



CGI Intelligent Modular Agent



AI-powered workflow support that keeps people in control

Work arrives prepared.

Your teams stay focused on decisions.

Organisations are under pressure to deliver faster outcomes while managing growing workloads, fragmented processes and rising customer expectations. Yet many operational workflows still rely on repetitive manual activity, such as reviewing documents, checking completeness, re-keying information, routing cases and responding to enquiries.

CGI's Intelligent Modular Agent helps organisations remove this friction and start work the second it arrives. Built on Microsoft Azure, Microsoft Foundry and Power Platform, the Intelligent Modular Agent prepares and progresses work inside your workflows before your teams step in. Triggered by events across your systems, it gathers information, validates inputs, highlights risks and prepares actions, enabling employees to focus on judgement, oversight, and customer value rather than manual administration. The result is faster processing, improved consistency, stronger governance and more effective teams.

A modular AI accelerator for operational workflows

The Intelligent Modular Agent combines deterministic automation with AI-driven decisioning to support both back-office and customer-facing processes. Its modular architecture allows organisations to introduce AI incrementally, reliably, and securely.

Businesses can start with a single workflow or scale quickly, depending on operational needs. Workflows can be reused across the organisation, in full or in part, and are extensible and flexible.

Designed to work seamlessly with Microsoft technologies including Dynamics 365 and Power Platform, the solution enables organisations to modernise workflows without replacing existing systems.

The Intelligent Modular Agent can:

- Bring together the information needed for each task
- Validate completeness and key details automatically
- Prepare responses, cases and recommended next actions
- Highlight risks, gaps and exceptions
- Route work to the right teams with full context
- Maintain traceability and human oversight throughout the workflow

Because the solution is built using modular components and connectors, organisations can adapt workflows easily, incorporate new technologies and switch language models as requirements evolve.

Deliver operational impact faster



Reduce manual effort

Automate repetitive operational tasks such as document handling, data extraction, validation and workflow routing, reducing workload pressures across teams.



Improve productivity and responsiveness

Work arrives already assembled, prioritised and enriched with context, enabling faster handling and shorter turnaround times.



Increase consistency and governance

Every step is traceable, auditable and designed with human oversight in mind, supporting compliance and operational control.



Scale AI incrementally or at speed

Start with targeted use cases and expand across departments using reusable components and workflows.



Keep people in control

The Intelligent Modular Agent supports decision-making rather than replacing it, enabling teams to review, validate and act with greater confidence.



Built primarily on Microsoft technologies

The Intelligent Modular Agent is built using Microsoft-native services and accelerators to provide secure, scalable and extensible workflow automation. With hundreds of pre-built connectors, there's no need to decommission agents running in other systems: this style of building enables collaboration or separation of tasks.

Core capabilities include:

- Enterprise LLMs for reasoning and content generation
- Retrieval-Augmented Generation (RAG) for grounded responses
- Azure AI Services for classification and PII handling
- Power Platform for orchestration and workflow automation
- Dynamics 365 and Power Apps for case management and human review

This approach helps organisations move beyond isolated AI experiments and embed AI directly into operational processes.

Example use cases

Document-heavy case processing

Automatically collect documents, extract and validate data, identify missing information and prepare structured cases for human review.

Handwritten forms and manual entry

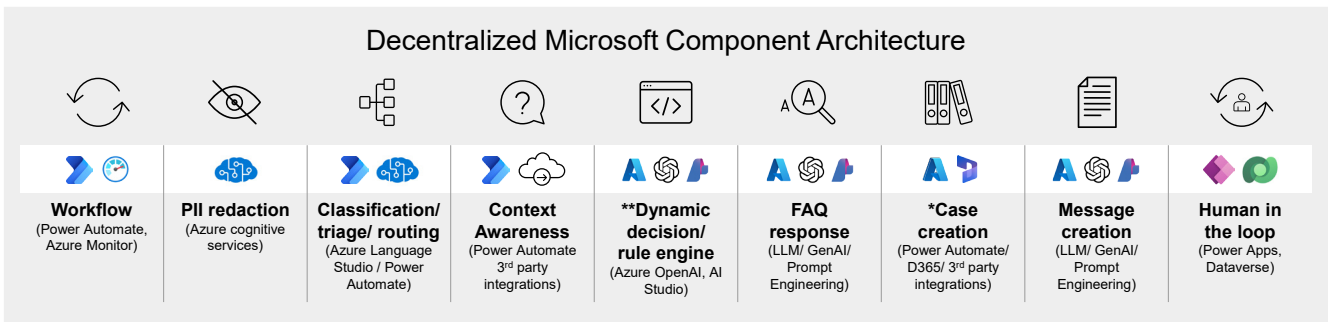
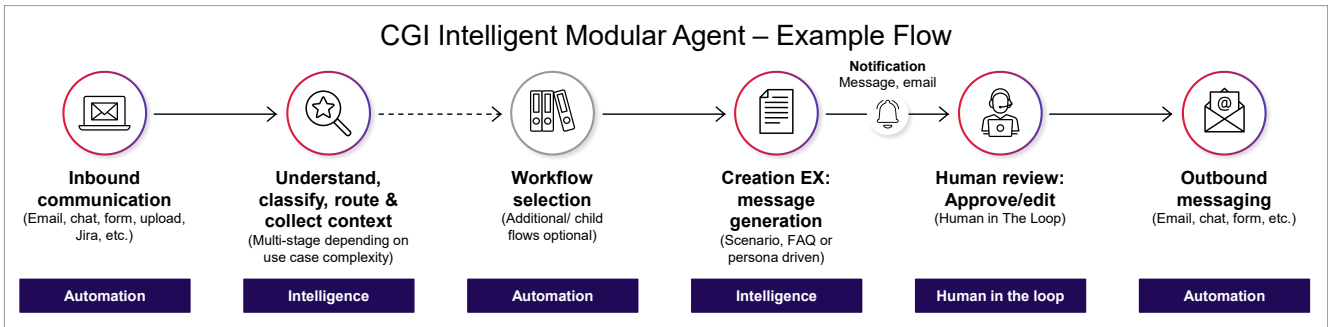
Convert handwritten or unstructured content into structured data, regardless of format, and add information to relevant fields in another system as needed.

AI-assisted development workflows

Support development teams with AI-generated code and natural language-to-programming language of choice generation while maintaining human oversight.

Customer enquiry management

Triage inbound customer requests, generate contextual draft responses and recommend next actions using company and customer data.



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*Optional – Deployed for D365 but API's can be quickly created for COTs and bespoke systems

**Not deployed/in development

Responsible AI by design

CGI's Intelligent Modular Agent is developed using CGI's Responsible AI Framework, helping organisations adopt AI securely, transparently and responsibly. The solution is designed to provide human-in-the-loop governance, workflow traceability with configurable controls and approvals, and clear operational oversight.

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Why CGI?

Founded in 1976, CGI is one of the world's largest IT and business consulting services firms, delivering insights-driven and outcome-focused services globally. CGI combines deep Microsoft expertise with practical workflow modernisation experience to help organisations realise measurable value from AI adoption.

CGI focuses on delivering operational outcomes, enabling organisations to modernise workflows while keeping people at the centre of decision-making.