

CORTEx AI

GENELLIPSE

Cortex AI OS Education

Support every learner.
Give educators time to teach.

[Explore the presentation](#)

Industry capabilities · English · September 2026

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01 / 34



A business operating layer for AI

For the Provost / Chief Information Officer and the teams accountable for delivery.

01

Useful work

Use agents to prepare evidence and complete permitted tasks in the systems your teams already use.

02

Accountable decisions

Educators and authorized staff retain academic, admission and safeguarding decisions.

03

Measured value

Track quality, time and cost per completed task. Expand only when the evidence supports it.

Explore the industry story

Choose a chapter. Every section connects business work to delivery controls.

Industry opportunities

Market context and twelve use cases

Integration and governance

APIs, MCP and your own agents

Adoption and deployment

A focused MVP and organization rollout

Agent and solution packs

Detailed workflows and human decisions

Business value

Quality, capacity and financial case

Next conversation

Scope your first application

Education needs human-centered AI

UNESCO guidance emphasizes human agency, privacy and appropriate educational use of generative AI.

01

Business implication

Cortex opportunity: support staff and learners through grounded assistance, with institutional policies embedded in workflows.

02

Design priority

Limit personal context; cite current policy; route welfare matters to trained staff.

03

Decision to make

Select a valuable workflow with a known owner, reliable data and a measurable baseline.

Build, integrate and govern

Cortex provides the operating capabilities; each industry solution adds your rules and data.

01

Agent Studio

Configure instructions, approved knowledge, tools, evaluations and a named owner.

02

Action and control

Connect approved APIs and MCP tools with scoped access, policy checks and human approvals.

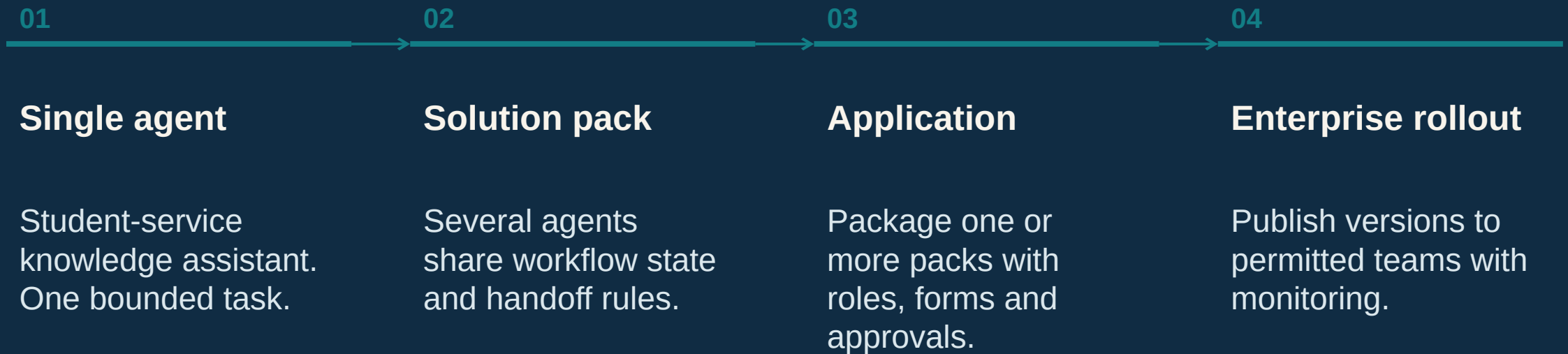
03

Operations

Review traces, evaluate outcomes, manage versions and suspend future actions when needed.

One agent. A solution pack. An application.

Compose capabilities around a business outcome and a clear operating owner.



Reusable capabilities do not remove the need to validate data, permissions and business rules.

Education: business use cases 1/3

A portfolio of configurable solutions, each with an observable business measure.

Use case	What the agents help complete	Measure
Student services	Answer policy and process questions	Verified answer rate
Application support	Check submitted document completeness	File preparation time
Course preparation	Draft materials from approved resources	Educator preparation hours
Learning support	Suggest study resources within course scope	Useful resource rate

Education: business use cases 2/3

A portfolio of configurable solutions, each with an observable business measure.

Use case	What the agents help complete	Measure
Accessibility support	Draft accessible formats for review	Accessibility defect rate
Research administration	Assemble grant documentation	Submission preparation time
Accreditation evidence	Collect institutional review records	Missing evidence rate
Campus service desk	Route facilities and IT requests	Resolution turnaround

Education: business use cases 3/3

A portfolio of configurable solutions, each with an observable business measure.

Use case	What the agents help complete	Measure
Placement support	Match stated interests to approved options	Advisor preparation time
Finance operations	Explain fee and invoice exceptions	Exception handling time
Policy review	Compare drafts with institutional rules	Review turnaround
Library discovery	Find permitted resources and citations	Successful discovery rate

A single agent with a clear job

Student-service knowledge assistant

01

Input

Student information · learning platforms · library · finance.
Read only the records permitted for the task.

02

Work

Answer administrative questions from approved institutional guidance and link to the source.

03

Output

A sourced result, confidence limits, open questions and a clear next owner.

Evidence before action

Design the smallest useful permission boundary.

01

Read

Retrieve scoped records.
Treat documents and external
tool output as untrusted
content.

02

Prepare

Create a proposed action and
show the evidence, changes
and business reason.

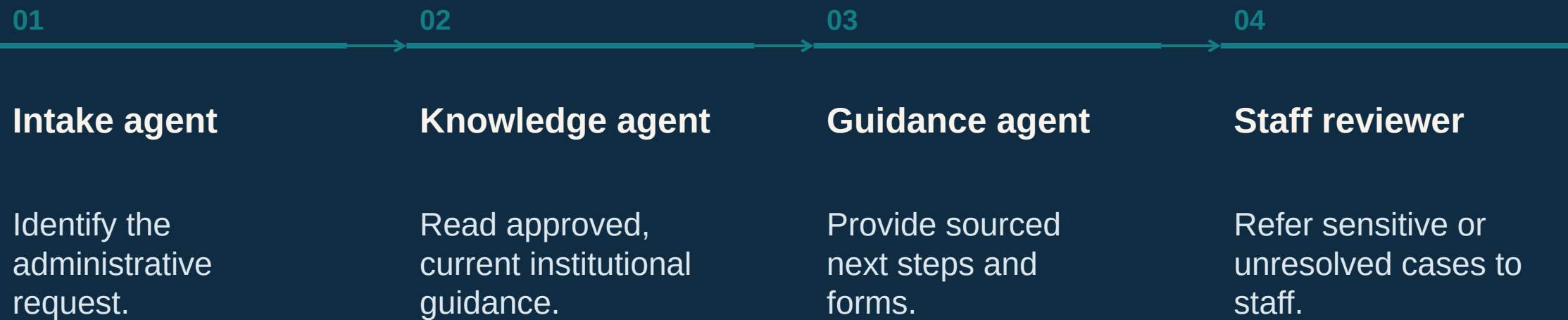
03

Commit

Check authority and approvals
again at execution. Return the
system receipt.

Student support workspace

Multiple specialist agents contribute to one controlled business workflow.



Shared case state · explicit handoffs · named human owner

Industry solution design · scope and configuration agreed for each engagement

Student support workspace: decisions and value

Make the result usable by the team that owns the outcome.

01

Business evidence

Institutional guidance and permitted student context. Preserve source versions and timestamps.

02

Delivered result

Grounded response and tracked staff referral. Attach outstanding issues and approval history.

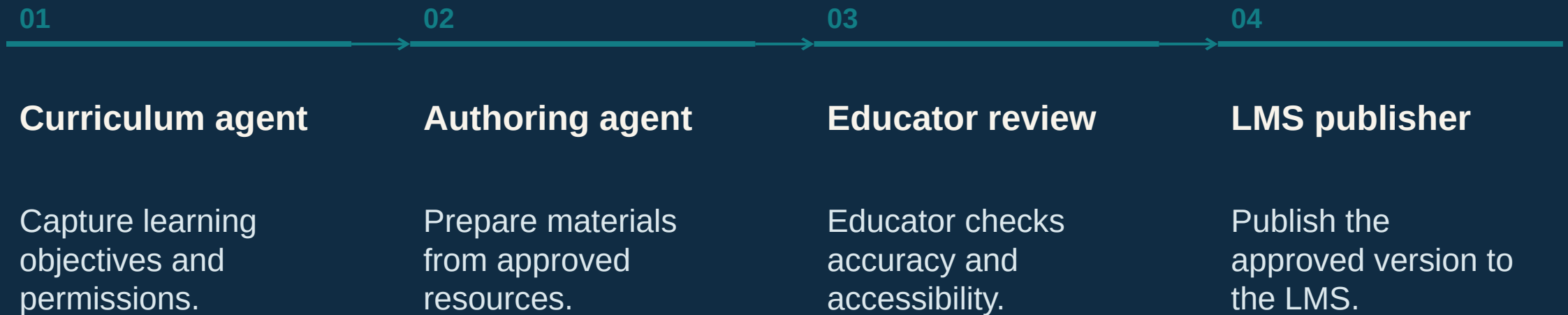
03

Human control

No automated safeguarding, disciplinary or admission decisions; minimize student data.

Course preparation workspace

Multiple specialist agents contribute to one controlled business workflow.



Shared case state · explicit handoffs · named human owner

Industry solution design · scope and configuration agreed for each engagement

Course preparation workspace: decisions and value

Make the result usable by the team that owns the outcome.

01

Business evidence

Approved curriculum and licensed resources. Preserve source versions and timestamps.

02

Delivered result

Reviewed lesson materials with provenance. Attach outstanding issues and approval history.

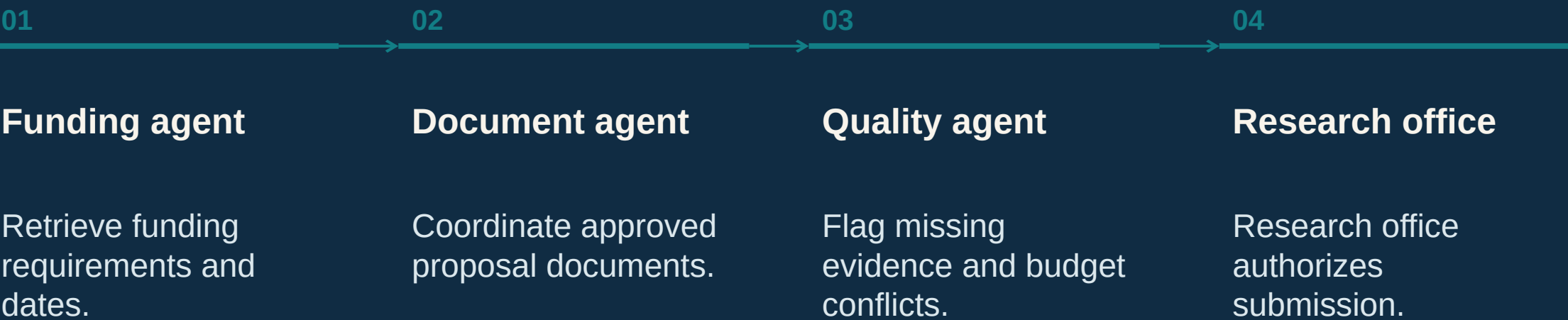
03

Human control

Do not invent citations; preserve educator authority and intellectual property rights.

Research administration workspace

Multiple specialist agents contribute to one controlled business workflow.



Shared case state · explicit handoffs · named human owner

Industry solution design · scope and configuration agreed for each engagement

Research administration workspace: decisions and value

Make the result usable by the team that owns the outcome.

01

Business evidence

Funding call, budget and institutional policies. Preserve source versions and timestamps.

02

Delivered result

Complete proposal checklist and review record. Attach outstanding issues and approval history.

03

Human control

Research content and personal data remain within permitted systems and access boundaries.

Package the workflow as an application

Give each team the experience it needs while keeping shared controls.

01

Employee workspace

Case queue, evidence viewer, progress and approval actions tailored to the role.

02

Reusable solutions

Combine an intake agent, industry pack and reporting solution in one application.

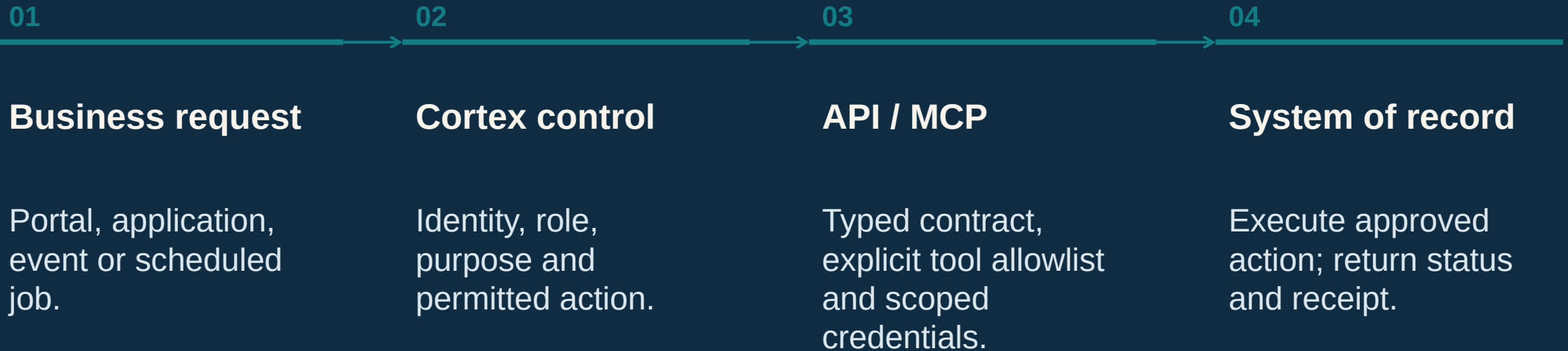
03

Controlled distribution

Version the app, assign groups and enable permitted operations by business unit.

Integrate with the systems you operate

Student information · learning platforms · library · finance



Preserve the system of record. Legacy applications may need adapters or controlled batch interfaces.

Industry solution design · scope and configuration agreed for each engagement

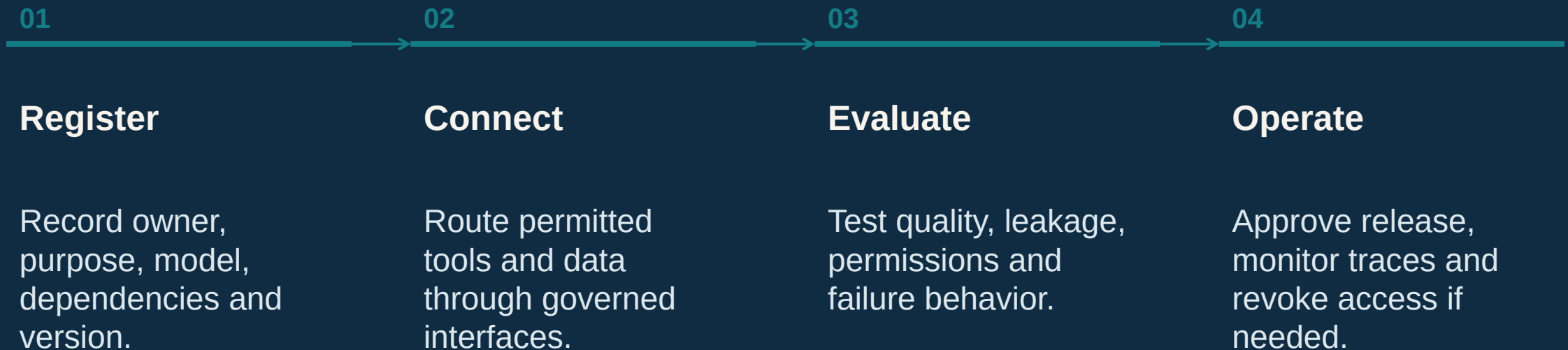
API and MCP integration choices

Select the interface that fits the task and the control requirements.

Interface	Business fit	Required control
REST / OpenAPI	Known operations with typed contracts	Scoped identity
MCP tools	Discoverable approved tools for agents	Explicit allowlist
Events / queues	Long-running work and asynchronous results	Replay protection
Legacy adapters	Batch or older system access	Reconciliation

Bring your own agent into the control model

Retain specialist logic while introducing consistent governance.



Governance covers traffic routed through the boundary; remove direct bypass credentials.

Authority is explicit at every step

Separate assistance, approval and system execution.

Operation	Policy for this application	Accountable owner
Retrieve evidence	Only permitted sources and records	Data owner
Draft recommendation	Citations and limitations required	Business reviewer
Commit a change	Exact action and evidence approved	Authorized approver
Change an agent	Version, evaluate and approve release	Product owner

Risk controls that fit the industry

Sensitive student data or misleading guidance

01

Prevent

Limit personal context; cite current policy; route welfare matters to trained staff.

02

Detect

Use independent checks, source comparisons and policy telemetry. Investigate near misses.

03

Respond

Hold the workflow, notify the owner and preserve evidence. Recover through the system's supported process.

Evaluate before every release

Promote a version only when the business and control owners accept the evidence.

01

Business quality

Test representative cases, edge cases, missing data and conflicting evidence. Compare to a human-reviewed reference.

02

Control behavior

Test denied access, injected instructions, approval changes and repeated requests.

03

Operational fitness

Test latency, service failure, escalation and recovery under expected workload.

Operate with a named owner

One case should be understandable from request to final outcome.

01

Observe

Trace source retrieval, tool calls, policy decisions, cost and response time.

02

Manage exceptions

Route failures to a staffed queue with ownership, due dates and safe retry rules.

03

Improve

Review errors, retrain staff and release tested changes with a rollback plan.

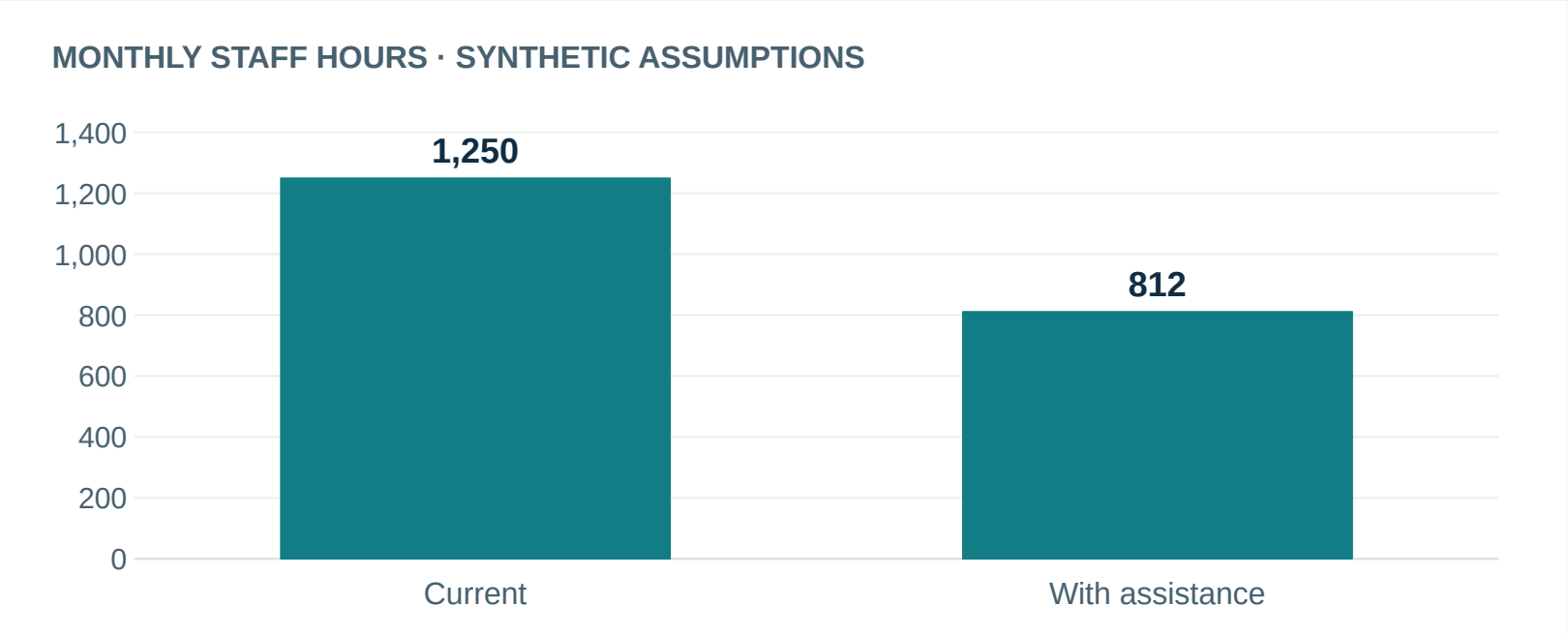
A balanced scorecard

Faster handling matters only when quality and control remain acceptable.

Measure	How to calculate it	Review owner
Staff preparation time	Compare consistent baseline and live cohorts	Business owner
Verified answer rate	Sample completed work and retained evidence	Quality owner
Sensitive-case referral rate	Track exceptions and reviewer corrections	Control owner
Cost per completion	All run costs / accepted completed cases	Finance

Illustrative capacity case

A transparent planning example to replace with your own measurements.



438 hours

Potential capacity released each month

35% handling-time reduction is an assumption, not a measured Cortex result.

Illustrative only · capacity is not automatically a cash saving

Translate capacity into a financial case

Include delivery, human review and ongoing operating costs.

Model input	Calculation or required evidence	Why it matters
Released capacity	Volume × time change × hourly cost	Gross value
Realization share	Finance-approved redeployment or cost action	Cash vs capacity
Recurring cost	Platform + model + integration + support	Net annual value
One-time investment	Design + data + integration + adoption	Payback timing

Design for failure and recovery

The application must be useful when a dependency is unavailable.

01

Unavailable source

Show the missing dependency. Queue or refer the case instead of manufacturing evidence.

02

Uncertain outcome

Escalate with context and preserve completed work. Let the reviewer correct the record.

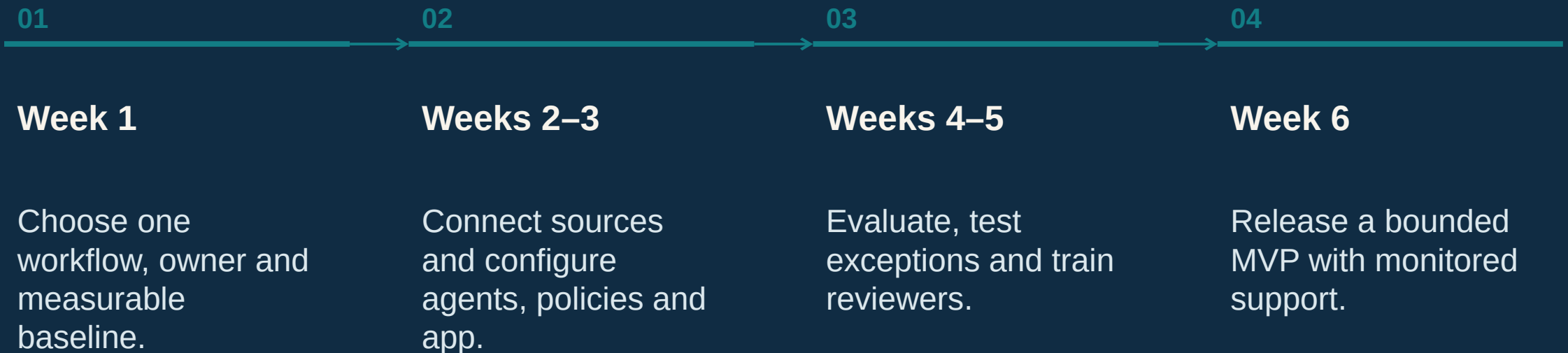
03

Failed write

Check the system receipt before retrying. Use idempotency and reconcile final state.

A focused MVP within six weeks

A scoped delivery plan, subject to timely access, data readiness and agreed approvals.



Complex migrations, certification and enterprise-wide rollout require their own delivery plan.

Expand across the organization

Reuse proven components while respecting local authority and data boundaries.

01

Standardize

Share approved agent versions, evaluation cases and application patterns.

02

Localize

Configure language, product rules, permissions and jurisdiction-specific decisions.

03

Control expansion

Release by team or business unit. Compare outcomes and keep a withdrawal path.

Define your first Cortex application

A working session with Genellipse turns the opportunity into a delivery scope.

01

Bring the workflow

A process map, representative cases and the systems that hold the evidence.

02

Bring the owners

Business sponsor, operations reviewer, technology lead and control owner.

03

Leave with a plan

An agreed app scope, integration approach, acceptance measures and MVP sequence.

Sources and interpretation

Primary sources inform the market context; the solution designs are Genellipse proposals.

Industry context	Official sources listed in the notes and website transcript.
Cortex capabilities	Cortex product materials: Agent Studio, integrations and MCP gateway.
Integration standard	Model Context Protocol tool specification.
Business examples	Original designs and explicitly illustrative capacity assumptions.

Build your education application with Cortex AI OS

Connect your expertise, agents and systems.
Make governance part of the work.

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[Back to contents](#)