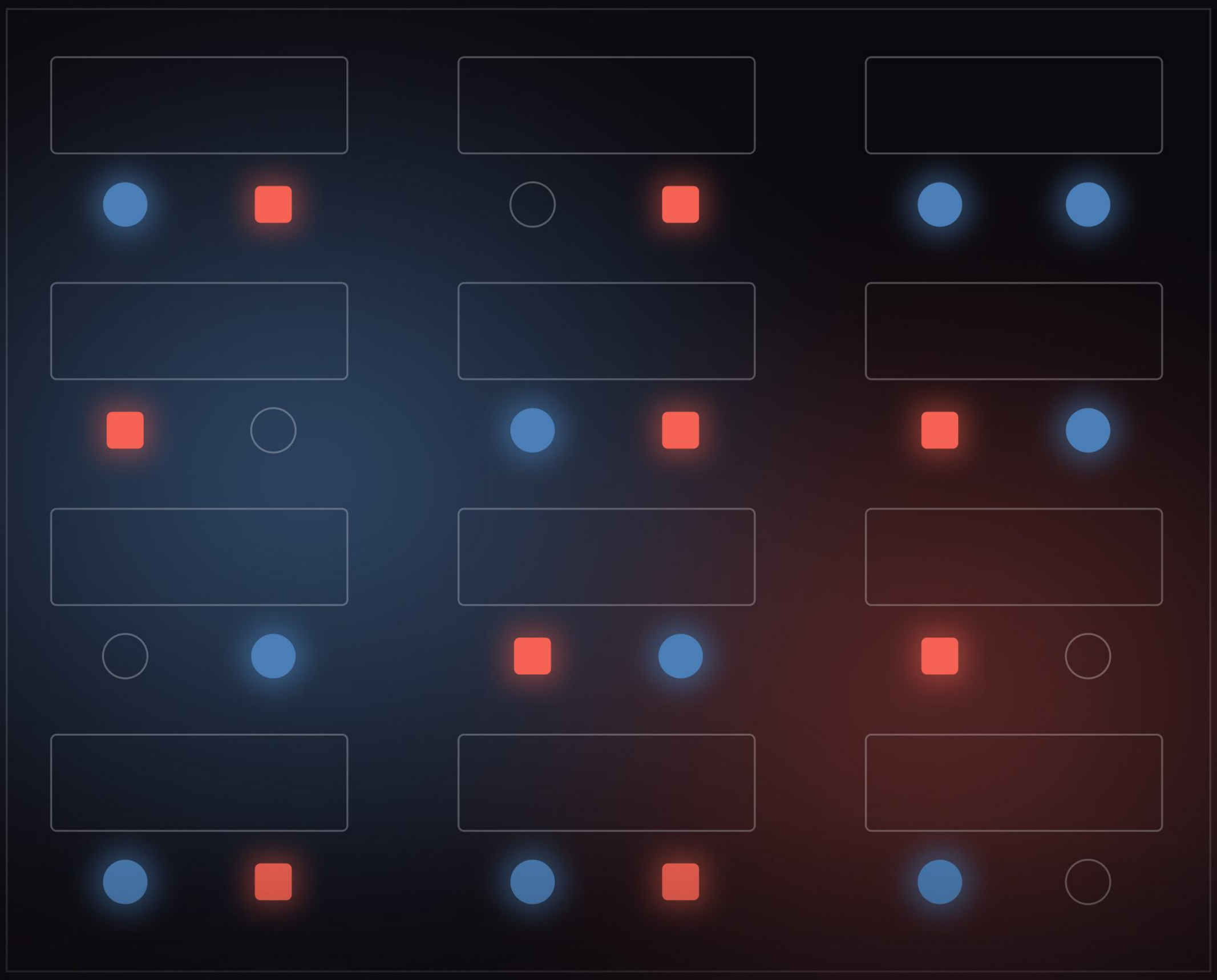
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AGENTIC HR

The Agentic AI HR Playbook

What to automate, what to own, and the data foundation both depend on.

For HR leaders running teams across multiple entities and countries

4 plays · 10 prompts
1 readiness check

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INTRODUCTION

Two-thirds of today's people management work can be largely automated.

Source: McKinsey, “Escaping the pilot trap"

Here’s what that looks like in practice:

	~26%	~40%	~34%
SHARE OF HR WORK	**Fully automated**	**Fully automated delivery**	**Augmented**
WHAT IT MEANS	AI runs it end to end, no human in the loop	Delivered through technology, with some human involvement on policy and exceptions	Delivered by people, supported by AI insights and tools

This guide is focused on the augmented third, where HR's job changes shape with the support of AI.

What's inside

Written for HR leaders running teams across multiple entities and countries, where the stakes, and the opportunity, are highest.

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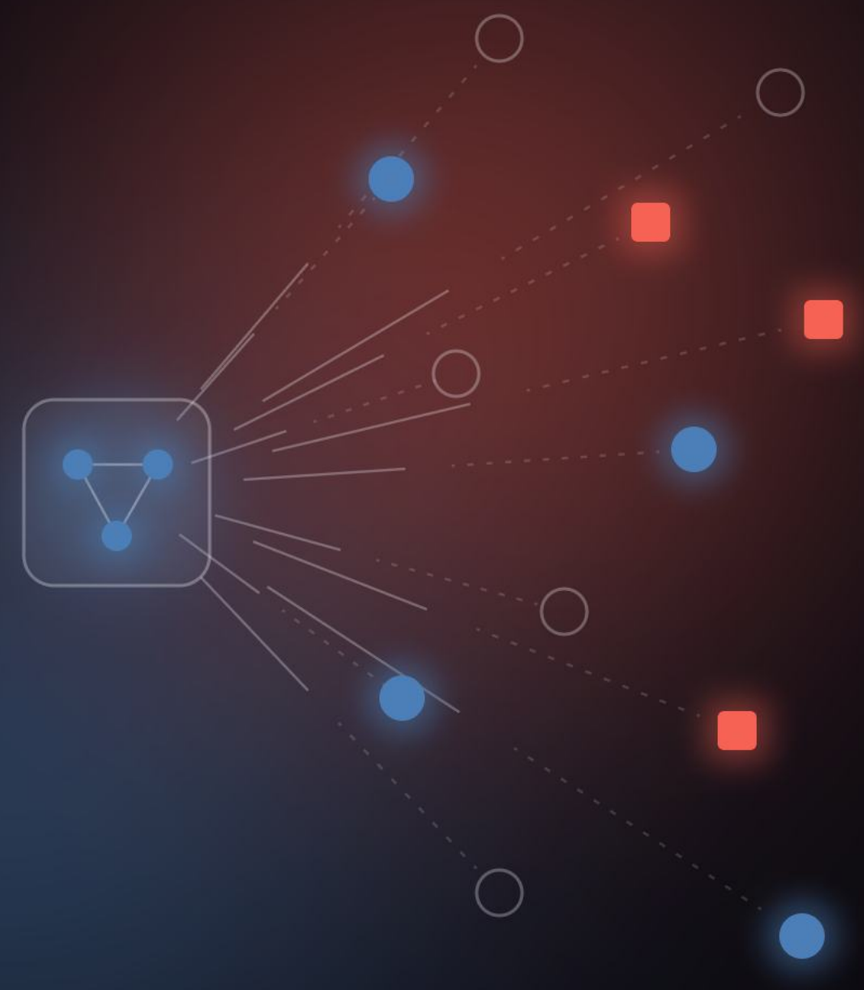
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SECTION 1

Why Most AI Pilots Stall Before They Scale



THE SHORT VERSION

Most HR teams are running into a data foundation problem, and AI is what's making it visible.

50% of HR leaders say fragmented data is already limiting their ability to adopt AI.

Source: Omni HR, State of AI in HR Report 2026

The pattern we keep seeing

A team picks up a promising AI tool	Points it at one task (flagging attrition risk, answering employee FAQs)	It works, in a narrow pilot	They try to scale it org-wide	**It falls apart, usually because the data underneath it was never built to support what got asked of it**

What's actually broken

LOOKS LIKE		IS ACTUALLY
"The AI isn't smart enough"	→	The data feeding it is scattered across systems
"The pilot didn't scale"	→	The pilot never had a unified data foundation to scale on
"Employees don't trust the answers"	→	The underlying records are inconsistent or outdated

Why this hits multi-country HR teams hardest

Unifying employee data is hard enough for a single-entity company in one market. Now multiply that across:

- Different compliance requirements per country
- Local nuances in how data is tracked
- Entities that grew up on different systems or spreadsheets

Without one system to hold all of that, every new AI capability just inherits the miscommunication underneath it.

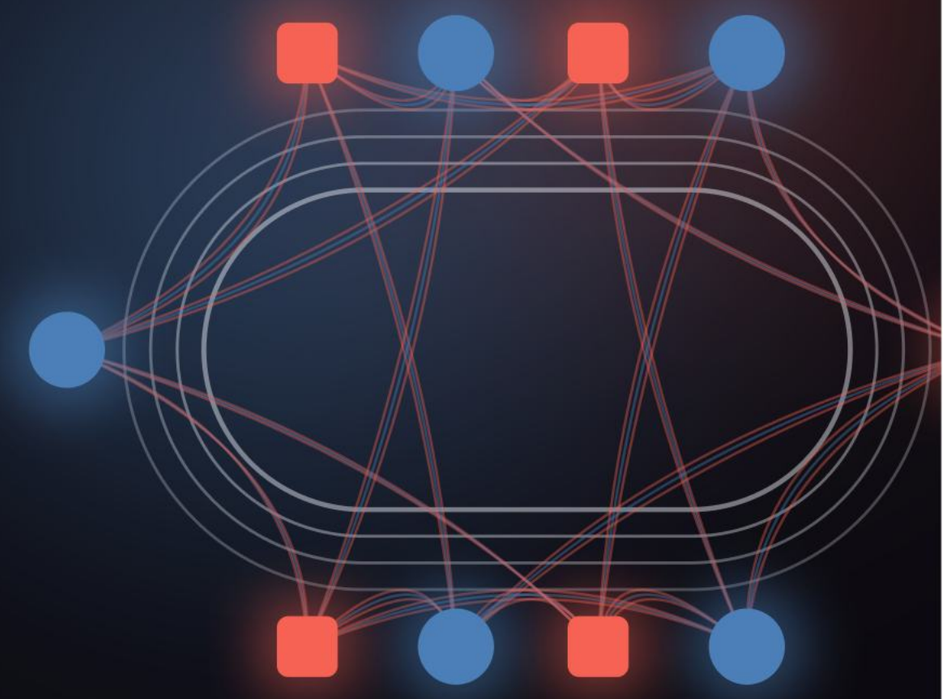
THE TAKEAWAY

Everything AI can do for HR depends on one thing first: a clean, connected, single source of truth for your People data.

The teams getting real value from AI right now cleaned up their data before they touched a single AI feature.

SECTION 2

What Actually Changes About HR's Job



THE SHORT VERSION

AI takes on the task.
You take on the judgment call around it.

Task by task, here's the shift

HR FUNCTION	TRADITIONAL APPROACH		AI-ENABLED APPROACH
Recruitment	Manual CV screening, sourcing	→	**AI matching, sourcing, interview scheduling**
Workforce planning	Historical headcount plans	→	**Predictive skills gaps, demand forecasting**
Learning	Standard training programs	→	**Personalized paths by role and career goal**
Performance	Annual reviews	→	**Continuous insights, goal tracking**
Employee experience	HR helpdesk, inbox triage	→	**AI assistants for 24/7 employee support**
Talent management	Manager nominations	→	**Skills-based identification of internal mobility**
Compensation	Spreadsheets, manual benchmarking	→	**Pay analytics, anomaly detection, modeling**
People analytics	Reporting what happened	→	**Predicting what may happen next**
HR operations	Manual administration	→	**Automated workflows, self-service**

Across every row, AI takes over the routine, repetitive piece of the task, freeing you up for the context, judgment, and relationships it can't replace.

What's actually left for HR to own

01	Align people strategy to business strategy	understand where the business is headed, and define the capabilities it'll need to get there
02	Redesign work and the workforce	decide which tasks AI should own, which roles change, and what new skills become critical
03	Build and grow capability	reskill and upskill your people as their day-to-day shifts
04	Protect ethics, fairness, and judgment	catch bias in AI-driven decisions, and know exactly where human sign-off has to stay
05	Drive culture, engagement, and change	build the trust that lets people and AI actually work well together

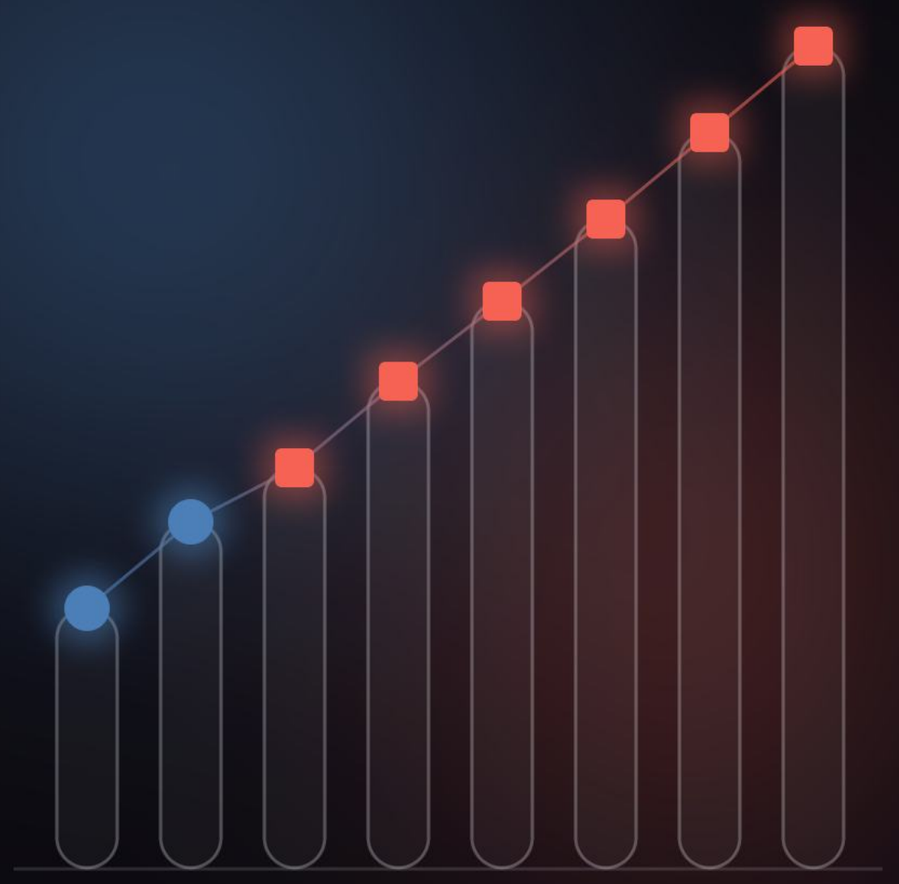
THE TAKEAWAY

AI can do more of the admin work. Your job is to do more of what only a person can: the strategy, the judgment calls, and the trust-building.

That's a different job than the one most HR leaders were trained for, and a much harder one to automate.

SECTION 3

The Capabilities HR Are Building Now



THE SHORT VERSION

As AI absorbs more tasks, the skills that matter shift from executing the process to shaping and overseeing it.

The eight capabilities on the rise for HR

SKILL TYPE	HARD SKILL	SOFT SKILL	SOFT SKILL	SOFT SKILL
CAPABILITY	Business acumen	Judgment	Influence	Critical thinking
WHAT IT LOOKS LIKE IN PRACTICE	Understanding the commercial impact of every People decision	Interpreting data with context, nuance, and experience AI doesn't have	Getting leaders and stakeholders aligned around a decision	Asking the right questions, and challenging AI's assumptions
SKILL TYPE	HARD SKILL	SOFT SKILL	SOFT SKILL	SOFT SKILL
CAPABILITY	Data literacy	Leadership through change	Org design	Empathy
WHAT IT LOOKS LIKE IN PRACTICE	Reading AI-generated insights well enough to act on them with confidence	Helping teams adapt as roles and workflows shift	Shaping structures and roles for how work actually gets done now	Staying the human constant while everything around your people changes

Why this list, and why now

These capabilities have always mattered in HR. As AI takes on more of the task list, they matter more than ever.

When AI handles the manual half of a task, what's left is almost entirely judgment-based: reading a situation, weighing trade-offs, building trust, and making the call. Teams that invest in these capabilities now will be ready to lead the augmented third of HR work described in Section 1.

Look back at that list. Only two of the eight (data literacy and business acumen) are things you'd learn from a course or a certification. The rest are soft skills: judgment, influence, empathy, critical thinking. That's not a coincidence.

Where hard skills and soft skills are headed

WHAT'S HAPPENING

Soft skills

(judgment, influence, empathy, reading a room)

Moving to the center of the job

Hard skills

(running reports, screening resumes, pulling data)

Moving to AI

For years, soft skills were treated as a nice-to-have next to the technical parts of HR. As AI absorbs more of the technical work, that ranking flips. The soft skills become the job, and that's what a move into more strategic HR actually looks like: less time running the process, more time on the calls only you can make.

SECTION 4

A Practical Starting Point

Start with ten good prompts and an honest look at your data.



Prompts to try this week, across the employee lifecycle

LIFECYCLE STAGE	RECRUITMENT	WORKFORCE PLANNING
PROMPT	"Give me a shortlist of candidates who match this role, ranked by fit"	"Compare headcount growth across [entities] over the last two quarters"
WHAT IT SURFACES	→ A ranked shortlist, pulled straight from your pipeline	→ Where hiring is outpacing plan, market by market

LIFECYCLE STAGE	ONBOARDING	PERFORMANCE
PROMPT	"Compare time-to-productivity for new hires by market"	"Flag employees who haven't had a check-in in over 90 days"
WHAT IT SURFACES	→ Whether one entity's onboarding is falling behind the rest	→ Gaps in your review cadence before they become a bigger issue

LIFECYCLE STAGE	GOALS & KPIS	L&D
PROMPT	"Show which teams are off-pace on this quarter's goals"	"Identify the biggest skill gaps on this team based on role requirements"
WHAT IT SURFACES	→ Early visibility instead of a surprise at quarter-end	→ A starting point for where training investment should go

LIFECYCLE STAGE	PAYROLL	TIME OFF
PROMPT	"Flag pay variance within the same role and level across entities"	"Show time-off utilization by team and flag any trending toward burnout"
WHAT IT SURFACES	→ Outliers worth a closer look before payroll runs	→ Early signal on where people are overdue for a break

LIFECYCLE STAGE	RECORDS & COMPLIANCE	OFFBOARDING
PROMPT	"List upcoming statutory deadlines by country for the next 60 days"	"Summarize the themes across last quarter's exit interviews"
WHAT IT SURFACES	→ A single view instead of a country-by-country chase	→ Patterns worth acting on before they show up in attrition data

A prompt is only as good as the data behind it. Try running one of these against your current systems. If the answer takes a manual pull across spreadsheets instead of a straight query, that's a live example of the foundation gap from Section 1.

Your data foundation readiness check

Run through this honestly. Each "no" is a gap worth closing before you invest further in AI.

- [ ] Employee data lives in one system, not scattered across entities and spreadsheets
- [ ] Fields are standardized across every market (same job levels, same compensation structure, same date formats)
- [ ] Compliance rules per country are mapped and kept current, not tracked from memory
- [ ] Reports can be pulled across entities without a manual reconciliation step
- [ ] Access and permissions are clear, so AI-generated insights reach the right people automatically

Scoring it

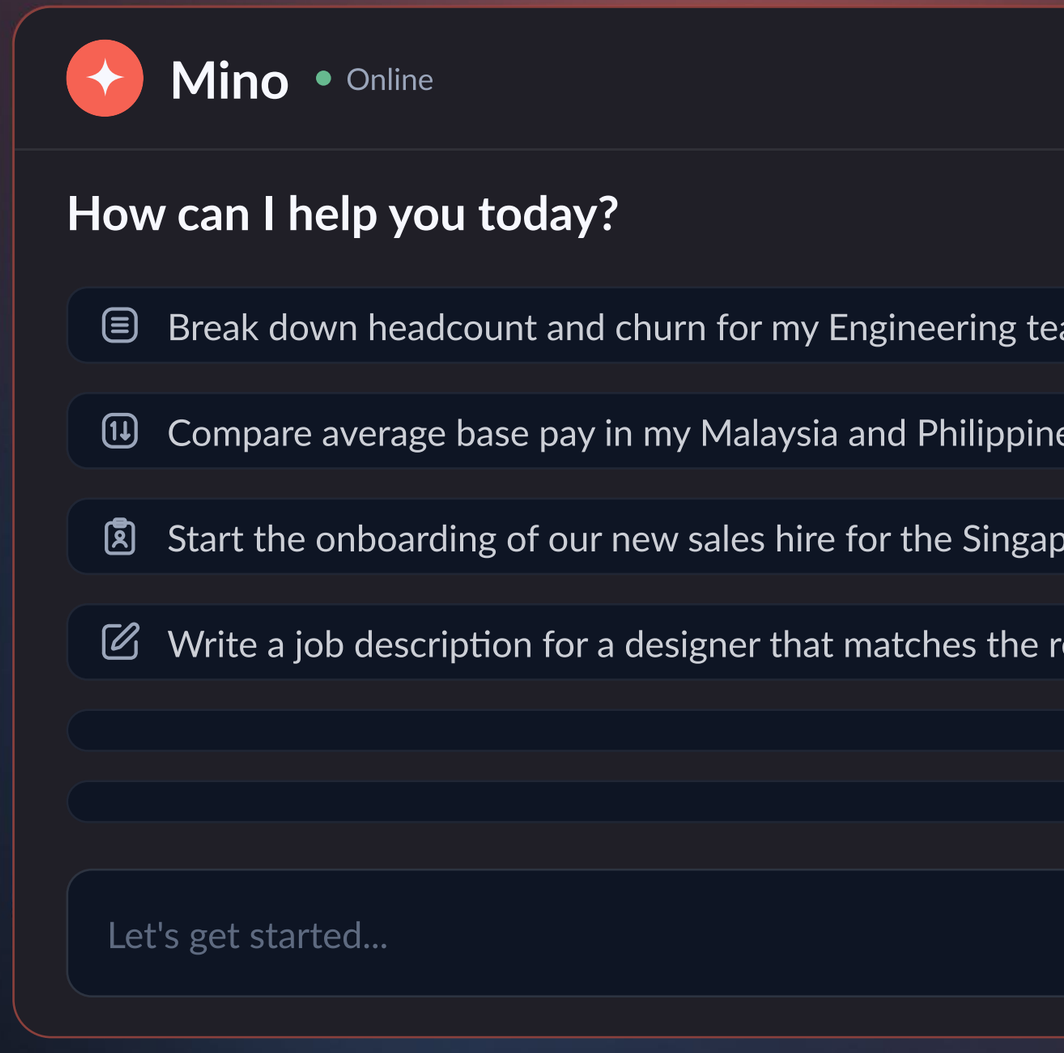
CHECKED BOXES	4–5	2–3	0–1
WHAT IT MEANS	You're ready to scale AI use cases with confidence	You have a foundation, but a few gaps will limit how far AI can go	Start with data consolidation before adding more AI tools on top

CLOSING THOUGHT

The organizations getting the most out of agentic AI are putting in the foundation work first, then using the time that frees up for the parts of HR that were always going to need a person.

SECTION 5

How Omni's AI Agent Mino Powers HR Teams



The AI agent that runs on your live HR and payroll data across every market you operate in. Ask it anything, hand it the busywork, and get real answers in seconds for more strategic HR.

About Mino

Mino is Omni's AI agent, built on Omni's unified HR and payroll data for multi-country teams in Asia.

- Answers questions, analyzes data, and takes action in plain language
- Reasons across every module Omni runs: people data, compensation, payroll, performance
- Coordinates specialized sub-agents as more modules connect, rather than staying a single, static tool
- Positioned as an intelligence layer across the whole platform, not a chatbot sitting beside it

"Every HR platform will eventually offer AI features and agentic workflows. What makes Mino different is that the data, the compliance logic, and the security model were purpose-built to support it, not adapted from a system designed for something else."

Brian Ip, Founder, Omni HR



Built on permissions, not around them

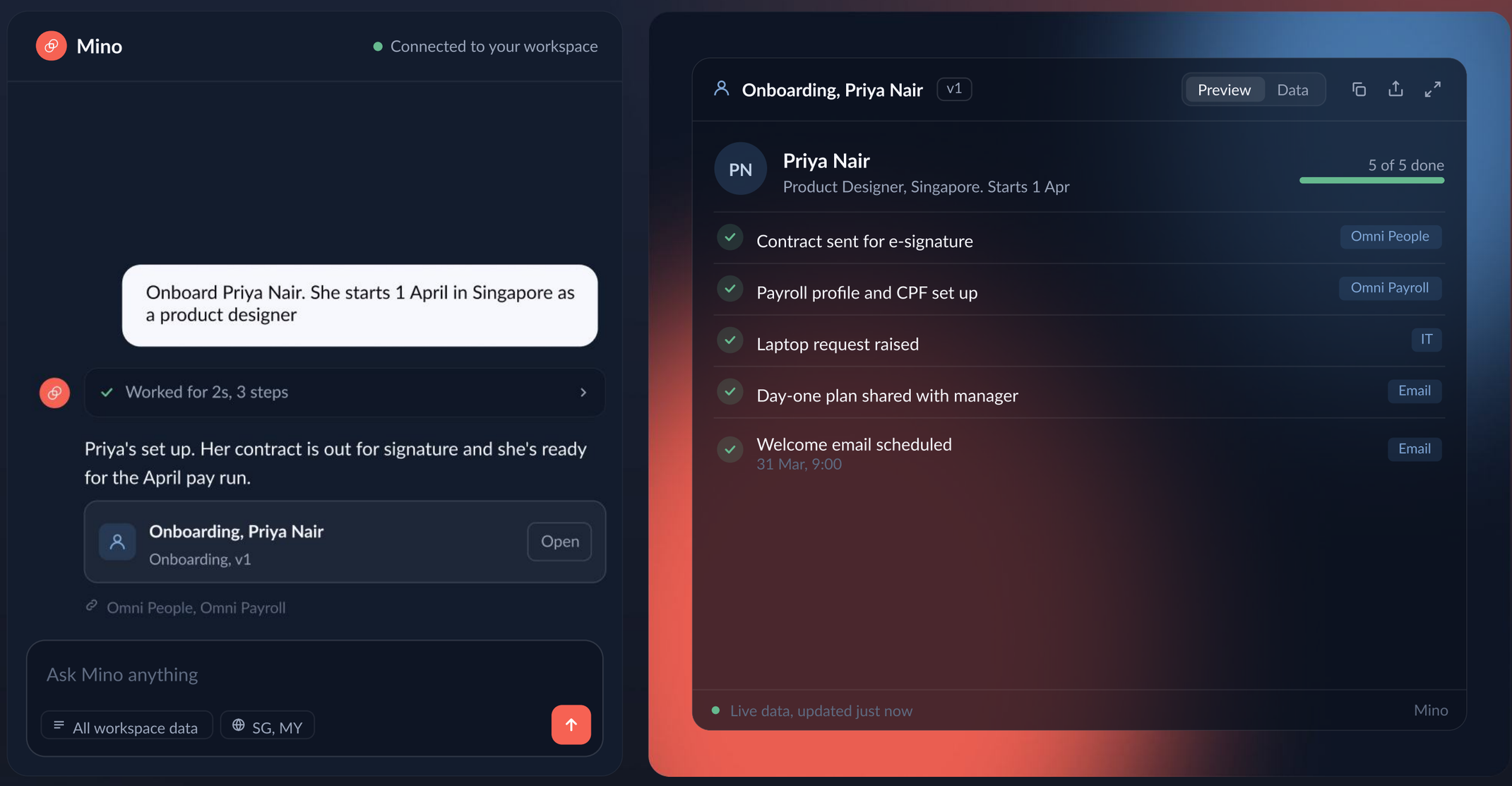
- Every user sees only what they're already authorized to access in Omni
- Every action Mino takes is logged
- Access doesn't expand because the agent does, new modules and sub-agents inherit the same permission model
- Nothing is stored at the connector level when Mino extends to outside tools

What you can actually do with Mino

Mino is rolling out across every stage of the employee lifecycle Omni manages. Here's what that looks like in practice today:

FUNCTION	ANALYTICS	ANALYTICS
ASK MINO	"How does headcount compare across our three entities this quarter?"	"Which teams are showing early attrition risk?"
WHAT COMES BACK	→ A cross-country comparison, no manual export or spreadsheet needed	→ A flagged pattern before it turns into a resignation
FUNCTION	ANALYTICS	RECRUITMENT
ASK MINO	"Turn our Q3 headcount data into a dashboard"	"Give me a shortlist of candidates who match this role"
WHAT COMES BACK	→ An instant dashboard, no analyst hours required	→ A ranked shortlist, pulled straight from your pipeline
ASK MINO	"Pull this candidate's interview history and notes"	"What's the compliance rule for probation periods in Malaysia?"
WHAT COMES BACK	→ The full record, without switching between tools	→ The answer for that specific market, in seconds

As more modules connect, the same plain-language approach extends to payroll, performance, and every other stage of the employee lifecycle. Ask what you'd normally build a report or open five tabs for, and Mino answers directly, always scoped to what you're already authorized to see.



THE TAKEAWAY

The foundation-first argument in Section 1 is exactly why Mino works the way it does: one unified data layer, permission-aware from the ground up, built to get more capable as your business grows across more markets.

If your team is still deciding where to start with agentic AI, that's exactly the starting point worth having a conversation about.

Reading about it only gets you so far. The best way to know if Mino fits your team is to see it running on data that looks like yours.

Try Mino today



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