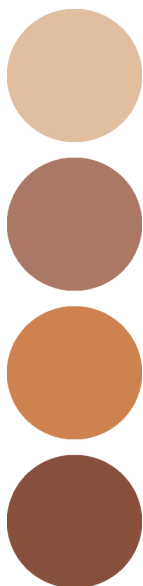




**NOVEMBER- 2025**

**AGNO-DIGEST**



# Product Launch Announcement

We are excited to announce the official launch of our complete **ENHANCE 2.0** a powerful, all-in-one platform designed to streamline and elevate the way teams work.

ENHANCE 2.0 now includes:

- Sales CRM - Track leads, manage pipelines, and drive conversions
- Ticketing System - Faster, smarter issue management
- HRMS - Seamless employee management, from attendance to leave

This marks a major milestone for us, bringing together sales, support, and HR operations under a single, unified system. We are thrilled to share that our entire team has already begun using the ENHANCE 2.0 HRMS internally, including:



## Our New Enhance Website Is Live too!

The official website is now live and accessible!

Enhance- [enhance.genagno.ai](https://enhance.genagno.ai)

We'd love for you to take a look and share your feedback!  
Your insights help us grow and serve you better.

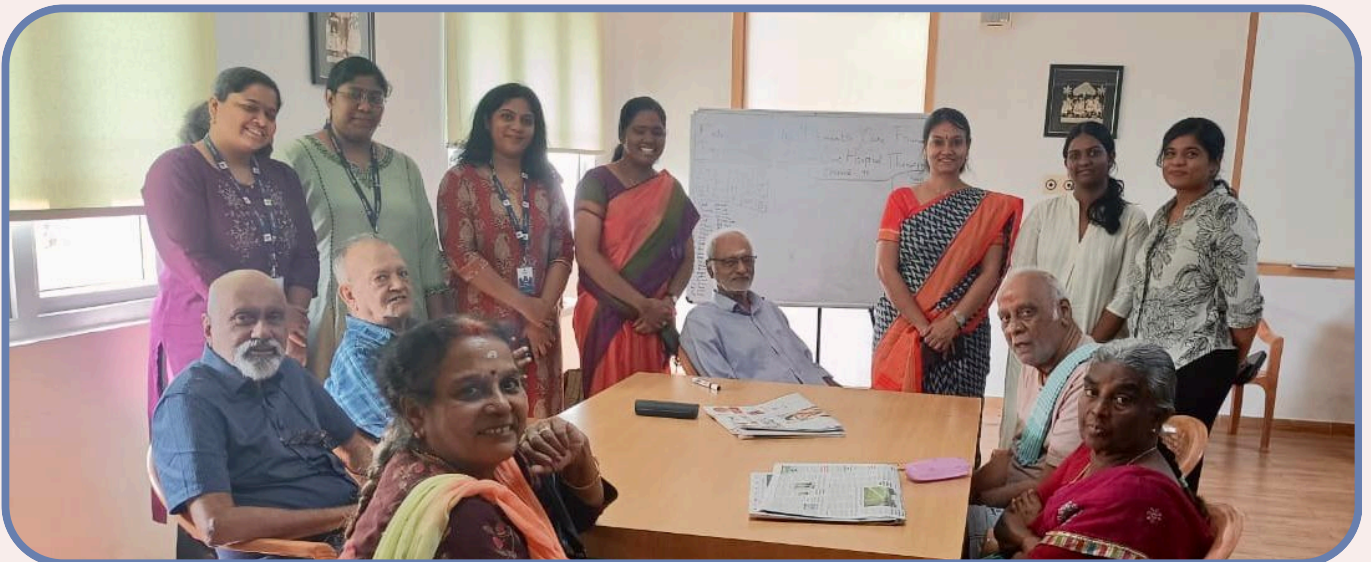


# Joining Hands for Dementia Care Awareness



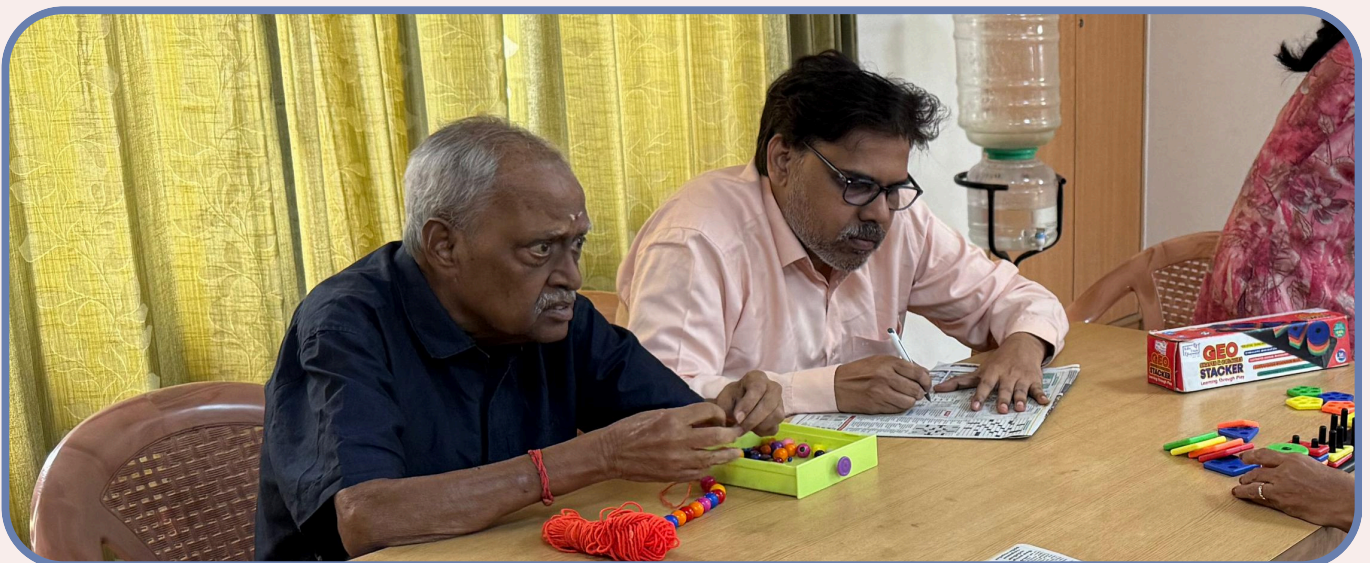
Team AgnoShin, together with our CSR partner Meiporul Chennai Foundation Trust, spent a meaningful day gaining deeper insight into the realities of dementia care.

We extend our heartfelt gratitude to Ms. Gayathri Ananthakrishnan and her dedicated team for an eye-opening and impactful session. Their guidance shed light on how dementia is often overlooked and the extraordinary difference that awareness, understanding, and trained caregiving can create in the lives of patients and families.



It was equally inspiring to learn about the remarkable legacy of Dr. B. Sivaraman, the visionary founder of Curi Hospital. His commitment to building a center of excellence especially in the field of neurology continues to bridge critical gaps in healthcare. The ongoing work at the Dementia Foundation stands as a powerful testament to his mission of compassionate, holistic, and accessible care.

We return enriched, inspired, and motivated to explore more meaningful ways to support this vital cause and make a positive impact in the community.





# New Clients Onboarded!

GenAgno Welcomes New Clients to AgnoCon & Click2Go Journey.



We are pleased to announce the successful onboarding of **Fashionus, Yuvan Financial services and Emperor Traveline** for our products AgnoCon & Click2Go. Thank you to everyone involved in making this possible. We look forward to achieving even greater successes together in the future.



[www.genagno.ai](http://www.genagno.ai)

# ISO 27001 & SOC 2 Type II Certification

We are delighted to announce that GenAgno has officially achieved both ISO 27001 and SOC 2 Type II certifications, two of the most respected global standards for information security and compliance.

This milestone reinforces our unwavering commitment to:

- Upholding the highest standards of information security
- Ensuring data integrity, confidentiality, and availability
- Delivering solutions rooted in trust, transparency, and compliance

This achievement marks a major step forward in our mission to provide clients with secure, intelligent, and future-ready solutions.



# CX Industry Insight



Customer expectations are rising fast, and 2025 has made one thing clear: AI-driven, human-centered customer experience is now the global standard.

## 1. Contextual AI Becomes the New CX

**Benchmark:** Businesses worldwide are shifting to context-aware AI — systems that remember past interactions and offer seamless support across chat, voice, and video. This trend is helping companies deliver faster, more personalized experiences and reduce customer effort.



## 2. Human + AI Hybrid Service Dominates: CX

leaders report that AI now handles routine requests, while humans focus on complex and emotional interactions. This blend improves customer satisfaction, cuts wait times, and boosts long-term loyalty.





**3. CX Expectations Skyrocket in India:** Studies show 85% of Indian customers value service quality over product or price. Brands in India are adopting smarter CX tools, real-time feedback systems, and faster resolution models to stay competitive.

**4. CX Quality Declines Globally, Opportunity for Strong Brands:** Many brands saw a drop in CX performance this year. Companies that consistently deliver reliable, transparent, and responsive service are now standing out and gaining market share.



### **What This Means for Businesses**

- Invest in AI-powered CX tools that personalize and automate service.
- Maintain a human touch for complex or sensitive customer needs.
- Use CX reliability as your competitive edge in 2026–2027.

#### *Sources*

- Zendesk — CX Trends Reports 2025 & 2026
- PR Newswire — Human-Centric AI Trends in CX (2025–2026)
- Genesys APAC Consumer Report 2025 (India Insights)
- Forrester Global Customer Experience Index 2025





# Our CSR Engagement

## Children's Day Special at Madathukulam

The Meiporul team had the joy of celebrating Children's Day at Government Higher Secondary School, Madathukulam. Our team interacted with the students, distributed sweets and gifts, and spent meaningful time engaging with these bright young minds.



We are delighted to announce the launch of our latest initiative **Voices of Mahakavi Subramaniya Bharathiyar**, now streaming on Spotify.

This special series brings the powerful words and timeless spirit of Bharathiyar's poems to listeners everywhere. Through this project, Meiporul aims to honor and share the legacy of a visionary whose works continue to inspire generations.



# Team REVIEWS



## **Abdul Basith S**

Associate System Engineer

---

I appreciate the opportunity the company has provided for me to contribute and develop professionally. The work environment is structured and supportive, allowing employees to perform their responsibilities effectively. I value the exposure and experience I have gained while working here. The organization maintains clear processes and fosters a culture of accountability. Overall, it has been a positive platform for learning and career growth.



## **Fazil Ahamed**

Associate Software Engineer

---

Working at AgnoShin has been a rewarding experience. The people here make a real difference—supportive, kind, and always open to helping. I feel heard, valued, and respected as a team member. The environment motivates me to grow and bring my best every day. I'm genuinely thankful to be part of a workplace where learning and collaboration happen naturally.



# Employee Engagement



## International Men's Day Celebration at AgnoShin

On International Men's Day, we celebrated the men who help make AgnoShin a workplace defined by balance, support, and collaboration.

The day was filled with engaging activities, shared laughter, and an insightful session led by our Director making the occasion truly meaningful.







Here's to the pillars of positivity who strengthen our workplace every day!



# Agno Health Corner

## Your Monthly Health Boost!



### **Topic: Boost Your Immunity Naturally at Work**

Strengthening immunity isn't just for flu season, it helps you stay energetic and avoid frequent sick days. Try these easy habits:

1. Vitamin C Every Day: Add oranges, lemons, guava, or amla to your snack list for a natural immunity boost.
2. Keep Your Desk Clean: Wipe your workspace and keyboard once a day, they carry more germs than you think.
3. Deep Breathing: 3 minutes of deep breathing reduces stress hormones that weaken immunity.

#### **Quick Fact:**

Your keyboard can harbor 3x more bacteria, cleaning it regularly significantly lowers infection risk.

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

Drink one glass of warm lemon water every morning for the next 7 days. Track how you feel small habits create big changes!

# WORK ANNIVERSARY



Ms. Divya Bharathi



Mr. Ragul K



Mr. Vinoth Kumar



Mr. Fazil Ahamed

# BIRTHDAYS



Mr. Santha Kumar



Mr. Naveen



Ms. Varshini



Ms. Nisha



*Click to follow*

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

