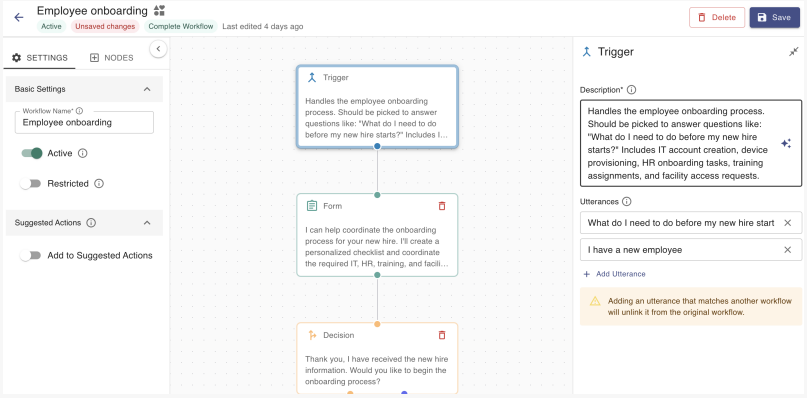
PeopleReign announces agentic loops, language-driven AI configuration, and virtual agent upgrades in fall 2026 platform

Introducing self-service virtual agent configuration, multi-lingual native AI voice, knowledge gaps automation, and Model Context Protocol (MCP) support.



Build agentic workflows using natural language.

SAN JOSE, CA, UNITED STATES, September 22, 2026 / EINPresswire.com/ -- PeopleReign, a leader in AI-powered employee service automation, today announced new AI innovation in its fall 2026 platform release.

The release introduces workflow cloning, in-platform administration for Microsoft Teams, automated knowledge gap remediation, and an open Model Context Protocol framework for custom tool support.

Theme one: enterprise self-service

The visual workflow builder now supports:

Workflow cloning: replicate existing workflows with a single click. This saves time and makes it easy to manage large workflow catalogs across production and sub-production environments.

Virtual agent interface testing: validate virtual agent behavior before publishing new skills. Administrators can now specify user interfaces directly within virtual agent preview mode to validate role-based access rules and overall end-user experience.

Self-service Microsoft Teams configuration:

Credential control: administrators can now directly manage Microsoft Teams credentials, inspect scope permissions, and track expiration dates within PeopleReign.

Real-time credential testing: in-platform validation tools allow administrators to test and confirm connection status.

Theme two: virtual agent innovation

Data visualizations and rich media replies:

Embedded file and image support: files and images are now delivered within virtual agent conversations for more intelligent, helpful employee service.

Omni-channel parity: visual elements render consistently across all supported virtual agent channels including Slack, Microsoft Teams, and browser portals.

AI voice support:
Improved performance and reduced latency: prompt pre-processing and intelligent model routing makes AI voice conversations more natural.
Spanish language support: the virtual agent speaks 90 languages for chat and now also speaks Spanish when engaged via voice.
Improved source citations:
Resource links: virtual agent responses include more precise citations for improved reply explainability. Users can easily trace AI answers back to knowledge articles, policy documents and runbooks with accordion-style deep links.
Theme three: continuous improvement and user experience
Knowledge gaps automation:
Automated article generation converts unresolved virtual agent interactions into publish-ready knowledge assets.
Automated deflection analysis: analyze missed deflections and cluster them into intent categories.
Knowledge creation: AI within knowledge gaps automation drafts new articles and recommends edits to existing ones.
The broadcast insights dashboard and redesigned AI Workbench:
Broadcast insights: track push notification reach, deliverability rates, open rates, and failure rates from a dedicated dashboard within Insights.
AI Workbench redesign: re-imagined for usability and quick action. The new interface simplifies navigation, reduces clutter, and highlights actionable tasks.
Theme four: integrations
SAP SuccessFactors: bi-directional access to employee data, lifecycle events, and organizational information within SuccessFactors.
SharePoint embedded configuration: integrate with specific SharePoint sites within the platform for improved data access controls, context harness management, and virtual agent tool selection.
Model Context Protocol (MCP): integrate with any external systems using the Model Context Protocol (MCP) framework. Workflows can now natively connect AI agents directly to custom external tools, databases, and third-party APIs using standard MCP servers.
Delivering customer value at scale:
According to the CIO of a global construction company: "Configuring new integrations with natural language makes it easy for us to add new virtual agent skills. The MCP integration allowed us to centralize all new AI workflows into PeopleReign. We're using the broadcast insights dashboard to ensure team members are submitting time cards. This is the most intelligent AI we've seen. It's way better than Claude for employee service!" The fall 2026 platform is generally available for all current and new customers.
ABOUT PEOPLEREIGN
PeopleReign is the multi-agent AI orchestration platform powering work for many of the world's most sophisticated organizations. PeopleReign AI gives every employee back four to six hours of productive time per week by automating all common IT and HR service requests. It integrates with more than 100 enterprise systems to autonomously resolve requests related to topics like

shift management, employee onboarding, payroll, benefits, technology support, system access, and security compliance. PeopleReign customers benefit from 80% call volume reduction and 90% lower cost per request. The company has received numerous industry awards for exercising AI responsibly and pioneering the use of agentic AI to improve work life for employees. PeopleReign CEO Dan Turchin hosts AI and the Future of Work, a top 1% global podcast that has published more than 400 episodes with AI thought leaders. Episodes have been downloaded more than ten million times. PeopleReign is backed by tech visionaries including John Chambers, Moxxie Ventures, Acadian Ventures, Sterling Road, and Boulder Ventures.

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