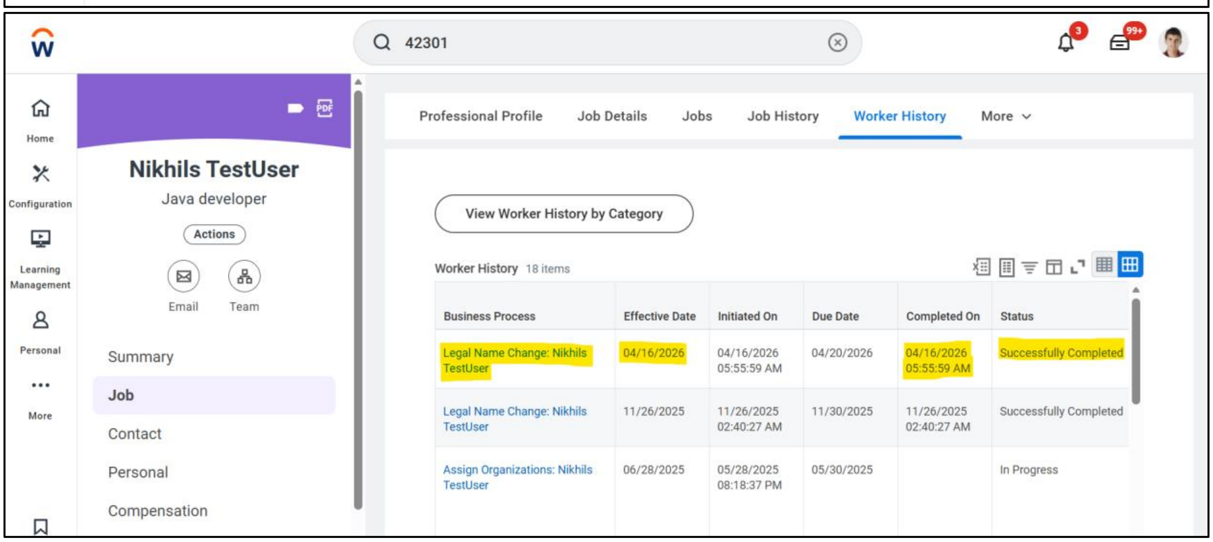


The Virtual Agent conversation is completed.

1.4.3.2 Workday Request Synchronization

The legal name is successfully updated in Workday.





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

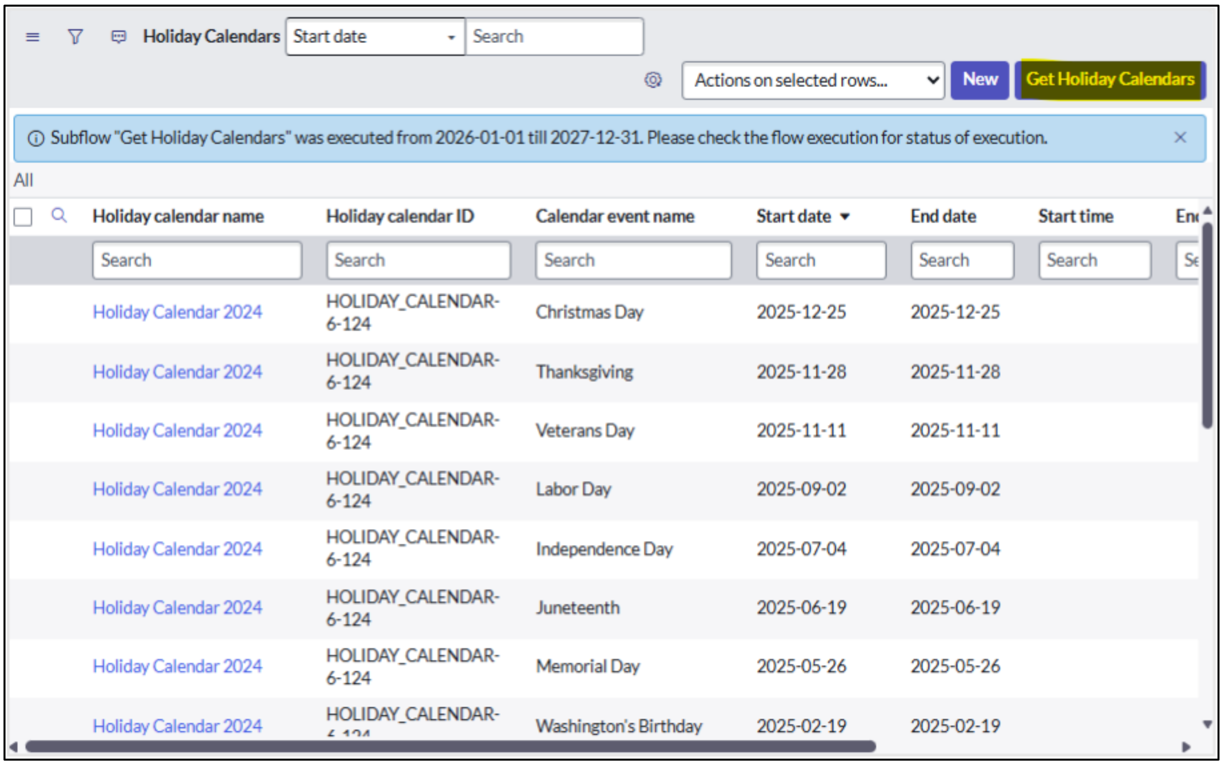
For the Holiday Calendar use case, employees can view their holiday calendar through both the Employee Center widget and the Virtual Agent.

1.5.1 Configuration required for Holiday Calendar

Holiday Calendar Data Load

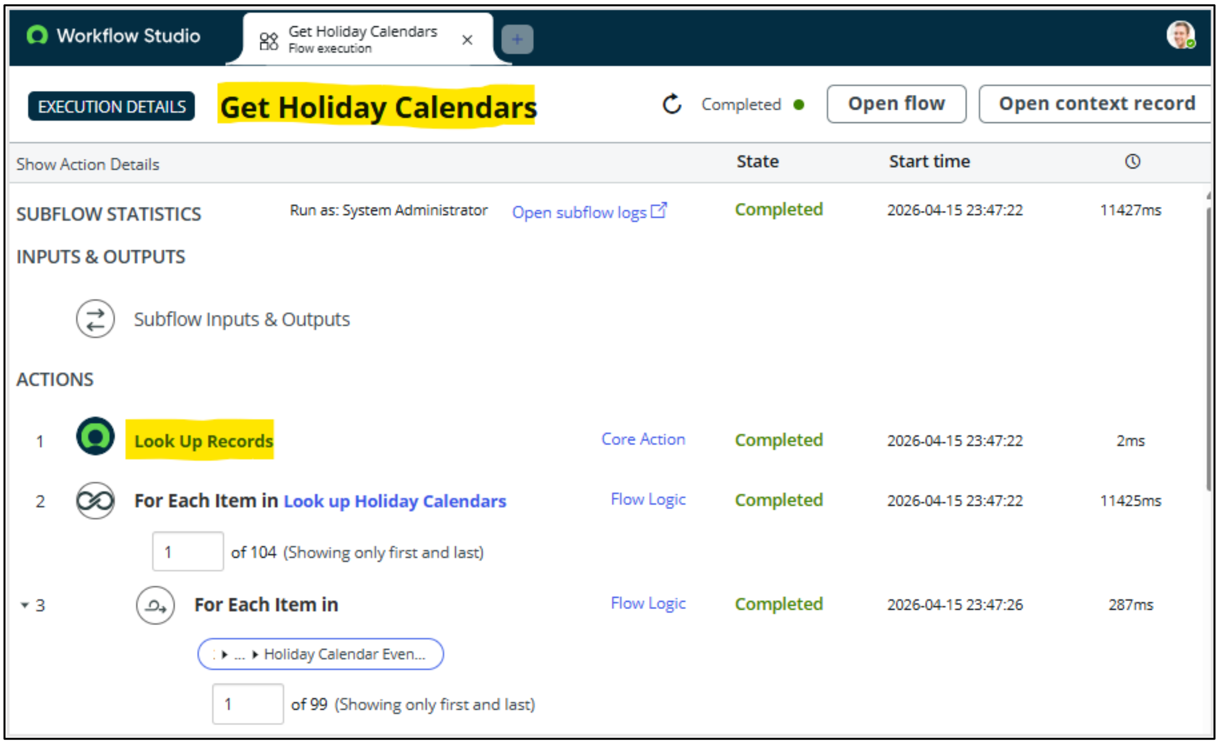
To import holiday calendar data:

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



Background Process:

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



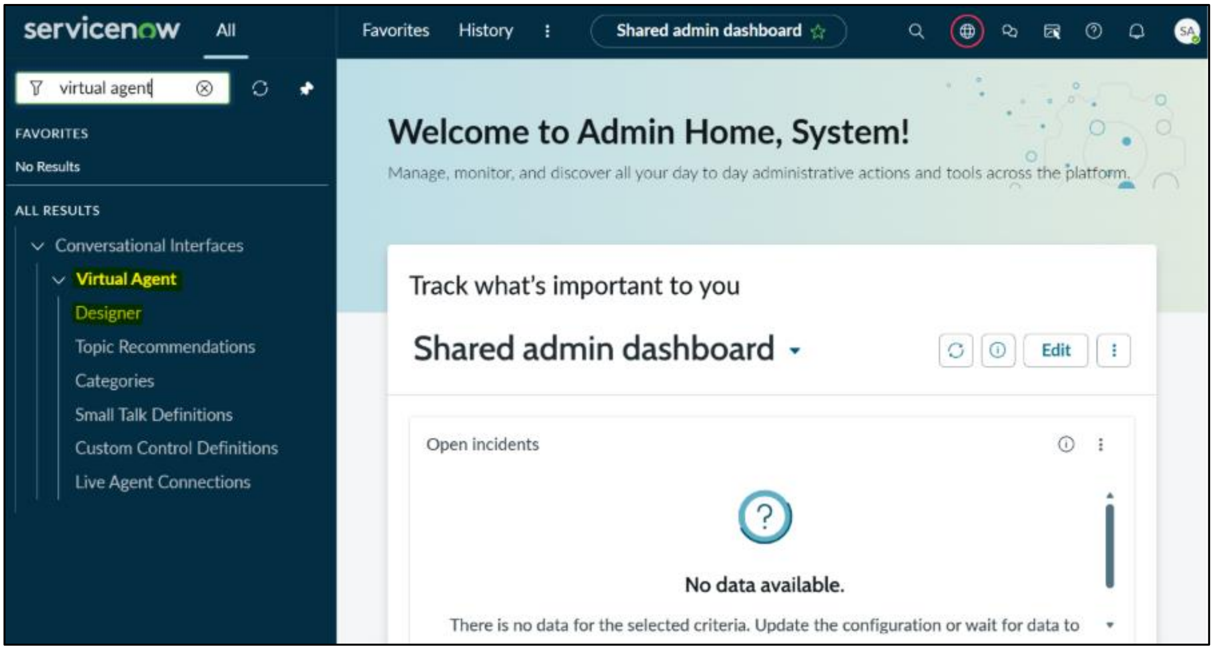
Data is then fetched and stored in the Holiday Calendars table.

1.5.2 Virtual Agent Configuration for Holiday Calendar

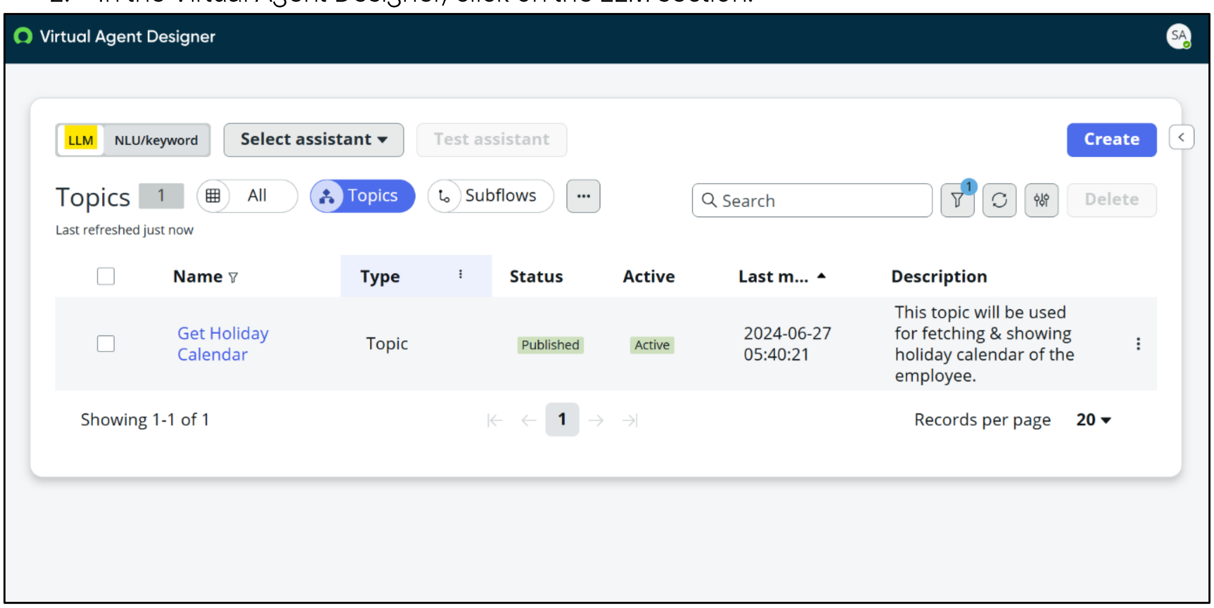
Below is the configuration required for the Holiday Calendar use case in the Virtual Agent:

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

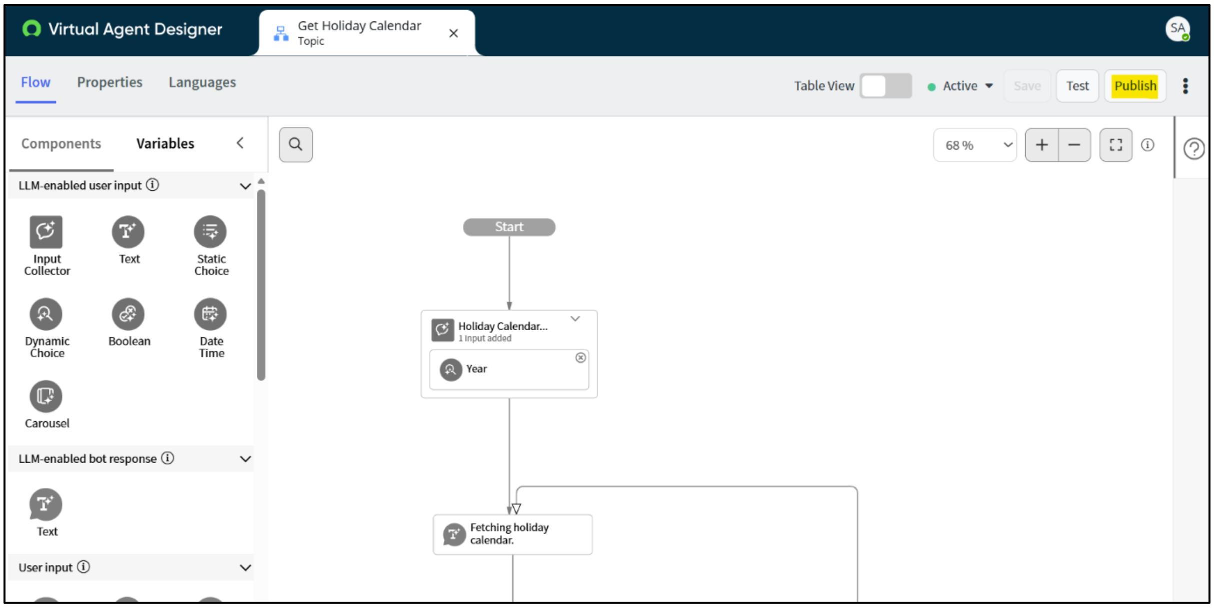
1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.



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



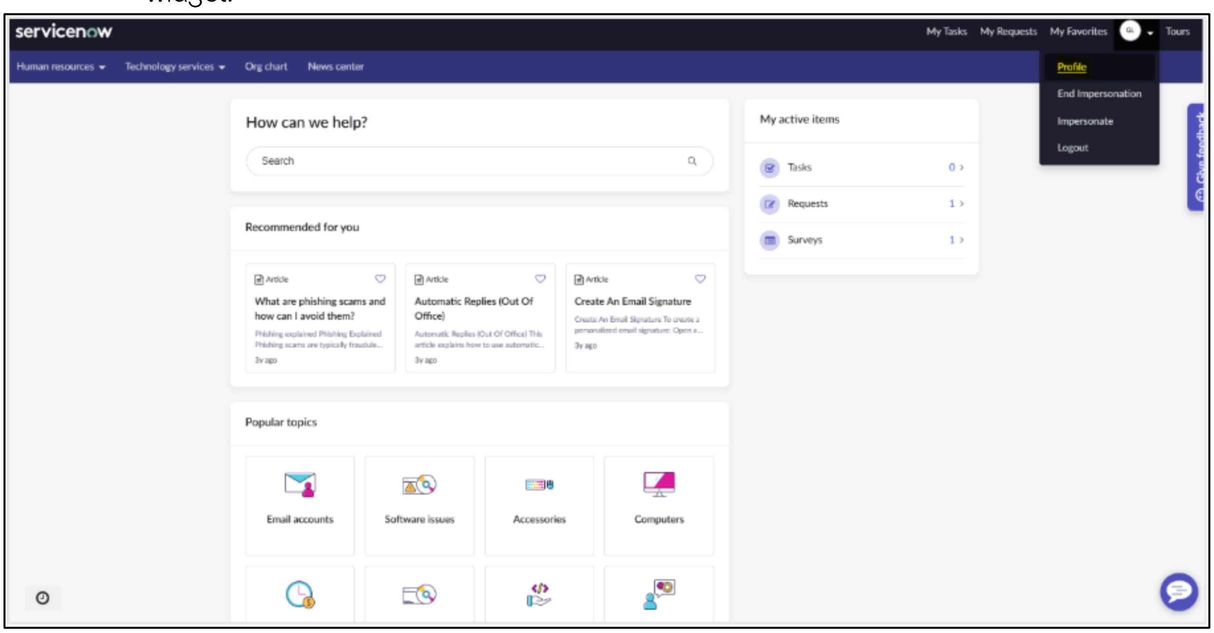
3. Search for Workday Get Holiday Calendar
4. Open the corresponding topic.
5. Click on the Publish button to activate the configuration.

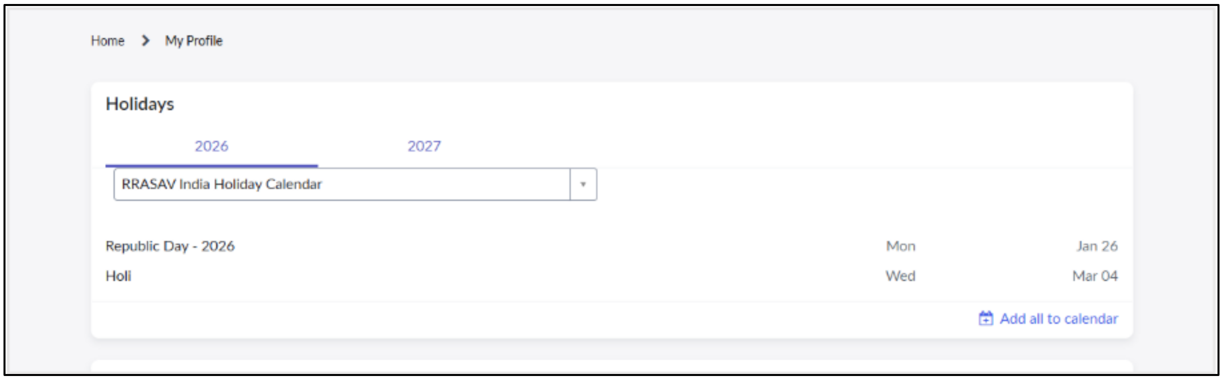


1.5.3 Use Case of Holiday Calendar Widget

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.

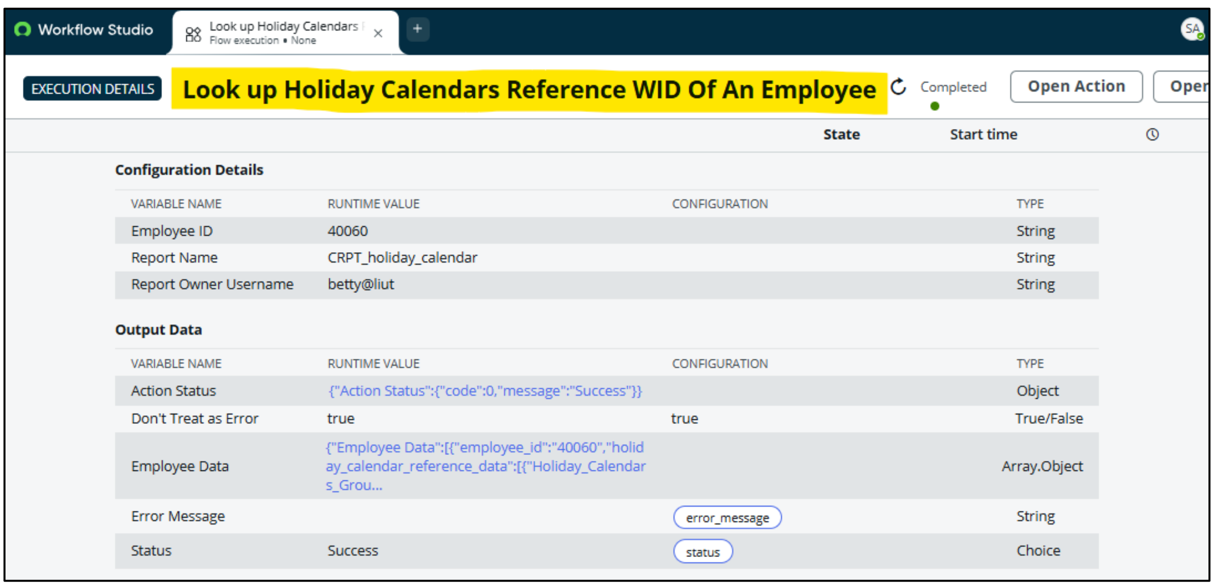
1. Navigate to All → Employee Center → Profile, where you can view the Holiday Calendar widget.





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

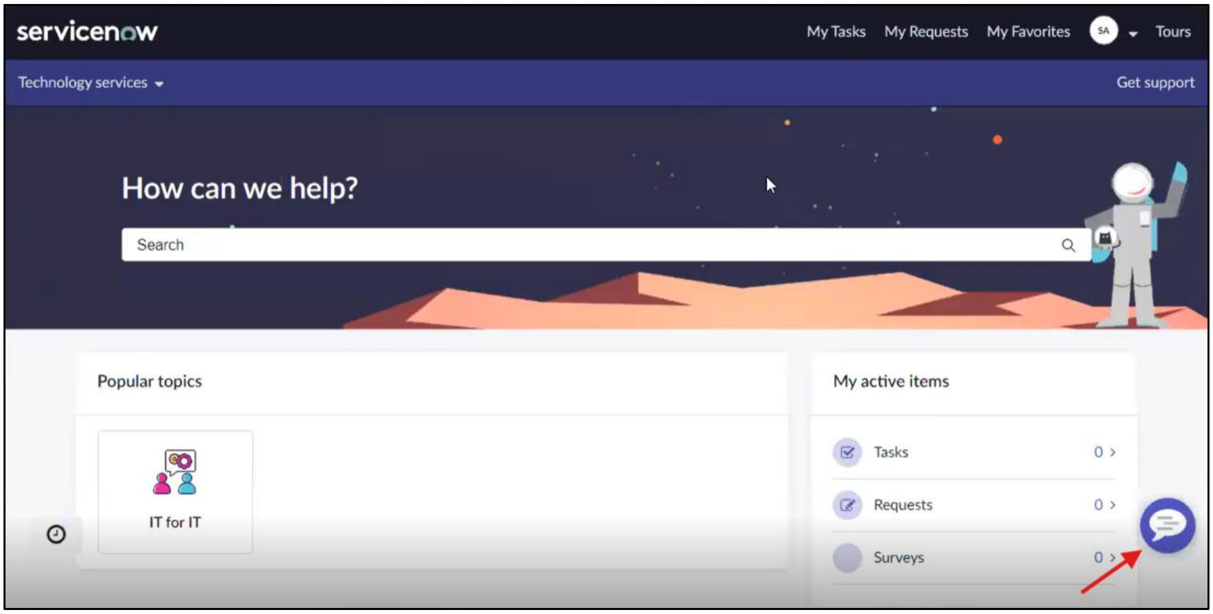


1.5.4 Use Case of Holiday Calendar through Virtual Agent

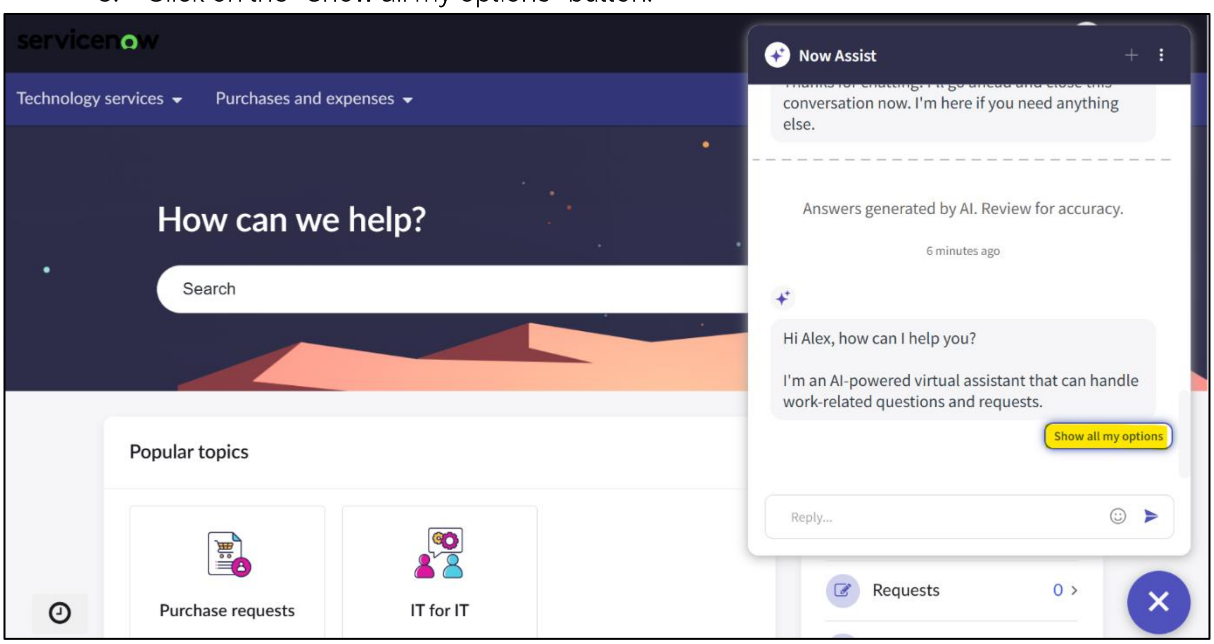
The Holiday Calendar use case allows users to check their holiday calendar through the Virtual Agent in the Employee Center.

Procedure

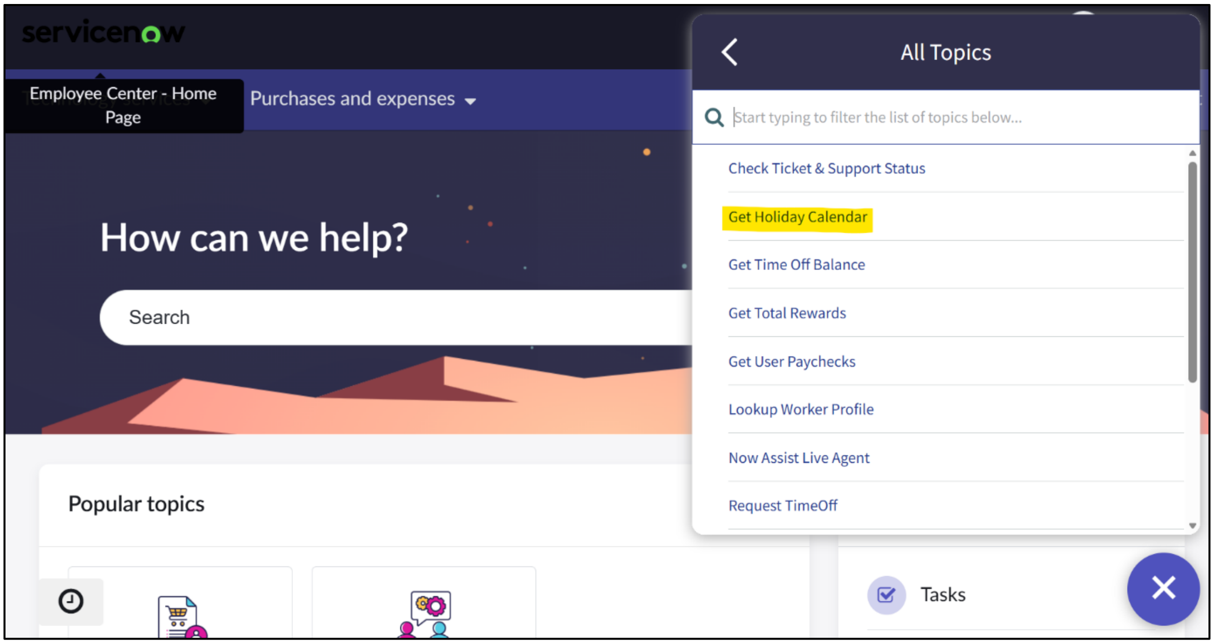
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.



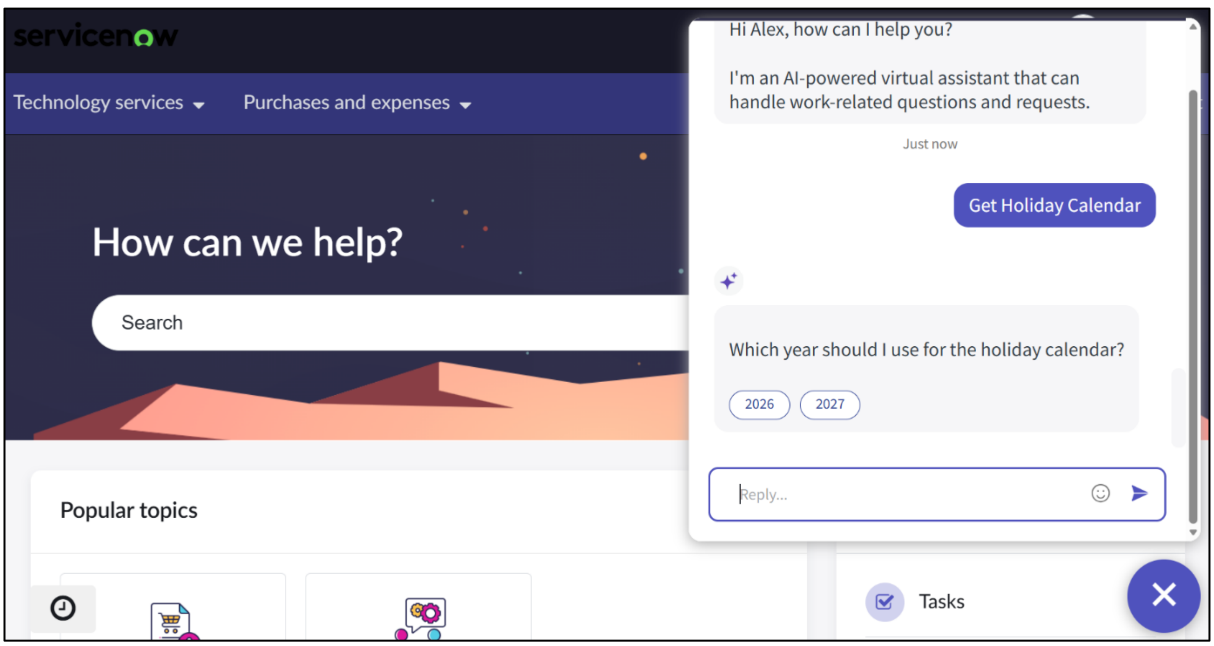
3. Click on the “Show all my options” button.

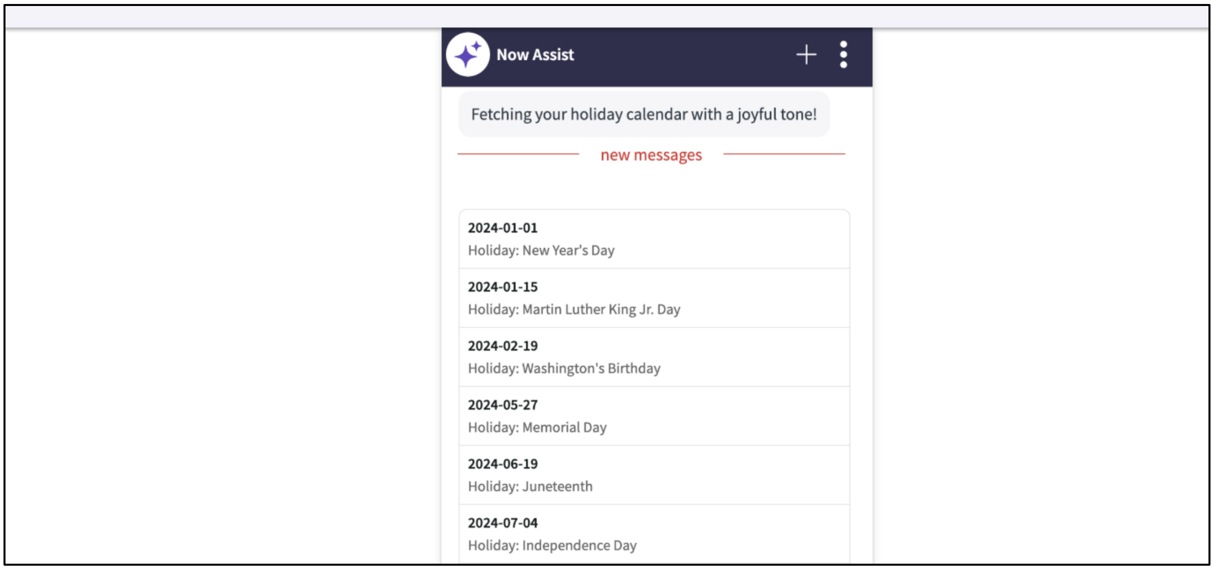


4. The list of all available topics will be displayed.
5. Select “Get Holiday Calendar” to view the holiday details.



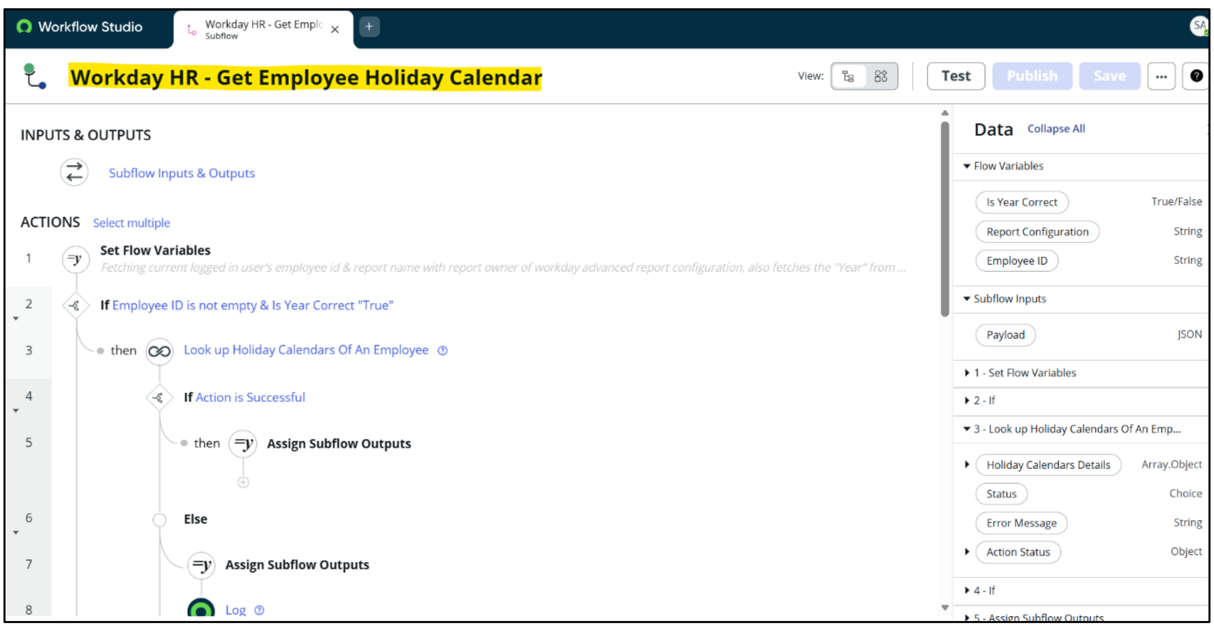
6. The available years will be displayed—click on the desired year to view the Holiday Calendar





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

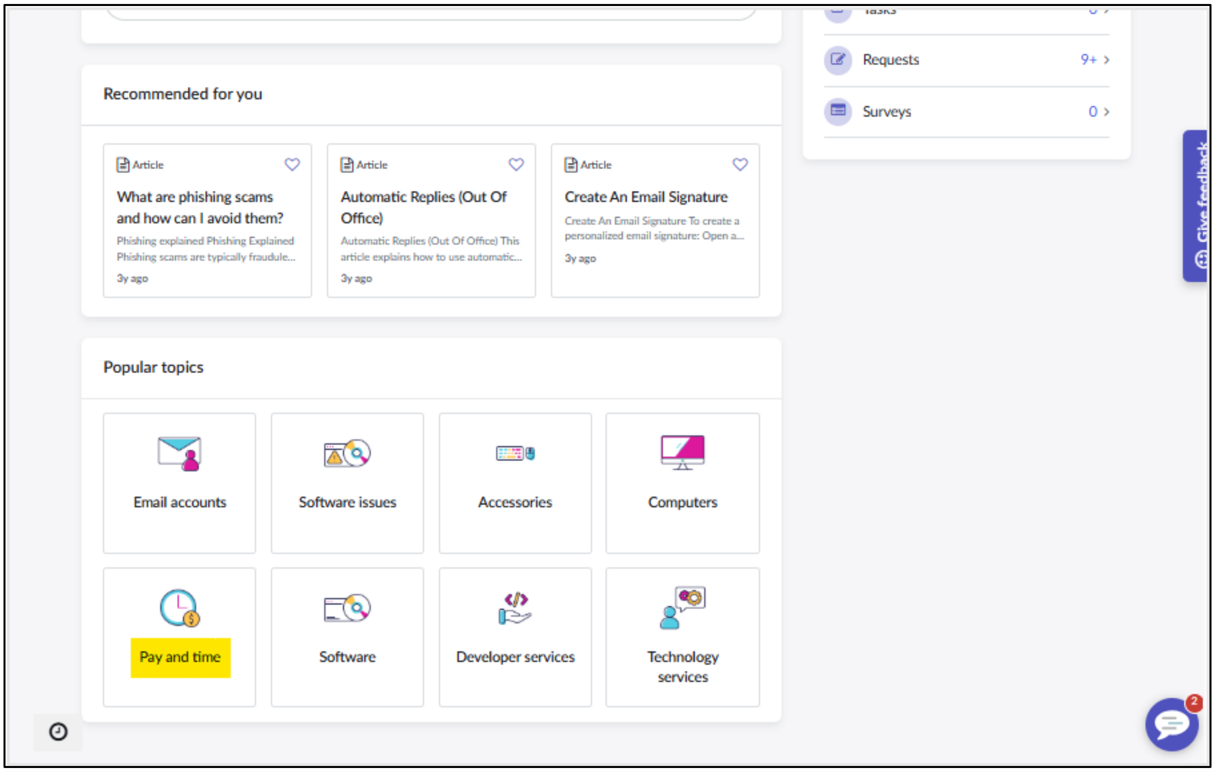
The configuration for Payroll Discrepancy is limited to enabling the "View Workday Payslip" widget. Detailed steps for configuring this widget are provided in the Advanced Integration, Installation, and Config Guide, Employee experience taxonomy Configuration.

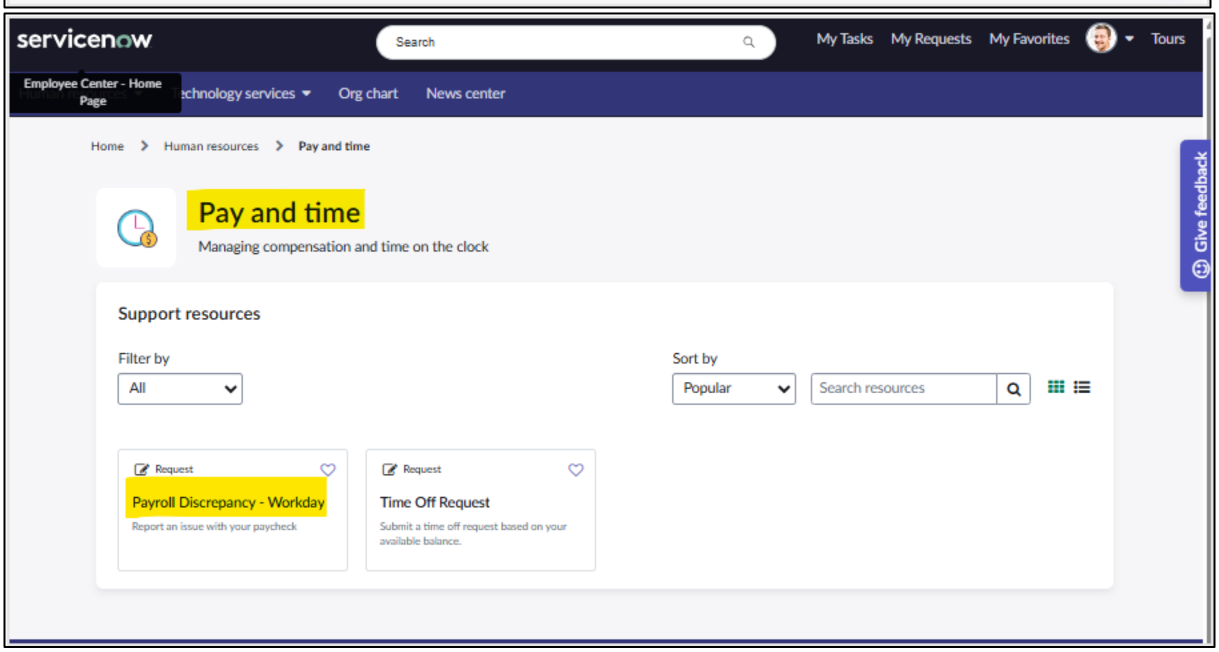
1.6.2 Use Case of Payroll Discrepancy

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

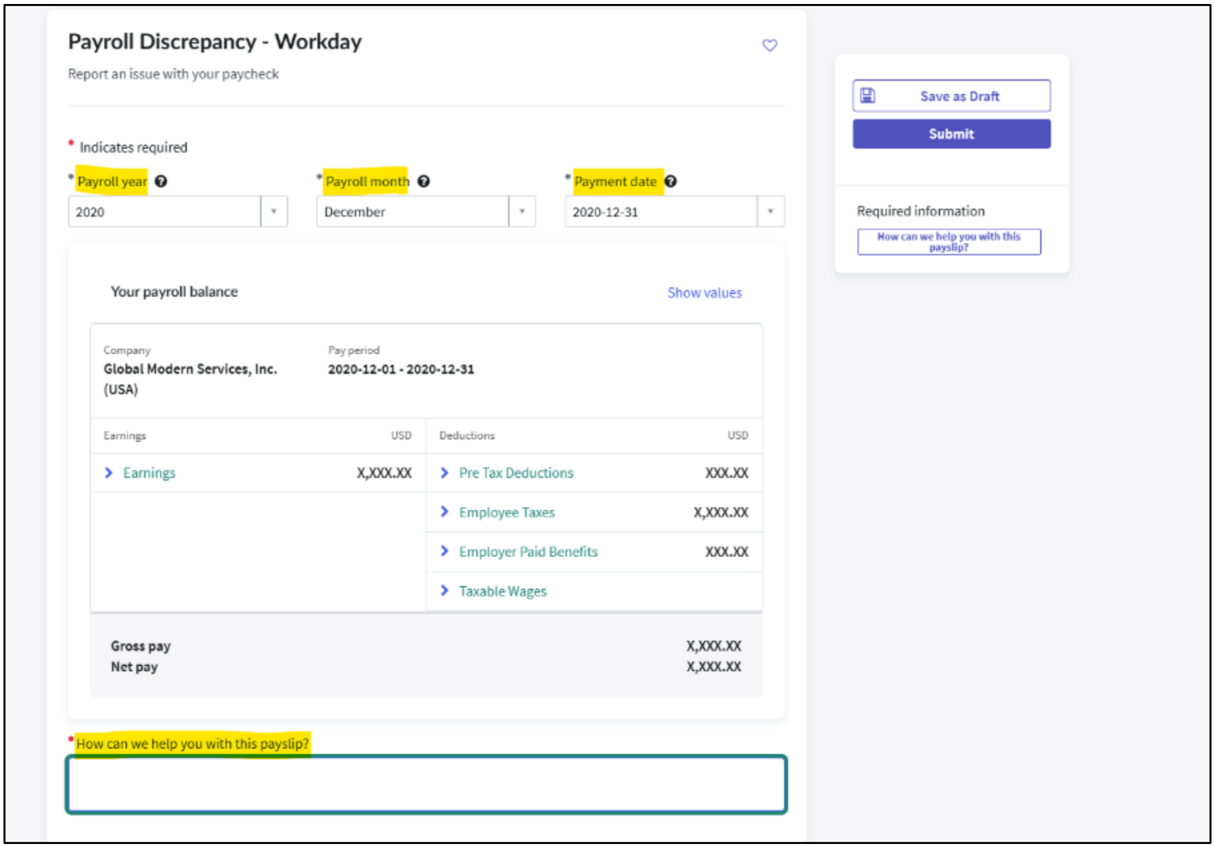
1. Open the Employee Center.
2. Navigate to: Catalog → Pay and Time → Payroll Discrepancy





3. Provide the required details:

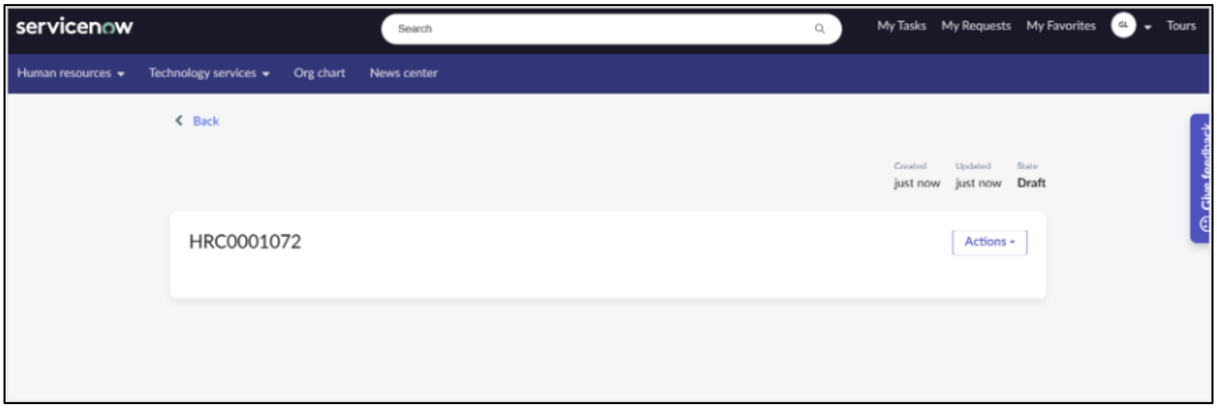
- Payroll Year – Select the year in which the payslip was generated
- Payroll Month – Select the month in which the payslip was generated
- Payment Date – Select the date on which the payslip was generated
- Description – Specify the discrepancy identified in the payslip



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

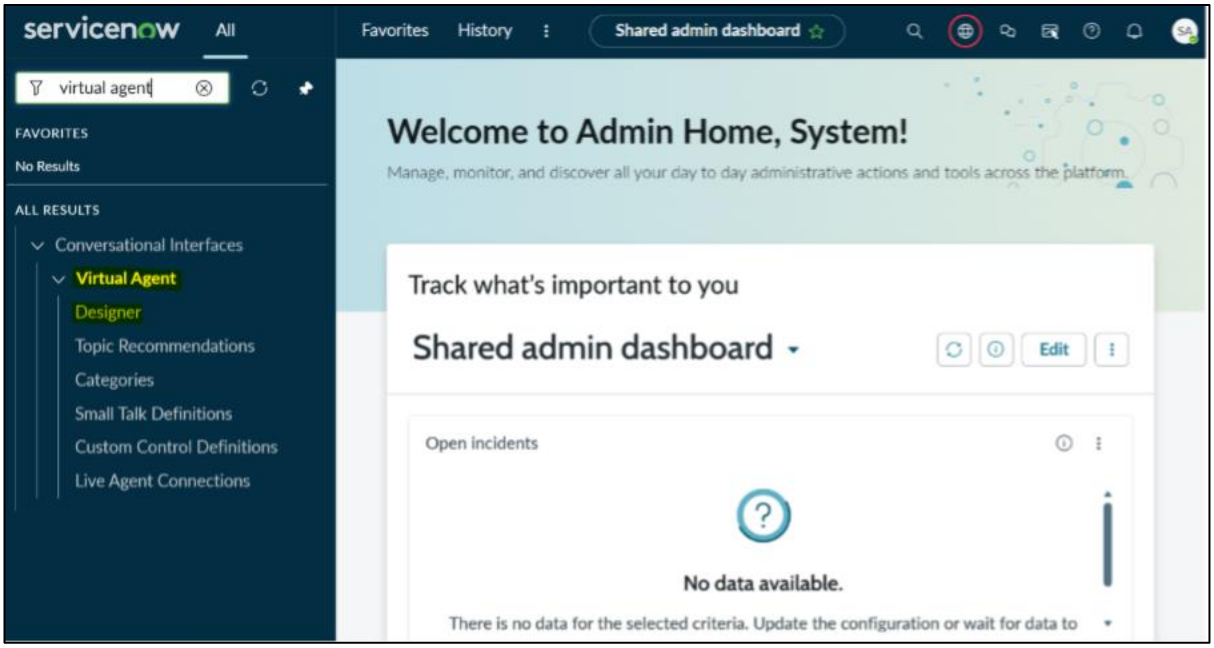
1.7 Get Users Paychecks

1.7.1 Virtual Agent Configuration for Get Users Pay checks

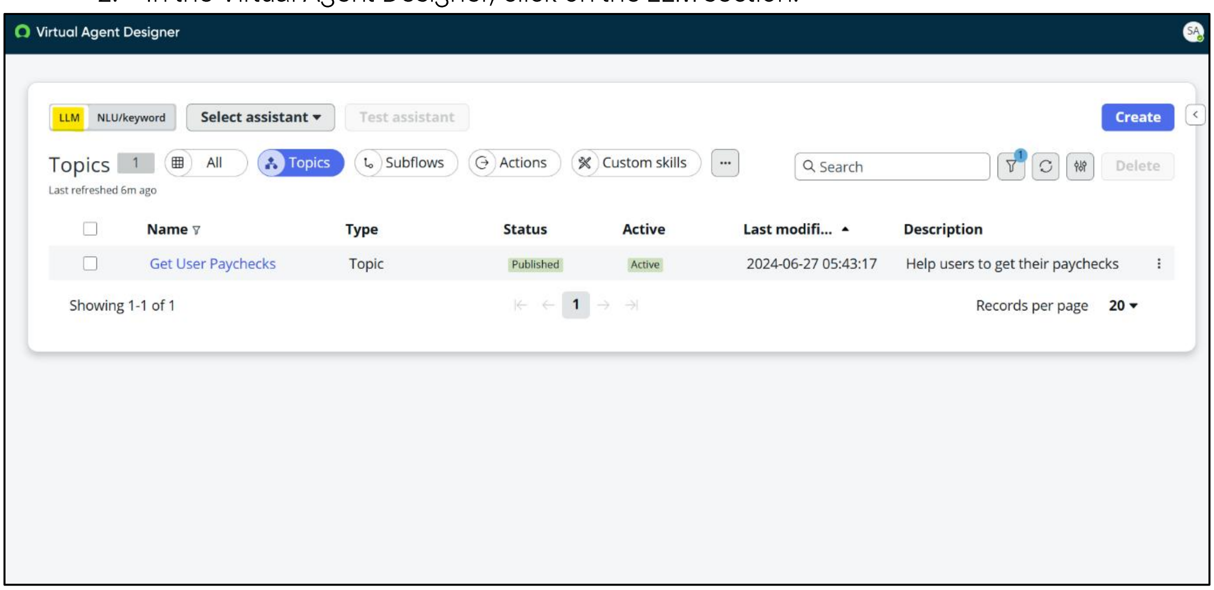
Below is the configuration required for Get User Paychecks use case in the Virtual Agent:

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.

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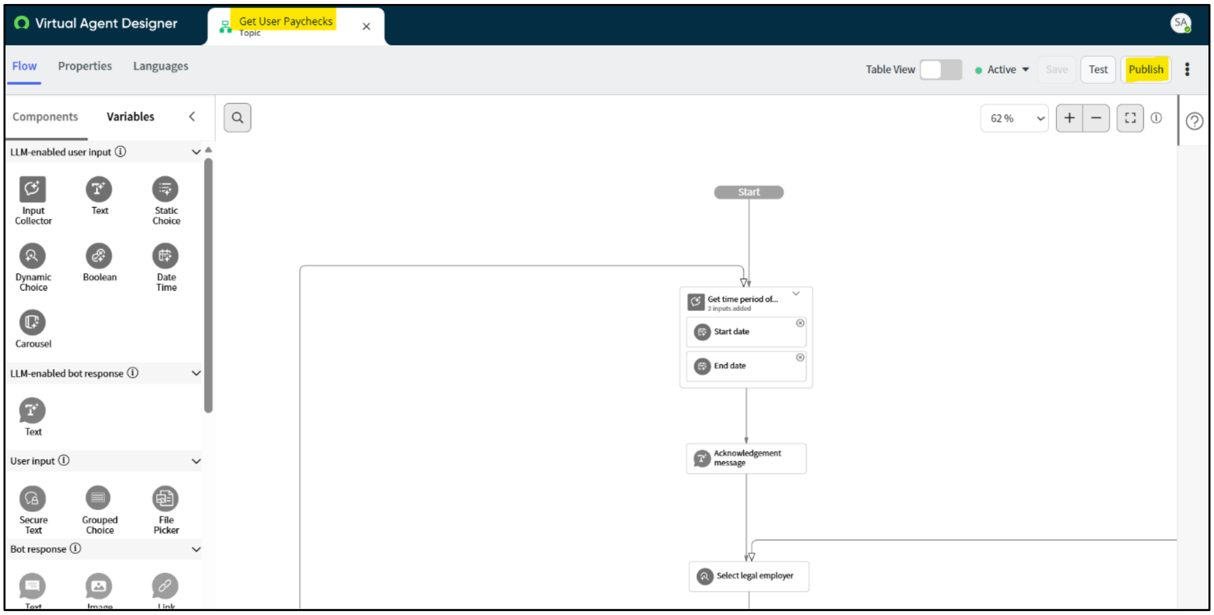
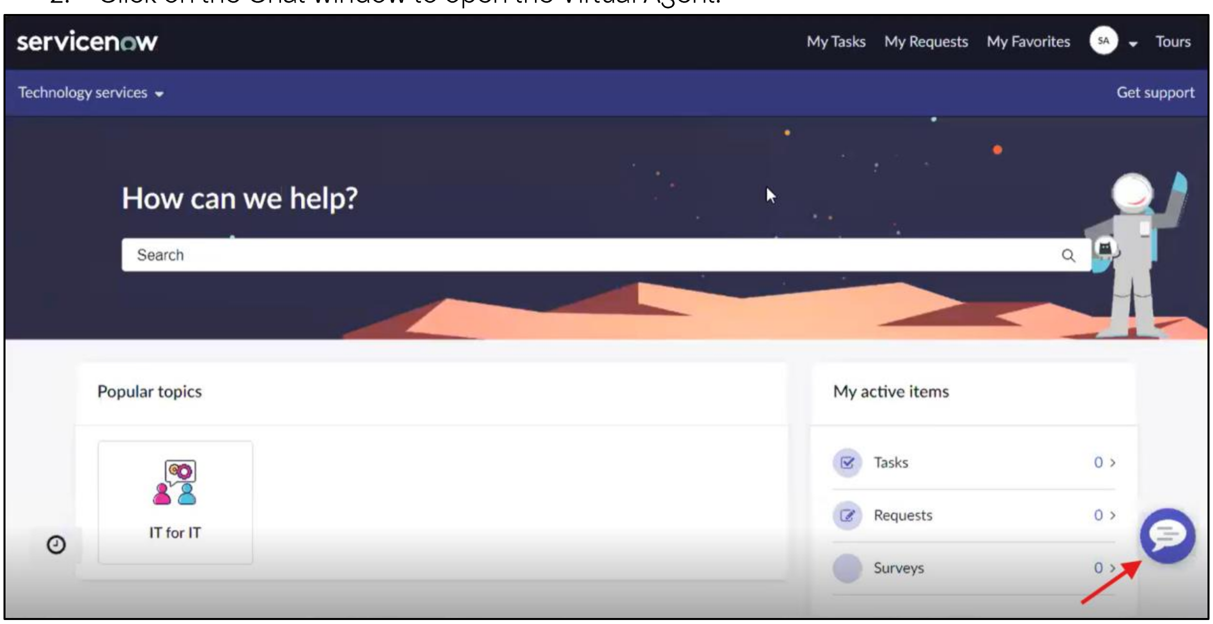


1.7.2 Use Case of Get Users Pay checks

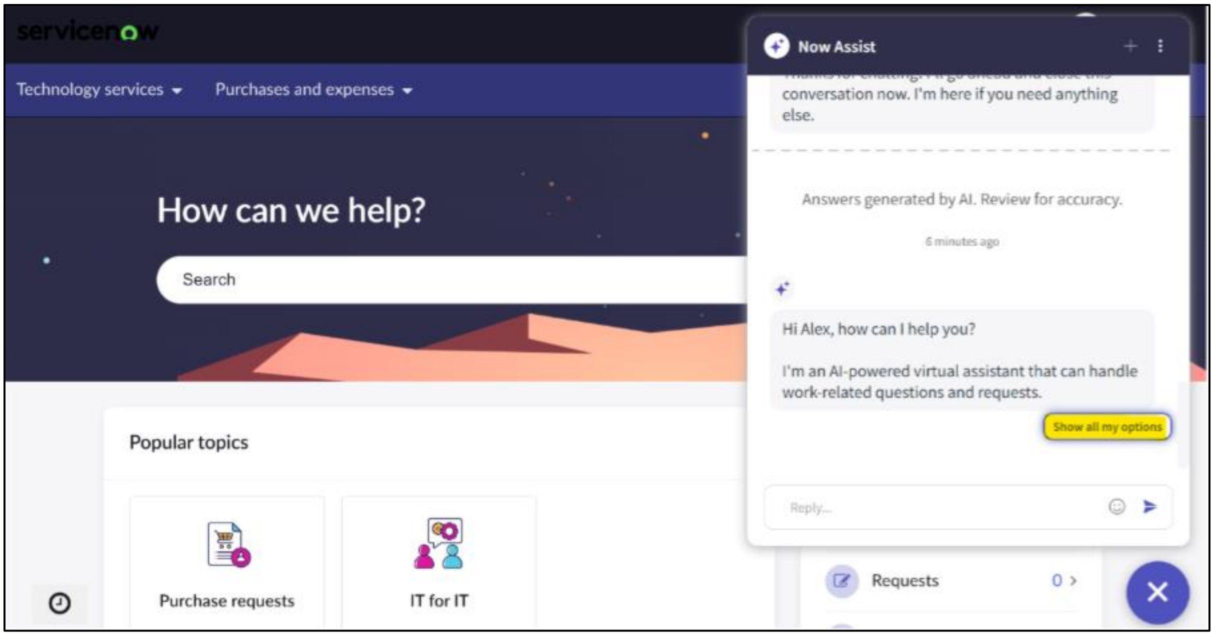
The Get User Paychecks use case enables users to view their paychecks through the Virtual Agent in the Employee Center

Procedure:

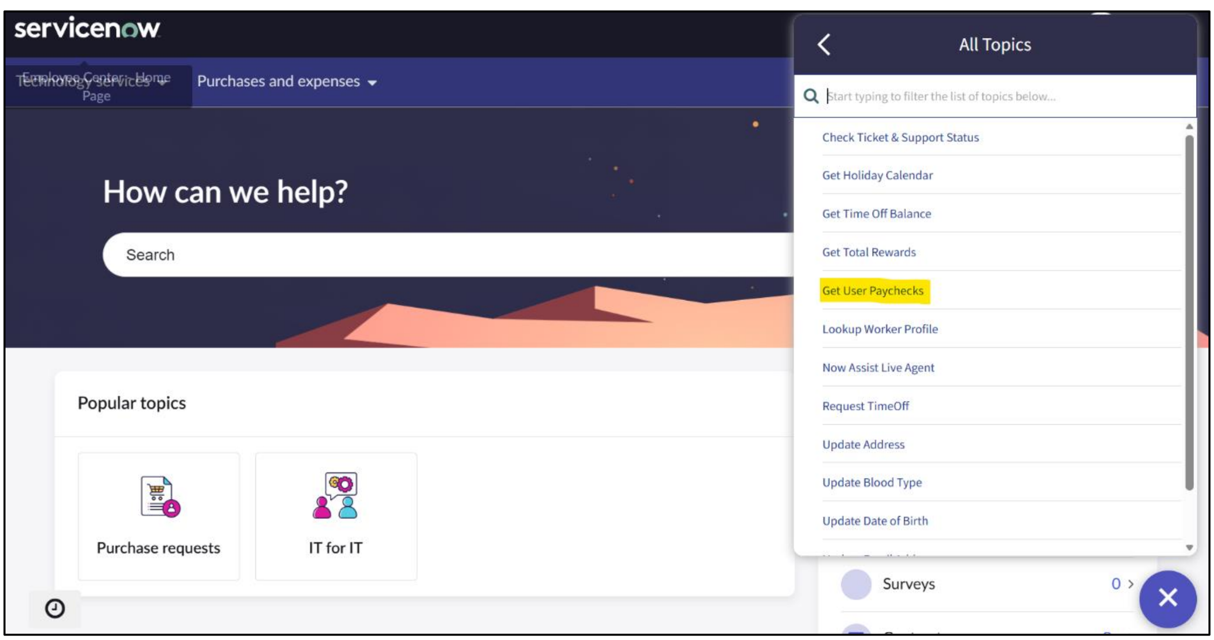
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.



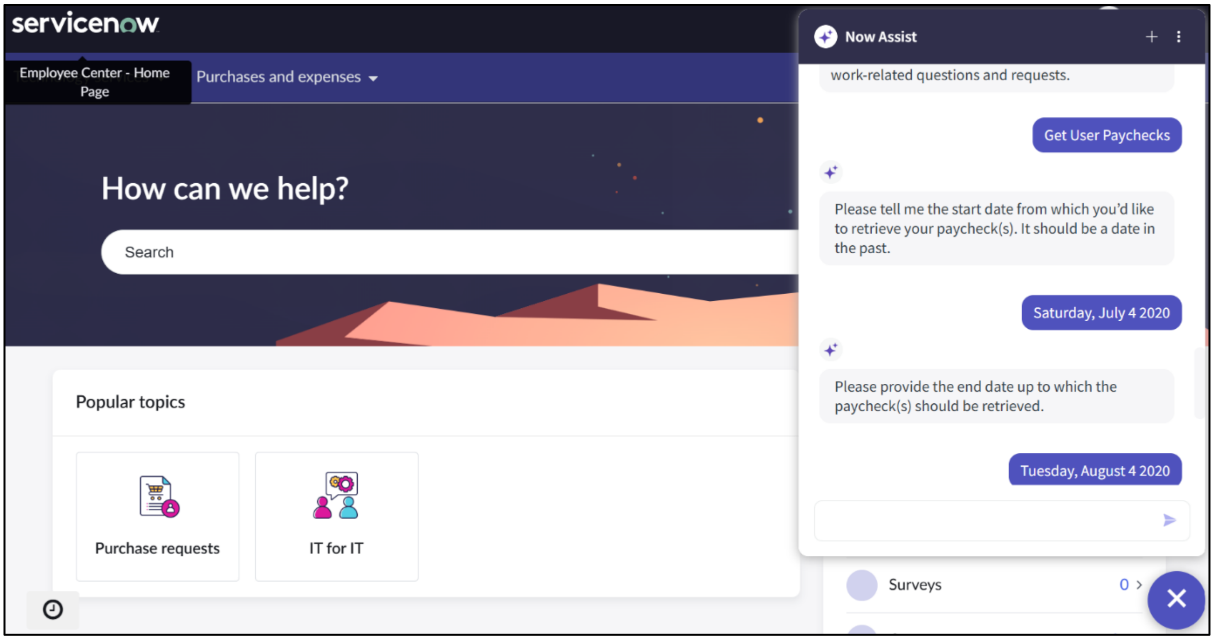
3. Click on the "Show all my options" button.

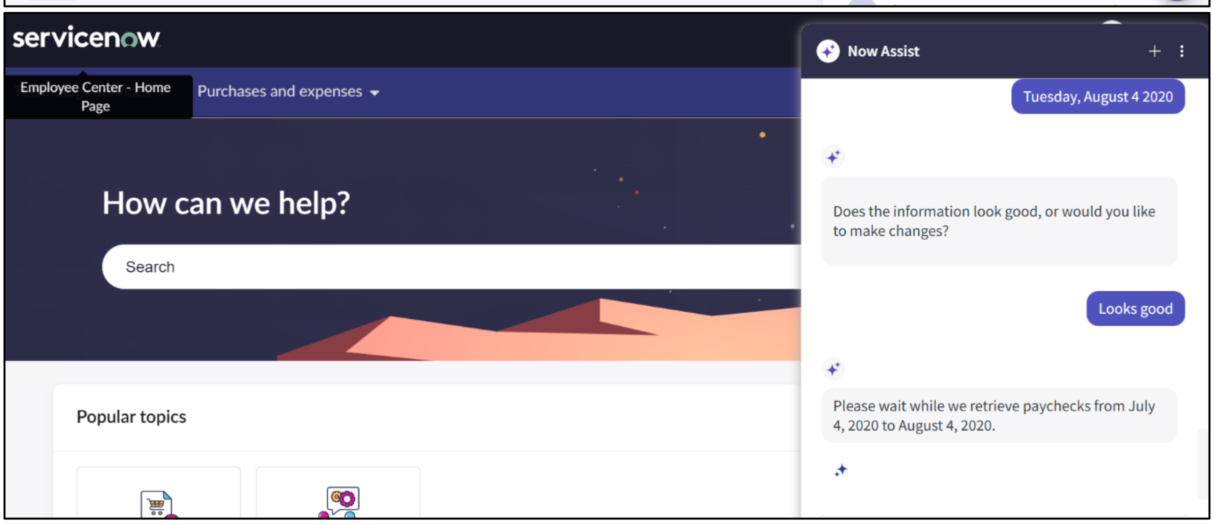


4. The list of all available topics will be displayed.
5. Select "Get User Paychecks" to view the details.

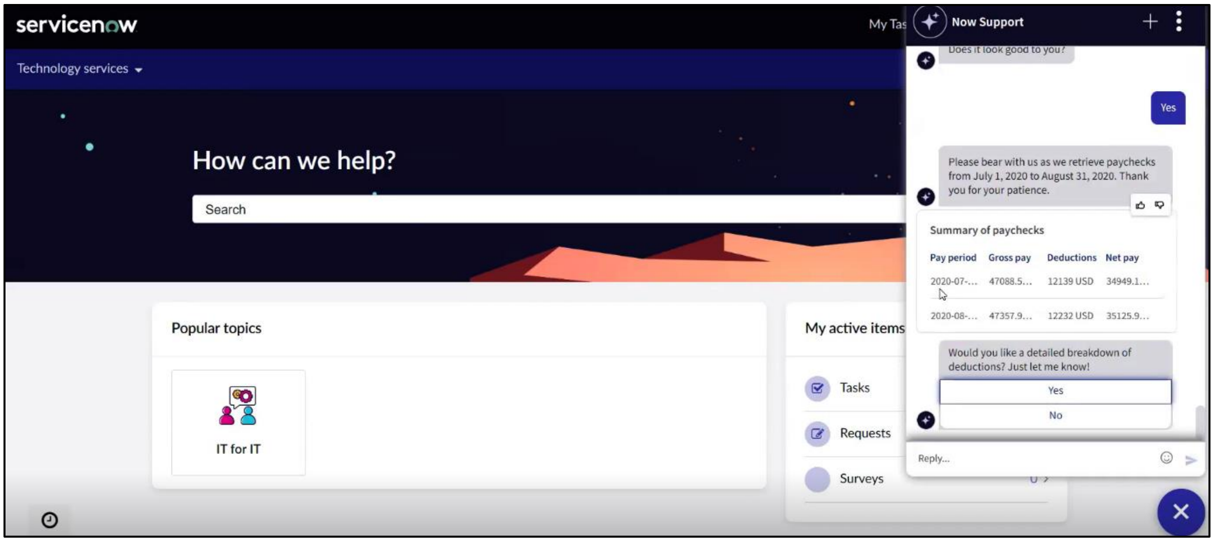


6. Then, specify the start and end dates for which the paychecks should be retrieved.

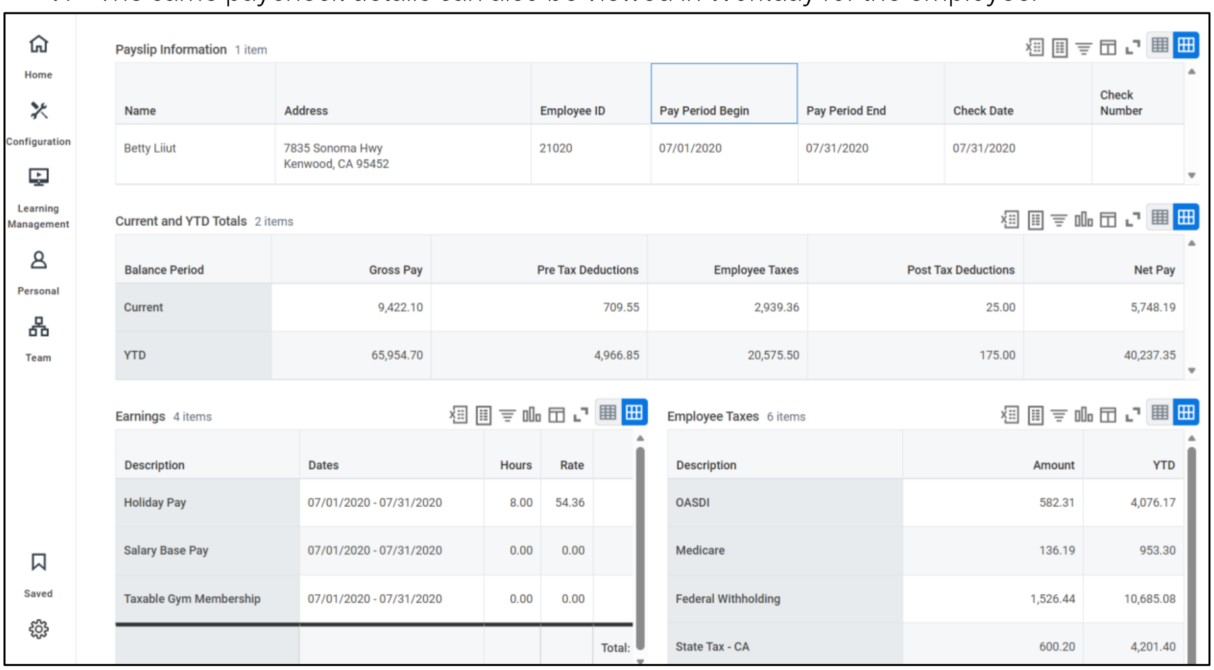




7. Upon completion, the requested paychecks will be displayed



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.



Payslip Information 1 item

Name	Address	Employee ID	Pay Period Begin	Pay Period End	Check Date	Check Number
Betty Liiut	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

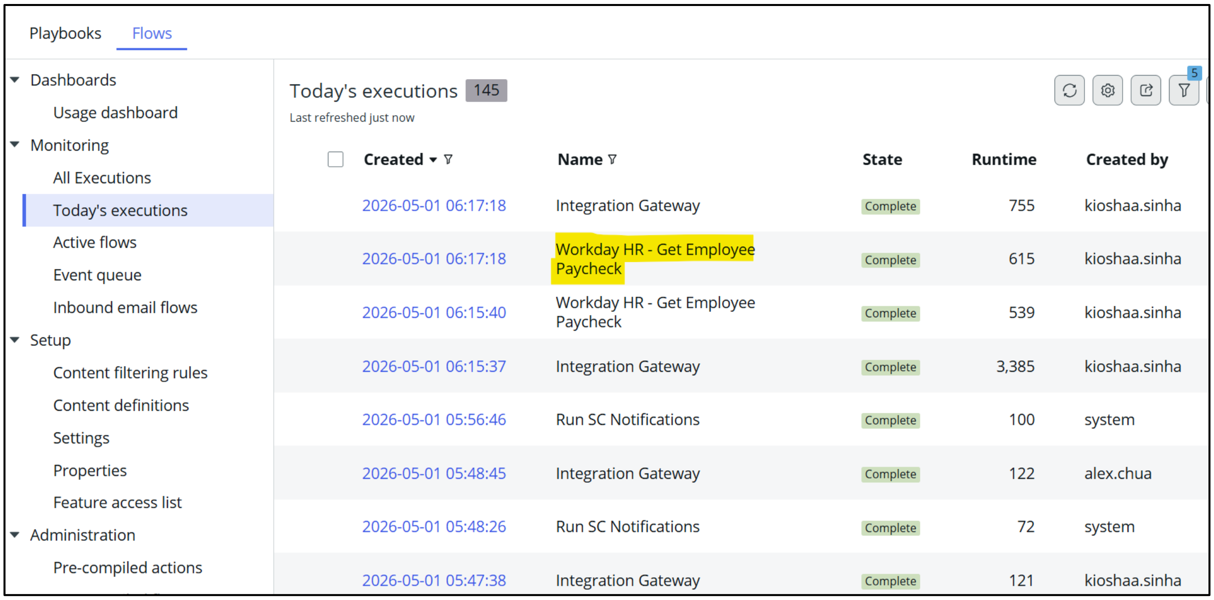
Description	Dates	Hours	Rate
Holiday Pay	07/01/2020 - 07/31/2020	8.00	54.36
Salary Base Pay	07/01/2020 - 07/31/2020	0.00	0.00
Taxable Gym Membership	07/01/2020 - 07/31/2020	0.00	0.00
			Total:

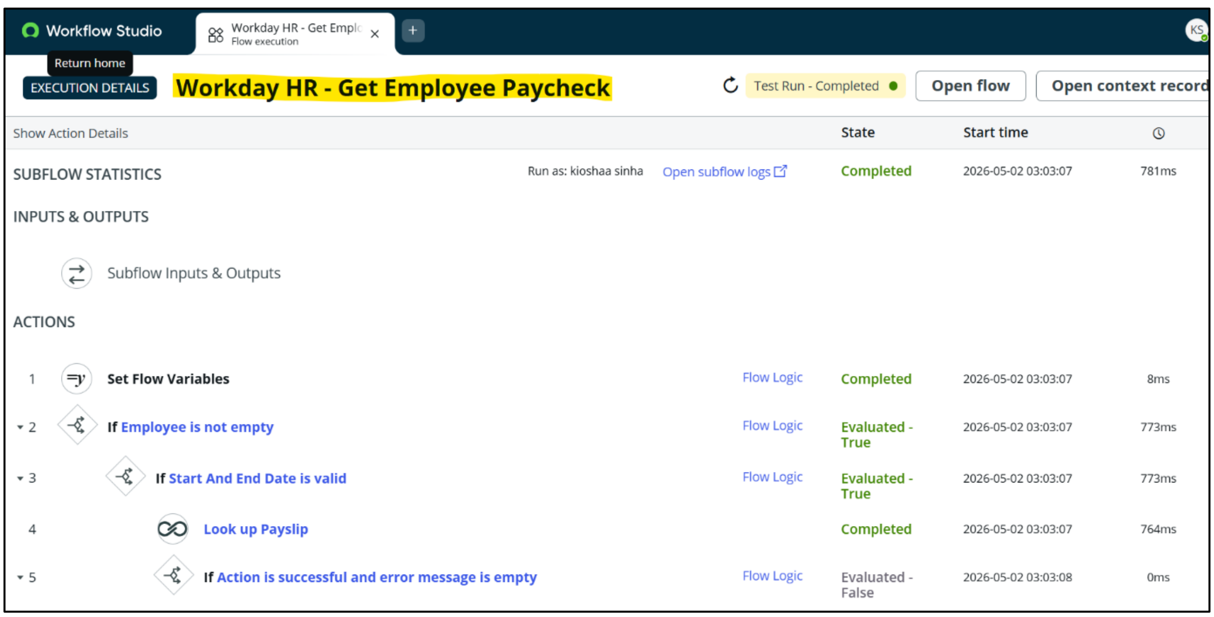
Employee Taxes 6 items

Description	Amount	YTD
OASDI	582.31	4,076.17
Medicare	136.19	953.30
Federal Withholding	1,526.44	10,685.08
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.


Playbooks
Flows
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 executions 145
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 Emplo
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:

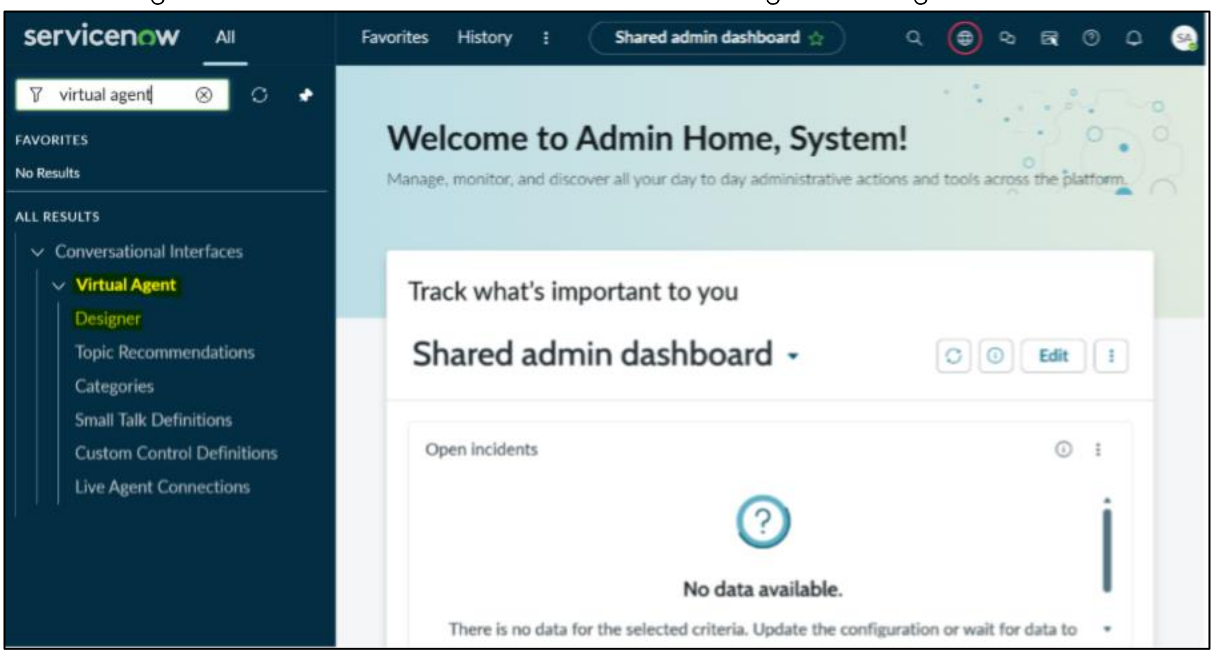
- Update Email Address
- Update Date of Birth
- Update Blood Type
- Update Address
- Update Phone Number

1.8.1 Virtual Agent Configuration for Update Personal Details

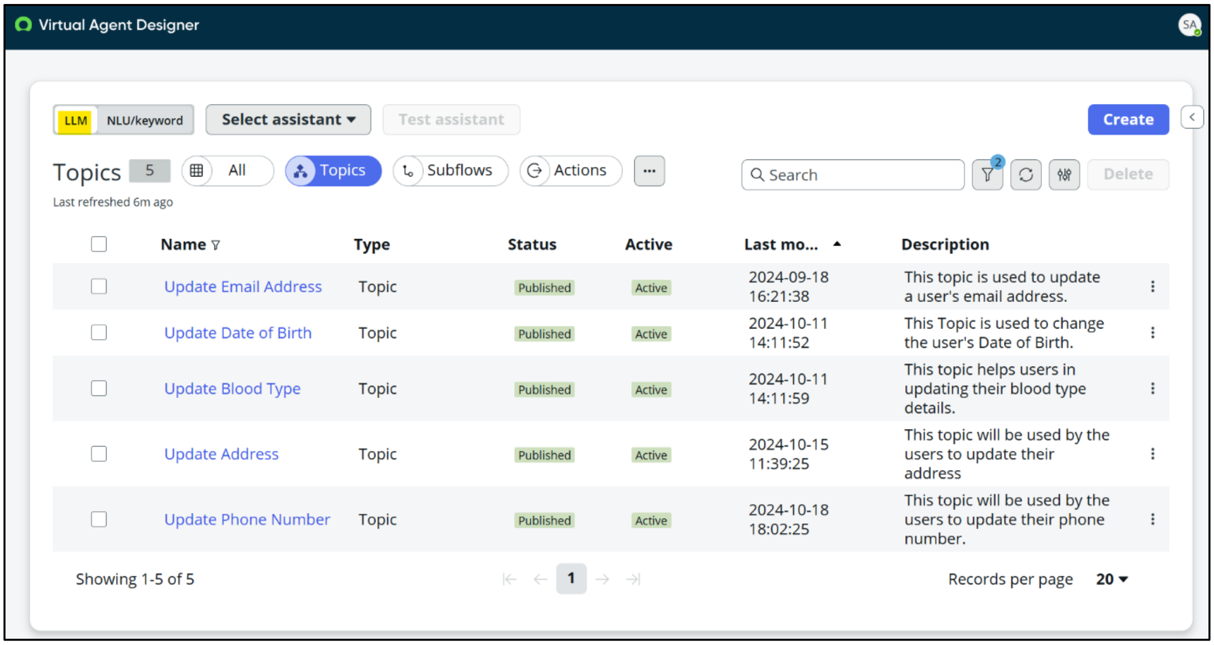
Below is the configuration required for Update Personal Details use case in the Virtual Agent:

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

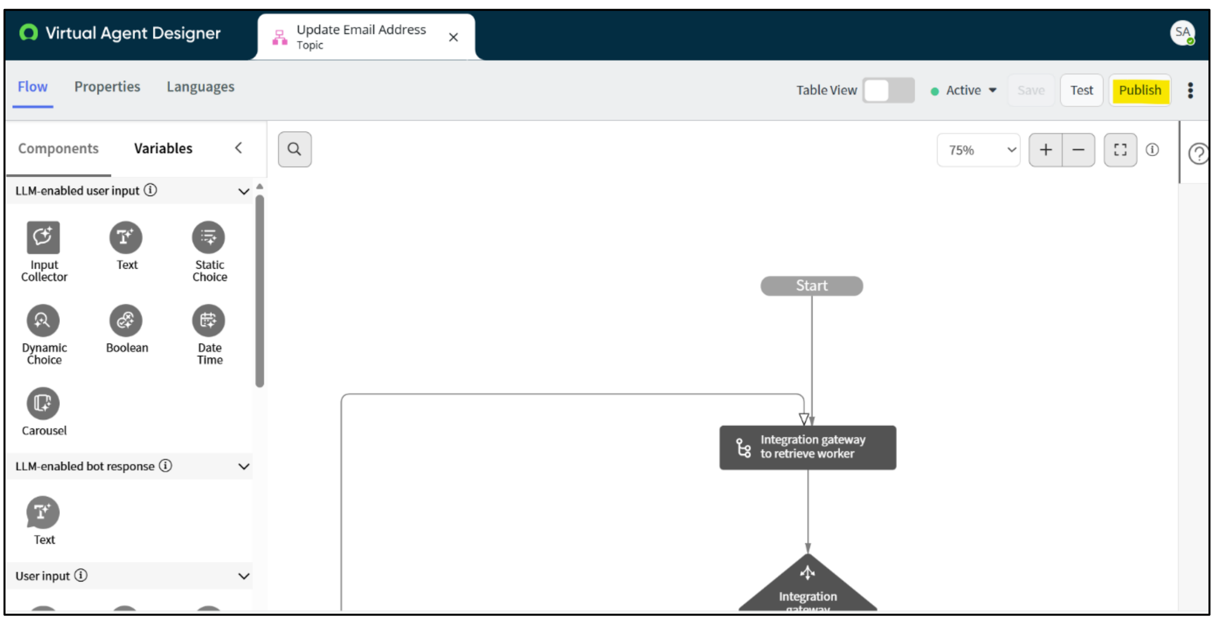
1. Navigate to All → Conversational Interfaces → Virtual Agent → Designer.



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.



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

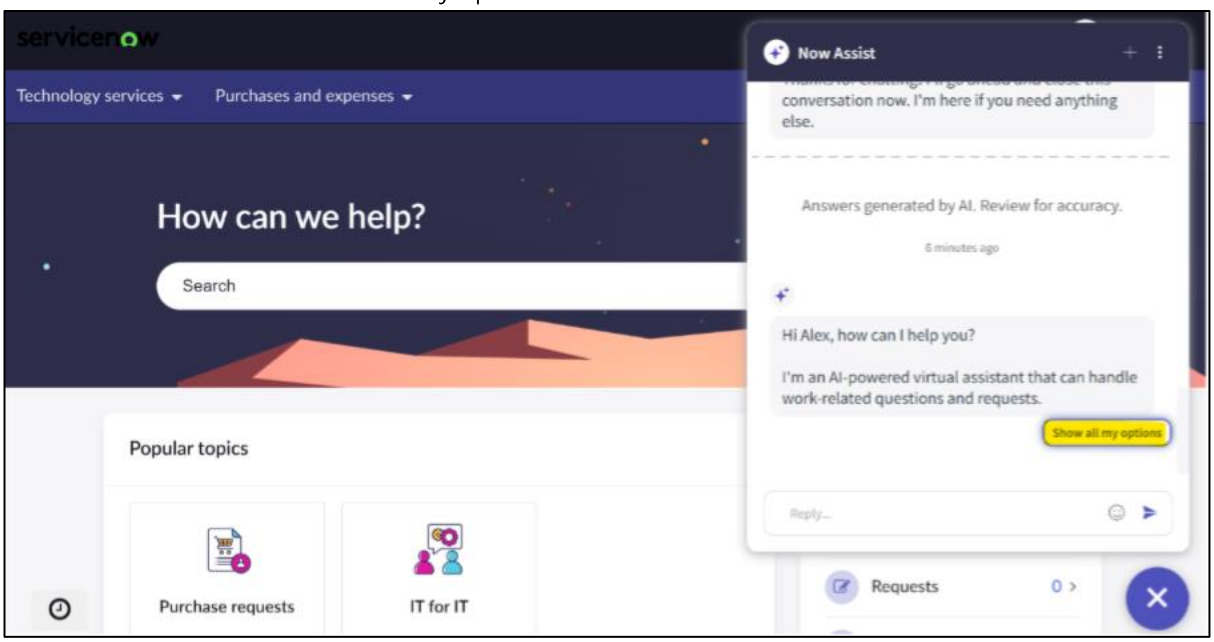
Under the Update Personal Details use case, employees can update their personal information through the Virtual Agent in the Employee Center, including email address, date of birth, blood type, address, and phone number.

1.8.2.1 Use Case of Update Email Address

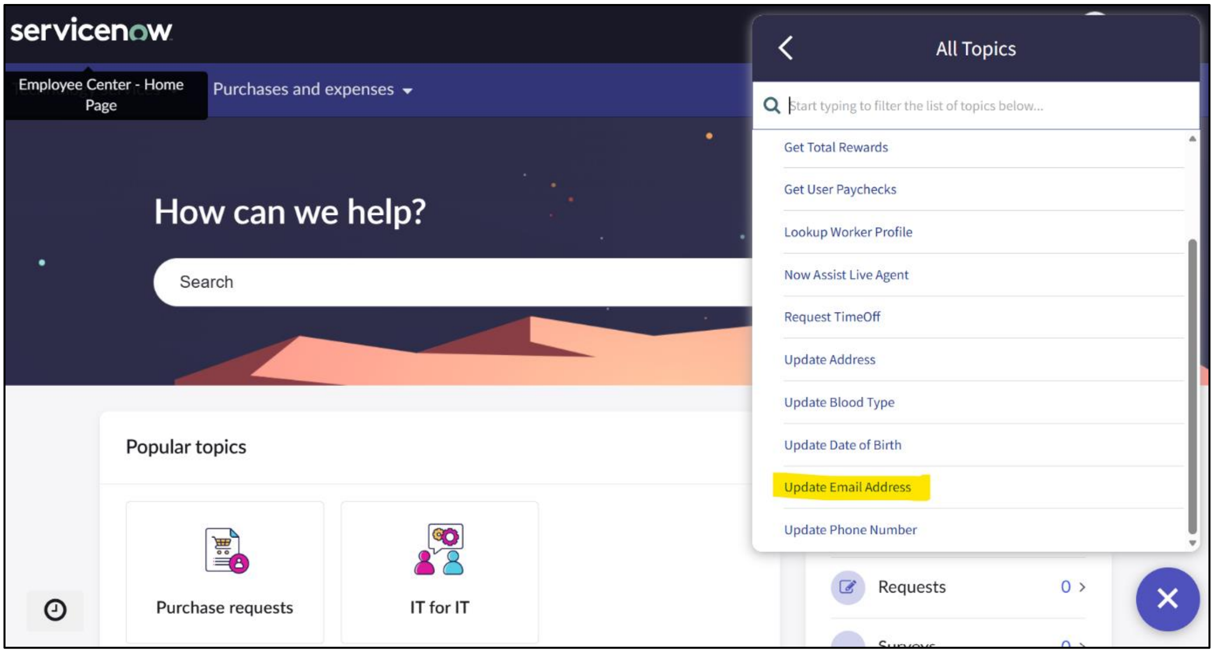
The Update Email Address use case enables users to update their email address through the Virtual Agent in the Employee Center.

Procedure:

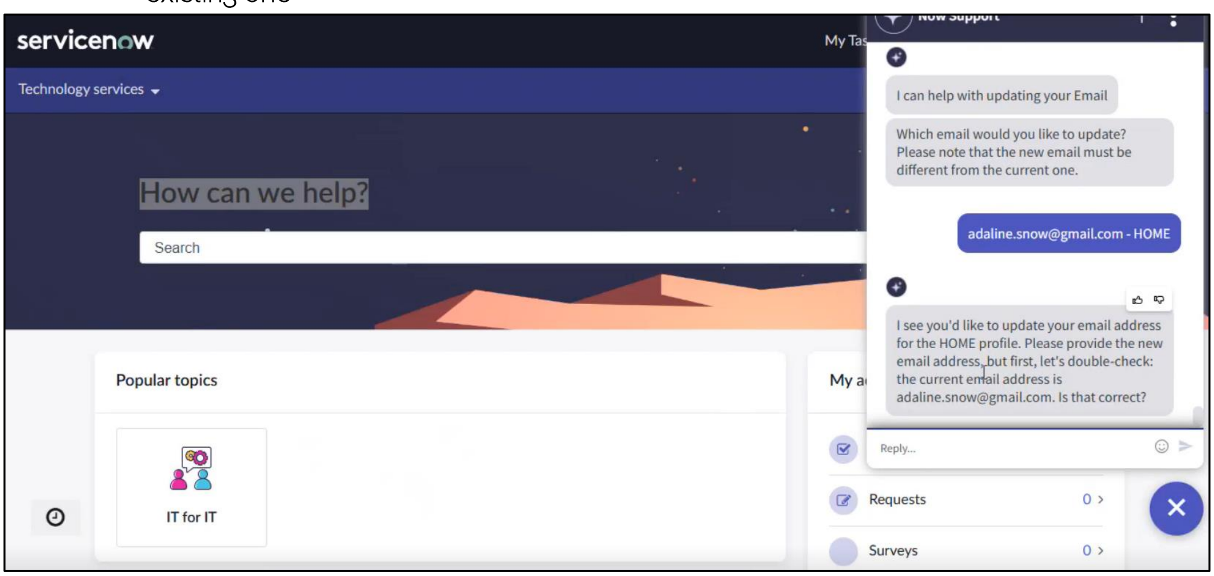
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.
3. Click on the "Show all my options" button.



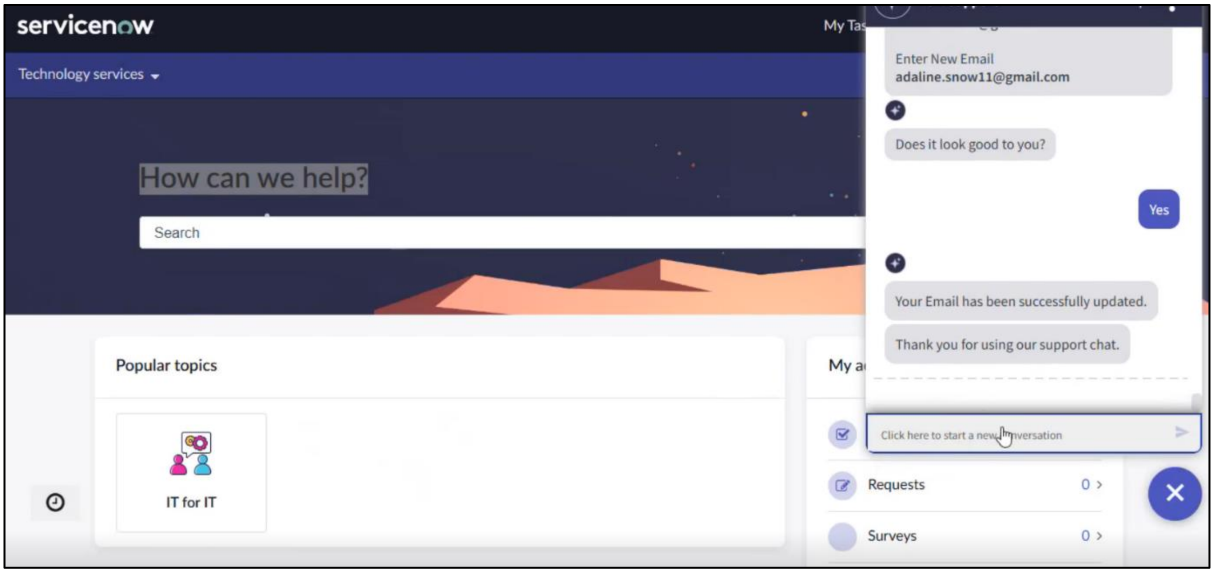
4. The list of all available topics will be displayed.
5. Select "Update Email Address" to update the details.



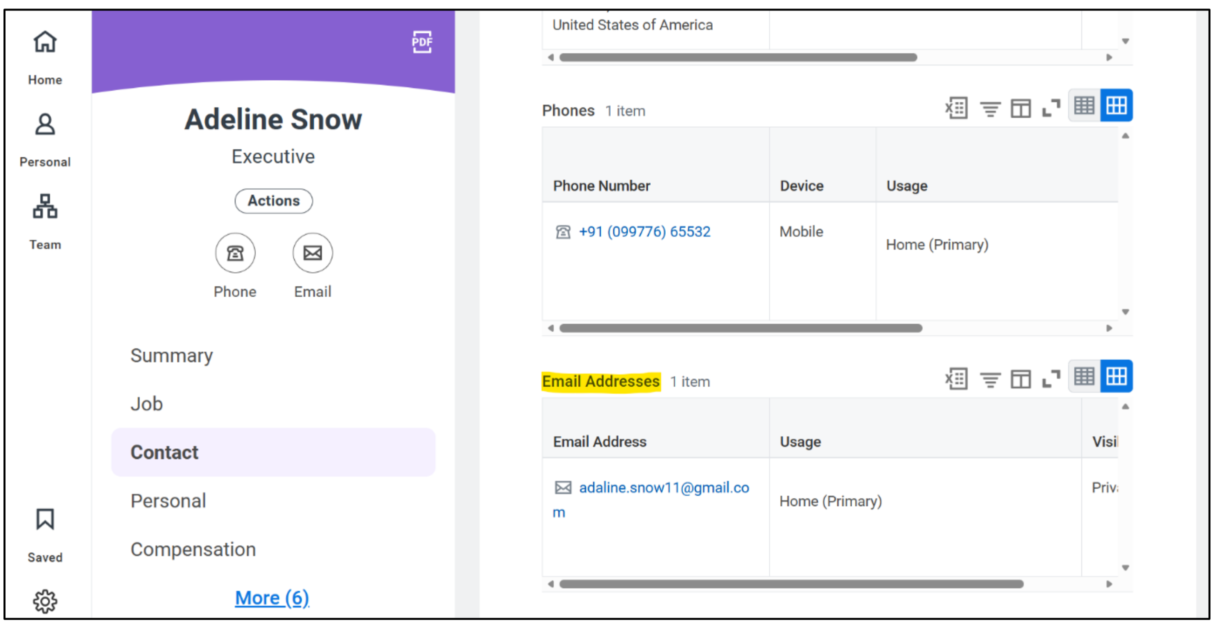
6. After selecting Update Email Address, enter a new email address that is different from the existing one



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

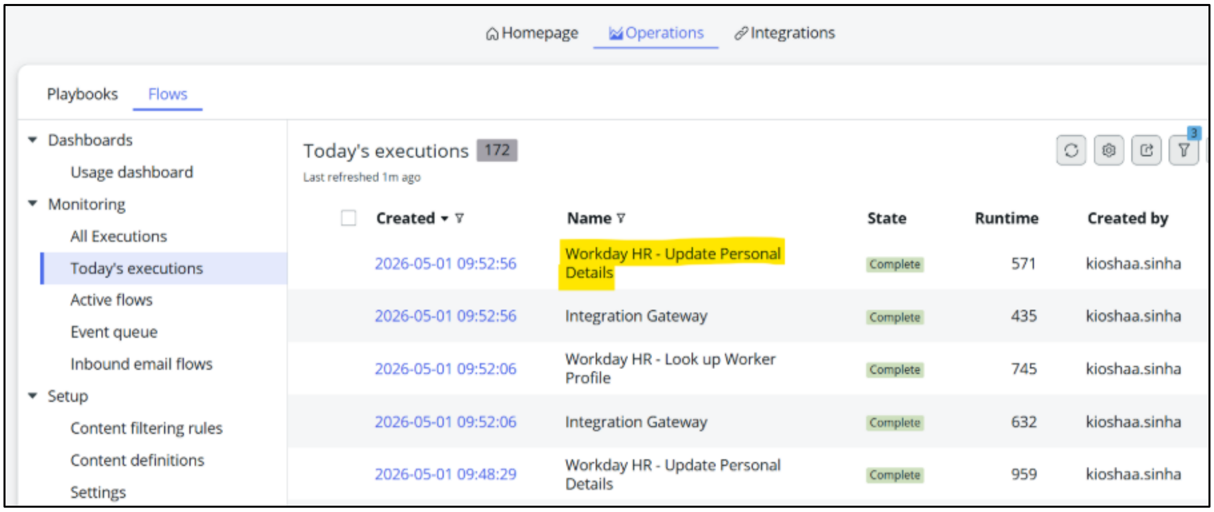


Workday Request synchronization:



Background Process:

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

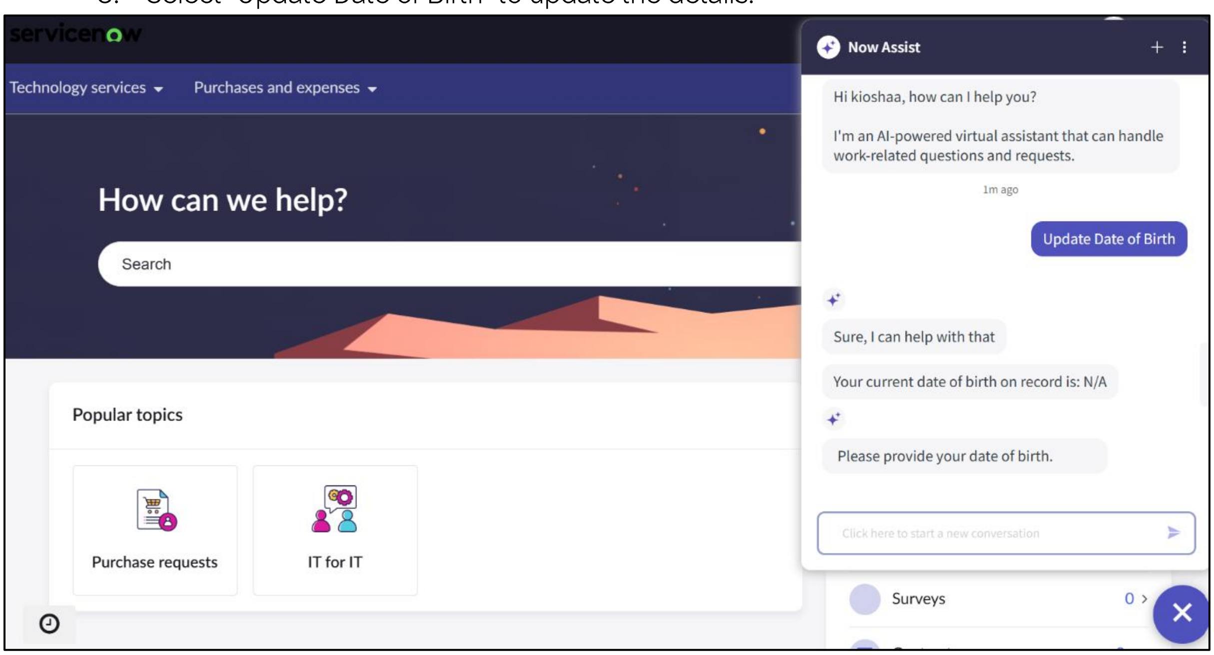


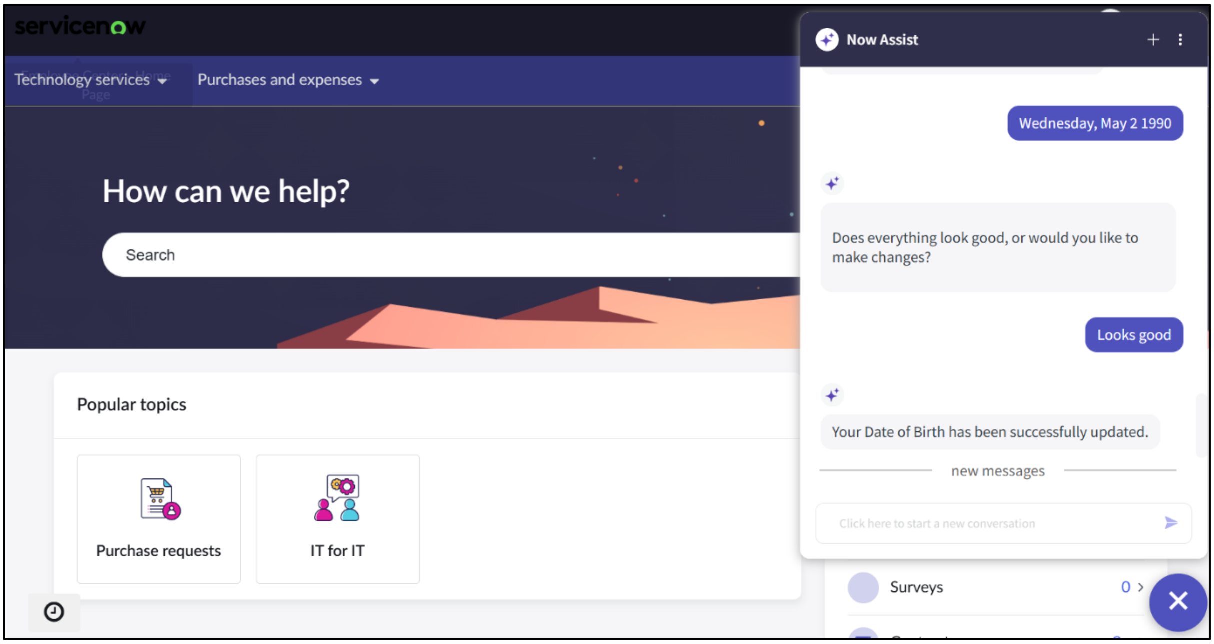
1.8.2.2 Use Case of Update Date of Birth

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

Procedure:

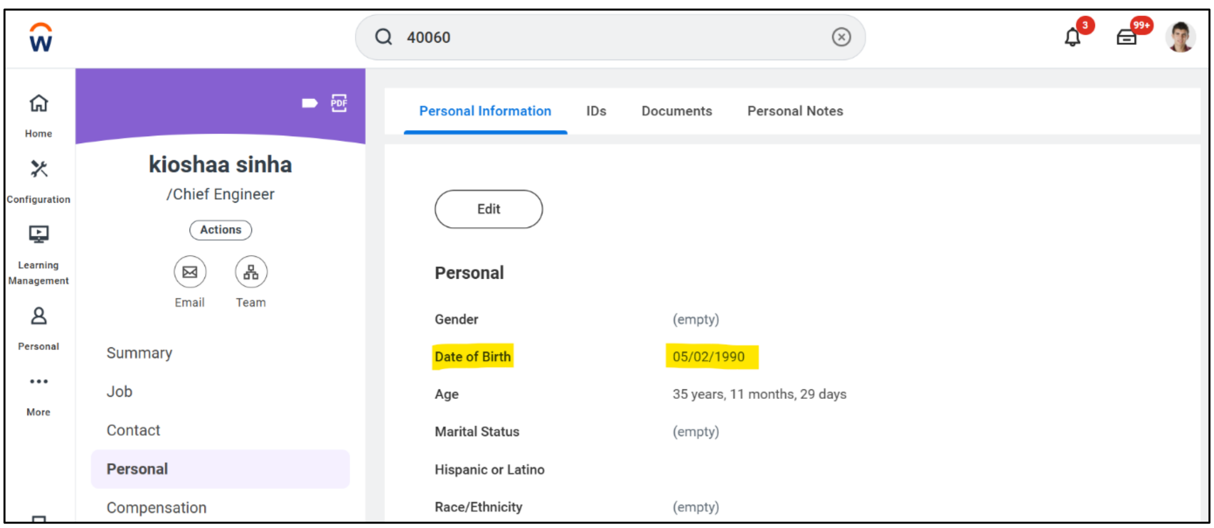
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.
3. Click on the “Show all my options” button.
4. The list of all available topics will be displayed.
5. Select "Update Date of Birth" to update the details.





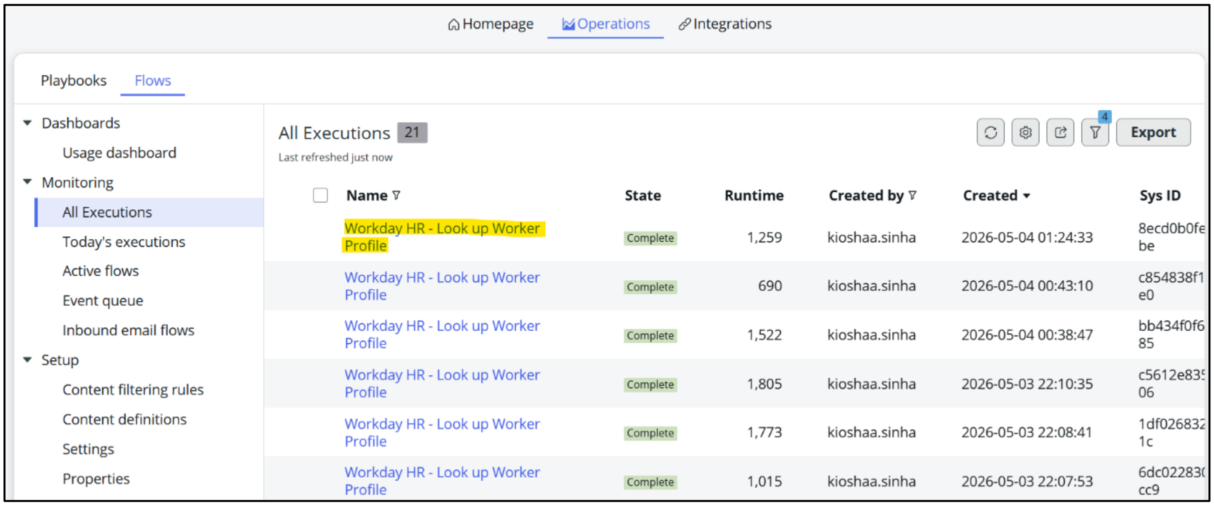
Workday Request synchronization:

- 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.

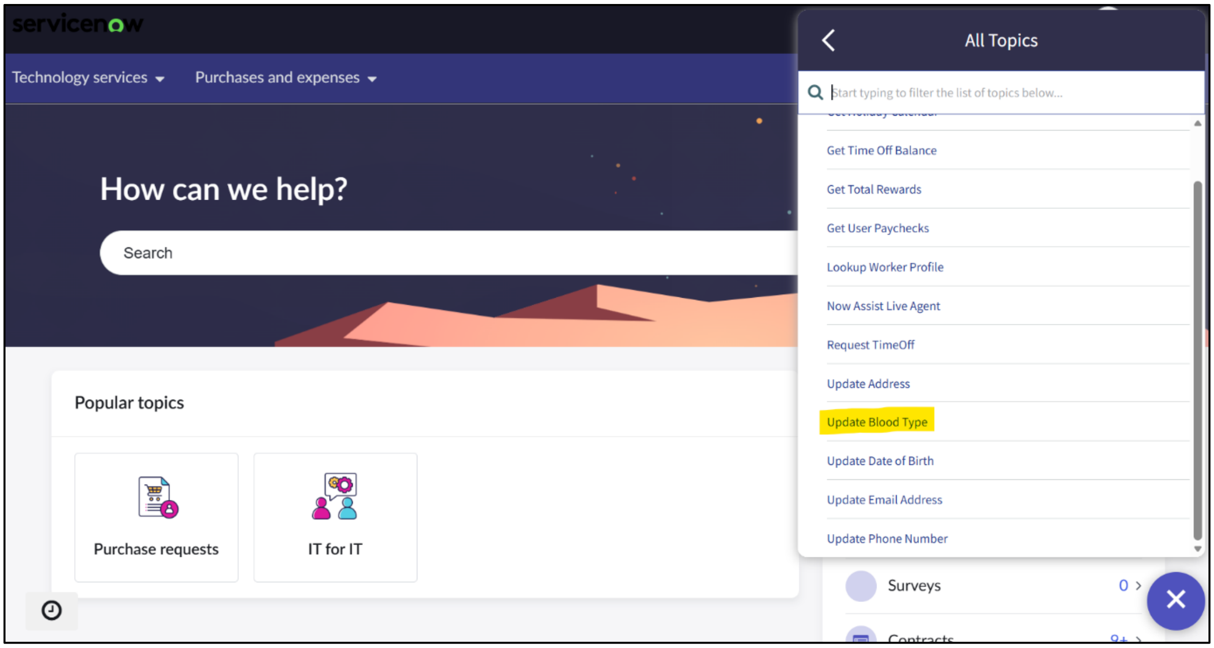


1.8.2.3 Use Case of Update Blood Type

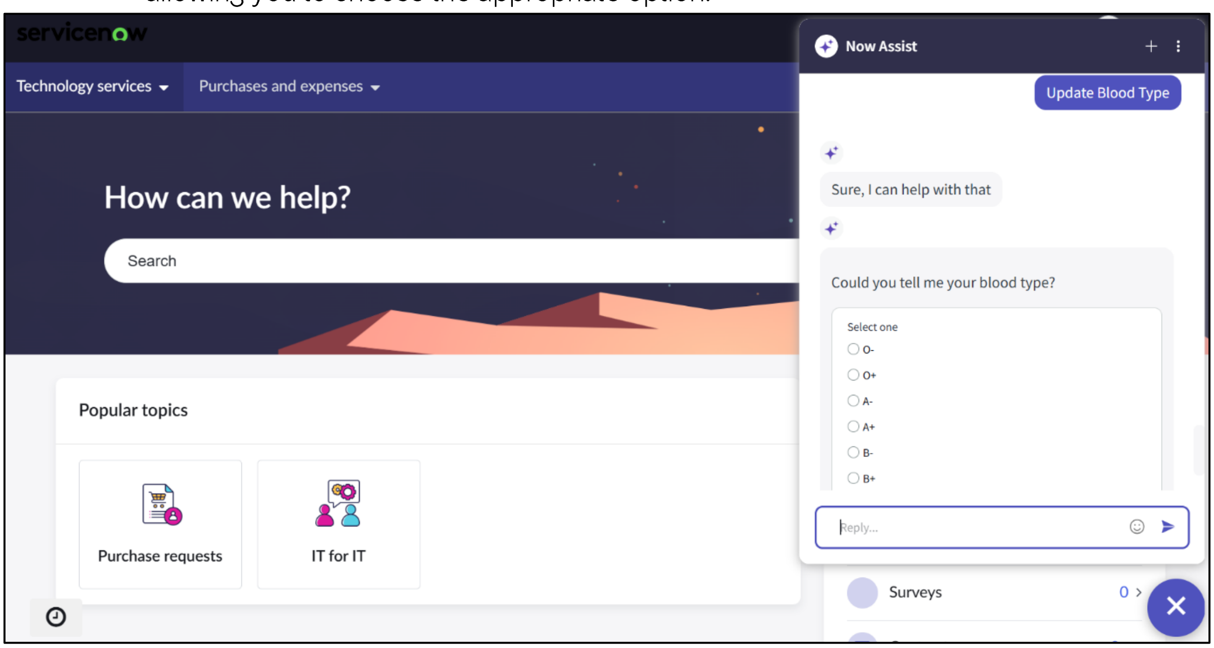
The Update Blood Type use case allows users to update their blood type via the Virtual Agent within the Employee Center.

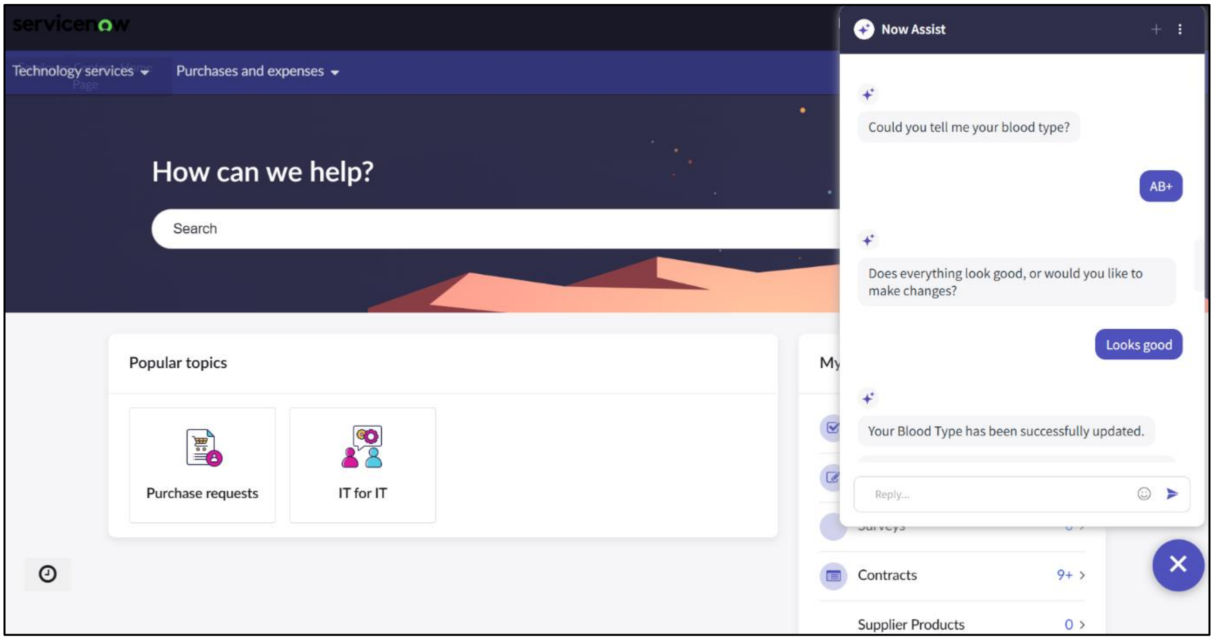
Procedure:

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.

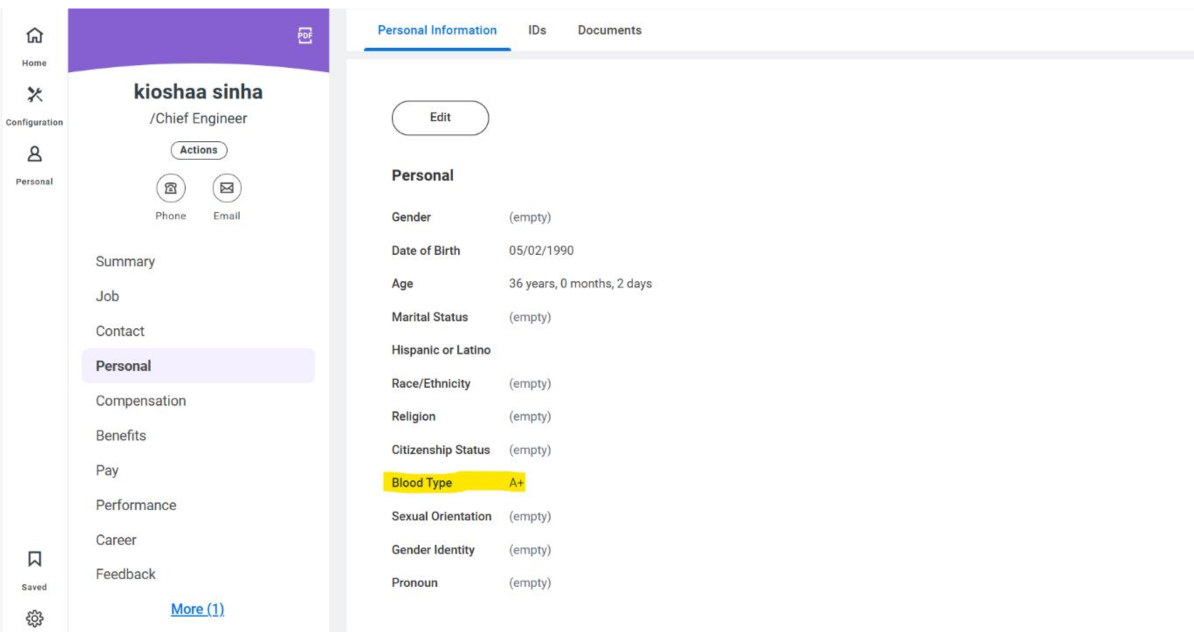


6. Upon selecting "Update Blood Type," a list of available blood groups will be displayed, allowing you to choose the appropriate option.



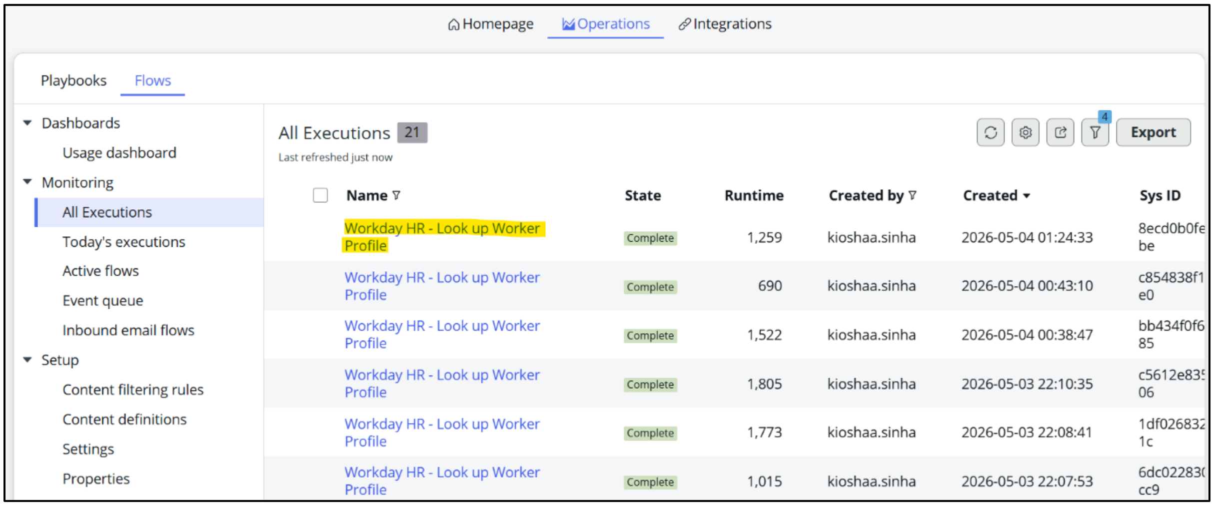


Workday Request synchronization:



Background Process:

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

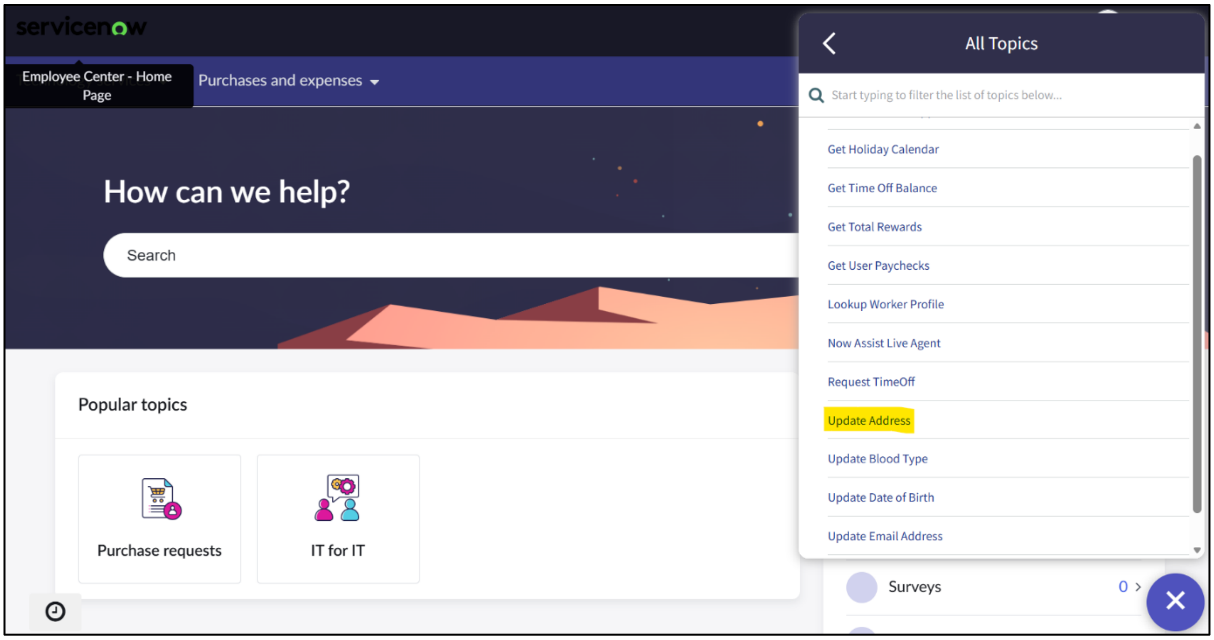


1.8.2.4 Use Case of Update Address

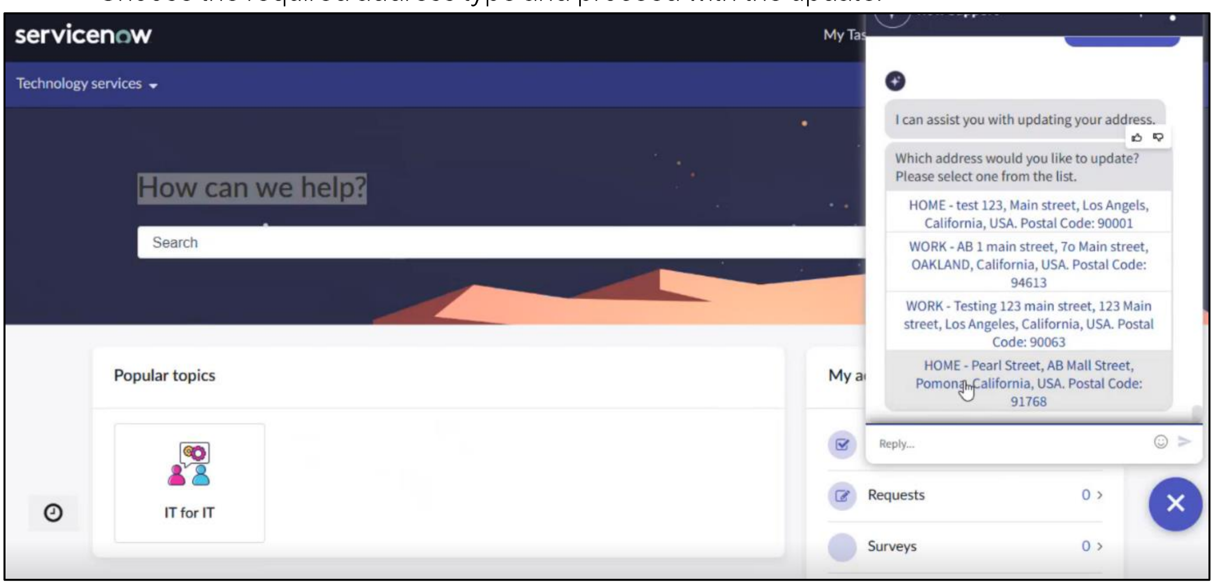
The Update Address use case enables users to update their Address through the Virtual Agent in the Employee Center.

Procedure:

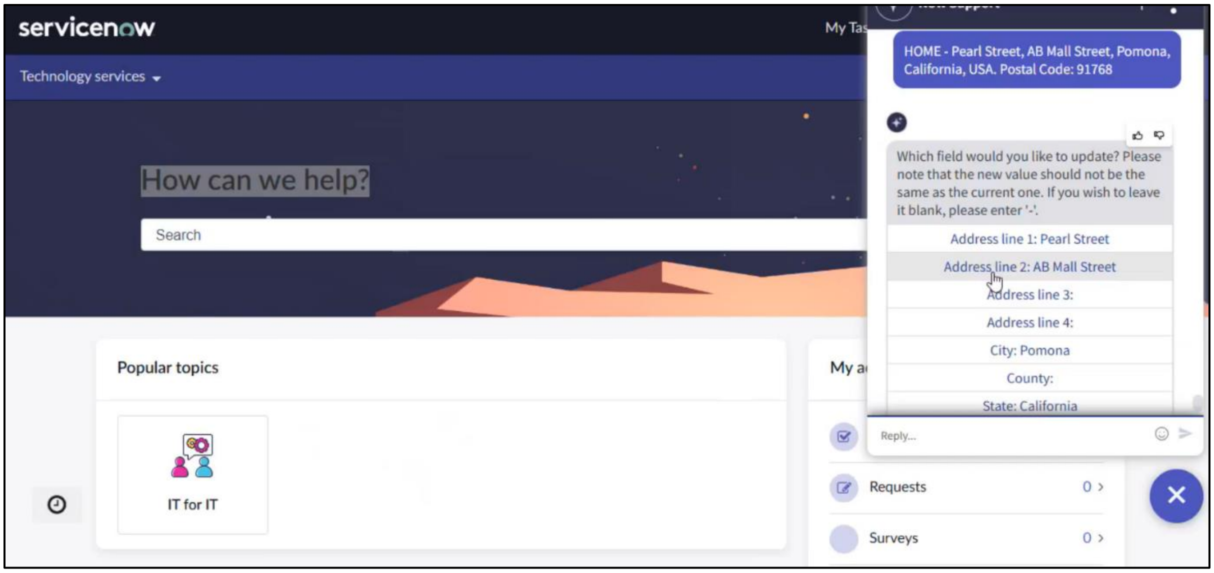
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.
3. Click on the "Show all my options" button.
4. The list of all available topics will be displayed.
5. Select "**Update Address**" to update the details.



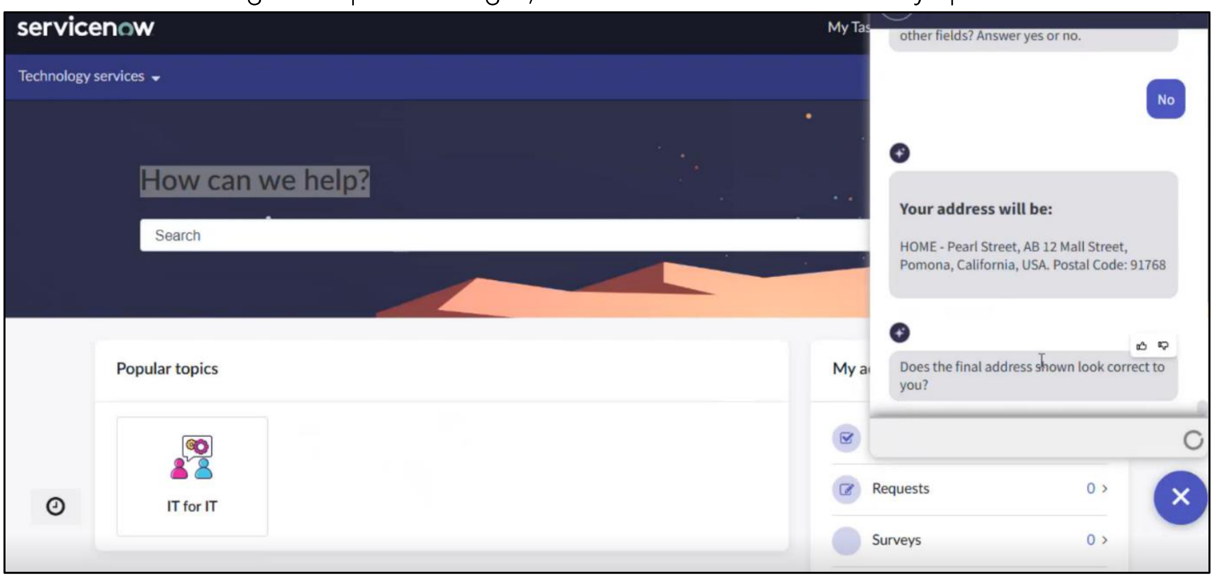
6. After selecting Update Address, the system displays a list of address types (Home and Work). Choose the required address type and proceed with the update.

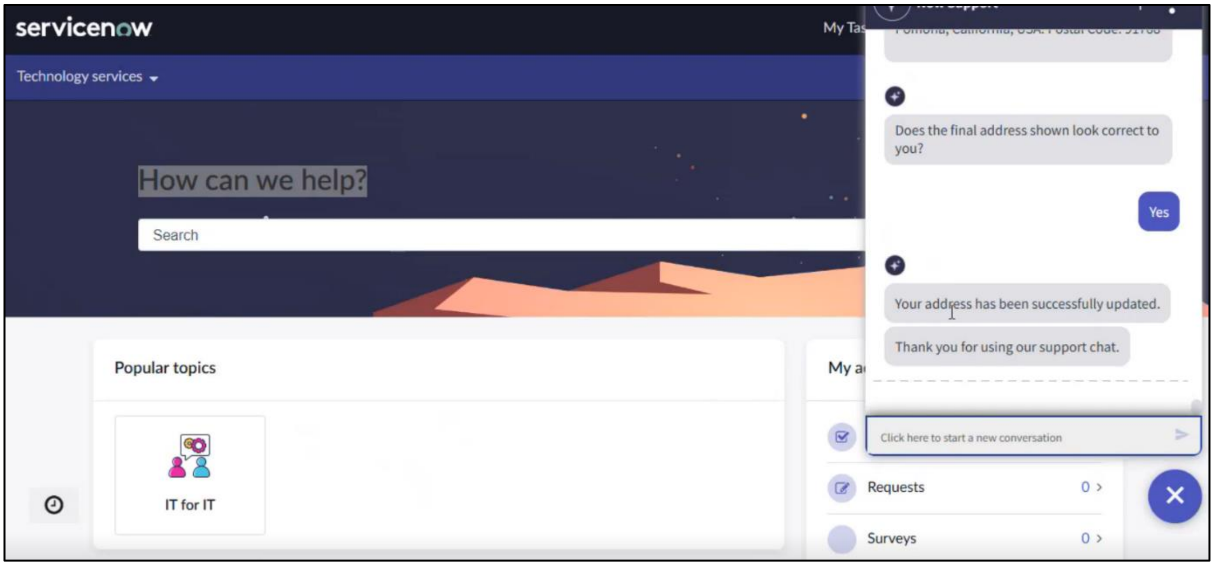


7. Once the Home or Work address is selected, select the field that needs to be updated from the available options.

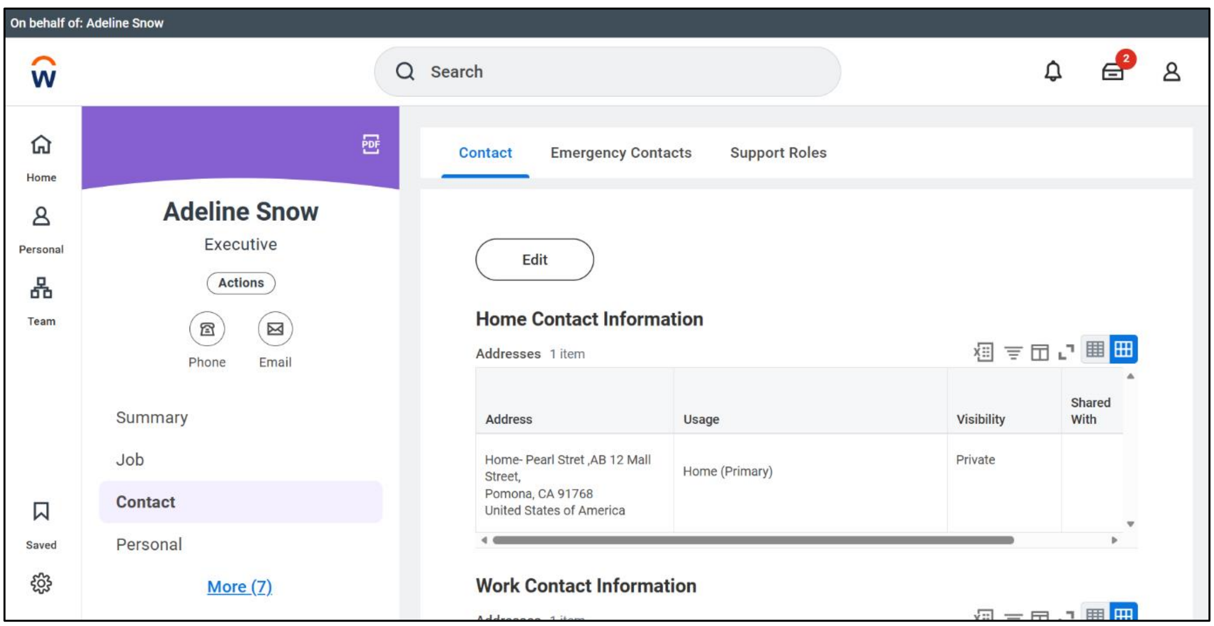


8. After entering the required changes, the address will be successfully updated.



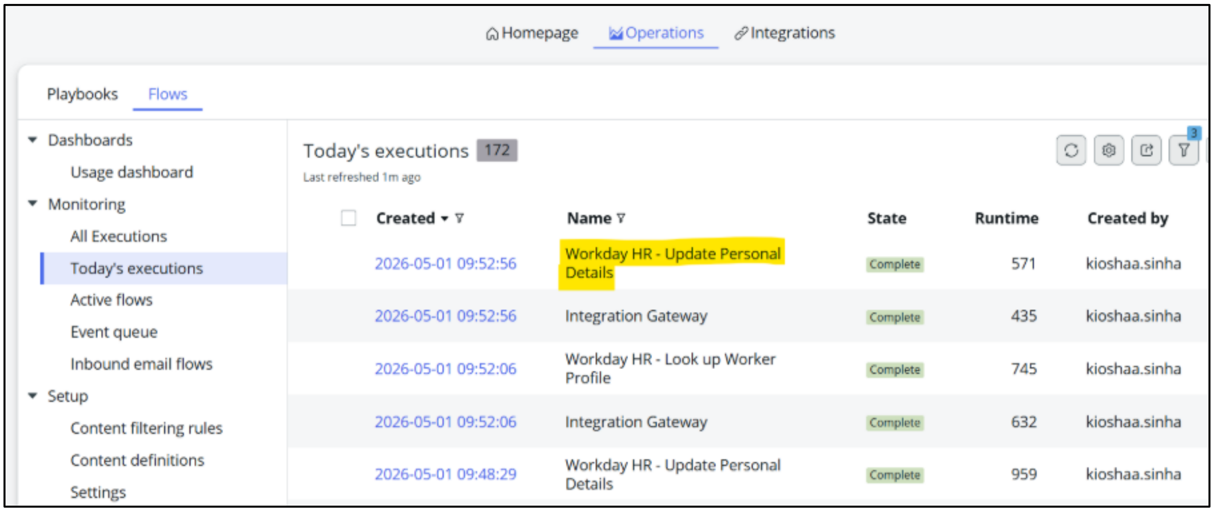


Workday Request synchronization:



Background Process:

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

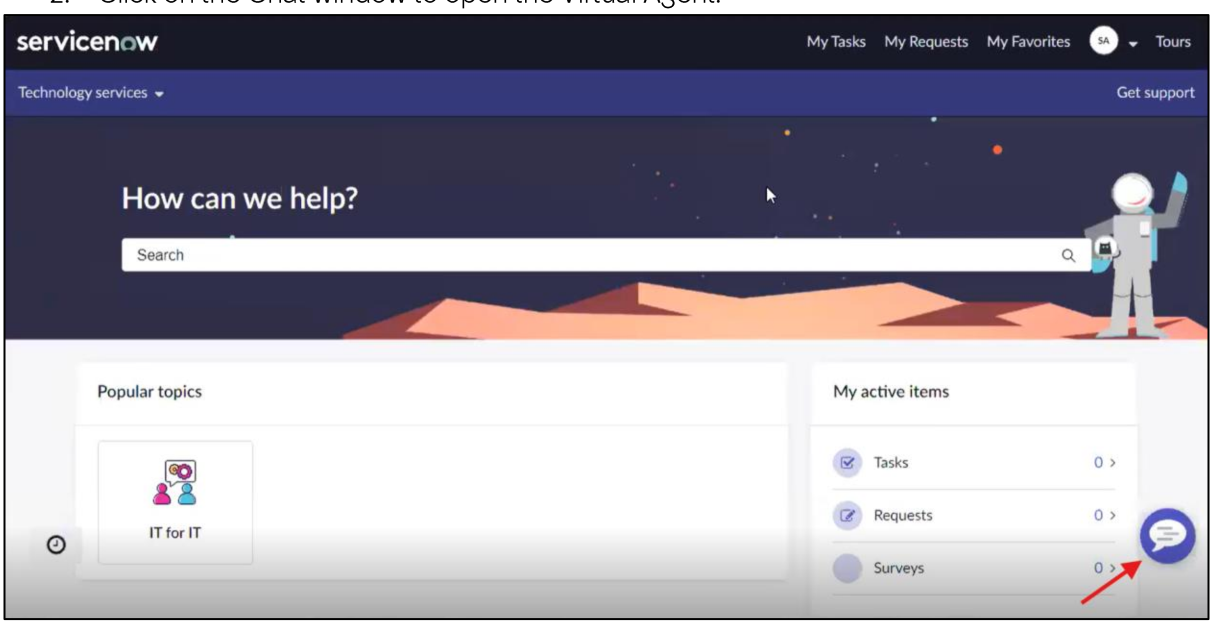


1.8.2.5 Use Case of Update Phone Number

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

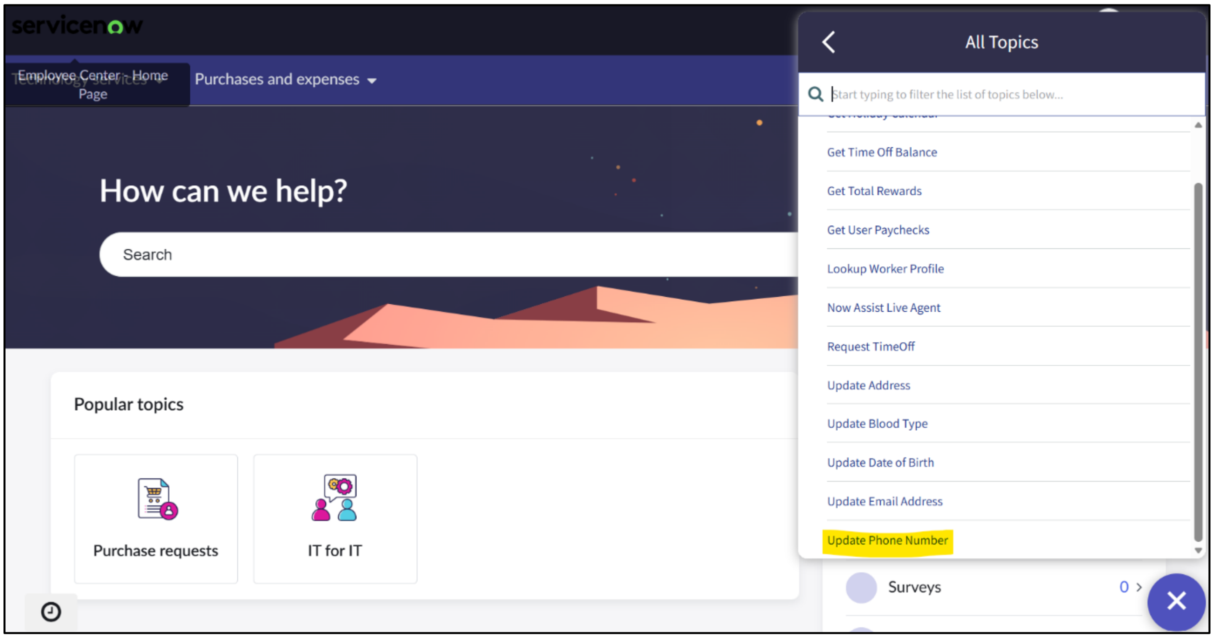
Procedure:

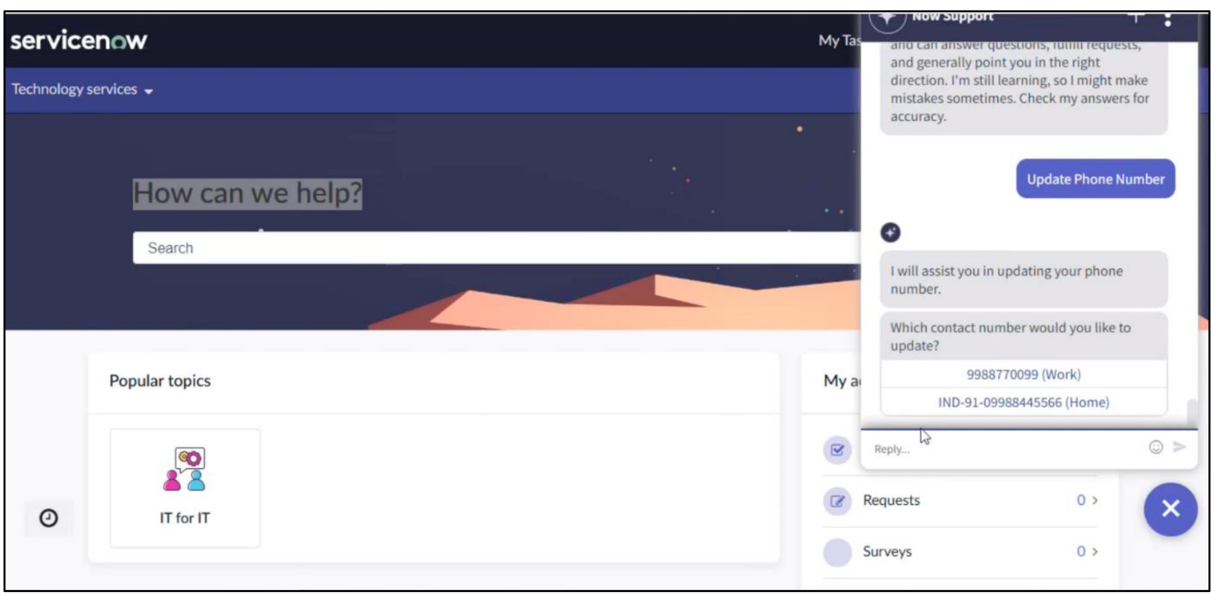
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.

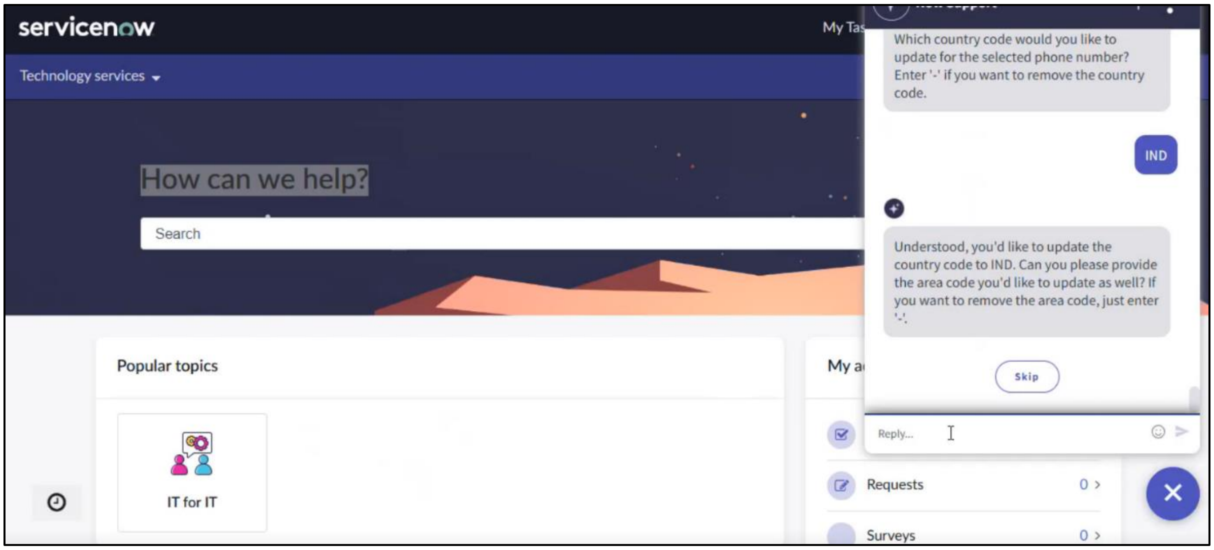


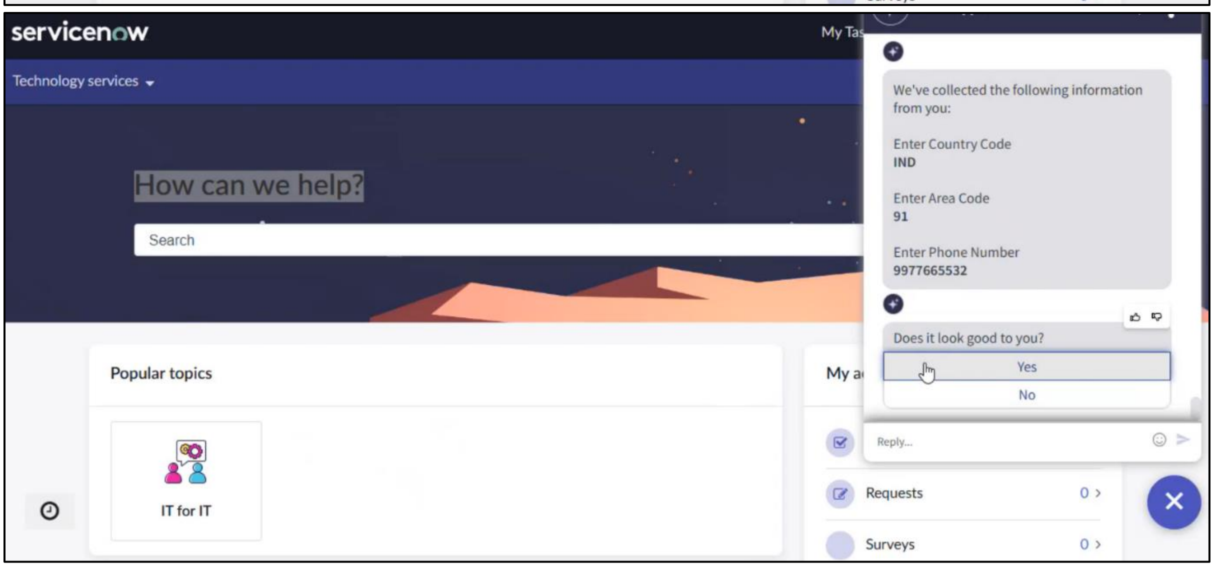
3. Click on the "Show all my options" button.

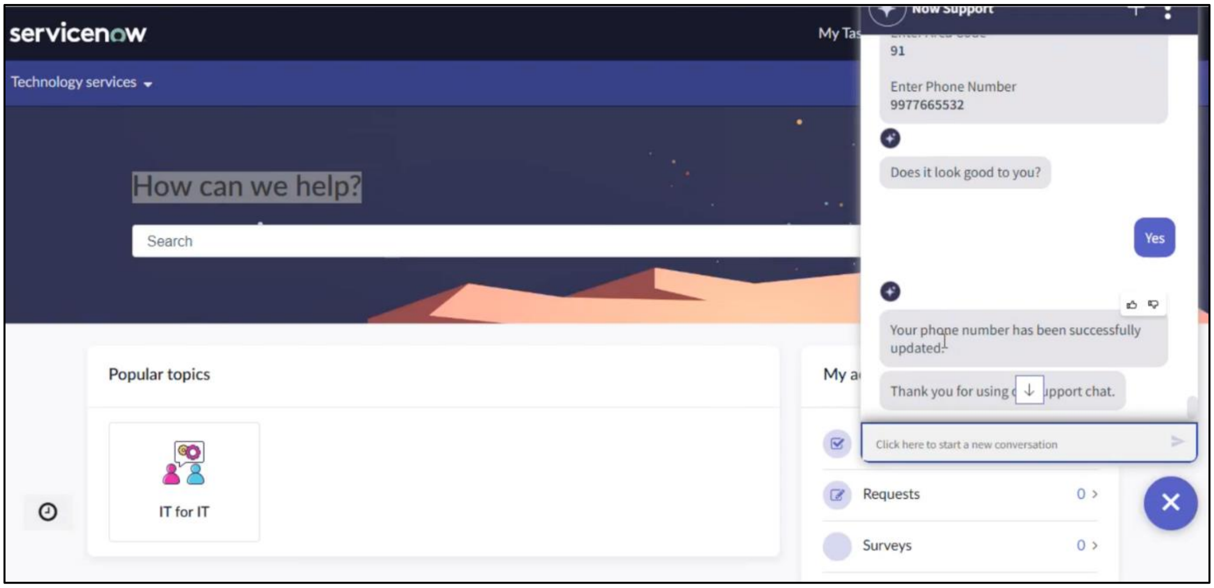
4. The list of all available topics will be displayed.
5. Select "Update Phone Number " to update the details.



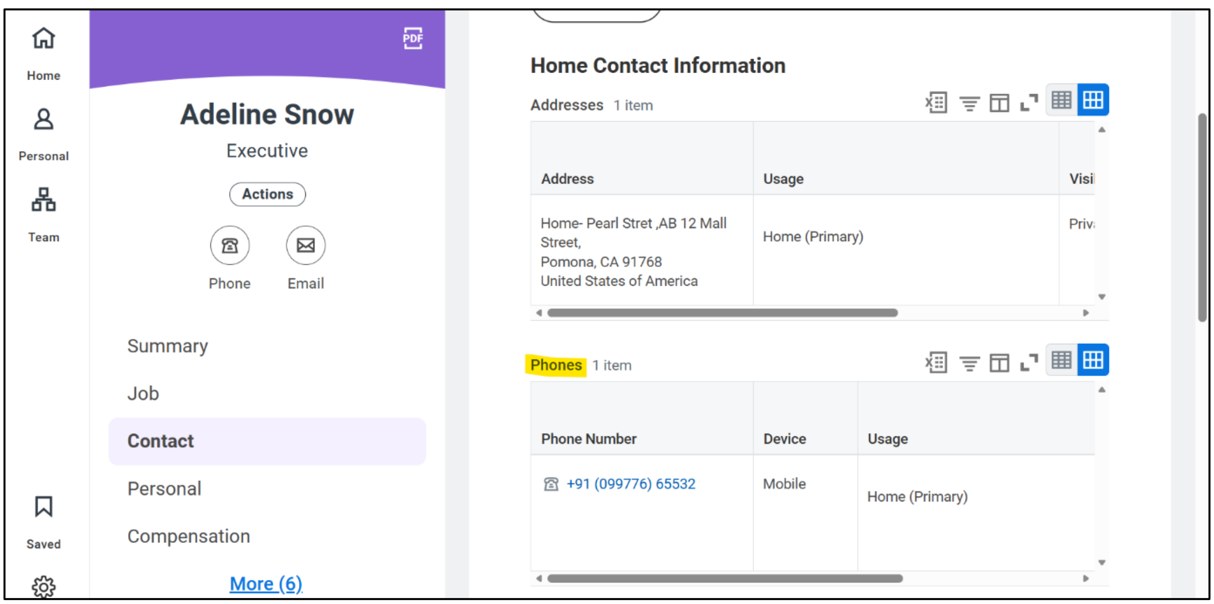



servicenow
My Tas
Technology services
How can we help?
Search
Which country code would you like to update for the selected phone number? Enter '-' if you want to remove the country code.
IND
Understood, you'd like to update the country code to IND. Can you please provide the area code you'd like to update as well? If you want to remove the area code, just enter '-'.
Skip
Reply...
Popular topics
IT for IT
My a
Requests 0 >
Surveys 0 >

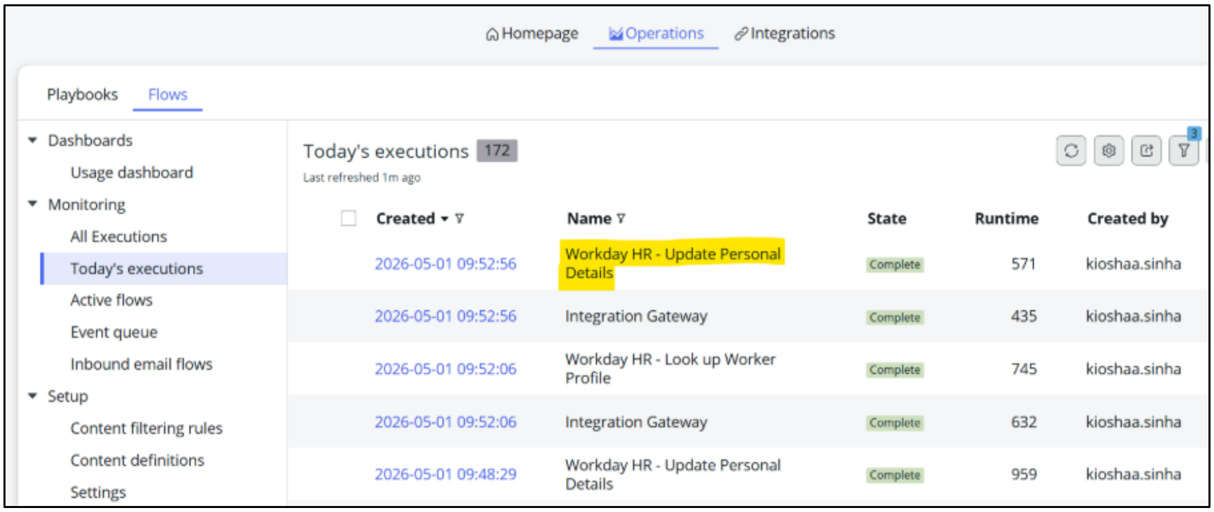

servicenow
My Tas
Technology services
How can we help?
Search
We've collected the following information from you:
Enter Country Code
IND
Enter Area Code
91
Enter Phone Number
9977665532
Does it look good to you?
Yes
No
Reply...
Popular topics
IT for IT
My a
Requests 0 >
Surveys 0 >



Workday Request synchronization:



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



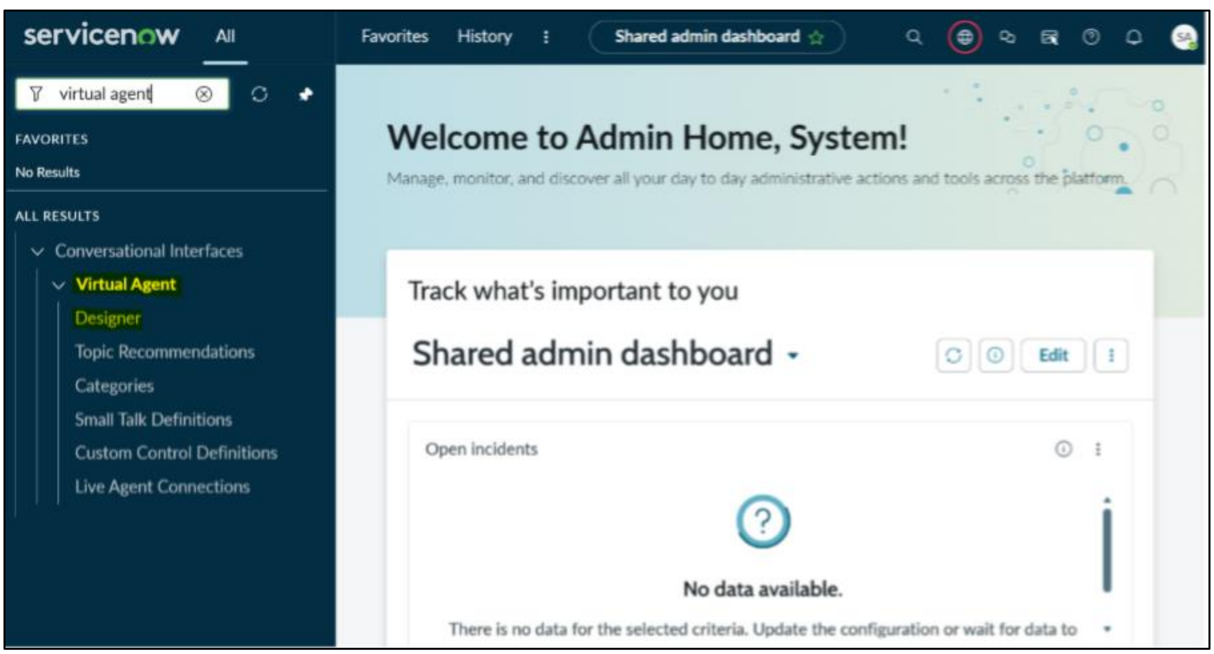
1.9 Look Up Worker Profile

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:

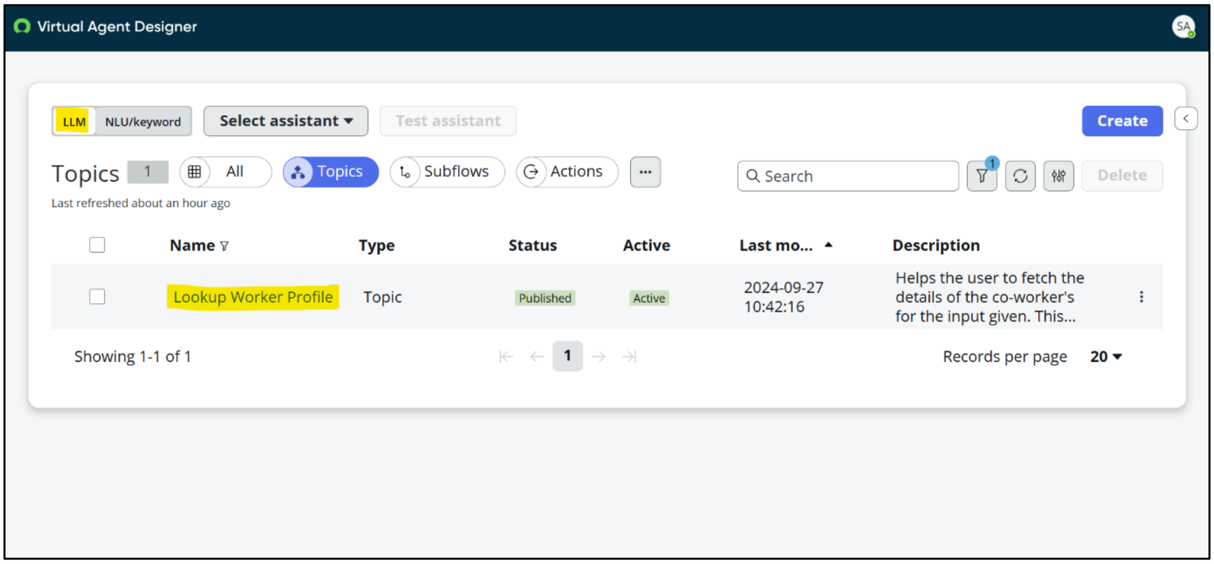
Follow the steps below to configure the Look Up Worker Profile use case in the Virtual Agent:

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

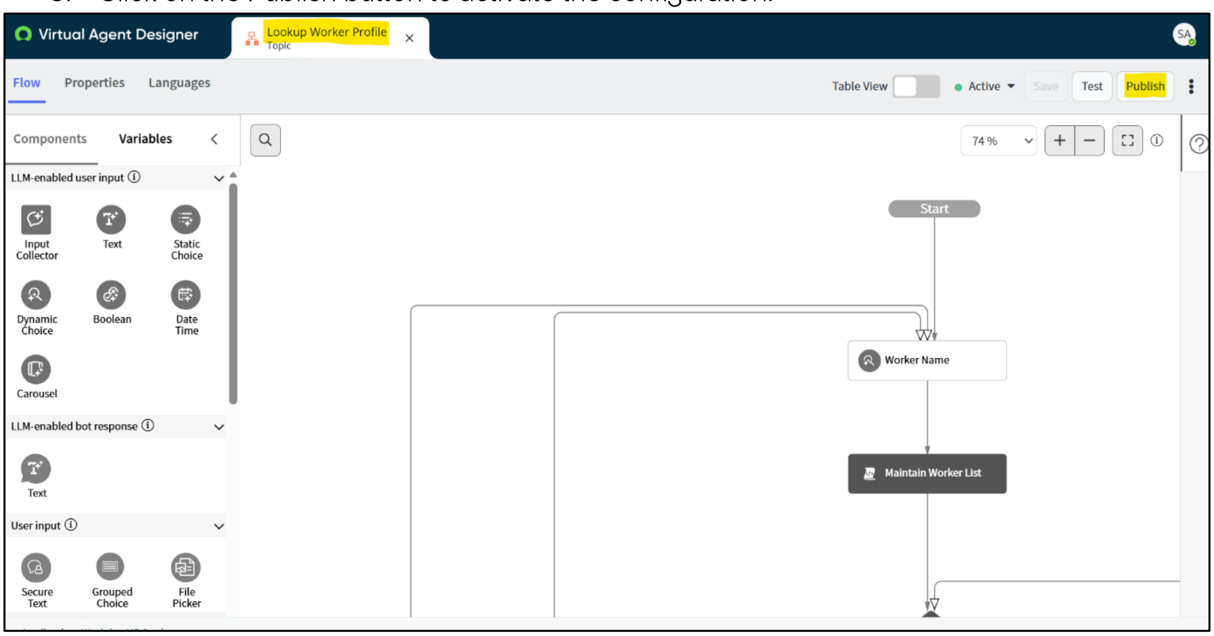


2. In the Virtual Agent Designer, click on the LLM section.

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



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

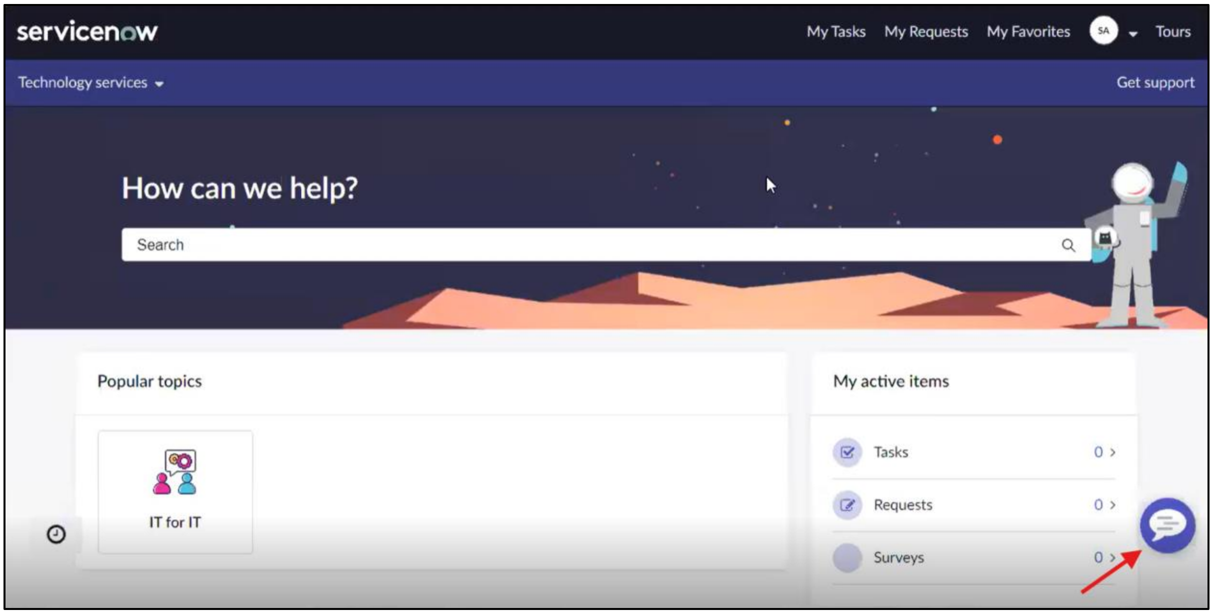


1.9.2 Use Case of Look Up Worker Profile

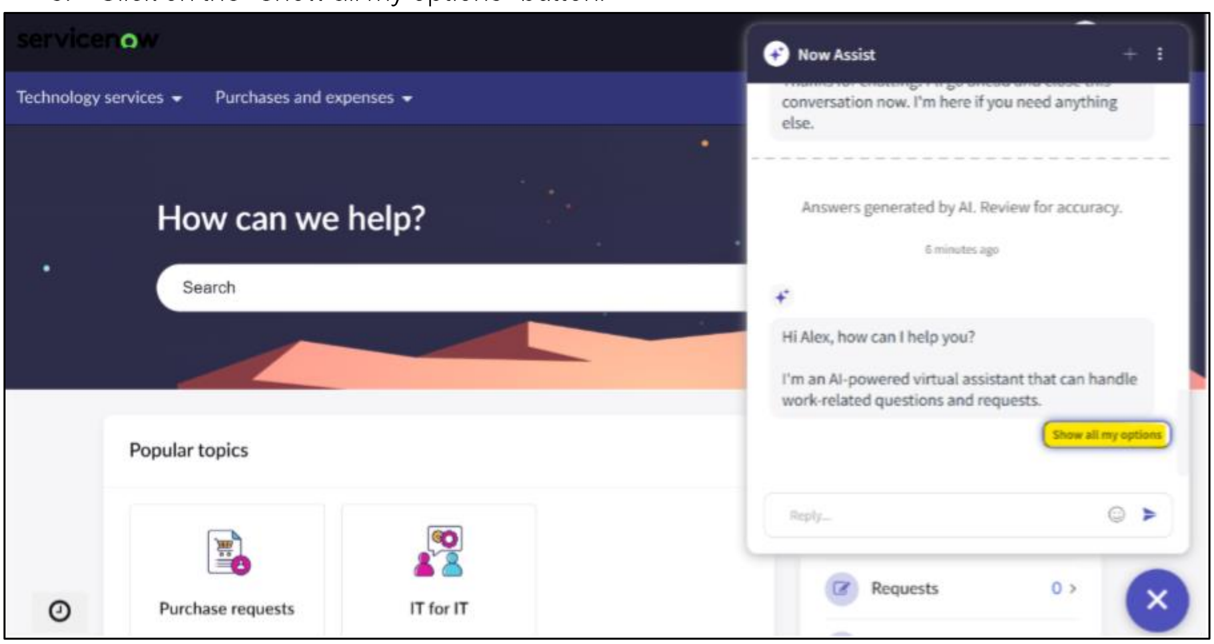
The Look Up Worker Profile use case enables users to view their profile through the Virtual Agent in the Employee Center.

Procedure:

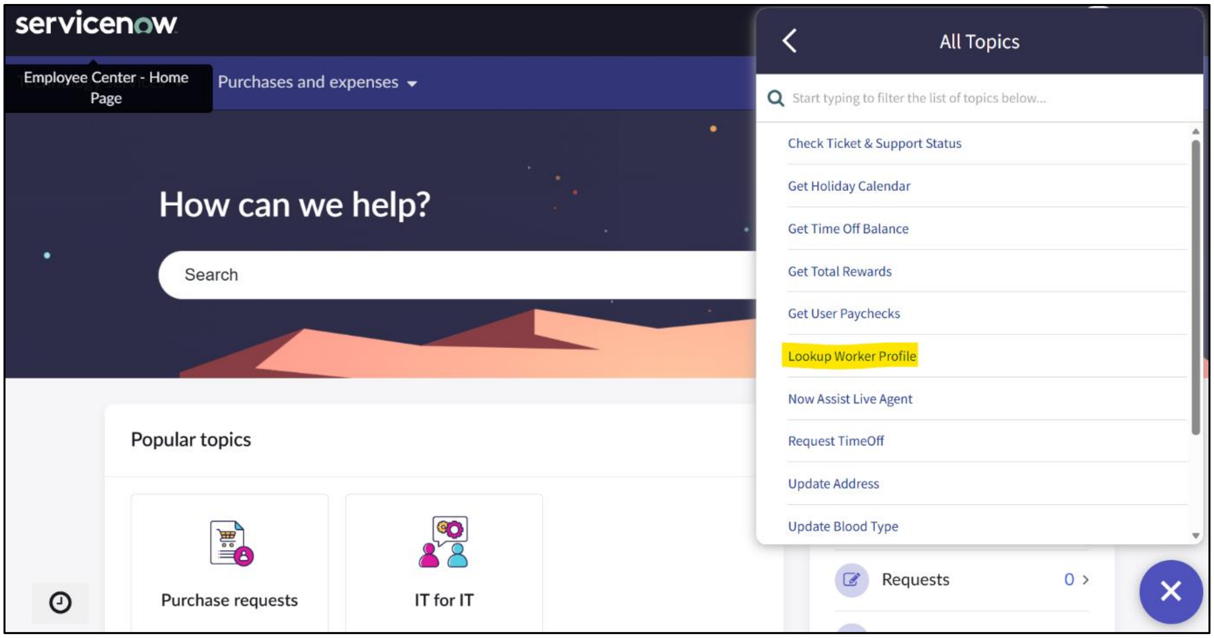
1. Navigate to the Employee Center in ServiceNow.
2. Click on the Chat window to open the Virtual Agent.



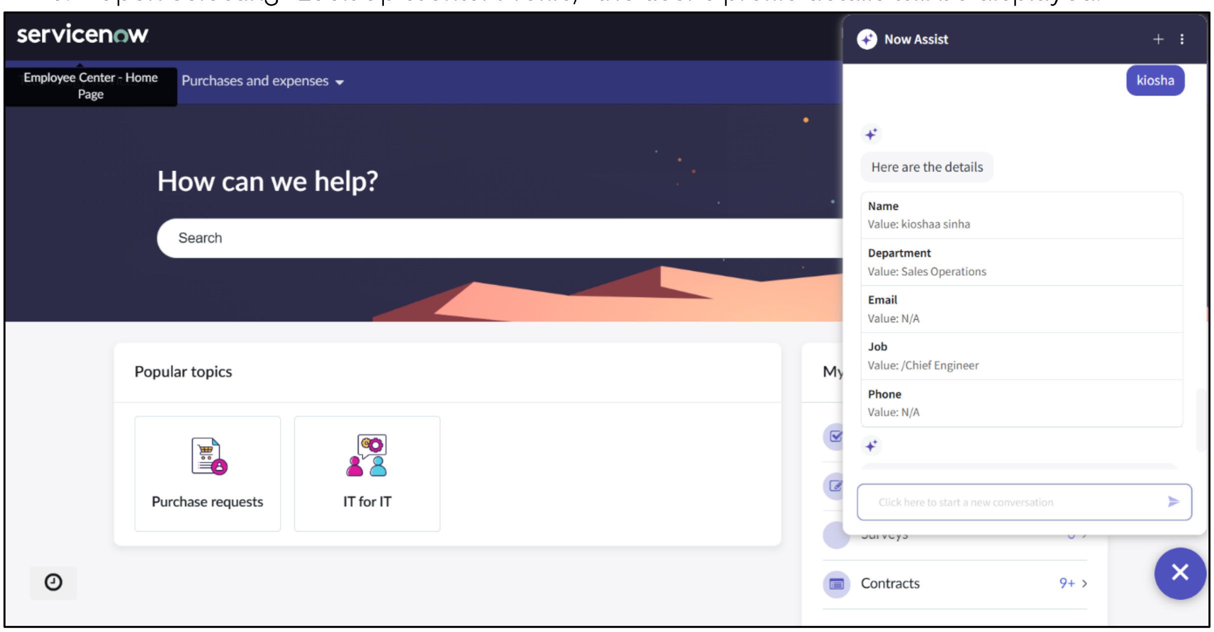
3. Click on the “Show all my options” button.



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

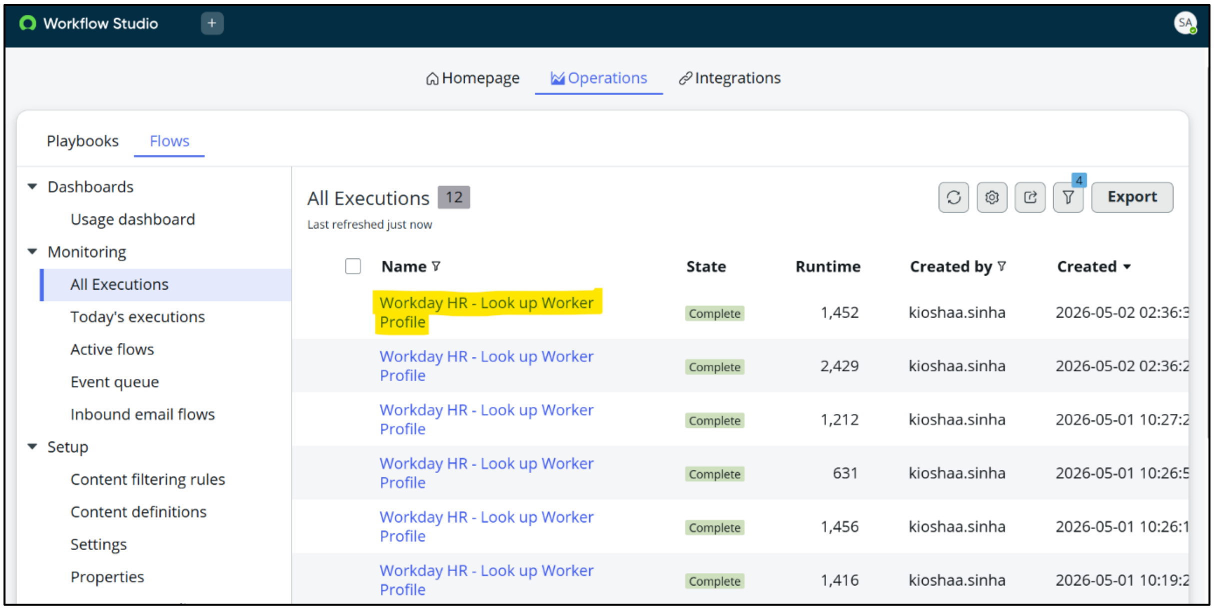


6. Upon selecting "Look Up Worker Profile," the user's profile details will be displayed.



Background Process:

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



2. Other Documents in the Series

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