
AI Utilities and Tools for Organizational Change

1. Employee Communication & Engagement

Tool	Use Case
Microsoft Viva (Microsoft)	Sentiment analysis, pulse surveys, engagement dashboards
Leena AI	Conversational AI for HR, nudges, reinforcement
Talla	AI chatbots for internal comms and reinforcement
Beekeeper	Frontline worker communication and engagement
Lattice	Engagement, performance, and pulse checks
Cresta	Real-time sales and call-center coaching
Slack AI / Zoom AI Companion	Meeting summaries, channel recaps, frontline engagement

2. Learning, Training & Adoption

Tool	Use Case
Axonify	Adaptive microlearning and coaching
WalkMe	Digital adoption journeys, in-app guidance
Whatfix	In-app training, adaptive learning
Khanmigo™	Personalized tutoring/assistant for learning
Talespin / Strivr	VR-based behavioral and technical skills training

Tool	Use Case
Delta Career Mapping AI	Personalized career and skills development
Persona-Based AI Upskilling	Adaptive training pathways aligned to roles
Spekit / Pendo Adopt	In-app microlearning, reinforcement nudges

3. Process Automation & Workflow

Tool	Use Case
Workato	Workflow automation and redesign
Serviceaide	AI-enabled ITSM and workflow optimization
Zora AI	Risk, compliance, and change planning
Kaiya™	Change management knowledge retrieval, comms drafting
PMI Infinity™	AI coach for project/change workflows
Motion / Reclaim	AI scheduling and task orchestration
Lemonade Claims AI	Claims triage and automation

4. Analytics & Feedback

Tool	Use Case
ThoughtSpot	Search-driven analytics for change metrics
Qualtrics EmployeeXM	Employee experience analytics, predictive insights
Culture Amp	Engagement analytics and feedback loops
IBM Watson	Predictive analytics, readiness diagnostics

Tool	Use Case
Deloitte AI Suite	Dashboards, predictive analytics, orchestration
KPMG Clara (with MindBridge AI)	Audit anomaly detection, compliance monitoring
Power BI Copilot / Tableau Pulse	Natural language insights, adoption dashboards

5. Content & Storytelling

Tool	Use Case
OpenAI GPT / ChatGPT Enterprise	Generative comms, FAQs, training content
Microsoft Copilot (M365)	Drafting, summarization, storytelling
Salesforce Einstein	Personalized comms, analytics
Jasper / Copy.ai	Drafting urgency/vision messages
Midjourney / DALL·E 2	Visual storytelling
Canva (Magic Write/Design)	Visual assets for campaigns
Grammarly Business / Writer	Tone, clarity, policy-aligned writing

6. Governance, Risk & Compliance

Tool	Use Case
Microsoft Purview	Data governance, compliance, DLP
OneTrust	Privacy, AI governance workflows
BigID	Data discovery and classification

Tool	Use Case
Secure LLMOps	Technical readiness, adoption, stabilization
ServiceNow Now Assist	AI-enabled governance and workflow automation

7. Knowledge & Research Support

Tool	Use Case
Guru	Verified knowledge cards with AI answers
Notion AI	Knowledge hub, auto-summaries
Scifocus	AI citation and literature review
Sourcely	Bulk citation automation
SciSpace	Academic research and citation management
Scite AI	Smart citations with context
QuillBot / Grammarly	Writing assistance and citation generation
MyBib, Trink AI, AI Blaze	Bibliography and compliance tools
Retrieval-Augmented Generation (RAG)	Contextual data enhancement for LLMs
BMW EKHO Platform	Multi-agent knowledge orchestration hub
Confluence AI / SharePoint Syntex	Knowledge base automation, document classification