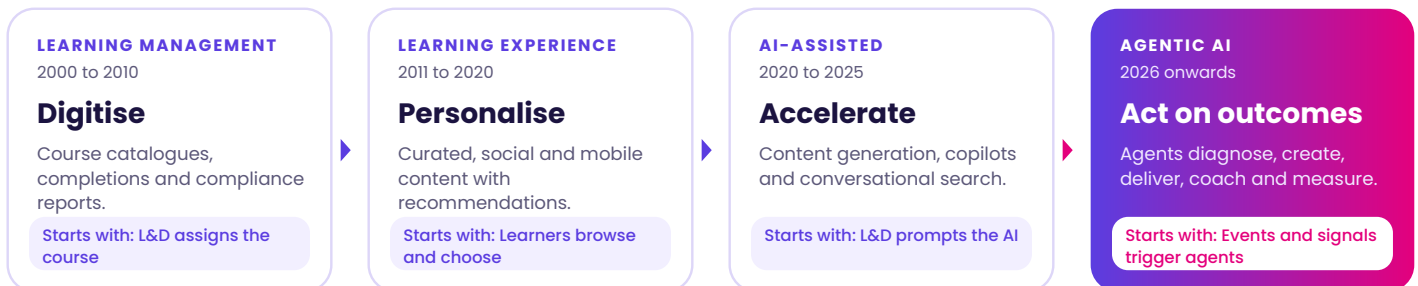


Handbook to Transform your L&D Function with **Agentic AI**

Where is HR and L&D Headed?

For two decades, L&D technology digitised training and then personalised it. The next shift is different in kind. With **agentic AI**, AI agents pursue a business goal, act on live signals and coach people at work, while HR and L&D leaders set the direction and approve what reaches employees.



WHY THE PRESSURE IS BUILDING



AND LEADERS ARE ALREADY MOVING



FIVE SHIFTS FOR HR AND L&D LEADERS

FROM	TO
1 Course catalogues and annual plans	▶ Business outcomes with a number and a deadline
2 Programs started by L&D	▶ Agents triggered by events and live signals
3 Content creator	▶ Outcome orchestrator who sets goals and guardrails
4 Learning in a separate portal	▶ Support in the flow of work: Teams, WhatsApp, CRM
5 Completions and hours	▶ The business KPI that triggered the action

The answer is to agentify L&D. Put AI agents on the work of diagnosing, creating, delivering and measuring capability, and move your team to setting outcomes, guardrails and priorities.

Agentic AI in L&D: From Responding to Acting

Generative AI drafts content when asked. **AI agents** take a goal, plan the steps, work across your systems and keep going until the business outcome moves.

	Generative AI responds	AI agents act
Starts when	A person writes a prompt	An event or signal fires, such as a new joiner or a KPI dip
Scope	One output: a quiz, a summary or a job aid	A multi-step workflow: build, assign, deliver, coach and track
Next step	A human takes it forward	The agent executes; a human approves what matters
In L&D	Drafts the product launch note	Finds who sells the product, builds practice, delivers it in Teams and reports readiness

HOW AN AI AGENT WORKS: THE GOAL-TO-OUTCOME LOOP



How to Agentify the L&D Value Chain



SET THE DIAL: HOW MUCH AUTONOMY TO GIVE AGENTS



LESS AUTONOMY

MORE AUTONOMY

OUR NAME FOR IT

Disprz Calls This Operating Model **Autonomous Enablement**

You set the business outcome. AI agents learn your organisation's context, build the enablement and coach people in the flow of work, with a human approving what reaches them.

Triggered by events and signals

A new joiner, a product launch or a KPI dip starts the work, not a request.

Grounded in your own context

Built from your roles, products and processes, not a generic model.

Approved by a human

You see what agents plan and why, then approve, change or hold it.

Six Use Cases Where AI Agents Deliver Business Outcomes

L&D shifts from content creator to **outcome orchestrator**. Start where the business metric is clear and the signal already sits in your systems.

Agentic onboarding

1

"Get 200 new advisors productive in 30 days."

Agents build each new hire's path, walk them through it where they work and flag who needs a hand, with no course-building marathon for your team.

Impact: Faster time-to-productivity at lower onboarding cost.

Sales readiness and coaching

2

"Get 500 reps ready to pitch the new product by launch."

Agents spot who is struggling to close, coach them on the exact objections they hit and let them practise before the call, without pulling them off the floor.

Impact: Higher win rates and shorter sales cycles.

Talent development and mobility

3

"Get people ready for the role this job is becoming."

Agents work out the skills a changing role demands, show where each person stands and build those skills continuously, not once a year.

Impact: More internal mobility; people ready for their next role.

AI-role readiness and skilling

4

"Create 100 AI-ready managers."

Agents assess AI readiness by role, diagnose the gaps and build skilling journeys with practice on real AI scenarios.

Impact: A future-ready workforce and a visible AI talent pipeline.

Always-current knowledge

5

"Keep every SOP and product update current for the field."

Agents turn SOPs and product documents into short lessons in hours, then check people can follow the latest process.

Impact: Content that tracks the business, not last quarter's version.

Frontline coaching and compliance

6

"Lift frontline certification to 95% and cut training time by 40%."

Agents guide people through your own tools in the moment, and surface decision guidance during a transaction or a short drill when indicators dip.

Impact: Consistent execution across regions and teams.

Missions shown are illustrative examples, not customer commitments. Disprz packages the first three as Autonomous Onboarding, Autonomous Sales Enablement and Autonomous Talent Development.

The AI Agent Team Behind It

Sales Coach

Coaches sellers on real calls; scores them on what closed the deal.

AI Roleplay

Realistic practice for tough conversations, with score and feedback.

Document to Learning

SOPs and product docs into short lessons in hours.

SOP Coach

Keeps people on the latest process and checks they can follow it.

Skills Architect

Maps roles to skills and shows where each person stands.

Assessment Builder

Auto-builds role-relevant assessments and measures readiness.

App Coach

Guides people through your own tools, in the moment.

One shared context

Every agent reads from your organisation's data and writes outcomes back.

Already Delivering at Scale

500+

organisations

3.5M+

learners impacted

25+

countries

CASE STUDY · THE WORLD'S LARGEST E-COMMERCE COMPANY

AI agents onboarding at scale. 150K+ delivery associates onboarded (100K+ in peak season) through an AI-assisted, self-serve experience: SOP Coach, App Coach and voice assessments, in 15 languages, available 24x7.

\$10M+

annual savings

1 day

ramp-up time

+80

associate NPS

15%

business growth driven at ROSHN with Disprz

95%

course completion at Bajaj Allianz

50%

faster onboarding at Wellness Forever

Do's and Don'ts of Agentifying Your L&D Function

Agentic AI changes who starts the work, so success depends on operating discipline, not just technology. If the platform underneath still runs on catalogues, schedules and annual plans, it stays reactive however advanced the AI on top.

DO

- ✓ Start with one business outcome that has a number and a deadline
- ✓ Pilot in one function and one KPI, with defined thresholds and a named business owner
- ✓ Keep human approval on what agents plan before it reaches employees
- ✓ Map KPIs to behaviour-level skills, not just course lists
- ✓ Deliver where people work: Teams, WhatsApp, voice, in their language
- ✓ Measure against the live business KPI, then refine

DON'T

- ✗ Treat agentic AI as a faster content factory or a smarter search bar
- ✗ Launch enterprise-wide before one pilot has stabilised
- ✗ Bolt AI onto a catalogue-and-calendar model and expect agents to deliver
- ✗ Leave performance ownership with L&D alone
- ✗ Assume agents are always right, or give them unrestricted access to sensitive systems
- ✗ Judge success on completions, or wait for adoption before training managers

Skills Your HR and L&D Team Will Need in the Agent Era

As agents take on execution, the team's role shifts from building programs to steering business outcomes.

SKILL	FROM	TO
1 Outcome design	Launching programs and counting completions	Naming a business result with a number, a deadline and a KPI
2 Agent supervision	Producing every asset by hand	Reviewing what agents plan, then approving, changing or holding it
3 Skills architecture	Generic competency frameworks	Behaviour-level skills mapped to role KPIs
4 Data and systems fluency	Reports from the LMS alone	Connecting CRM, HRIS and workplace signals to interventions
5 Governance and risk	Compliance as a checkbox	Guardrails, escalation paths and data-privacy accountability
6 Business partnering	Serving requests from the business	Sharing ownership of performance correction with business leaders

ARE YOU READY? FIVE-QUESTION SELF-CHECK

- ☐ Are performance thresholds defined, so the system knows when to intervene?
- ☐ Is your skills framework specific enough to diagnose at a behavioural level?
- ☐ Do business leaders accept shared ownership of performance correction?
- ☐ Are operational KPIs mapped to role-based skill standards?
- ☐ Can reinforcement be updated quickly when business conditions change?

More than two "no" answers? Scaling agents will be difficult. Fix the foundations first.

THREE LIVE TESTS FOR ANY AGENTIC PLATFORM

- 1 **What triggers an intervention?**
If a human has to start every one, it is not agentic. Ask to see a live signal start one.
- 2 **Whose knowledge does it use?**
Upload your own SOP and watch what gets built.
- 3 **Where does learning surface?**
See delivery in Teams, WhatsApp or CRM live, not in a mockup.

Roadblocks to Expect, and How to Clear Them

1 Vague outcomes, no KPI link

Without a clear business metric, agents have nothing to optimise and L&D cannot prove impact.

Clear it: name the metric before you choose a platform; start from a measurable result and its trigger thresholds.

2 Skills framework too coarse

Course-level taxonomies cannot diagnose why performance dips, so agents cannot target the right gap.

Clear it: define observable, behaviour-level skills per role.

3 Data silos and a messy knowledge base

Signals live across CRM, HRIS, QA and the LMS. Fragmented SOPs produce fragmented content.

Clear it: prioritise integrations for the pilot KPI and audit the documents agents will learn from.

4 Trust, governance and privacy

In compliance and safety topics, AI output needs review. Employee data needs enterprise-grade security.

Clear it: human approval before delivery; verify SOC 2, ISO 27001:2022, GDPR, CCPA and data-exit terms.

5 Unclear ownership and change management

Gaps get spotted early but corrected late when no one owns the fix, or managers do not reinforce.

Clear it: name a business owner beside L&D; plan for manager reinforcement, not just implementation.

6 Pilot purgatory and "agent washing"

Gartner expects 40%+ of agentic AI projects to be cancelled by end-2027 and counts only about 130 genuine agentic AI vendors.

Clear it: pick use cases with clear ROI; ask vendors to show triggers, your own document and in-workflow delivery live.

The people side matters too. 54% of employees feel they are falling behind peers in agentic AI use at work (EY), while 76% of leaders see agentic AI as more of a coworker than a tool (BCG) and 84% of employees are eager to embrace it (EY). Pair every rollout with manager and employee readiness.

Your Path: Start Small, Scale on Proof

STEP 1

Assess

Run the five-question readiness check and agree your starting point.

STEP 2

Choose one outcome

One function, one critical KPI, explicit business ownership.

STEP 3

Pilot with guardrails

Define thresholds, keep human approval, deliver in the flow of work.

STEP 4

Stabilise and scale

Prove the agents can detect, trigger and correct before expanding.

EARLY ADOPTER VOICE

"AI allows us to move beyond traditional, cohort-based learning and embed contextual learning into operational workflows."

Parneet Soni, Head HR, Retail Finance, Piramal Finance

ALREADY LIVE

Disprz Autonomous Enablement OS puts this approach into production. It is live with multiple enterprises globally across banking, retail and technology, and Disprz won the Talent Track at the Accenture Tech Next Challenge. It is platform-neutral: it can coordinate Disprz or another LMS/LXP with the AI agents and enterprise systems you already run.

Ready to Agentify Your L&D Function? Name One Outcome.

Faster ramp. Higher win rates. Readiness for the next role. See how AI agents would deliver it on your own data in a 30-minute working session built around your workflow, not a canned tour.

[Book a working session at disprz.ai](https://disprz.ai)

500+
organisations

3.5M+
learners

25+
countries