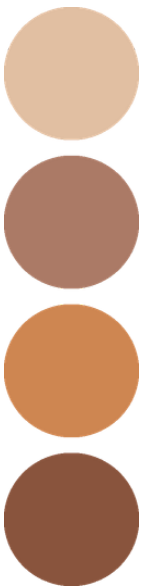




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AGNO-DIGEST

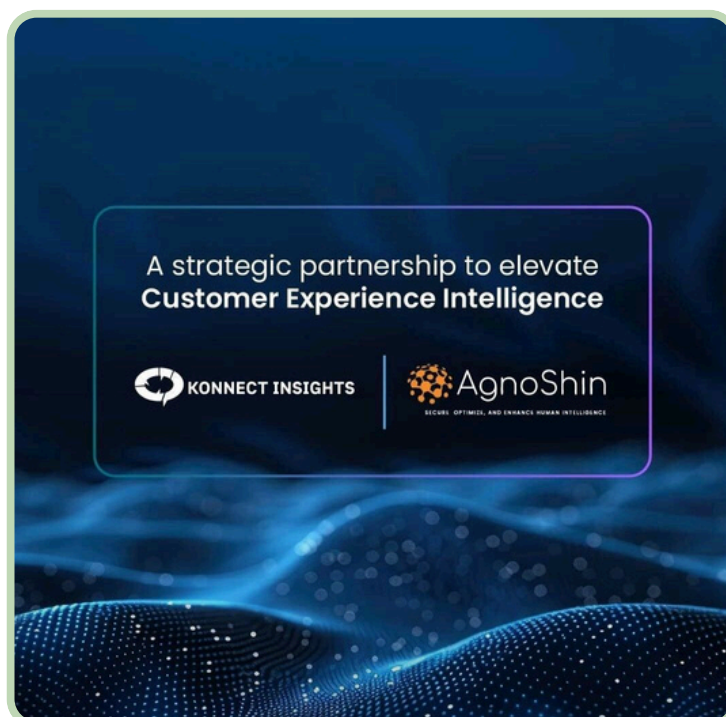


AgnoShin Joins the Konnect Insights Partner Ecosystem

We're excited to share that AgnoShin is now part of the Konnect Insights Partner Ecosystem. This collaboration marks an important step in our journey to help brands create smarter, more connected customer experiences.

Through this partnership with Konnect Insights, we help brands turn scattered conversations into meaningful, insight-driven engagement and stronger customer connections.

This partnership reinforces our commitment to delivering innovative solutions that help businesses make informed decisions and enhance customer experience strategies.



Empowering Future Talent Through Campus Hiring

Every step of our journey is about reflecting, realigning, and moving forward with purpose.

We believe that talent exists everywhere; what truly makes the difference is access to the right platform. Through our campus hiring initiatives, we continue to invest in young, driven minds by nurturing raw potential, shaping skills, and bridging the gap between capability and real-world opportunities.



For us, enabling talent to grow isn't just part of our progress—it's part of our responsibility. When talent meets opportunity, meaningful futures take shape, and we are proud to support that journey with intention and commitment.

We extend our sincere thanks to SRM Valliammai Engineering College for their collaboration and dedication to nurturing future-ready talent.



AgnoCon Successfully Implemented at the Office of the RCS

We are pleased to announce the successful implementation of AgnoCon at the Office of the Registrar of Cooperative Societies (RCS). This milestone reflects our continued commitment to delivering reliable and impactful technology solutions.

Special appreciation to Ragul and Divya from the Development Team and Saravanan from the Implementation Team for their key role in successfully onboarding GenAgno as a software application vendor. Congratulations to everyone who made it possible.



CX Industry Insight



The Rise of Agentic AI: From AI Assistants to Autonomous Customer Service

Artificial Intelligence has been part of customer experience for several years, helping organizations automate routine tasks, support agents, and improve response times. However, in 2026 the conversation in the CX industry is shifting toward a new concept: Agentic AI.

Agentic AI refers to AI systems that can plan, decide, and execute tasks independently within defined boundaries. Unlike traditional chatbots that simply provide answers, agentic systems can take action and resolve customer issues from start to finish. For CX leaders, this represents a significant evolution in how customer support is delivered.

What Is Agentic AI?

Most AI tools currently used in contact centers function as assistive technologies. They help agents by summarizing conversations, suggesting responses, retrieving knowledge articles, or routing requests to the right team.





Agentic AI goes a step further. These systems combine large language models, real-time data, and workflow automation to manage complete service processes.

For example, if a customer reports that their order has not arrived, an agentic AI system could:

- Check the order status in the company's CRM
- Verify logistics information from the shipping system
- Determine whether the order is delayed or lost
- Automatically initiate a refund or replacement
- Notify the customer with a resolution



All of this can happen within a single interaction without requiring multiple human handoffs.

According to industry analysis, this approach is driving the shift toward autonomous customer service, where AI can resolve a large percentage of customer issues independently (Robylon AI, 2025).





Why Agentic AI Is Becoming a Major CX Trend

- Organizations Want Better First-Contact Resolution
- AI Adoption in Contact Centers Is Nearly Universal
- The Shift Toward Autonomous Service

Final Insight

Agentic AI represents the next major step in the evolution of customer experience technology. It moves AI beyond scripted chatbots toward systems that function more like digital service agents capable of solving real problems.

However, the future of CX will not be defined by automation alone. The most successful organizations will be those that combine AI efficiency with human empathy, creating experiences that are both intelligent and genuinely customer-centric.

Sources

- Zendesk CX Trends Report (2025–2026)
- CX Current Industry Research Report (2026)
- Robylon AI Customer Service Trends Report (2025)
- YouGov & Pega Customer Trust in AI Survey
- Adobe Digital Trends Report (2026)



Team REVIEWS



Sanjay Selvaraj

Associate Software Engineer

Working at AgnoShin has been a rewarding experience. The organization promotes a positive work culture where employees are encouraged to explore new ideas and technologies. The projects offer practical exposure and help strengthen both technical knowledge and communication skills. The supportive team environment helps individuals grow professionally with confidence.



Gowtham Maheswaran

Associate Software Engineer

AgnoShin is a great company that provides a supportive and motivating work environment for its employees. The organization encourages continuous learning and gives team members opportunities to work on meaningful projects that enhance both technical and professional skills. The culture promotes teamwork, open communication, and mutual respect among colleagues. Management is approachable and values employee contributions, which helps build confidence and growth within the team. Overall, AgnoShin is a wonderful place to work, learn, and develop a strong career.

Employee Engagement



Celebrating February Birthdays at AgnoShin

At AgnoShin Technologies, we believe that every celebration strengthens our sense of community and connection. This February, we came together to celebrate the birthdays of our team members born in the month.

The celebration was filled with smiles, warm wishes, and moments of appreciation as we came together to make the day special.

We wish all our February-born team members a year ahead filled with happiness, success, and new achievements.

Happy Birthday to our February stars! 🎉



Agno Health Corner

Your Monthly Health Boost!



Topic: Hydration

The Most Overlooked Productivity Hack

Staying hydrated is one of the easiest ways to improve focus, mood, and energy during a busy workday.

1. **Start Your Day with Water:** Drinking a glass of water first thing in the morning kickstarts metabolism and helps you feel more alert.
2. **Keep Water Within Reach:** A bottle on your desk reminds you to sip regularly throughout the day.
3. **Eat Hydrating Foods:** Fruits like watermelon, cucumber, and oranges help maintain hydration levels naturally.

Quick Fact:

Even 1–2% dehydration can reduce concentration and increase fatigue during work.

Challenge of the Month:

Track your water intake for one week and aim for 7–8 glasses a day. Notice how your energy and focus improve.

WORK ANNIVERSARY



Mr. Saravanan MS



Ms. Pavithra R



Mr. Indra Kumar M



Ms. Priyadharshini.A



Mr. Sathiskumar P



Mr. Gokul S

BIRTHDAYS



Mr. Edwin S



Mr. Alvin
Irudaya Rajan



Ms. Priyadharshini A



Mr. Gowtham M

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