AI AS A CATALYST: TRANSFORMING EMPLOYEE ENGAGEMENT AND SATISFACTION

The AI-Driven Transformation of Work

Artificial intelligence (AI) is transforming how we work, learn, and collaborate. Its potential to automate tasks, personalize experiences, and optimize processes offers numerous benefits, freeing time for more meaningful work and boosting job satisfaction.

In this paper, we delve into the current trends in AI and how they can inspire a smarter, happier, and more productive workplace. We also explore the key focus areas and strategies for organizations to adopt and scale AI in the workplace and the challenges and opportunities they must navigate.

Digital Workplace Trends

Employees are the backbone of any organization. When engaged, employees have higher customer ratings, productivity and profitability[1]. Furthermore, adding AI to this mix significantly enhances the skills and engagement of employees, boosting business performance.

Despite the significant benefits, employee potential is underutilized as organizations run into these typical challenges:

Employees demand focused time for strategic and innovative work - *According to a Microsoft survey, almost two-thirds of employees reported challenges garnering the time and energy necessary to fulfill their day to day jobs[2].*

Emphasis on enhancing employee productivity - *Inconsistencies in tools, systems and interfaces used across different departments and business functions result in a confused and inefficient employee.*

The same survey discovered that 62% of respondents spent excessive time searching for information in their workday, adversely impacting employee productivity.

Employees struggle with work-life balance- *Heavy workloads, repetitive tasks, and poor work-life balance contribute to burnout and decreased productivity. Research shows moderate burnout is common among almost 60% of American employees[3].*

It's no wonder that organizations struggle to attract and retain top performers. In these challenging times, AI offers a promising solution to improve employee experiences and, ultimately, enhance business performance. Most organizations see AI as a tool to enhance productivity rather than replace employees, opening numerous and better opportunities.

AI at Work – Advantages and Opportunities

AI's ability to streamline processes, automate repetitive tasks and provide personalized learning and support can revolutionize employee experience. The Microsoft study also reveals overwhelming employee optimism about AI. Over **80%** expect AI to significantly enhance work quality, learning and meeting efficiency, while **70%** believe AI will alleviate information overload. This emphasis on improving employee experiences with AI can make employees feel valued and important.

Clearly, AI is a goldmine waiting to be tapped by experts who can help organizations amplify employee performance and experience multifold. Our deep understanding of employee trends at Infosys helps us apply sophisticated AI technologies and enhance their experience.
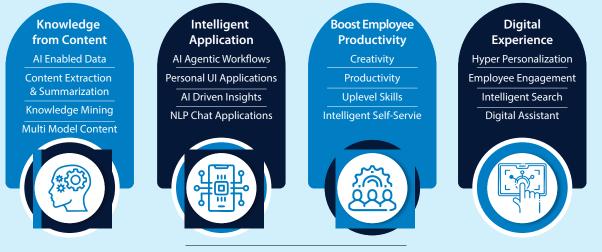
Knowledge from Content
- AI Enabled Data
- Content Extraction & Summarization
- Knowledge Mining
- Multi Model Content

Intelligent Application
- AI Agentic Workflows
- Personal UI Applications
- AI Driven Insights
- NLP Chat Applications

Boost Employee Productivity
- Creativity
- Productivity
- Uplevel Skills
- Intelligent Self-Servie

Digital Experience
- Hyper Personalization
- Employee Engagement
- Intelligent Search
- Digital Assistant

Figure 1: How AI can turbocharge employees

[1] *The Benefits of Employee Engagement (gallup.com)*

[2] *Work Trend Index | Will AI Fix Work? (microsoft.com)*

[3] *Breaking down burnout in the workplace - Mayo Clinic Press*

Knowledge & Content Services

Trends and challenges

Data in the organization is difficult to mine, search or access. Why?

Volumes of structured and unstructured data	Data from diverse sources is scattered across multiple repositories	Security and compliance issues as data is shared with external stakeholders

A comprehensive knowledge management strategy is needed to address these issues and standardize knowledge.

The AI touch

AI can help in many ways, such as content generation and using natural language processing (NLP) techniques to identify and summarize important information. Additionally, AI can help with content digitization and knowledge mining by automatically recognizing and extracting data from various sources, enabling more efficient data analysis and decision-making.

Critical considerations with an AI-first strategy

- Data readiness for AI
- Data controls as per the policies, procedures, and standards that help with abiding by the regulations and ethical principles
- Great user experience for the AI users

According to Gartner, AI governance frameworks have ensured the success of more AI initiatives.[4]
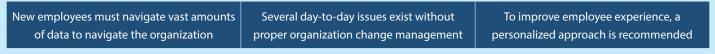

Tools available in the market

Capabilities	Tools in the Market
Data Readiness & Governance	• Microsoft Purview to identify sensitive data and automatic labeling • Microsoft SharePoint Advanced Management • Infosys Workplace Suite for Microsoft 365 Governance • Infosys Copilot ReadyAssist to identify and remediate overshared data in SharePoint, Teams and OneDrive • Third-party Data Governance tools • Infosys Responsible AI Solution
Multimodal Content Extraction, Summarization and Knowledge Mining	• SharePoint Premium (SharePoint Syntex) • Azure Open AI, Azure AI Search • GPT 4O Model, Azure AI Vision and Language services

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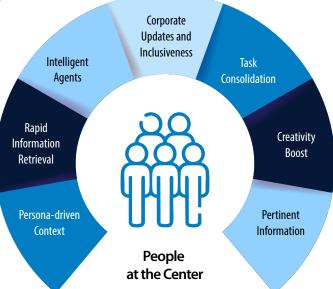[4] *AI Governance Frameworks for Responsible AI | Gartner Peer Community*

Digital Experience

Trends and challenges

Providing positive employee experience can be a challenge, if the following issues are not addressed:

New employees must navigate vast amounts of data to navigate the organization	Several day-to-day issues exist without proper organization change management	To improve employee experience, a personalized approach is recommended

AI at Work – a multitude of advantages

The AI touch

Generative AI can help with personalized content delivery, smart assistants, productivity and connecting with colleagues, ensuring they are provided with enhanced experience at workplace:

- Hyper-personalization by analyzing user data and providing tailored recommendations and experiences
- Employee engagement by providing personalized feedback and recognition and creating a more collaborative and inclusive workplace
- Intelligent search and digital assistant using NLP and ML algorithms to generate human-like text
- Content extraction and summaries help understand user queries and provide relevant information and support

Critical considerations with an AI-First strategy

- Human-centered design
- Responsible AI
- Data Privacy and Security
- Transparency and explainability
- Integration with Existing Systems
- Tracking and monitoring

Tools available in the market

Capabilities	Tools in the Market
Hyper personalization, Employee Engagement	• Viva Connections AI-enabled news & feed, Copilot in Viva Engage, , Microsoft 365 Copilot dashboard in Viva Insights, impactful internal communication through Copilot in Viva Amplify and Copilot in Viva Pulse for employee sentiment analysis
Intelligent Search Solutions & Digital Assistant	• Microsoft 365 Copilot • Google Agentspace • Azure AI Content understanding • MS Graph Data Connectors • Infosys Digital Assistant

Boost Employee Productivity

Trends and challenges

Enabling employees to deliver their maximum in a hybrid work environment is no easy task for organizations owing to a need to:

Employees often spending a significant amount of time on repetitive and mundane tasks, such as scheduling meetings, managing emails, and generating reports	Manage increasing levels of complexity in the work environment	Enable generating novel ideas and implementing innovative solutions given the employees struggle for inspiration, collaboration, and tools that facilitate creativity resulting in stagnation and a lack of competitive edge for the organization

AI at Work – a multitude of advantages

- AI agents can automate routine tasks, freeing up valuable time for employees to concentrate on higher-value work.

- Spark creativity by providing inspiration and recommendations and assembling information to assist in content development.

- Improve efficiency by helping with workload management, condensing lengthy correspondences and creating summaries of meetings with actionable points.

The AI touch

- Streamline monotonous work by automating meeting summaries and action items
- Faster reporting with analysis and generation of insights and recommendations
- Foster innovation within specific departments like marketing, sales, and employee communications, where AI tools act as digital assistants to improve campaigns, communication material etc.
- Connect with Line of Business applications through AI Extensions and Gen AI Chatbots

Critical considerations with an AI-first strategy

- Data privacy and security
- Employee training and persona-based adoption
- Ethical considerations
- Integration with external systems

Tools available in the market

Capabilities	Tools in the Market
Creativity	• Microsoft 365 Copilot in Word, Excel and PowerPoint, Adobe Firefly
Productivity	• Microsoft 365 Copilot in Outlook, Teams and Loop
Skills	• Copilot in Teams
Line of Business applications integration	• Microsoft 365 Copilot Declarative Agents and custom engine agents using Copilot Studio, Workday AI Agents

Intelligent Applications and Business Processes

Trends and challenges

New-age employees expect a smoother, efficient and more modern, work experience that heavily leans on technology to maximize their potential:

Use of AI can help users in making informed, better and faster decisions, thereby aiding in enhancing productivity	AI helps in automating mundane, albeit 'cannot-be-ignored' tasks, helping users with more time for strategic and creative activities. Employees form the crux of an organization, and their productivity is inextricably linked to organizational productivity	Personalized recommendations in terms of tools to be used, integration with existing tools etc. can help employees acquire a deeper understanding of how to apply digital tools to enhance their roles, drive business outcomes and thrive in a digital workplace

AI at Work – a multitude of advantages

Generative AI can help create intelligent applications across workflows, UI, reporting, and chat applications by automating repetitive or tedious tasks, exploring new ideas, designs, and solutions and eliminating writer's block. It can also provide insights and recommendations for optimizing and enhancing processes by analyzing organizational data to increase efficiency and effectiveness.

The AI touch

Infosys has created four categories of applications: UI, workflow, reporting and chat. AI helps in enhancing the intelligence of these applications:

- Workflow applications - Streamline, automate and improve collaboration
- UI applications - Personalize, optimize and provide real-time feedback
- Reporting applications - Enable data-driven and proactive decision-making
- Chat applications - Provide real-time support, automate tasks, and offer personalized responses

Critical considerations with an AI-First strategy

- Generative AI response is not always accurate
- Human oversight required
- AI-driven process automation should ensure that the AI decisions are validated

Tools available in the market

Capabilities	Tools in the Market
Low code platforms	
Agentic Frameworks	Copilot Declarative Agents, Copilot Custom Engine Agents using Copilot Studio
Enhance intelligence and App development	Copilot in Power Apps and Power Pages
Workflow	Copilot in Cloud Flows
Reporting	Copilot in Power BI
Pro-code platforms	
UI interface	Azure AI Studio, Teams AI Toolkit
App development	Lang Chain
Chatbots	Semantic Kernel, Lang graph, Crew AI

Key Takeaways: A Recap

AI has a transformative role in the workplace, enhancing human potential while streamlining processes, automating tasks, and providing personalized employee experiences. Organizations can create a smarter, happier, and more productive workplace by addressing the challenges and seizing AI's opportunities

About the Author

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Rajasekhar is a TOGAF certified Digital Workplace Services Architect with over 24 years of experience. Rajasekhar possesses skills in the analysis, design, development, and migration of applications based on Microsoft Technologies. He has expertise in leading and managing large projects throughout the entire software life cycle, with in-depth knowledge of design and development best practices.

Rajasekhar also leads the design and development of AI solutions in Modern work within the Microsoft Practice at Infosys with special focus on Microsoft 365 Copilot and agentic frameworks. He has successfully designed and implemented mission-critical business applications, such as SharePoint portals and .Net-based n-tier web and desktop applications, for global giants in the Oil & Gas, Insurance, Manufacturing, and Retail domains.

Infosys Topaz is an AI-first set of services, solutions and platforms using generative AI technologies. It amplifies the potential of humans, enterprises, and communities to create value. With 12,000+ AI assets, 150+ pre-trained AI models, 10+ AI platforms steered by AI-first specialists and data strategists, and a 'responsible by design' approach, Infosys Topaz helps enterprises accelerate growth, unlock efficiencies at scale and build connected ecosystems.
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