

Workday Flex Credits for AI agents

What your agents and integrations will draw from the credit pool, and how to plan for it.

Know which meter each agent uses, and check your Console before you buy credits.

15,000 to 200,000	2.5M to 6.5M	80, 90, 100%	1 Feb 2027
free credits a year, by headcount, for customers who accept the policy	API calls a year included, by headcount*	Workday usage alerts. Nothing switches off automatically	API overage becomes billable, per analysts†

7 THINGS TO KNOW

- One pool.** Flex Credits pay for Workday's agents, Agent-Ready Tool calls, custom Extend agents and API calls above your allowance. Your complimentary credits count toward all of them.
- Free credits by size.** HCM or Financials customers who accept the policy get 15,000 a year (under 3,500 employees) up to 200,000 (100,000 or more).
- No rollover.** Complimentary credits reset every year, on 1 January for policies effective from 29 May 2026. Bought credits expire at the end of the subscription period.
- API allowance.** 2.5M to 6.5M calls a year by headcount, raised by some subscriptions: Student +150%, Procurement and Accounting Center +100%, Extend +50%, Prism and Financials +15%.*
- API overage.** 60 credits per 10,000 calls over the allowance, on all transports (SOAP, REST, RaaS, WQL; our reading). Billable once you sign the Flex Credits and Platform Entitlement Policy, from 1 Feb 2027.†
- Agent paths use different meters.** Agents outside Workday that use Workday's Agent-Ready Tools (Workday-hosted MCP tools) pay 10 credits per 100 base calls (data retrieval) and 50 per 100 advanced calls (transactional or administrative)**. Custom agents in Workday Extend Professional pay 1 to 3 credits per invocation plus 5 or 25 per 100 tool calls. Workday lists Extend Professional as the prerequisite for both. Agents that call Workday's APIs directly, or through a connector or MCP server, count against the API allowance like any integration. Agent-Ready Tools are built and maintained by Workday; with direct API calls, you maintain the calls.
- Above 100%.** Nothing switches off. You pay the overage, and the policy says you must stop using metered offers unless you buy more credits.

THE FORMULA

Credits a year = API overage + Workday agents + tool calls + Extend invocations

- API overage = max(0, API calls – allowance) × 0.006
- Workday agents = volume × rate, per agent
- Tool calls = calls ÷ 100 × 10 or 50 (outside Workday**), 5 or 25 (Extend)
- Extend invocations = invocations × 1, 2 or 3

Credits to buy = max(0, credits a year – free and bought credits)

AGENT METERS selected; the 9 Oct 2026 rate card lists about 30

Meter	Unit	Credits
Self-Service Agent	per action	1
Recruiting Agent: Fetch	per unique requisition	750
Recruiting Agent: Spotlight	per resume	6
Contract Negotiation Agent	per document, all rounds	500
Payroll Agent: Q&A	per request	10
Core Reporting Agent	per request	8
Extend custom agent	per invocation: Base, Standard, Premium	1, 2, 3
Agent-Ready Tools, custom agent	per 100 calls: base, advanced	5, 25
Agent-Ready Tools, non-Custom agent**	per 100 calls: base, advanced	10, 50
Developer Agent	per invocation, after 50,000 free a year	2
API calls above allowance	per 10,000 calls	60

HEAVY PATTERNS TO LOOK FOR

- ☐ Full re-sync on every run. Sync changes only, with a weekly full sync.
- ☐ 100 records per page. SOAP allows up to 999.
- ☐ One call per record. One report run (RaaS) returns the whole set.
- ☐ Full-list compare every 5 minutes. One call per poll is 105,120 calls a year, or 631 credits if all above the allowance. At 100 per page, 10,000 workers make it 10.5M.
- ☐ Full SOAP records in the model's context. About 14,000 tokens per worker vs about 200 for a report row (our measurement).
- ☐ Retry loops. A 4-call task with retries can become 8 to 10 calls.

WORKED EXAMPLE

10,000 employees with Extend: allowance 6.75M calls. Integrations make 9.0M calls and an agent adds 0.96M, so 3.21M are over: **19,260 credits**. Self-Service Agent at an assumed 2 actions per employee a month: **240,000**. Recruiting Agent: Fetch on 100 requisitions: **75,000**. Total **334,260 credits** against 60,000 free, so **274,260 to buy**: \$27,426 at \$0.10 a credit, \$2,743 at \$0.01. API overage is about 6% of the credits used.

QUESTIONS TO ASK WORKDAY

- Is a paginated read one call per page, and a report run one call?
- Do Agent-Ready Tool calls also count against our API allowance?
- What is a "non-Custom Agent", and which tools are base or advanced?
- Will Agent Gateway meter outside agents separately, and at what rate?
- When does our API allowance reset, and is the first period prorated?
- Are all our subscription uplifts applied in the Console?
- Do OAuth token requests, failed calls and retries count?
- What counts as one Extend agent invocation?
- Before we sign, do agent credits draw from complimentary credits?
- Can our order form fix the price per credit, lock rates and allow rollover?

Where to find your numbers: the Platform Consumption Console (Overview, Rate Card, Credit Entitlement, Consumption Usage, API Activity Report).

Run your own numbers: stackone.com/workday-flex-credits

Calculator, spreadsheet and Claude Code plugin

* Per analysts' reading of the Flex Credits and Platform Entitlement Policy, which isn't public (Incubane, Redress Compliance, i8CLOUD). ** Our reading: the rate card's "non-Custom Agents" rate applies to agents built outside Workday. † Commit Consulting and Redress Compliance. Dollar figures at \$0.10 per credit, the top of the analyst range (under \$0.01 to \$0.10); Workday doesn't publish a price. Workday says its public rate card is informational; your order form governs. Independent guide from StackOne. **Not produced or endorsed by Workday.** Workday is a trademark of Workday, Inc. Checked 9 October 2026. Sources: Workday rate card (9 Oct 2026), Flex Credits Policy and SKU prerequisites (8 Oct 2026), Complimentary Flex Credits Policy (21 May 2026), Console guides.