



AI AND XLAS — TRANSFORMING EMPLOYEE EXPERIENCE

Executive Summary

Artificial Intelligence is no longer only a productivity tool. In the modern workplace, it is becoming a practical mechanism to detect friction, personalize support, automate routine activity, and improve how employees experience work. However, AI creates real value only when organizations measure whether work has actually become easier, faster, safer, and more meaningful for people.

The strongest opportunity is to connect AI with Experience Level Agreements. AI provides the signals and intelligence. XLAs provide

the outcome lens. Together, they help organizations move beyond technical SLAs and measure whether employees are able to complete work with less friction and better confidence.

Traditional SLAs remain important for operational control, but they do not fully explain how employees feel when they use workplace services. XLAs close that gap by measuring human outcomes such as ease of use, confidence, time-to-value, satisfaction, wellbeing, and digital friction.

What is Employee Experience?

Employee experience refers to the overall journey an employee has with an organization, from recruitment and onboarding to day-to-day work, growth, engagement, and exit. It includes what employees see, use, feel, and encounter across physical, digital, cultural, and process touchpoints.

Employee experience is now increasingly shaped by how easily employees can get work done across fragmented digital tools. The focus has moved from availability of tools to flow of work: reducing context switching, improving focus, and embedding AI into everyday journeys such as onboarding, knowledge search, IT support, learning, and collaboration.

01

Physical workspace:

comfort, safety, accessibility, and design of office or remote setups.

02

Technology and tools: reliable devices, collaboration tools, knowledge platforms, automation, and AI assistants.

03

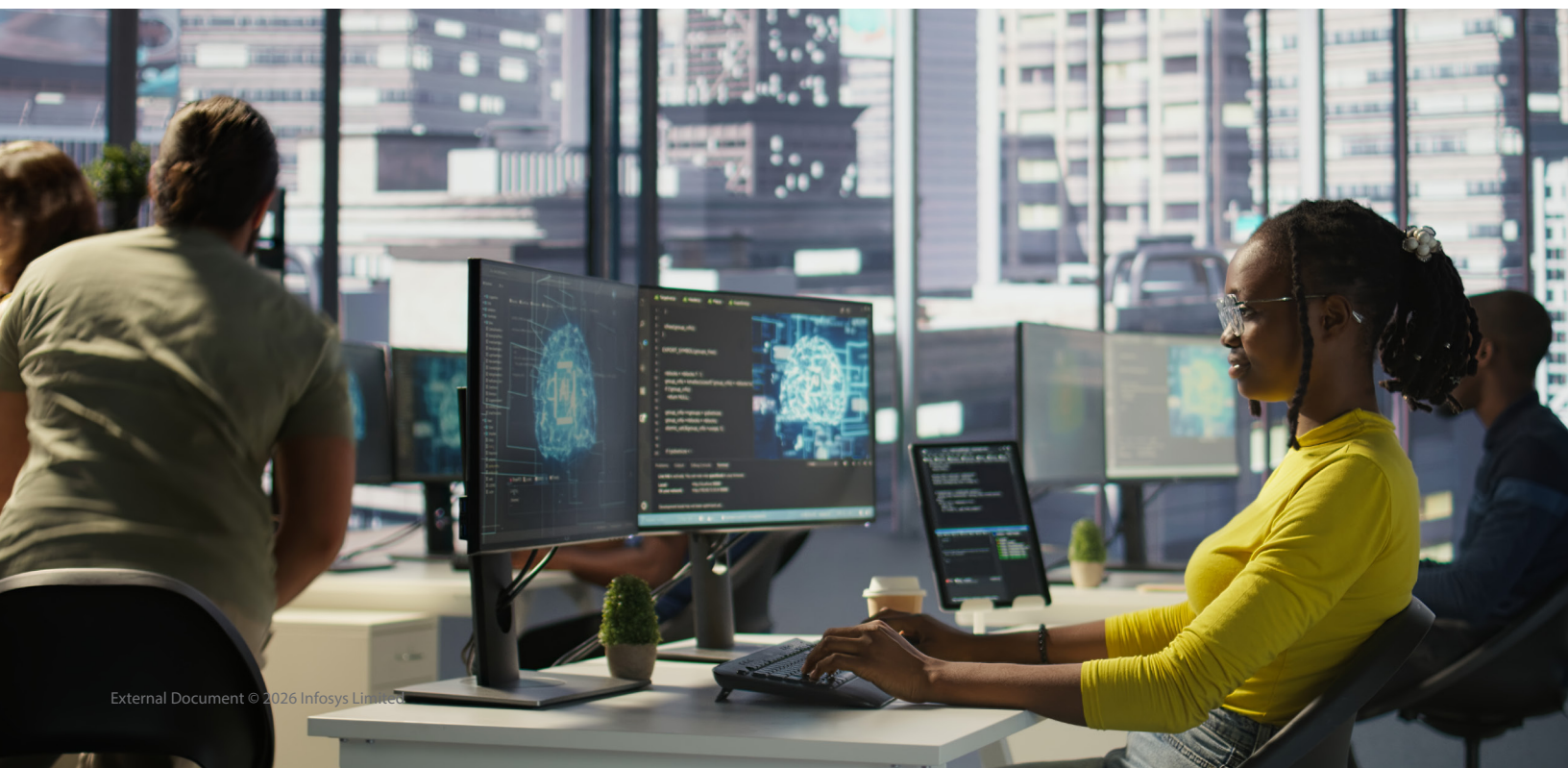
Culture and leadership: trust, inclusion, clarity, recognition, and manager support.

04

Processes and policies: simple, fair, employee-friendly ways of getting work done.

05

Growth and recognition: learning, career development, feedback, and appreciation.



Current Employee Experience Challenges in the Modern Workspace

Employee experience challenges are increasingly digital, cross-functional, and journey-based. Employees do not experience HR, IT, Facilities, Finance, and business processes separately. They experience a single journey that either helps or blocks their work.

Challenge	Employee impact	AI and XLA response
 Hybrid work complexity	Employees may face meeting overload, unclear collaboration norms, location friction, and reduced focus time.	 Measure focus-time health, meeting effectiveness, hybrid collaboration satisfaction, and workspace booking/service friction. Use AI scheduling, meeting intelligence, and workplace analytics.
 Tool sprawl and context switching	Employees lose time moving between chats, documents, tickets, email, apps, dashboards, and knowledge repositories.	 Measure time-to-answer, knowledge search success, and task completion effort. Use Copilot/agentive assistants and AI-first knowledge management.
 Reactive support	Issues are often fixed after employees have already lost time or confidence.	 Use DEX telemetry, AIOps, service data, and auto-heal patterns to prevent repeat incidents and improve device/application experience.
 AI adoption gap	AI tools may be available, but adoption can remain inconsistent if managers, governance, training, and workflows are not aligned.	 Track AI usefulness, persona-based adoption, manager enablement, and workflow redesign outcomes rather than license activation alone.
 Trust and responsible AI	Employees need clarity on privacy, transparency, fairness, and human oversight.	 Include responsible AI controls and employee trust indicators in the XLA governance model.

The Urgent Need to Improve Employee Experience

The latest workplace data reinforces that employee engagement remains a significant global challenge. Gallup’s 2026 State of the Global Workplace reports that 20% of employees were engaged globally in 2025, while 64% were not engaged and 16% were actively disengaged.^[1]

Well-being is also central to employee experience. Gallup reports 34% of employees were thriving globally, while daily stress

remained elevated at 40%.^[1] This supports the case for XLAs that include wellbeing, focus, workload, and digital friction signals, not just IT satisfaction scores.

The message for organizations is clear: experience needs to be managed continuously, not only measured through periodic surveys. Employees expect services to be seamless, responsive, and personalized, especially when AI can already detect patterns and recommend next actions.

Rethinking Performance: From SLAs to XLAs

Service Level Agreements measure whether services meet operational commitments such as uptime, response time, resolution time, and availability. These measures remain necessary, but they do not tell the full story of employee experience.

Experience Level Agreements shift the question from “Did the service meet the SLA?” to “Did the service help the employee complete work with less effort and better confidence?”

 SLA focus		 XLA focus
 Uptime and availability		 Confidence that the service is reliable when work needs to happen.
 Response and resolution time		 Employee effort, first-contact resolution satisfaction, and quality of support.
 Ticket volume and backlog		 Repeat-issue prevention and friction reduction across key journeys.
 Tool deployment or license activation		 Actual usefulness, adoption, and improved employee outcomes.
 Operational reporting		 Business-aligned experience scorecards that leadership can act on.

Practical XLA examples include onboarding time-to-productivity, device experience score, search-to-answer success rate, digital friction score, meeting effectiveness, Copilot usefulness score, and repeat-incident prevention rate.

How AI is Shaping XLAs

AI strengthens XLAs by turning scattered workplace signals into actionable insights. It can identify friction patterns, personalize support, recommend interventions, automate common tasks, and help teams continuously improve employee journeys.

AI is moving from assistant-led productivity to agentic and workflow-level transformation. The emerging enterprise question is not only “Are employees using AI?” but “Is AI improving the work journey and reducing friction?”

 AI capability	 How it transforms experience	 XLA measure to track
 Sentiment and feedback analysis	Identifies friction themes across surveys, support notes, chats, and service feedback.	 Experience sentiment trend; confidence score; recurring friction themes.
 DEX telemetry and AIOps	Detects device, app, network, and endpoint issues before they become widespread.	 Device experience score; proactive fix rate; repeat incident reduction.
 Knowledge intelligence	Helps employees find the right answer faster across documents, intranets, and support content.	 Search success rate; time-to-answer; deflection quality.
 Agentic support	Automates common requests, guides employees, and escalates only when human help is needed.	 Self-service completion; employee effort score; first-contact resolution satisfaction.
 Collaboration intelligence	Improves meeting hygiene, reduces overload, and protects focus time.	 Meeting effectiveness; focus-time protection; collaboration load health.

Employee Journey Map: AI-identified Friction Points

Journey stage	Typical friction	AI-enabled improvement	Potential XLA
 Onboarding	→ Delayed device/app access, unclear role expectations, fragmented knowledge.	→ Predictive provisioning, onboarding agent, personalized starter content.	→ Time-to-productivity; onboarding confidence.
 Daily work	→ Tool sprawl, information search, manual status updates.	→ Copilot/agentic assistants, knowledge graph, workflow automation.	→ Task completion effort; time-to-answer.
 Support	→ Repeated tickets, slow handoffs, inconsistent resolution quality.	→ AIOps, DEX telemetry, self-heal, intelligent routing.	→ First-contact satisfaction; repeat incident prevention.
 Learning and growth	→ Generic learning paths and low relevance.	→ Persona-based learning recommendations and adoption nudges.	→ Learning relevance; skill adoption.
 Engagement and wellbeing	→ Burnout risk, meeting overload, lack of recognition.	→ Sentiment signals, collaboration analytics, well-being nudges.	→ Focus health; workload balance; recognition confidence.

Real-world Application and Infosys-Aligned Positioning

The practical value of AI and XLAs is strongest when the model is tied to workplace operations, managed services, and continuous improvement. Instead of treating EX as a survey exercise, organizations can use AI-led DEX and XLA scorecards to identify experience gaps and fund the right improvement backlog. Infosys-aligned propositions that can support this narrative

include AI-driven DEX, Copilot ReadyAssist, IWS Digital Assistant, AIOps/Workplace GPT, employee experience dashboards, adoption and change management, and AI-first knowledge management. These capabilities support a structured approach to improving employee experience, driving adoption, operational efficiency, and business value across the modern workplace:



Who Owns Employee Experience?

Employee experience sits at the intersection of HR, IT, Facilities, Finance, Security, Legal, Communications, and business teams. Shared ownership without clear accountability often leads to fragmented improvements and inconsistent measurement. The target model should include either a named Employee Experience Officer, an EX Council, or a Digital Workplace Experience governance forum with clear accountability for XLA definitions, AI-enabled backlog prioritization, funding decisions, and continuous improvement.

Role / group	Primary responsibility
 EX Council or EX Officer	Own experience priorities, XLA scorecard, roadmap, and cross-functional decisions.
 Digital Workplace / IT	Own technology experience, DEX, support quality, automation, and service improvement.
 HR / Talent Management	Own workforce impact, adoption personas, learning, wellbeing, and communication with managers.
 Facilities and workplace teams	Own physical/hybrid workplace experience, booking, accessibility, and environmental signals.
 Security, Legal, and Data Privacy	Own responsible AI guardrails, privacy controls, compliance, and risk review.
 Business units	Validate experience impact on productivity, role-specific journeys, and adoption outcomes.



Governance Strategies for Effective AI-enabled XLAs

Governance should shift from metric reporting to experience decision-making. The goal is not to create more dashboards. The goal is to use signals to prioritize interventions that reduce friction and improve employee outcomes.

 Governance layer	 What to govern	 Recommended cadence / owner
 Experience Signals	Sentiment, ITSM, DEX telemetry, collaboration analytics, HRIS moments, knowledge search, and adoption data.	 Monthly review by EX Council, IT, HR, and Digital Workplace.
 XLA scorecard	Business-aligned outcomes such as time-to-productivity, friction-free support, meeting effectiveness, service confidence, and digital wellbeing.	 Monthly XLA health check and quarterly executive review.
 AI and automation backlog	Use cases that reduce employee effort, recurring incidents, manual handoffs, and knowledge gaps.	 Single prioritized backlog owned by EX PMO or Digital Workplace Experience lead.
 Responsible AI	Privacy, transparency, human oversight, model boundaries, bias monitoring, and employee communication.	 Embedded within enterprise AI governance.
 Continuous improvement	Actions, owners, target outcomes, and retirement of metrics that do not influence decisions.	 Meeting effectiveness; focus-time protection; collaboration load health.

Suggested XLA Scorecard for Microsoft Modern Workplace Services

 XLA category	 Example measure	 Why it matters
 Onboarding experience	Time-to-productivity; provisioning completion; onboarding confidence.	Measures how quickly and confidently employees can start contributing.
 Digital friction	Device health, app performance, repeat incidents, digital friction score.	Shows whether the workplace technology is helping or slowing employees down.
 Knowledge effectiveness	Search success, time-to-answer, content usefulness.	Measures whether employees can find trusted answers without unnecessary handoffs.
 Support experience	Effort score, first-contact satisfaction, self-service completion, repeat prevention.	Measures quality and ease of support, not just speed.
 AI usefulness	Copilot usefulness, agent completion rate, adoption by persona, user confidence.	Measures whether AI is improving work outcomes, not just being available.
 Collaboration health	Meeting effectiveness, focus-time protection, collaboration load health.	Connects employee experience with sustainable productivity.

Conclusion

AI and XLAs together provide a more practical way to manage employee experience. AI helps sense friction, predict issues, personalize support, and automate routine activity. XLAs ensure those improvements are measured against human outcomes such as confidence, ease of work, well-being, adoption, and time-to-value.

In 2026, AI value depends less on tool rollout and more on operating-model redesign. Organizations that combine responsible AI, continuous listening, DEX telemetry, human-centered journey design, and clear XLA governance will be better positioned to create measurable and trusted employee experience improvements.



Sources

1. Gallup State of the Global Workplace 2026 Global Data Summary, published April 2026 using 2025 data.
[Gallup Global Data Summary 2026 \[gallup.com\]](#) , [Gallup State of the Global Workplace 2026 \[gallup.com\]](#)

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Amol Ashok Chidrewar is a results-driven service delivery and program Manager with 20+ years of IT experience, including 10+ years leading large-scale transformation programs. Proven expertise in delivering digital workplace and M365 initiatives valued up to \$15M across global onshore-offshore models. Specializes in managing high-risk, multi-vendor programs with strong governance, ensuring SLA compliance, minimizing escalations, and driving continuous improvement through automation. Recognized for aligning delivery outcomes with business goals while maintaining operational excellence.

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