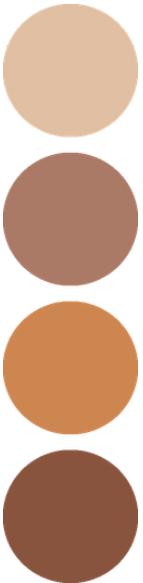




MARCH- 2026

AGNO-DIGEST



AgnoShin at Odoo Partner Training

We recently had the opportunity to attend the Odoo Partner Training held on 12th March, an insightful session that brought together expertise across sales, marketing, implementation, and technical architecture. The training reinforced an important principle: when strategy and technology align seamlessly, businesses can unlock truly meaningful outcomes.

One of the key highlights was exploring the capabilities of Odoo.sh, along with gaining a deeper understanding of Odoo's modular architecture. These insights have further strengthened our ability to design solutions that are not only efficient, but also scalable and future-ready.



More importantly, experiences like these reaffirm our commitment to continuous learning, stronger collaboration, and consistently delivering greater value to our clients.

We're proud to grow alongside Odoo and even more excited about what lies ahead.



New Clients Onboarded!

GenAgno Welcomes New Clients to the Click2Go Journey.



We are pleased to announce the successful onboarding of **Career Excellence**, **Kavi Nutrition** and **Kanish Handlooms** for our product Click2Go in the month February and March. Thank you to everyone involved in making this possible. We look forward to achieving even greater successes together in the future.



www.genagno.ai

A Proud Milestone for AgnoShin

We are delighted to share that AgnoShin has been recognized as the Best Customer Experience Management Solutions Provider of the Year at the 20th International Business Conclave and Awards on Global Business Opportunities, held on 28th February 2026 in Bangkok. This recognition is a testament to our unwavering commitment to building customer-first, technology-driven CX solutions empowering businesses to connect better, respond faster, and deliver consistent experiences at scale.

More importantly, this achievement reflects the trust our customers place in us and the dedication of our incredible team who make it all possible.



CX Industry Insight



Emotion AI: The Next Differentiator in Customer Experience

As artificial intelligence becomes deeply embedded in customer experience, a new frontier is gaining attention in 2026: Emotion AI, technology that can detect, interpret, and respond to human emotions in real time.

While automation and speed have defined CX innovation over the past decade, the next phase is about understanding how customers feel, not just what they say.

What Is Emotion AI?

Emotion AI (also known as affective computing) uses voice tone analysis, text sentiment detection, facial recognition, and behavioral data to identify customer emotions such as frustration, satisfaction, or confusion.

For example, during a customer support call, AI can:

- Detect rising frustration in a customer's tone
- Alert the agent in real time
- Suggest empathetic responses or escalation
- Adjust chatbot tone dynamically to sound more human



This enables organizations to move from reactive service to emotion-aware interactions.



Why Emotion AI Is Trending Now

1. Experience Is Becoming More Human-Centric

Customers today expect brands to understand their emotions, not just resolve their queries.

According to reports from Gartner, emotion-aware systems are expected to influence a significant portion of customer interactions by 2026, especially in contact centers and digital channels.

2. AI Alone Is Not Enough

As automation becomes standard, it is no longer a competitive advantage. Many AI-driven interactions still feel robotic, leading to dissatisfaction.

Studies show that customers often feel frustrated when AI fails to recognize urgency or emotional context. Emotion AI addresses this gap by making interactions feel more natural, empathetic, and personalized.

3. High Impact on Key CX Metrics

Emotion AI can directly improve:

- Customer Satisfaction (CSAT)
- Net Promoter Score (NPS)
- First Contact Resolution (FCR)





By identifying emotional signals early, businesses can prevent escalation and reduce churn.

Challenges to Consider:

Despite its potential, Emotion AI raises important concerns:

- Privacy and data sensitivity around voice and behavioral analysis
- Risk of misinterpreting emotions across cultures
- Need for transparent AI usage policies

Organizations must ensure ethical implementation and clear communication with customers.

Final Insight

As CX evolves, the real differentiator will not just be how fast you respond but how well you understand your customer. Emotion AI bridges the gap between automation and empathy, enabling businesses to deliver experiences that feel truly human.

In 2026, the brands that win will be those that don't just hear customers but feel them.

Sources

- Gartner CX and AI Predictions Reports (2025–2026)
- IBM Institute for Business Value – AI & Customer Experience Insights
- Deloitte Digital Trends Report (2026)





Our CSR Engagement One Step Towards Inclusion

What if a single step could change a perspective? Autism is not a limitation, it is a different way of experiencing the world. Yet, building true awareness and inclusion still calls for stronger voices and collective action.

The Autism Awareness Walkathon organized by the Government of Tamil Nadu served as a powerful reminder that change begins when communities come together.



What we witnessed was more than just a walk, it was a shared movement towards acceptance, empathy, and equal opportunity.





We, at Meiporul Chennai Foundation Trust, were proud to be part of this meaningful initiative, taking a step forward towards creating a more inclusive tomorrow.

As we move ahead, let's go beyond awareness and actively create spaces where everyone truly belongs.



Team REVIEWS



Sivamanikandan K

Intern - Sales

Working at AgnoShin has been a valuable learning experience, offering hands-on exposure to real-world projects and strong opportunities to build both technical and communication skills. The work environment is supportive, with approachable management and a culture that encourages collaboration and ownership. While the pace can be demanding at times, it ultimately enhances adaptability and prepares you well for industry expectations, making it a solid place for early-career professionals to develop.



Deepika R

Intern - PMO

I personally believe that AgnoShin is a great company to work for. Within just a few months, one can gain significant learning and exposure. The work culture is very friendly and supportive. I feel this company provides a space where I can openly share my thoughts and ideas. It also encourages employees to implement their ideas with the guidance and assistance provided by the leadership team. The constant encouragement and reinforcement given by the company motivates me to work harder and contribute positively to the company's growth and well-being.



Celebrating Women's Day, the AgnoShin Way

Women's Day was more than just a celebration, it was a reflection of appreciation, connection, and shared joy. The day began with a thoughtful exchange, as appreciation cards were shared with our male colleagues, who returned the gesture with roses, fun games, and lighthearted moments that filled the workplace with laughter.

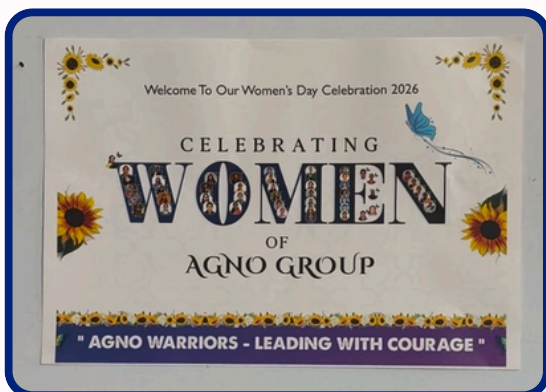
We were honoured to have Ms. Chandra Thangaraj, Assistant Director, as our Chief Guest. Her words resonated deeply, reminding us that strength is not always loud, it can be persistence, compassion, and the quiet confidence to keep moving forward.





What stayed with us most was a simple yet powerful thought: “Progress happens when appreciation becomes a habit, not just a celebration.”

We are grateful to be part of a workplace where conversations, respect, and positivity come together to celebrate women, not just on one day, but every day.





Celebrating March Birthdays at AgnoShin

At AgnoShin Technologies, we believe that every celebration strengthens our sense of community and connection. This March, 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 March -born team members a year ahead filled with happiness, success, and new achievements.



Agno Health Corner

Your Monthly Health Boost!



Topic: Social Media Detox

Reclaim Your Time & Focus

Constant scrolling can quietly drain your time, focus, and mental energy. A small reset can make a big difference.

1. Set App Limits: Use screen-time settings to limit social media usage during work hours.
2. No-Scroll Zones: Avoid social media during the first hour of your day and before bedtime.
3. Replace the Habit: Swap scrolling breaks with a quick walk, stretch, or deep breathing.

Quick Fact:

The average person spends 2.5+ hours daily on social media, cutting even 30 minutes can significantly improve focus and mood.

Challenge of the Month:

Try a “No Social Media During Work Hours” rule for 5 days. Track how much extra time and clarity you gain.

WORK ANNIVERSARY



Ms. Vishwa Priya S



Mr. Edwin Sekar



Mr. Kishorkumar



Ms. Porkodi Suresh



Mr. Veerappan C



Mr. AkshyaKumar U

BIRTHDAYS



Mr. Gowri Shankar



Mr. Ragul K



Ms. Srinathi M

Click to follow

**CLICK THE BELOW LINKEDIN
BUTTON TO FOLLOW OUR
LINKEDIN PAGE**

