



AgnoShin

SECURE, OPTIMIZE, AND ENHANCE HUMAN INTELLIGENCE



**JANUARY - 2026**

# AGNO-DIGEST



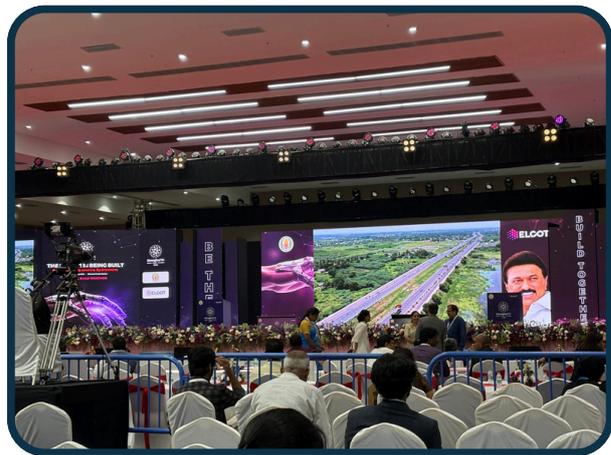
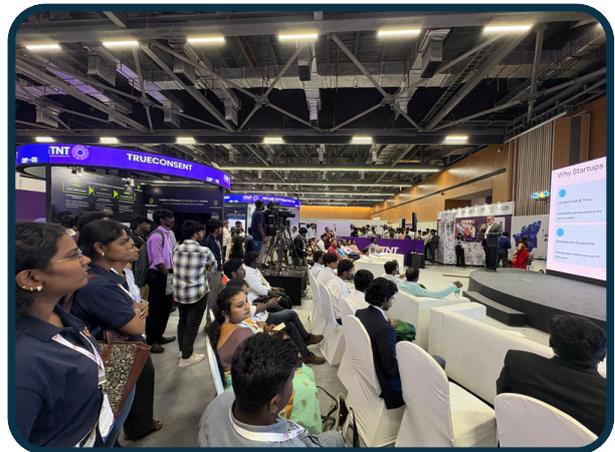
## GenAgo at Umagic TN

Delighted to be part of Umagic TN, an impactful initiative by the Government of Tamil Nadu, and to experience an incredibly insightful Day 1 of the event.

The sessions offered a front-row view into what lies ahead in 2026 from evolving cybersecurity challenges to the accelerating role of AI in a digital-first world. It was a valuable opportunity to engage with industry leaders and national-level speakers who are shaping the future of technology and governance.



Events like Umagic TN go beyond routine learning. They challenge perspectives, spark strategic thinking, and help organizations truly understand where the world is headed — and how we must adapt to stay relevant.



# Exciting Partnership Announcement!

We are thrilled to share that AgnoShin is now an official partner of Akkodis.

This partnership strengthens our commitment to delivering innovative solutions and exceptional service to our clients worldwide.

## IMPORTANT ANNOUNCEMENT

We are delighted to announce that we are now official partners of Akkodis, digital engineering consulting furthering our commitment to provide innovative solutions and outstanding service. Keep an eye out for updates and new offerings as we embark on this exciting journey together.



[www.agnoshin.com](http://www.agnoshin.com)

Together with Akkodis, we aim to empower businesses with smarter, scalable, and future-ready technologies.

# CX Industry Insight



## Contextual Intelligence & Responsible AI Are Redefining Customer Experience

Customer Experience (CX) is entering a new era where traditional metrics like speed and automation are no longer enough. One of the most talked-about trends among CX leaders worldwide is the shift toward contextual intelligence, a combination of AI, real-time data, and human understanding that creates deeper, more personalized customer interactions.



### What Is Contextual Intelligence in CX?

Contextual intelligence goes beyond surface-level automation:

- It remembers past interactions, so each new touchpoint feels continuous rather than repetitive.
- It predicts customer intent using real-time behavior and historical data.
- It blends AI assistance with human empathy to deliver experiences that feel natural and effective.

This shift reflects a maturing CX landscape: AI is no longer the differentiator how intelligently it's applied is.





## Why It Matters Now

### 1. Customers expect understanding, not just speed

Recent reports show that fast AI responses aren't enough. In fact, 75% of customers say AI support can be fast but still leave them frustrated because it doesn't solve their problem completely.

**This reinforces the importance of contextual intelligence AI that uses past interactions and context to provide meaningful resolution, not just rapid replies.**

### 2. Transparency and trust are shaping customer expectations

Consumers increasingly demand explainable, transparent AI decisions. Across global markets, nearly all users expect clear explanations behind automated resolutions, meaning brands must balance intelligent automation with visibility and trust.

### 3. Multimodal experiences are emerging as a baseline

Customers no longer see channels in silos. They expect seamless transitions across chat, voice, and visuals within one unified interaction, not fragmented touchpoints.





## The Bigger Picture

This trend isn't just a tech upgrade — it's a strategic redefinition of CX:

- ✓ AI supports humans rather than replaces them, enabling better decisions and outcomes.
- ✓ First-contact resolution + relevant context = higher loyalty.
- ✓ Organizational maturity matters: companies that operationalize context and transparency outperform those that only experiment.

### Sources

- Zendesk 2026 CX Trends Report: Contextual Intelligence emerging as a new standard.
- Indian enterprise perspective on contextual AI expectations and CX maturity.
- Customer sentiment report on AI support effectiveness and frustration points.
- Summary report on contextual intelligence as a customer experience benchmark.





## Our CSR Engagement Goalball National Tournament

At Meiporul Chennai Foundation Trust, we believe that meaningful change begins with inclusion, dignity, and equal opportunity. We are honored to be part of the Goalball National Tournament, proudly sponsored by AgnoShin, as we celebrate the strength, skill, and determination of athletes with visual impairments.

We are proud to support the **Goalball National Tournament**, sponsored by Agnoshin

Celebrating the resilience, focus, and teamwork of athletes with visual impairments.

[www.meiporultrust.org](http://www.meiporultrust.org)

Goalball is more than a sport, it is a powerful showcase of focus, strategy, teamwork, and resilience. It stands as a reminder that ability always surpasses disability.





## Introducing Meiporul Publications

We're proud to announce Meiporul Publications a meaningful step toward inclusive publishing, created to amplify and support the voices of visually impaired achievers through powerful, real-life stories.

Because every voice deserves to be heard.

Visually impaired writers and persons with disabilities who wish to publish their creative works are warmly encouraged to reach out and collaborate with us.



We Are Proud to Announce  
**Meiporul Publications**  
📅 Launching on January 1, 2026

*An initiative dedicated to inclusive publishing—celebrating and supporting the stories of visually impaired achievers.*

**" Because every story deserves a platform. "**

[www.meiporultrust.org](http://www.meiporultrust.org)  
ISO 9001:2015, ISO 14001, and ISO 27001

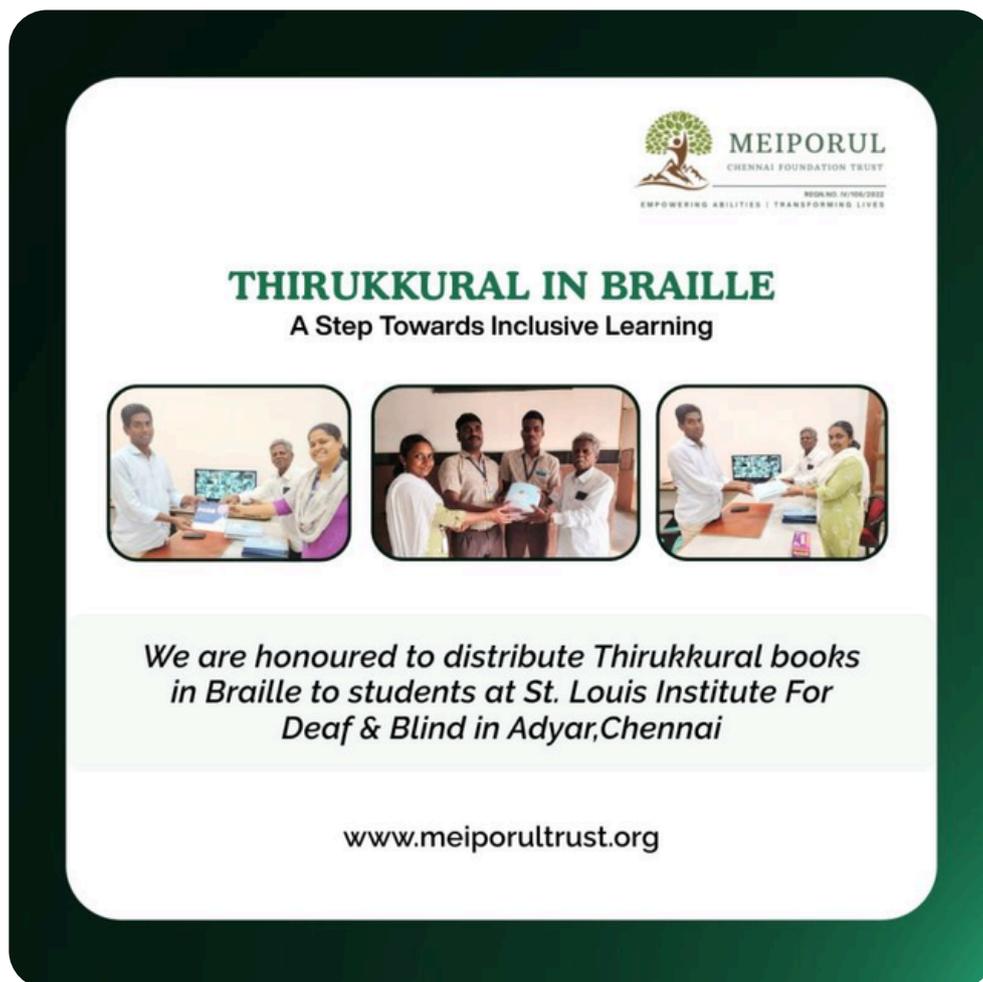




## Braille Distribution

In the spirit of #LouisBrailleDay, we are proud to share a meaningful initiative by Meiporul Chennai Foundation Trust the distribution of #Thirukkural books in #Braille to students at St. Louis Institute for the Deaf & Blind, Adyar, Chennai.

This initiative reflects our ongoing commitment to inclusive education, ensuring that timeless literature like the Thirukkural is accessible to visually impaired students and empowers them through knowledge and equal learning opportunities.



Together, let us continue to champion accessibility, inclusion, and the transformative power of education for all.





## Growing values. Growing tomorrow.

On the occasion of the 77th Republic Day, Meiporul Chennai Foundation Trust, along with AgnoShin, celebrated the spirit of the nation by distributing saplings at Government Boys Higher Secondary School, Udumalpet.

- 🌱 Encouraging environmental responsibility
- 🌱 Inspiring students to build a greener future
- 🌱 Reinforcing our commitment to sustainable nation-building



### On the 77th Republic Day Meiporul, along with AgnoShin

Celebrated the spirit of the nation by distributing saplings



📍 Government Boys Higher Secondary School, Udumalpet.

[www.meiporultrust.org](http://www.meiporultrust.org)



# Team REVIEWS



## **Thirisha**

Associate Software Engineer

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AgnoShin offers a strong learning experience through hands-on work and continuous guidance. The team promotes growth by encouraging the use of new tools and technologies while working on meaningful tasks. This environment helps team members develop both professionally and personally, creating steady progress and valuable experience.



## **Santha Kumar**

Associate Software Engineer

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AgnoShin provides a positive and supportive work environment where learning happens every day. Team members get the opportunity to work on real projects that help strengthen technical skills and problem-solving abilities. The culture encourages collaboration and open communication, making it easy to learn, grow, and gain confidence through daily work experiences.

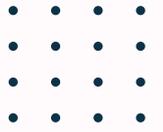
# Employee Engagement



## Pongal Celebration at AgnoShin

We celebrated Pongal the AgnoShin way with delicious festive food, vibrant music, and an atmosphere filled with energy and togetherness. A special highlight of the day was the talented musicians who travelled all the way from Pondicherry, bringing soulful rhythms and an unforgettable cultural essence to our Pongal Celebration.





From thoughtfully curated Pongal Gifts to fun-filled games, shared laughter, and genuinely positive vibes, the celebration was a beautiful reminder of the strength and joy that come from coming together as one team.



Grateful to everyone who made this celebration memorable and meaningful.



# Agno Health Corner

## Your Monthly Health Boost!



### Topic: AI, Screens & You: Staying Healthy in a Tech-First Workplace

As AI and automation become part of everyday work, protecting your health means working with technology, not against it.

1. Let AI Reduce Stress: Use AI tools to automate repetitive tasks so you can focus on creative and decision-making work.
2. Human-in-the-Loop Breaks: Step away from screens between AI-assisted tasks to reset your mind.
3. Digital Boundaries: Avoid checking work notifications constantly—set focused work blocks and recovery time.

#### **Quick Fact:**

Studies show employees who use automation wisely experience lower burnout and higher job satisfaction than those who multitask constantly.

#### **Challenge of the Month:**

Identify one task you can automate or simplify this month and use the saved time for a walk, stretch, or mindful break.

# WORK ANNIVERSARY



Mr. Alvin Irudaya  
Rajan



Mr. Naveen.K



Mr. Sudhakar  
Bedatham



Mr. Karthick  
Thangarasu



Mr. Silesh



Ms. Varshini



Mr. Somnath



Ms. Madhumitha



Mr. Basith



# WORK ANNIVERSARY



Mr. Kishore Vel IV



Ms. Gutti Amrutha



# BIRTHDAYS



Mr. Kishore Vel IV



Mr. Arun Kumar



Ms. Madhumitha



Mr. Balamurugan

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