

Druid AI Expands Enterprise Agentic AI Platform With Voice Enhancements Agent Interoperability & Governance Capabilities

LONDON, UNITED KINGDOM, October 14, 2026 /EINPresswire.com/ -- - As AI shifts from answering questions to completing work, new releases help enterprises move agents from pilot to production with governance and auditability built in -

[Druid AI](#) today announced new voice, agent interoperability, governance and evaluation capabilities that help enterprises move AI agents from experimentation into governed, production workflows.

The updates will be showcased at [Symbiosis 5: Agentic Enterprise](#), Druid's annual customer and partner event in London on October 20, where customers will share how they're putting AI Agents to work in production.

Highlighting these updated capabilities, Joe Kim, CEO of Druid AI, said, "The market has spent the last two years talking about models; enterprises care about something different. They want to know whether an agent completed the task, followed the rules and delivered a result the business can trust: appointments booked, hours saved, revenue generated. That's why we built governance, orchestration and auditability into the platform itself."

This is supported in McKinsey's latest State of AI report, in which only 37% of respondents said that AI has contributed positively to EBIT, essentially unchanged from 2025. Just 6% qualified as



McKinsey's AI "high performers", meaning they attribute at least 5% of EBIT to AI and report significant value from it.

Extracting value from AI is about changing how work gets done and changing how value is determined, from activity to completed work, which is why Druid measures success by completed business outcomes, not call deflection or activity volume.

"Our AI agent, IRIS, was built to support the patient journey and now completes 75% of our NHS cataract pre-operative assessments and manages 45% of first outpatient bookings, all with 95% patient satisfaction," said Viraj Sharma, AI & Transformation Leader at Optegra Eye Health Care. "For us, that's the real value of responsible AI in healthcare: better access for patients, and human intervention where it matters most. When a patient raises a clinical concern or falls outside the automated pathway, IRIS routes them straight back to our teams."

Druid's voice, agent interoperability, governance and evaluation capabilities include:

- Purpose-tuned voice models that incorporate industry-specific terminology and regulatory language, where agents connect natively to contact center platforms and core industry systems, including electronic health records, core banking, policy administration and student information systems.
- Druid MCP connects external agents to line-of-business applications while keeping orchestration, governance and business logic within Druid. Enterprises can also orchestrate agents built with Microsoft Copilot Studio, Claude SDK, OpenAI SDK, LangChain and more, alongside Druid-native agents, and a new Claude skill extends Druid Authoring while keeping the platform model-agnostic.
- Prebuilt, industry-specific agents for healthcare, banking, insurance, higher education and retail are orchestrated by the Druid Conductor. Teams can extend these or build from scratch with Druid AI Authoring Agents, which create and refine agents in natural language with human review before deployment.
- Druid's AI agent reference model defines 26 inspectable, measurable components covering an agent's mandate, capabilities, skills, tools, tasks and outputs, so organizations can measure effectiveness and see how agents are configured, behave and perform in production.

The approach draws on Druid's AI Benchmark Report (<https://www.druidai.com/ai-adoption-in-higher-education-benchmark>), which examined channel preferences, peak demand patterns, and operational outcomes across deployments.

Highlights will be shared live at Symbiosis 5, along with customers including Haier, Axa, SpaMedica, Sellwerk, Advanced Dermatology and Plastic Surgery Clinics, Banca Transilvania, Optegra, American College of Antigua, Incline P&C, and more, alongside partners including Microsoft, Org, Accenture, RSM, and Genpact. Registration and agenda are available at druidai.com/symbiosis5.

ENDS

Druid AI

Druid AI (<https://www.druidai.com/>) delivers AI that works. Proven, industry-ready AI Agents for Higher Education, Healthcare, Retail, Banking, and Insurance, built on a best-in-class Conversational AI Platform. Druid helps organizations deploy always-on, policy-accurate agents across chat, SMS, voice, and email that automate end-to-end customer and employee journeys while integrating seamlessly with existing enterprise systems. With reusable workflows, content packs and embedded multilingual capability, Druid enables secure, governed automation at enterprise scale. Founded in 2018, Druid AI supports 350+ clients globally and an ecosystem of 250+ partners.

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