

Intelligent Modular Agent



In today's fast-paced digital landscape, customer service teams face increasing pressure to handle high query volumes, manage workload surges, and deliver timely, consistent responses.

Intelligent Modular Agent

Our Intelligent Modular Agent delivers agentic, AI-powered automation. It is a flexible, low-code enabled, cost-effective solution accelerator built using Microsoft platform tools to enable automated decision-making, workflow management and output.

It has been devised to support various use cases beyond customer service, including agentic AI-driven processes across different domains. The modular approach enables different configurations without overfitting.

Designed to integrate seamlessly with Microsoft Dynamics 365 and Power Platform, this AI-driven solution intelligently categorises, triages, and routes customer interactions, ensuring urgent cases receive immediate attention while automating routine inquiries.

By reducing manual effort, accelerating response times, and maintaining a human-in-the-loop approach, our offering enhances both customer satisfaction and operational efficiency, empowering businesses to deliver high-quality service at scale.

For example, when a client receives customer questions and incident reports along with general comments into the same channel, they face several challenges:

- How do they discover and elevate matters that require early attention?
- Taking steps to create and action incident reports/case tickets quickly
- Responsiveness to questions.



Client business outcomes

As a result of using the Intelligent Modular Agent components, the client benefits from tangible gains, including:



Reduced workload with automation of simple tasks



Faster replies to customers improved customer satisfaction



Optimised time management for staff



Ease of maintenance through a decentralised MS platform architecture



Utilises existing systems, with additional AI functionality to leverage the business benefits

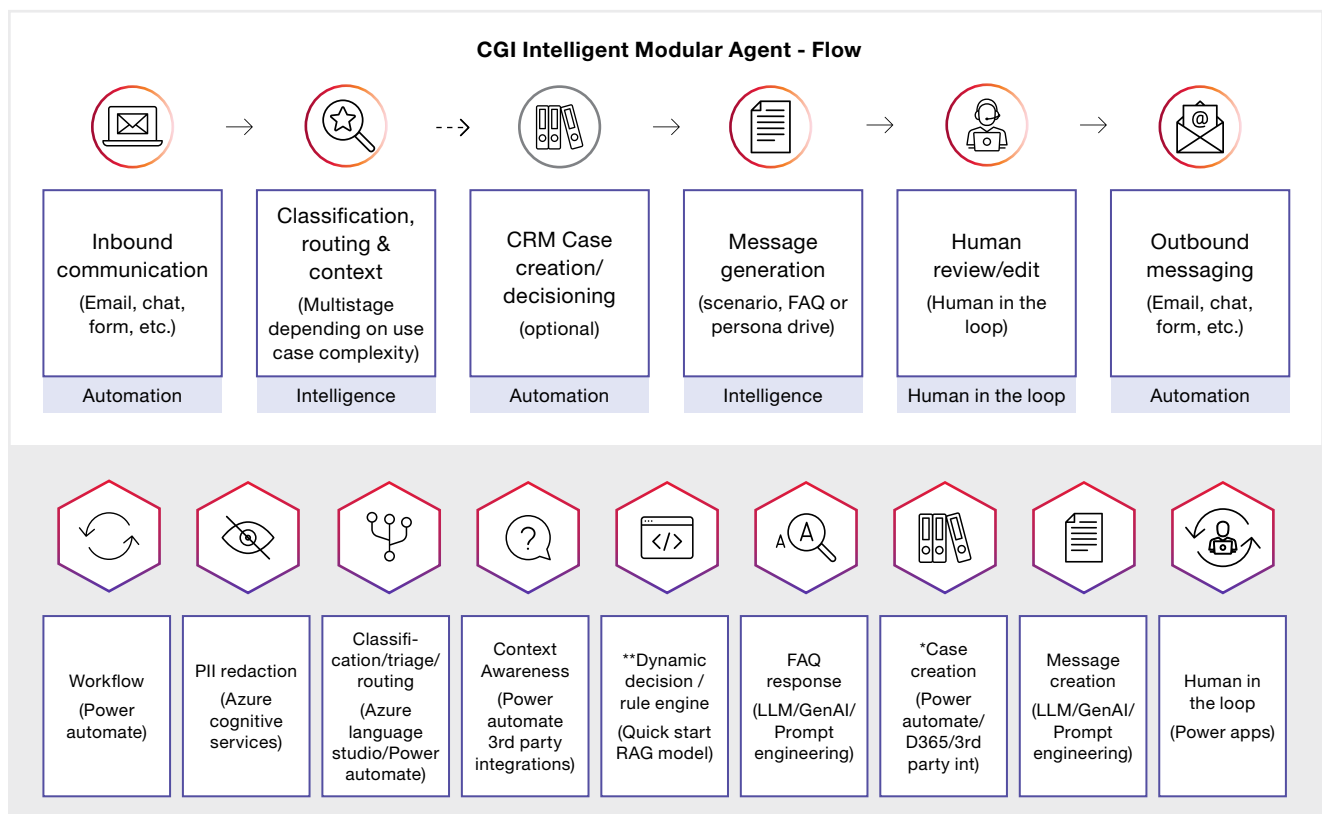
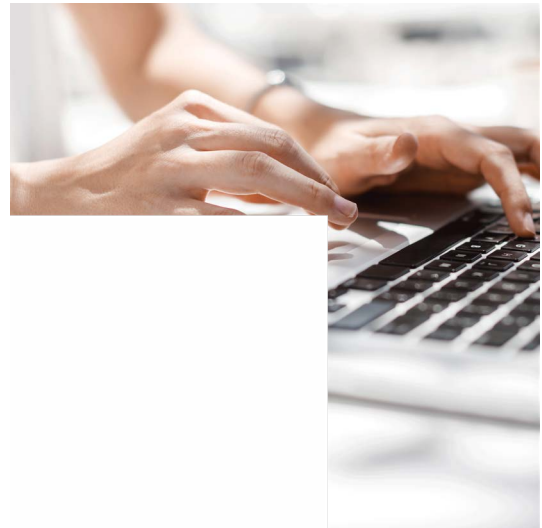
Multiple components

In this case, Intelligent Modular Agent uses the configuration depicted in the first row of the image below to:

- Understand intent, categorise and triage emails to relevant departments
- Use AI agents to automate CRM case creation
- Draft responses to questions, grounded in company information
- All while keeping human in the loop by automatically routing cases to relevant teams for further actioning.

Depending on business processes and needs, components can be added or swapped out to accelerate multiple workflows.

Figure depicts workflow containing multiple components including: classification, routing & context; CRM case creation/decisioning; message generation



Key benefits

- Modular architecture using standard Microsoft tools (Power Platform, Azure AI) for scalability, ease of maintenance, and cost efficiency
- Low-code approach reduces costs across all project phases, from proof of concept (PoC) to maintenance and enhancements
- Adaptable design that can be applied beyond customer service to any workflow requiring intelligent automation and agentic handling.

Core functional capabilities

1. Unstructured data processing – extracts insights from emails, chat, forms, documents, and images
2. Context awareness – retrieves and augments contextual information dynamically
3. Regulatory compliance – PII redaction and human-in-the-loop mechanisms ensure compliance
4. Task automation – Automates repetitive processes
5. GenAI-powered messaging – uses Retrieval-Augmented-Generation (RAG) for AI-generated responses
6. AI-driven triage & decision-making – real-time workflow/routing based on AI insights
7. API integration – connects with external systems for data retrieval, updates, and process execution
8. Azure scalability & reliability – leverages native Azure capabilities for high availability
9. Performance monitoring – tracks and optimises system performance
10. Harm prevention – ensures safe, controlled AI interactions.

Technology stack

The system can be built using Microsoft Power Platform and Azure AI, including:

- Azure Cognitive Services for AI processing
- Power Automate or AutoGen for workflow automation
- D365 and Power Apps for case management and human review
- Azure OpenAI & AI Studio for dynamic decision-making
- Prompt engineering & LLMs for automated response generation.

An agentic AI approach enables businesses to streamline operations, improve decision-making, and enhance automation with a scalable, compliant, and cost-efficient solution.

Where are we already doing it?

Accelerator example – Intelligent Modular Agent handles inbox requests for a major sports venue

Our client's incoming customer questions and incident reports landed in the same inbox. With our help, agentially handling the customer communication flow now includes: understanding intent, categorising and triaging emails to relevant departments.

AI agents automate CRM case creation or draft responses to questions, grounded in company information, while keeping human in the loop by automatically routing cases to relevant team's channel for further actioning.

If you would like to discuss our Intelligent Modular Agent further with us or would like to arrange a demo, please contact chris.annone@cgi.com or cheryl.allebrand@cgi.com

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-focused to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

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