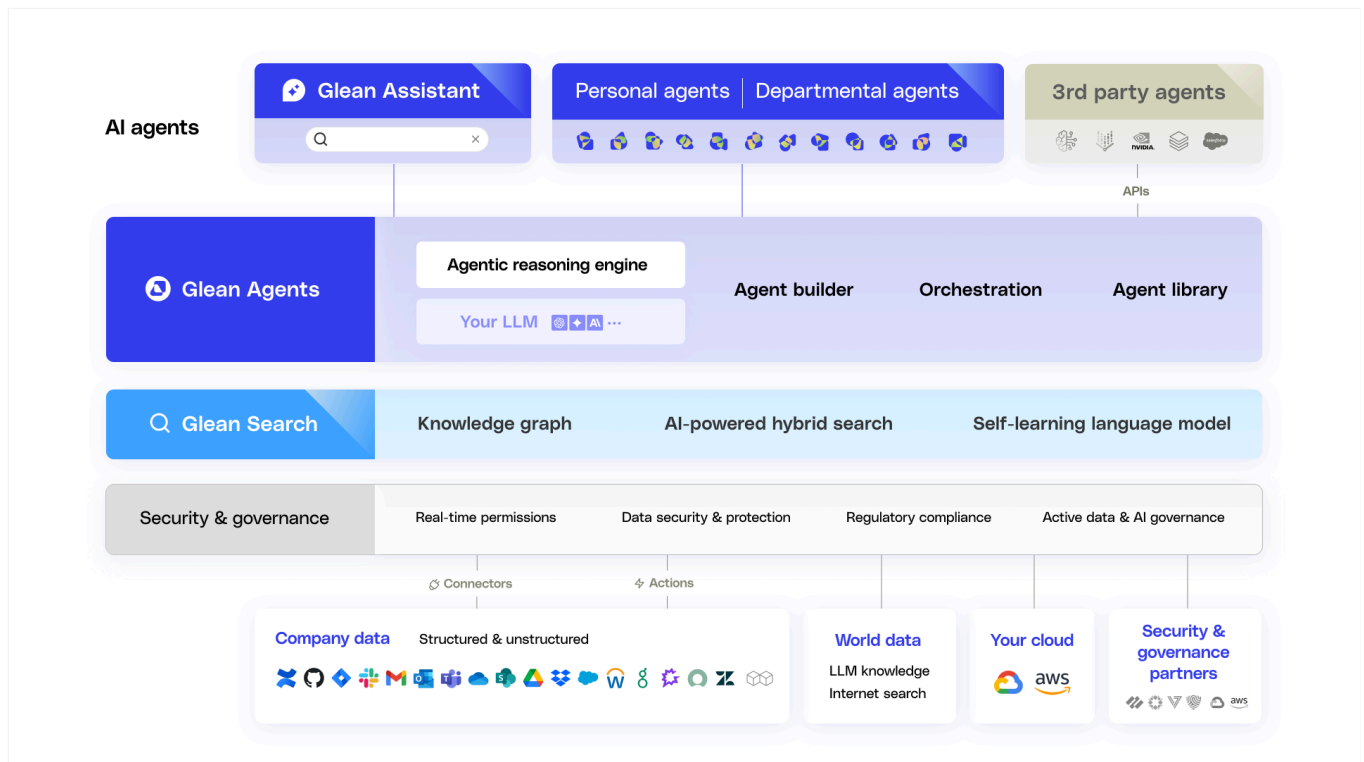


Introducing Glean Agents, Expanding the Work AI Platform and Making AI Agents a Reality for Enterprises



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Now with the most complete access to both enterprise and world (internet) data, every employee in every department can build and use Glean's agents to automate personal tasks and business processes

Palo Alto, CA - February 12, 2025 - Work AI leader Glean today announced Glean Agents, a horizontal agent environment that empowers any business and every employee to build AI agents at work. Coupled with the introduction of universal knowledge, agents built in Glean gain access to the AI industry's broadest range of data - enterprise structured and unstructured data, and world (internet) data, both historical and real-time. To underpin its platform, Glean strengthens trust with new robust data and AI governance features, ensuring security, compliance, and control at every stage of customer adoption.

employees to work more efficiently—fueling both innovation and impact across our teams.”

AI is fundamentally reshaping how employees work and companies drive competitive advantage. However, while most AI agents today are limited to isolated departmental use cases, their potential is magnified when they can access broad data and act horizontally across the organization - something Glean is making a reality.

Today’s announcements move AI at work beyond a useful tool for finding information and answers, into an era of proactive task automation, robust data analysis, and execution of multi-step business processes, all driven by AI agents.

- **Glean Agents: The horizontal environment for building, deploying, orchestrating, and governing AI agents in the enterprise.** Employees can now use agents to automate everyday work, and departments can deploy agents at scale to re-imagine business processes with AI.
 - **Intelligent agents made simple:** With Glean’s natural language agent builder, employees can build agents by describing the agent’s desired output in simple, natural language. Glean understands the goal, and uses its knowledge of company processes to design complex, multi-step workflows that users can test and refine over time.
 - **Agentic reasoning personalized for every enterprise:** Glean’s LLM-agnostic agentic reasoning engine enables agents to go beyond retrieval and generation tasks, powering sophisticated automation and decision-making by understanding desired outcomes, building multi-step plans, and using a library of actions to execute work that is personalized to each enterprise.
 - **Easy agent discovery:** Glean’s agent library includes an ever-expanding set of pre-built agents, easing the discovery, use, and sharing of the most impactful agents in every department.
- **Universal knowledge: Giving agents the industry’s broadest access to knowledge.** Agents built in Glean now have access to enterprise structured and unstructured data, and world (internet) data, both historical and real-time.
 - **Conversational business intelligence:** Glean’s agents now have the ability to analyze structured data from databases and applications, including Salesforce, Atlassian, and Databricks, empowering employees to make data-driven decisions by asking business questions in simple, natural language prompts.
 - **Real-time world knowledge:** Glean’s agents can now seamlessly pull in real-time internet search data and enterprise data, enriching agent experiences with grounding in historical and real-time insights. Users can now discover, generate, and integrate detailed, verified information from internal and external sources.
- **Secure agents with active data and AI governance:** Glean’s active data and AI governance introduces continuous scanning and remediation of confidential or potentially-sensitive data, flagging for admins when data may have incorrect permissions or be overshared. With coverage across 100+ data sources and customizable dashboards and reports, enterprises can set unique policies and drill down into violations to confidently give AI agents access to broad data while ensuring security and compliance.

“Glean’s vision is to empower everyday users and developers to create domain-specific custom AI assistants and agents that automate everyday work, take action in multi-step workflows, and deliver proactive insights across all applications,” said **Arvind Jain, Founder & CEO, Glean**. “This approach ensures that our AI agents are not only practical but also deeply integrated with enterprise data, providing meaningful and secure solutions to complex workplace challenges.”

“As enterprises look to deploy AI agents at scale, approaches that prioritize broad accessibility and seamless data integration are key to driving productivity and innovation,” said **Hayley Sutherland, Research Manager, IDC**. “The introduction of Glean Agents and the addition of universal knowledge has the potential to help organizations explore new ways to automate complex workflows and extract actionable insights. This shift to enable collaboration between agentic AI and humans will fundamentally transform how enterprises operate in the digital age.”

Glean in Salesforce Service Cloud, Glean in Zendesk, agent builder (for prompts and Glean Apps), prompt library, universal knowledge web search, active data and AI governance reports

- **Beta:** Agentic reasoning engine, agentic prompts, structured data analysis for Atlassian and Salesforce, active data and AI governance continuous reports
- **Private preview:** Structured data analysis for Databricks
- **Coming soon:** Natural language agent builder, agent orchestration, unified agent and prompt library, active data and AI governance dashboards and remediation

Learn More:

- [Register for Glean Live: Winter '25](#), February 12 at 10:00 am PT, for live demos and to hear real-world examples of how customers are leveraging AI agents to improve business outcomes!
- Press Release: [Glean also announced its Open Security and Governance Partner Program](#)
- Blog: [Introducing Glean Agents: The horizontal agent environment for managing and governing AI agents at scale](#)

About Glean

Glean is the Work AI platform that helps everyone work smarter with AI. Glean Assistant gives every employee a powerful enterprise AI assistant that connects to and understands company data and internet data, and Glean Agents empowers everyone to create, use, and manage AI agents using natural language. Powered by Glean's search and agentic reasoning engine, Glean's agents automate work across the organization at scale, while ensuring permissions enforcement, full referenceability, governance, and security. With over 100 connectors, LLM choice, APIs for customization, and no need for costly professional services, Glean delivers scalable, turnkey implementation of a complex AI ecosystem on one centralized platform.

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