AgnoShin

SECURE, OPTIMIZE, AND ENHANCE HUMAN INTELLIGENCE



October- 2026

AGNO-DIGEST

Celebrating Ayudha Pooja 2026

At AgnoShin, we celebrated Ayudha Pooja with devotion, positivity, and festive spirit. The occasion brought our team together to honor the tools, technology, and resources that support our everyday work and achievements.

With prayers, traditional rituals, and moments of togetherness, we embraced the spirit of gratitude, teamwork, and new beginnings.

May this auspicious occasion inspire us with continued success, prosperity, and growth.







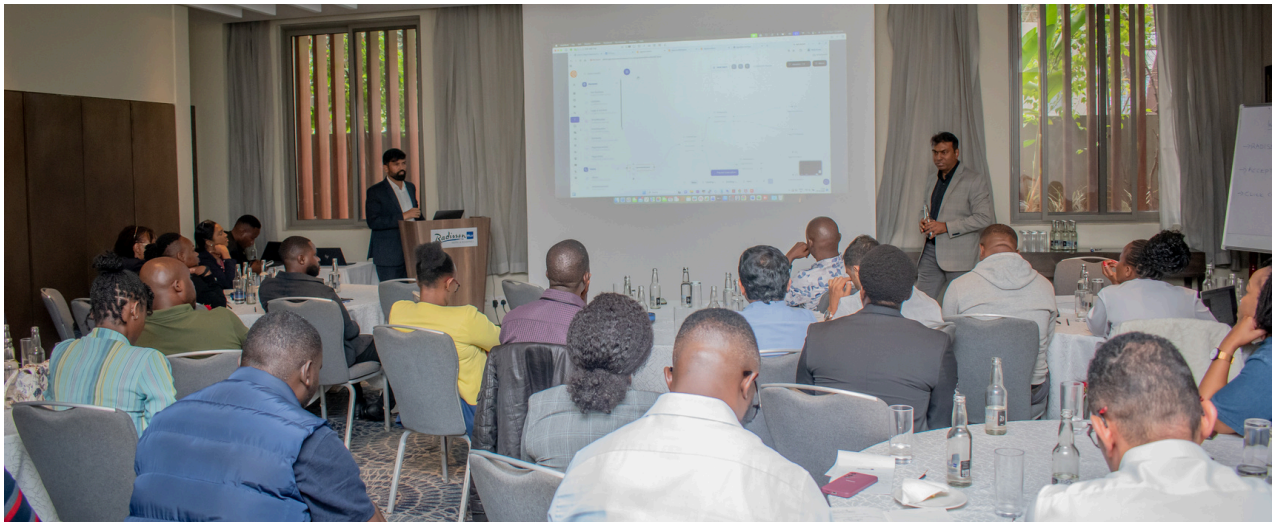
AGNOSHIN AFRICA PRESENTS
CX REIMAGINED 2026

AgnoShin Africa proudly presents CX Reimagined 2026 – a platform bringing together industry leaders and professionals to explore the future of customer experience.

An opportunity to connect, exchange ideas, discover new possibilities, and explore innovative approaches to customer engagement.

Connect. Discover. Innovate. Shape the Future.






AgnoShin Africa
PRESENTS
CX
REIMAGINED
Connect.
Discover.
Innovate.


WIFI





New Clients Onboarded!

Welcoming New Partnerships at GenAgno!
Todo Solution joins the click2go partnership
Arok Lighting Interior partners with Click2go!
Hi5 Tech embraces the complete GenAgno product suite!



CX Industry Insight

The Evolution of Customer Experience

The New Era of Customer Experience

Customer Experience (CX) is evolving from traditional customer support into a connected, intelligent, and personalized business function. In October 2026, a key industry conversation is how businesses can use artificial intelligence to improve service while preserving customer trust and human connection.

Customers expect faster resolutions, seamless communication across channels, and personalized interactions. Businesses must therefore focus not only on adopting new technologies but also on making every customer interaction useful, consistent, and effortless.

Five Key CX Trends

Sierra's $10B Leap Redefines AI Customer Service - AI CERTs News

1. AI-Powered Customer Service

AI is moving beyond answering frequently asked questions toward assisting with tasks, managing routine requests, and helping customers resolve issues faster.

Resources - Treasure Data

2. Personalized Experiences

Businesses are using customer data and interaction history to provide more relevant recommendations, communications, and support.

Synology Support – Australia: Contact Options and Help Links

3. Human and AI Collaboration

AI can handle routine interactions, while human agents focus on complex concerns that require judgment, empathy, and individual attention.

Huggy | A plataforma completa de Atendimento Digital

4. Connected Customer Journeys

Customers expect a smooth transition between chat, phone, email, and other channels without having to repeat information.

Real-Time Dashboards for Customer Experience Insights

5. Data-Driven CX Decisions

Customer feedback, satisfaction scores, and service analytics help organizations identify problems and prioritize improvements.

AI Must Earn Customer Trust

A major takeaway from October's CX discussion is that AI adoption alone does not guarantee a better customer experience. Five9's Consumer CX Report, published on October 14, 2026, found that consumer trust in AI resolving an issue increased from 26% to 55% when a clear option to reach a human was available.

What Businesses Should Prioritize

Automate routine tasks

Start with repetitive, low-risk requests where automation can reduce customer effort.

Maintain a human support option

Make escalation easy when AI cannot understand or resolve an issue.

Connect customer data and channels

Enable teams to access interaction history and provide consistent service.

Measure meaningful outcomes

Track customer satisfaction, resolution time, repeat contacts, and retention rather than automation volume alone.

Key Takeaway

Great CX is not about using the most technology. It is about making every customer interaction simpler, faster, more connected, and more trustworthy.

Team REVIEWS



Daniel

Associate System Engineer

Agnoshin is a great place to build a career in the IT industry. The company provides excellent hands-on learning experiences, practical exposure to multiple technologies, and a supportive management team. The learning opportunities and individual attention you receive here can be hard to find, even in larger MNCs. The company values skills, dedication, and performance, offering opportunities for salary increments, career advancement, and greater responsibilities based on individual contributions. Employees who consistently perform well and contribute to the company's growth are valued, making Agnoshin a promising place for long-term career development.



Saravana Prabhu

Associate System Engineer

Agnoshin is a great place to learn, grow, and build a career in the IT industry. The company provides hands-on experience and exposure to real-time projects. Remote work opportunities make the work environment more flexible and convenient. The management focuses on employee skills, dedication, and performance. Employees get opportunities to improve their technical knowledge and take on new responsibilities. Overall, Agnoshin is a good place for professional growth and long-term career development.

Introducing Project Thulir

A heartfelt initiative by Meiporul Chennai Foundation, dedicated to supporting 16 premature babies born weighing less than 1 kg. The project focuses on nurturing their health, growth, and overall well-being until they reach the age of four.



With continuous care, support, and commitment, Project Thulir aims to give every little life a stronger beginning. Every milestone is a celebration, and every step forward is a reason to hope. Together, let's nurture these tiny lives and build a brighter future.

Back to Braille Initiative – Empowering Inclusive Education

Meiporul Chennai Foundation Trust, through its Back to Braille Initiative, took a meaningful step towards promoting inclusive education by distributing Braille books to students at St. Louis School and Little Flower Convent School.



This initiative aims to make reading and learning more accessible to visually impaired children, empowering them with the resources to explore knowledge, develop skills, and pursue their dreams.

Light Beneath the Feet – Promoting Inclusive Education

Meiporul Chennai Foundation Trust extended its support to students with visual and hearing impairments by sharing educational resources and books with students at St. Louis College for the Deaf, Little Flower Convent Higher Secondary School for the Blind, and Dr. MGR Home & Higher Secondary School for the Speech and Hearing Impaired. This initiative reflects the Trust's commitment to inclusive education, empowering differently-abled students through accessible learning materials and creating opportunities for every child to learn, grow, and thrive.






LIGHT BENEATH
THE FEET






130 days left

Celebrating October Birthdays at AgnoShin!

At AgnoShin Technologies, we believe every celebration strengthens our sense of community and togetherness. This October, we came together to celebrate the birthdays of our team members born this month.The celebration was filled with smiles, laughter, warm wishes, and joyful moments, making the day truly special.Wishing all our October-born team members a wonderful year ahead filled with happiness, success, good health, and exciting achievements!





BIRTHDAYS



Indrakumar M



Porkodi S



Emanu Pradeep T



Harikaran G



Monica H



Snegaa S



Samuel
Wanjohi Kariuki

Agno Health Corner
Your Monthly Health Boost!

Prioritise Your Mind, Every Day

Mental health plays an essential role in our overall well-being. Just as we care for our physical health, it is equally important to nurture our minds, understand our emotions, and maintain a positive mindset.

In our fast-paced lives, work pressure, personal responsibilities, and everyday challenges can sometimes affect our mental well-being. Taking breaks, practising mindfulness, getting enough rest, staying connected with loved ones, and expressing our feelings can make a meaningful difference.

Remember, you don't have to handle everything alone. Take time for yourself, seek support when needed, and make mental well-being a daily priority. A healthy mind builds a healthier, happier, and more balanced life. Your mental health matters, every single day!

Click to follow

CLICK THE BELOW LINKEDIN BUTTON TO FOLLOW OUR LINKEDIN PAGE

