

Modo My Agent

Instant Answers, Zero Friction

Simplify support, drive productivity, and reduce overhead with Modo My Agent—your intelligent, conversational workplace assistant.

Built for today's hybrid workforce, My Agent delivers a seamless, role-aware experience that empowers employees to get accurate answers and complete routine tasks—all through natural language. Whether it's checking office policies, submitting IT or facilities tickets, or accessing HR resources, employees can find what they need instantly, without navigating multiple systems.

Backed by enterprise-grade AI and integrated with your existing tools and content, My Agent transforms your branded app into a centralized, always-on self-service hub—reducing support volume and freeing up teams for higher-value work.

Powerful AI Capabilities, No Learning Curve

With Modo My Agent, employees can:

- **Ask questions in plain language** and get instant, trusted answers — no need to navigate multiple systems.
- **Search across internal sources** like HR portals, IT wikis, SharePoint, intranet pages, PDFs, and app modules.
- **Get context-aware responses** tailored to their role, department, and location.
- **Automate routine actions** such as submitting support tickets, checking office schedules, accessing policies, or finding contacts.
- **Engage via mobile or web** through a branded, fully integrated experience that fits seamlessly into your digital workplace.

Key Use Cases Across the Enterprise

- **HR & People Ops:** Automate responses to FAQs on benefits, leave, DEI policies etc.
- **IT Support:** Surface common tech questions and link to troubleshooting resources.
- **Workplace:** Assist with amenity lookup, maintenance requests, and office protocols.
- **Onboarding:** Guide new hires with contextual self-serve answers and tasks.
- **Hybrid Teams:** Provide role- and location-based guidance on where and how to work.
- **Processes:** Centralize access to travel, expense, and compliance policies.

AI That Works—Not Just AI for the Sake of AI

At Modo, AI isn't a buzzword—it's an enabler woven into your workplace experience. By turning fragmented knowledge into on-demand answers, **Modo My Agent** unlocks smarter support and a more intuitive digital experience—at scale.

Drive Operational Efficiency with AI



Answers in One Place

Deliver instant, trusted responses inside your app.



Enable 24/7 Self-Service

Give employees always-on access to answers.



Deflect Support Tickets

Reduce repetitive HR, IT, and facilities requests.



Boost App Engagement

Make your app the go-to source for support and info.

Customize to Fit Your Organization

Modo My Agent is configurable to reflect your organizational tone, policies, and needs:

- **Control the Experience:** Set fallback responses, prompt chips, and tone
- **Manage Sources:** Choose what content to index and how often to crawl
- **Guardrails You Can Trust:** No human/live agent handoff, hallucination controls, opt-out options for logging

Modo My Agent. Instant Answers. Less Effort. More Impact.

Contact your Modo rep or support team to enable AI Knowledge Agent today.

