# The rise of AI in the workplace: enhancing productivity and fostering innovation



In recent years, the integration of artificial intelligence (AI) and automation technologies has emerged as a transformative trend across various sectors, significantly influencing operational processes and enhancing productivity. Companies are now looking to harness AI to streamline workflows and break down information silos, enabling a more efficient and intelligent working environment.

Kore.ai, a leading provider of advanced AI solutions, recently unveiled its AI for Work platform, which aims to enhance enterprise workflows and improve employee experience. The platform is designed to facilitate secure access to fragmented information and promote innovation across teams. According to beta testing outcomes, companies utilising AI for Work reported a remarkable 30-50% improvement in information retrieval speeds, greater workflow automation, and a noticeable boost in overall productivity.

Raj Koneru, CEO and Founder of Kore.ai, highlighted the necessity of such solutions in the modern enterprise landscape. "The modern enterprise is at a tipping point where knowledge workers must shift from navigating complexity to driving meaningful outcomes. Existing tools and workflows don’t match the pace of innovation and the demand for efficiency," Koneru stated. The AI for Work platform offers several features, including advanced secure enterprise search, a universal orchestrator for complex workflows, and pre-built AI agent solutions designed for various functions within a business.

On the other side of the entrepreneurial landscape, companies are grappling with the growing demand for prompt engineering, a discipline critical to maximising the effectiveness of generative AI technologies. Companies exploring the adoption of generative AI are faced with the question of whether to hire dedicated prompt engineers or develop in-house talent capable of navigating this emerging role.

The industry is experiencing significant shifts in prompt engineering roles. While companies may initially seek to employ external experts due to compelling salary offers in the market, many organisations are recognising the advantages of cultivating internal capabilities instead. By nurturing prompt engineering expertise within their teams, company leaders can create a more engaged workforce and foster a culture that values curiosity and creativity—a crucial aspect of successful prompt engineering.

A successful prompt engineer need not necessarily possess extensive technical skills; instead, qualities such as creativity, attention to detail, and a genuine interest in the applications of generative AI are paramount. They must also have a clear understanding of the desired outcomes when generating prompts, which is typically found in existing employees who are familiar with company goals and product expectations.

Maria Apazoglou, Head of AI, BI & Data Platforms at Thomson Reuters, shared her insights on the importance of team composition in technology adoption and development. Emphasising collaboration and ownership, Apazoglou stated that fostering diverse teams with different skill sets contributes significantly to innovation. Her approach includes encouraging members from legacy applications to think about how their projects might benefit from newer technologies.

At Thomson Reuters, the adoption of AI has expanded substantially over the past year, increasing from approximately 400 to 12,500 users across the organisation. A significant component of this growth has involved offering training, workshops, and practical implementations of AI tools aimed at boosting productivity. The tools are not only revolutionising internal processes but also enhancing the capabilities of employees in various roles, from customer service to development. Through user-driven community initiatives and ongoing training, employees have reported impressive productivity gains driven by AI-based support in their daily tasks.

As the landscape of business automation evolves, organisations are tasked with the challenge of integrating AI technologies effectively while addressing key operational needs. The adoption of comprehensive platforms capable of coordinating complex workflows and utilising generative AI will likely continue to grow, ultimately reshaping workplace dynamics.

With a forecasted increase in agentic AI within enterprises by 2028, businesses will need to prioritise the development of skills and processes that facilitate AI integration. Institutions willing to invest in training and fostering internal capabilities stand to gain a competitive edge in an increasingly digital economy.

Source: [Noah Wire Services](https://www.noahwire.com)

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