



Reimagine employee services with agentic AI



Empower your employees to work smarter and more efficiently

Employees are caught in an efficiency trap. Enterprises have deployed thousands of applications and technologies to drive functional efficiency — and, as a result, made it almost impossible for employees to do their real job.

They spend nearly 29% of their time searching for the information they need to perform their jobs and waste as many as 12 hours each week on busy work that adds no value. Even worse, they burden functional support teams with countless mundane requests, taking them away from their strategic mandates, resulting in as much as a third of IT investments being squandered.



The very real business impact

Lost productivity, poor employee experiences, skyrocketing operational costs, and squandered investments

SymphonyAI Agentic AI for Work (AIW) addresses these challenges head-on. Leveraging personalized, context-aware AI agents to empower employees, it surfaces the most relevant information and critical insights and enables them to proactively get the support they need and automate routine tasks that take them away from their real work. It simultaneously frees functional teams from support demands and enables employees to focus on the work that drives real impact.



Empower employees to find information easily

Organizational information is often fragmented across multiple systems, including HRMS, SharePoint, Intranets, CRM, marketing automation, and other systems of record. SymphonyAI's Agentic AI for Work enables employees to access this information quickly and effortlessly. Agentic AI can respond to general inquiries, such as "What is the paternity leave policy?" or "Generate the holiday calendar for 2025 for all five major locations." It can also handle function-specific questions like "What marketing campaigns are currently running in the EU?" or "List the top-performing campaigns from 2024." And it does it all with the awareness of what's important to the employee — and what they're entitled to access.

The screenshot shows a chat interface titled "Agentic AI for work" with a user named Eric. The user asks, "What's the remote working policy?". The AI responds with a summary of the policy and a bar chart titled "Number of days of allowed remote work days :".

Agentic AI For Work

Eric: What's the remote working policy?

Agentic AI For Work: Here's the remote working policy.

We have implemented a hybrid work model that emphasizes in-person collaboration while acknowledging the benefits of remote work. The company has established three primary work designations :

Office-Flex: Employees work in-person three days per week, certain engineering teams are required to be in the office 10 days per quarter.

Remote: Employees work primarily from home or at customer sites.

Department leaders determine the specific work designations for their teams based on business needs.

Eric: Thank you

Agentic AI For Work: My pleasure. Let me know if you need any further information.

Number of days of allowed remote work days :

Designation	Number of days per week
Office-flex	2 days per week
Remote	All week

Ask Agenti AI a question...



Automate routine tasks and save time

Agentic AI can automate complex, multiple-step employee tasks like scheduling meetings based on team members' availability, requesting IT and HR support, booking travel, and generating weekly reports based on the employee's personalized needs. By automating these routine tasks, employees can focus on their core responsibilities.

The screenshot displays a chat interface with the following elements:

- Search Bar:** A white search bar at the top of the chat window.
- User Message:** "Send a reminder mail to all sales manager to follow-up on all leads before holidays." (User: Eric)
- AI Response:** "Here is the draft of the email :
Please let me know if you'd like to review it before I send it to sales managers." (Agentic AI for work)
- User Message:** "Create tasks for product Team for Precise Metric & Acme Corporation deal to review the features essential for these accounts." (User: Eric)
- AI Response:** "Done." (Agentic AI for work)
- Input Field:** "Ask Agenti AI a question..."
- Donut Chart:** Titled "All contributions", showing the following data:

Category	Count
Geography	105
Product	65
Customer	18
Other	10
Related Parties	4



Accelerate productivity

Our purpose-built marketplace of AI Agents, connectors, workflows, and automations orchestrate the essential, but non-core tasks, inquiries, and busywork that take employees away from their real work. Reducing the time spent on these activities from hours to minutes, AIW supercharges employee productivity allowing employees to concentrate on business-critical activities.

The screenshot shows a chat interface titled "Agentic AI for work". A user named Amy asks: "Generate the Holiday Calendar for 2025 for all 5 major locations?". The AI agent, "Agentic AI For Work", responds with a list of 2025 holidays for the US, UK, Germany, India, Singapore, and the United States (US). A pop-up window displays the "January 2025 Holiday calendar for the US" as a calendar grid.

Agentic AI For Work

Amy: Generate the Holiday Calendar for 2025 for all 5 major locations?

Agentic AI For Work: Here are the 2025 holiday calendar for the US, UK, Germany, India, Singapore, United States (US) :

The United-States :

- **January 1st** : New Year's Day (Wednesday)
- **January 20th** : Martin Luther King Jr. Day (Monday)
- **February 17th** : Washington's Birthday (Presidents' Day) (Monday)
- **May 26th** : Memorial Day (Monday)
- **June 19th** : Juneteenth National Independence Day (Thursday)
- **July 4th** : Independence Day (Friday)
- **September 1st** : Labor Day (Monday)
- **October 13th** : Columbus Day (Indigenous Peoples' Day) (Tuesday)

January 2025 Holiday calendar for the US

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

Ask Agenti AI a question...



Human-like conversational reasoning

Our AIW agent orchestrator is like having a human assistant that understands how your organization works and your employee's role, priorities, entitlements and physical location. With this essential context, it can think, take action, make recommendations, and summarize information in a way that is contextual, personalized and meaningful to each employee.

The screenshot displays a mobile application interface titled "Agentic AI for work". At the top right, there is a plus sign icon. Below the title, the user's name "Katie" is shown next to a purple profile icon. A chat bubble from the user asks, "How to enable VPN access at home?". The AI assistant responds with a blue bubble: "Here's the knowledge article I found." Below this, a blue box titled "Steps to Follow:" lists five steps:

- Step 1: Sign up and install the VPN client software
- Step 2: Launch the VPN client software
- Step 3: Configure VPN server settings
- Step 4: Set up authentication
- Step 5: Connect to the VPN

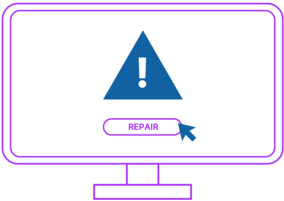
 A callout box titled "STEP 1 on « How to enable VPN access »" is overlaid on the first step. It shows a browser window with a shield icon and a button labeled "INSTALL" with a purple arrow pointing to it. Below the browser window, the text reads "Sign up and install the VPN client software". At the bottom of the chat interface, there is a text input field with the placeholder "Ask Agenti AI a question..." and a send icon.



Designed for scalability

Built from the ground up for enterprise scalability, our cognitive architecture is designed to accommodate thousands of employees and expansive enterprise use cases so that you can improve productivity and deliver an amazing experience to all of your employees.

How to fix the printer



1 Identify the Error Message

Agentic AI for work

Eric

I'm having trouble with my printer. What are the standard steps I should follow to fix it?

Agentic AI For Work

Here are the standard steps to fix the printer

1. Identify the Error Message :

- Check the printer's display for any error messages or codes. This can provide clues about what might be wrong.
- If the error is coming from a print job initiated through office network, note any details that appear on your screen when the error occurs.

2. Basic Printer Troubleshooting :

- Ensure the printer is turned on and properly connected to your computer or network.
- Check the paper tray, make sure it's stocked with paper, and check for paper jams.
- Confirm that the ink or toner cartridges are not empty.

3. Printer Queue Management :

- Look at the printer queue on your computer. Clear any stuck print jobs and try resending the document.
- Ensure that the correct printer is set as the default on your computer.

Ask Agentic AI a question...



Agentic AI For Work key benefits

Improved employee productivity

AIW reduces time to find information, automates repetitive processes, and speeds employee support to eliminate non-productive work.

Increased employee effectiveness

AIW helps employees find the most relevant information and identify critical insights to help them do their jobs better and faster.

Reduced cost of operational workflows

Operational costs are reduced by improving workforce utilization, automating repetitive tasks and data-driven decision-making.

Get started with SymphonyAI ITSM solutions

<https://www.symphonyai.com/itsm/agentic-ai/>