

# What actually happens when you roll out AI agents in a real intranet environment

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As AI agents start moving into real environments, I know that this session is going to have a really honest look at what that actually involves. I know Kirsten is going to be covering everything from integrations and constraints and what is actually going to drive adoption. I know there's lots of really great practical tips in this one as well. Kirsten, I'm going to hand over to you to jump in. Wonderful. Thank you so much. I'm very excited to be here. I'm just going to go ahead and share. I would love this to be interactive. If there are questions, feel free to interrupt me.

I'm very comfortable with that. Let me just get to, okay. Hold on one sec. I'm sharing, this is a story that's been ongoing for many years, where we started talking about the impact AI will continue to have on our digital workplace way back in probably November 2024. I'm sharing that just because now that a lot of us are licensed with Copilot and other agents, it seems like it's becoming very easy to create our own agents and really make a difference in our own work.

What we're finding, however, is that as we start building using Copilot, and that's the platform we chose, what we're finding are a lot of surprises or things that we didn't necessarily plan for and things that we would do differently next time. I want to back up a little bit and start first with, we continue to work with our partners, RightPoint, who have been wonderful at really getting in here and understanding the employee experience. They've done a lot of research over the years, most recently late last year and then earlier this year to really focus on the employee experience and their day-to-day workflows.

Focusing on employees and also really nice deep dive into the people leader experience, which we're finding has many pain points that we weren't really even aware of. I think most intranets, this current state could be true. Employees are wasting a lot of time looking for information. If we read the white papers out there also, one of the biggest pain points around search too is that if they can't find what they're looking for, they not only don't have the information, but they often have to do rework to recreate whatever document they're looking for.

The other thing we're noticing is that when people come to the intranet today, if I go back 10, 15 years, people had a lot more time, I think, to hang out on the intranet and read this article and check out that new post. Today, what we're seeing on the intranet, and we're seeing this based on search results, people are coming and searching for tasks that they're trying to get done. They're coming here to try to get something done, and we've made it difficult in

many ways.

One of the pain points I'll talk about too that we're changing is we have a long list of tools and applications that employees can access. We provide a list of probably 120. We're aware of over 1,000 kind of approved platforms that employees have to move in and out of throughout their workday, which causes a lot of friction and requires multiple swivels across the platform. So those are the kinds of things we're keeping an eye on as we look for ways to improve their experience.

So part of the research we did last year really boiled down to these top seven kind of areas of problems and also areas that we could improve right now. So employees are asking for more help finding what they need. They need help staying on top of things. So right now, and I'm sure this is true of many organizations, they're getting hit in multiple channels, especially if they're teams now. So many channels we have built up over the years. Now we've added Viva Engage in there, which is really convenient.

Teams has done a great job of kind of like doing similar to what we're trying to do is like unify that experience, right? However, that also means more noise in that space. And you really have to know how to manage your notifications there. They're also getting hit by emails constantly in Outlook. A lot of those emails are things that they don't have to act on, but then the things that are high priority often get lost in the shuffle. So that's another area that we're looking at to help improve that experience.

So the broader vision for Comcast Now is really moving from kind of a knowledge source of news information, key company information into a truly like intelligent action-oriented workspace, a place employees can go to take action on the things that are waiting on them, a place they can go to first of all, like identify what are truly like the high priority items I have to get done today. And then also the ability to search more broadly. So in addition to searching our intranet, they'll be able to search across multiple knowledge bases.

Okay, so in this vision, the intranet plays a central role in easing friction and reducing swivel. The key here though is that it's not setting out to replace any system. And this includes, and this always comes up when we talk about connecting the intranet search, for example, to other data sources. So to my policies hub, to HR, like HR how-to information. The conversation always pops up around, well, shouldn't we just move that content over? So from our point of view, the knowledge, that content sits where it should. It's managed by SMEs who know and understand their content best.

But the question becomes then how can we best connect to that content, right? And make sure that it's AI ready, make sure that it's tagged correctly, make sure that employees are able to access it both through search and through the agent experience. Okay, so we're focusing on four areas. The one I'm gonna talk about today is that at the top, the intelligent agent experience. Each of these four areas will eventually be powered by AI. And I'll explain a little bit more about what that means in a second.

So I'm actually, I'm gonna have to share the video after, because I don't think you're gonna hear it. So I'm gonna share the prototype instead, which I think might be even better. So give me one second here. Can you hear it? You can't hear it, right? You can hear it? Yeah, I think we might have heard it. We're good? In today's business landscape, our diverse experiences inconsistency across platforms and locations, with 28% working remotely and 10% internationally. Meanwhile, valuable time is consumed by repetitive administrative tasks. Our solution is a data-driven platform that leverages natural language processing to integrate essential workplace functions.

HR, time tracking, finance, expenses, travel, urban security. This intelligent assistance reduces the learning curve and increases adoption rates across the organization. The agent continuously learns from user interactions, adapting to individual preferences and needs. Let's see the agent in action upon us now. Submitting an expense report is now a Booting and Escape. Simply instruct the agent to submit an expense report, and it will guide you through the process, automatically filling in details from your resume. Now let's see how the agent streamlines the time off request process also available to us.

You can ask the agent about your lead balance and request time off in the same conversation, including checking your balance and suggesting optimal dates. Let's see another example of how the agent streamlines the process. Getting a new laptop has never been easier. Type request a laptop, and the agent will take care of the rest in a few simple steps. Find this full of quality moments. Whether you're getting married, growing your family, being deployed, or retiring, the agent can support you through the process. Creating benefits and tax forms to guiding these changes. Everything is streamlined from the personalities.

So instead of choosing a single word, you need to focus on working with these letters. Okay, okay. So this deserves its own slide because when I first talked to Cai recently about presenting here, I put the two together. I hadn't even realized that she named our agent Cai. So that deserves its own slide here. And this took a very long time. When you're trying to name an agent that is meant to be kind of like that front door agent for your organization, it takes a lot of time, right?

And so we went through a lengthy process of working with the brand team, making sure that of the top nine names we selected, all of our key stakeholders were aligned on the best name. We actually let a few people vote. We went through all the reviews that were required for legal and et cetera. So, and we landed on Cai. We love the, let me see if I can get this to play. Sorry. So yeah, so we named Cai, the front door agent Cai. And it's actually, it's a network of agents, right?

So it's, we branded it Cai so that it sounds like something that'll be familiar to users. They know that they can always ask Cai whenever they have a question about, you know, the workplace and it feels somewhat personal. It did actually start as an acronym. So it stands for originally Comcast AI, but we're trying to move away from using acronyms here. And we just really wanted to make sure it was a name that could stand alone as well. So this is

where we landed.

Okay, so moving on, as we started rolling this out, so we opened up access to this agent network to Cai in December, 2025. From a communications perspective, we have not done a big bang approach. And I think that'll, I'm just sharing that because a lot of, I often get questions about how we decided to roll this out, how we're driving engagement. We're really focusing on kind of moments. So opportunities we have to push, you know, people over to Cai to complete specific HR related tasks throughout the year. So like when open, we're planning for open enrollment right now, which is in November.

And so we're gonna have multiple ways to drive people over to Cai to start taking care of the open enrollment paths that they have. We're also working on an onboarding experience so that when someone shows up for their first day, Cai will be able to guide them through what that process looks like, give them a task list and answer any questions they might have. I do have, I think we have enough time. So I'm gonna go through kind of where we are right now, where we're heading with Cai and the agent experience on Comcast Now.

And then I have another short like interactive experience I can show you. So today we've been building, you know, since I said, since November, 2024, Cai can support well over a hundred tasks that people used to have to, you know, bounce around to go over to other systems to complete. PTO is the favorite. It's really, it's really fast. So anyone who's used some of the back office systems that, you know, allow you to take time off or approve time off for your team, you know how many clicks it sometimes takes to get to the right spot, put your dates in, et cetera.

Now we have an experience where you can just, you can just chat and Cai will take care of it for you. So we're doing a great job with, you know, enabling employees to complete tasks. The next phase of this is really looking for more opportunity to embed Cai and the whole agent experience across the platform. So it shows up in Teams right now. Well, we also want it to show up in places that people go to, you know, get more information or get things done.

So it should be able to follow you throughout your workday when you're on the site, for example, and kind of anticipate what you're trying to get done. So if I go over to like the My Parenthood page on Comcast now, maybe it'll prompt me. Maybe it'll say, hey, I see that you're on the My Parenthood page. Are you looking for information about, are you expecting, or, you know, prompt you any number of things. And then when you confirm whatever you're looking for, it can guide you through the steps that you need to take, give you direct links into the tasks that you have to complete.

So we're really looking for a future where this will, it will know us, right? And it'll help us throughout the day. And then the finally, this is, we kind of slated this for 2027. We will see how far we get, but even better, I think once we get this available, it's in Teams right now, I can just imagine you're on the way to a meeting and all you have to do is talk to Cai and say, hey Cai, I need to, I forgot to reserve a meeting room. I need to reserve, you know, a room

at the CTC, floor 17, any room will do.

So, and it can run through the steps to complete that task and help you out as you're walking over there. So really lots of amazing opportunities. You start thinking about, you know, what it means to have AI in the workplace that kind of understands my behaviors, understands all the repetitive tasks I have to get done every day and can really be more anticipatory and help me out, you know, as I'm moving across my day. Okay, with that, I know we only have eight minutes left.

Is there enough time to show the- Yeah, Kirsten, I'm thinking if we, so that we have maybe like five minutes for a few questions. So maybe in the next like four or five minutes or something. Let me stop sharing for one second. So I share the right screen again. Okay, this is Figma. So this is the vision. We have, we will be launching this probably in the next two months, not gonna lie.

So we're very close and I wanted to show you kind of, I always love a live demo because it really shows how high in the agent experience will eventually connect us to the other experiences we've built in here. So right from the homepage and on any page, users will be able to access CHI with one click. So CHI will say hello, potentially, you know, prompt them for something that's waiting on them over here in the dashboard. So we have a dashboard experience that I'll show you in a second. The tasks waiting on me will also be always available from that little dropdown.

And you'll notice here, one thing I mentioned earlier in the talk of the switch from promoting just tools and the switch to focusing on tasks. So instead of just allowing employees to kind of pin their top tools, they can now pin the tasks they need to act on every day. So the applications show up right down below. Also on the homepage, we've added, just little reminders about what items need their attention, things that are waiting on them, added CHI right here so they can ask questions right from the homepage. And then again, surfacing the quick actions and apps. Over on the dashboard.

So this is really where once we get this live, and this is one of the things I'll talk about in a second, where one of the things we didn't anticipate and we should have, were the many, many conversations we were gonna have to have with stakeholders, not just our business owners, but the technical platform teams. They already have padded roadmaps ahead of them, right? So they weren't anticipating that we were gonna be coming to them and asking for APIs, et cetera.

So that's one thing, obviously, you need to get out of way ahead of before you start saying, yes, we can have this done by a certain date. You wanna make sure that the stakeholdering happens as soon as possible and as frequently as possible so that you're continuing to build relationships with those teams. So going back here, the to-do card right here categorizes information coming in from other systems into either tasks, updates, like updated information, ticket status, and then it helps you keep track of overdue items so that you don't miss anything. The other way we're layering in AI is just through icons.

So if we're mentioning a task that CHI can complete for us, we'll add a little icon right here. And then if someone chooses to not use CHI, they also have the link out directly to the system where they can take the action there, right? And then finally, search. So search is something we've been talking about here for many, many years, enterprise search. So we currently connect to three or four other systems that in addition to Comcast Now. We're looking to expand that as part of this broader project.

So as we connect CHI to all these other knowledge systems so that it can answer questions, we're also connecting our Comcast Now search experience to those systems as well. Eventually, what we'd like to see is that when I search for something on Comcast Now, I'll get a synopsis of similar to what you see on Google today. That kind of gives you the information you might be looking for and then gives you the traditional search results. Similarly, if I ask that same question over on CHI, we're hoping that what we'd like to see is that it would give a similar answer over there as well.

So connecting those knowledge sources is gonna be really key. Then I will share these slides later. I wanted, oh, I stopped sharing again. I wanted to just share a few of the considerations that we, things we hadn't thought of, things that we have found are really key to both think through and be consistent about. So really defining what the scope of your agent network is, is important. I continuously get asked what's, so this is great. You've built all this connections to knowledge sources and tasks in here. How is it different from Copilot 365? Like, couldn't I do some of these things over in Copilot?

And the answer, of course, the difference is that we're able to, because we're working with privacy and InfoSec, we're able to connect to employee data and access information that we wouldn't otherwise be able to, right? And give quick answers against that data. So those are the kinds of, you know, things you wanna focus on in terms of the scope so that it does offer something that's very different from kind of the out-of-the-box functionality. And then be really clear about who your audience is and what the pain points are.

We're, I think I just got a, I was just told we have around 11,000 agents built already. And so you wanna make sure that you're working with the right people so that your front door is open to the public. And that your front door agent will retain the visibility it has right now. Because if you're suddenly published, if your employees are suddenly allowed to publish to the all-employee audience, and you have 10,000 agents out there, your agent, this front door agent will be lost in the shuffle. So that's a governance thing too.

And I just, you know, I've been working in intranets for over 15, probably more years. And it has never been more important than right now to get your stakeholders all connected, governance teams. Everyone has to be talking together or this just won't happen. And I've just, we've always heard that about intranets, but it is especially true right now with AI and with all the agents being built. So in terms of prioritizing integrations, this was interesting. So we also, I think some of you know, we have partners over at Sky. They're building their own agent as well. We started with the hardest thing first.

We started with integrations into Workday, right? We knew there was some high value tasks in there that we could really help with. So we started there. Sky is starting with knowledge first and they're able to move much faster because a lot of their knowledge is in SharePoint. So that's been a big win for them. The other consideration is around AI readiness of content. You don't, you know, AI is very good at surfacing and identifying content that is wrong. It's not gonna, you know, if there's bad information out there, it will be found.

So I think that's another fairly large initiative that we're kicking off as well to make sure that the content we're connecting to has regular reviews and that it's accurate. And then I mentioned the stakeholder and partner connections as well. So that is it. I will stop there. I know we have probably one minute left. No, Kirsten, thank you so much for sharing. It was such a great, it's so good to see these tools in action as well. So really appreciate you showing the demo as well. I might just ask, I'm just wondering if I've got time for a very speedy question.

I don't know if this is a quick question, but what was the process to identify all the use cases and scenarios that the agent might need to respond to? Yeah, that's a great question. So we took the all-employee audience. So if I'm, and the lens we have on it is, if I'm a new employee and I have questions about how to get things done here, I wanna go find the most senior colleague that I know, and that person's gonna know everything. So we started, it's very broad, right? But we wanna kind of be able to answer all those kinds of questions.

From a task perspective, we went through, we have a list of 40 plus applications, and we're going to those platform owners and asking them to either check their metrics or just share with us a list of top five tasks or things that people come to their platform to try to get done. So we're looking for those high value tasks to start with first. Perfect.