

# AI Projects - 2026-05-19

Stories: 7

## 1. Assembled applies MCP to contact-center workforce automation

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**Source:** cxtoday.com **Link:** <https://www.cxtoday.com/ai-automation-in-cx/assembled-brings-mcp-to-wfm-as-contact-centers-rewire-around-ai/>

### SUMMARY

Assembled's MCP server enables operations teams to query staffing, performance, and scheduling data through assistant interfaces. This translates routine workforce-management tasks into prompt-driven workflows.

The project is notable for linking real-time ops signals with actionable AI assistance rather than static reporting dashboards.

### IMPACT

This pattern can materially improve service-level management and labor efficiency in support-heavy businesses.

## 2. iManage project opens governed legal workflows to AI assistants

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**Source:** lawnext.com **Link:** <https://www.lawnext.com/2026/05/imanage-mcp-server-is-now-available-to-connect-governed-knowledge-to-the-broader-ai-ecosystem.html>

### SUMMARY

iManage's MCP initiative brings governed legal and enterprise knowledge into assistant workflows under policy controls. Teams can access relevant content without bypassing governance systems.

The implementation shows a practical path for regulated knowledge organizations to use AI at scale.

### IMPACT

Legal and compliance teams may move faster on AI deployment when secure access patterns are standardized and auditable.

## 3. OneStream embeds agentic AI into office-of-CFO execution

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**Source:** prnewswire.com **Link:** <https://www.prnewswire.com/news-releases/onestream-unlocks-agentic-ai-for-the-office-of-the-cfo-with-finance-agentic-layer-announces-general-availability-of-sensible-ai-agents-302775010.html>

## SUMMARY

OneStream's finance agentic layer is a concrete project example of AI automating reporting and analysis loops inside enterprise finance. The system architecture keeps existing data systems in place while adding assistant-driven execution.

This deployment pattern reflects a low-friction path: augment existing systems instead of replacing them.

## IMPACT

Finance organizations pursuing automation can use this as a blueprint for phased, governed AI rollout.

## 4. OpenAI Deployment Company scales enterprise implementation projects

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**Source:** openai.com **Link:** <https://openai.com/index/openai-launches-the-deployment-company/>

## SUMMARY

OpenAI's deployment arm operationalizes AI implementation as a services-plus-platform project model. Teams are embedded to identify use cases and ship production integrations rapidly.

It is a direct response to enterprise demand for execution support rather than model access alone.

## IMPACT

Businesses seeking rapid AI value capture may increasingly prioritize vendors with strong delivery capabilities.

## 5. Fresha AI Concierge project targets revenue workflow automation

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**Source:** lasvegassun.com **Link:** <https://lasvegassun.com/news/2026/may/19/fresha-launches-an-ai-powered-communication-platfo/>

## SUMMARY

Fresha's AI concierge automates customer interactions tied to bookings, follow-ups, and conversion-sensitive communication in service businesses. The implementation is centered on day-to-day operational throughput.

This is a practical example of AI as an execution engine in SMB-heavy vertical SaaS environments.

## IMPACT

Similar projects could drive measurable top-line growth by reducing response delays and booking friction.

## 6. CSIRO Vetra project advances applied AI infrastructure execution

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**Source:** csiro.au **Link:** <https://www.csiro.au/en/news/All/News/2026/May/Vetra-AI-infrastructure>

## SUMMARY

CSIRO's Vetra program demonstrates an implementation-first AI infrastructure project for robotics and real-world experimentation. It emphasizes local data processing and safe testing loops.

The initiative highlights how public research organizations are building operational platforms, not just publishing models.

## **IMPACT**

Applied infrastructure projects like Vetra can accelerate commercialization pipelines in robotics and industrial AI.

## **7. Anthropic + Gates Foundation program funds impact-focused AI projects**

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**Source:** anthropic.com **Link:** <https://www.anthropic.com/news/gates-foundation-partnership>

### **SUMMARY**

The Anthropic-Gates collaboration structures AI project delivery around public-interest outcomes in health and education. It combines financial support with technical enablement to execute real deployments.

This model shifts attention from proof-of-concept pilots to sustained program delivery and measurable social impact.

### **IMPACT**

Impact-oriented AI programs may become a larger category of funded execution work with replicable governance templates.