

PRODUCT LAUNCH

Search with Percy

~personify™
HEALTH

What is Search with Percy?

Regional Availability Global



General Availability: November 2026

What's New

Health guidance, without the hunt. Search with Percy helps members quickly find answers, discover relevant resources, and choose their next best step.

Why

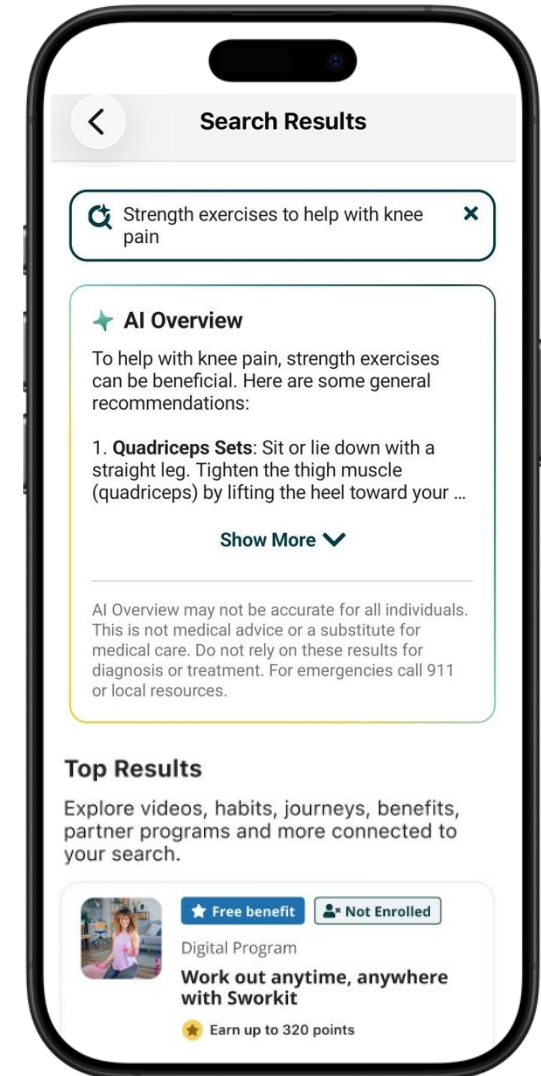
Finding the right support shouldn't feel like a scavenger hunt. Before Search with Percy, members had to sift through a large library of content to find what mattered to them. With Search with Percy, members can ask questions in their own words and receive trusted answers alongside relevant programs, articles, habits, benefits, and other resources available through the organization's Personify Health experience.

Key Benefits

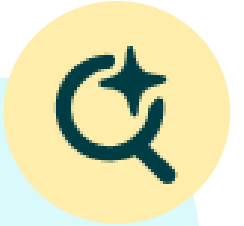
Search with Percy is powered by PercylQ, Personify's human-centered personalization and intelligence engine, and is grounded exclusively in Personify's vetted content library — no open web. Every answer carries a legal-approved disclaimer, and the AI has dedicated safeguards for emergency and crisis queries. It's a standard capability included for any client that's opted into AI not a paid add-on.

Limitations

Search with Percy only answers from Personify's curated content library. If there's no matching content, the AI won't reach into the open web to fill the gap. It is a single question-and-answer exchange: members can't ask follow-up questions in the same session, and answers aren't personalized to an individual member's health profile.



How does Search with Percy work?



Search with Percy introduces trusted content search functionality to the Wellbeing platform for the first time. Previously, members had no way to search the platform and had to browse the full content library manually. It gives members a direct path from question to answer to action.

Search with Percy uses a hybrid retrieval approach. Semantic and keyword search finds the most relevant content. That content is passed to a Language Learning Model (LLM), which generates a concise, plain-language answer grounded in content approved by Personify Health.

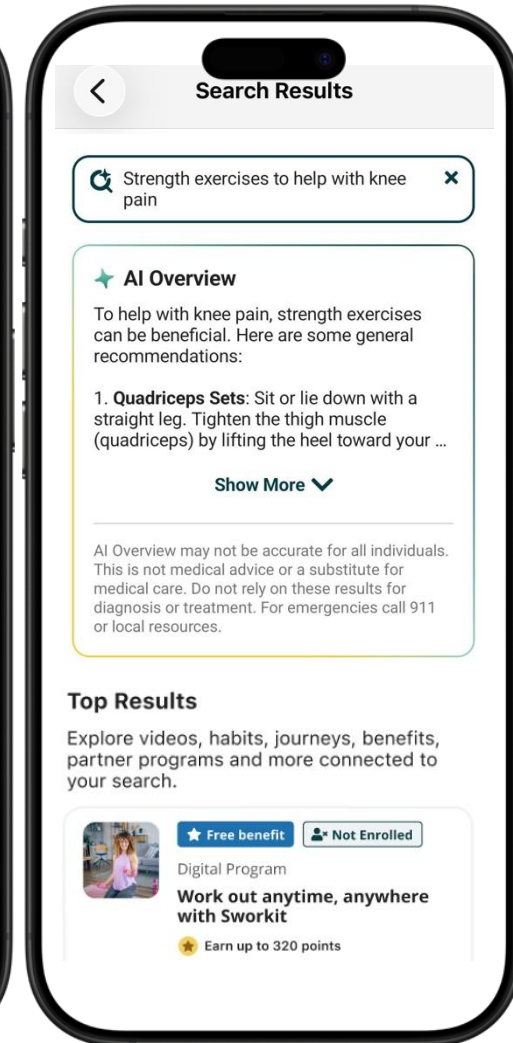
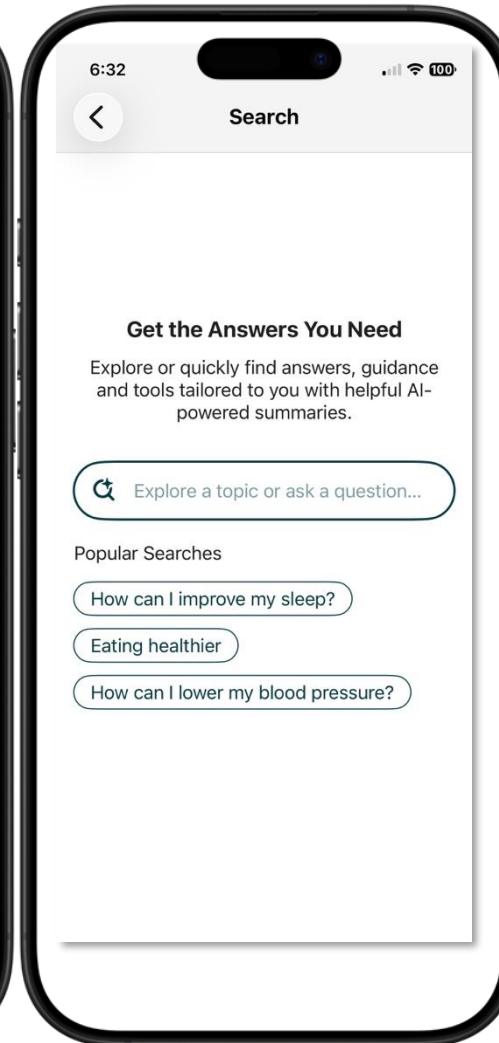
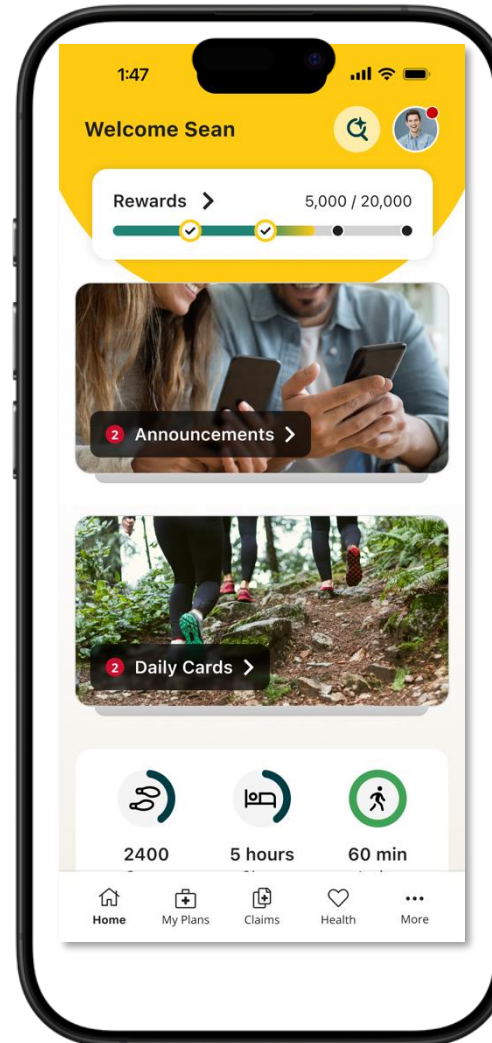
- Available to members whose sponsor has the feature enabled at the sponsor level.
- This is an **opt-out**, not opt-in feature.
- Each query returns a fresh, AI-generated answer grounded in Personify's curated content library — Journeys, Healthy Habits, articles, videos, Partners, and vetted external health content.
- The AI is restricted to Personify's approved content. No open web, and answers cannot be generated without a source.

User Experience Overview



Search with Percy is accessible from:

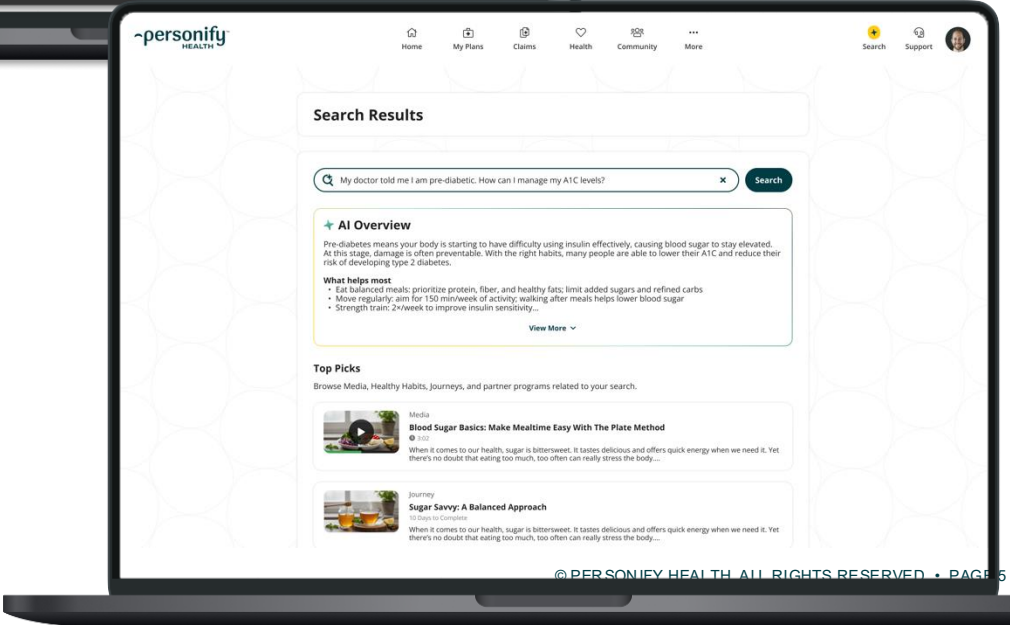
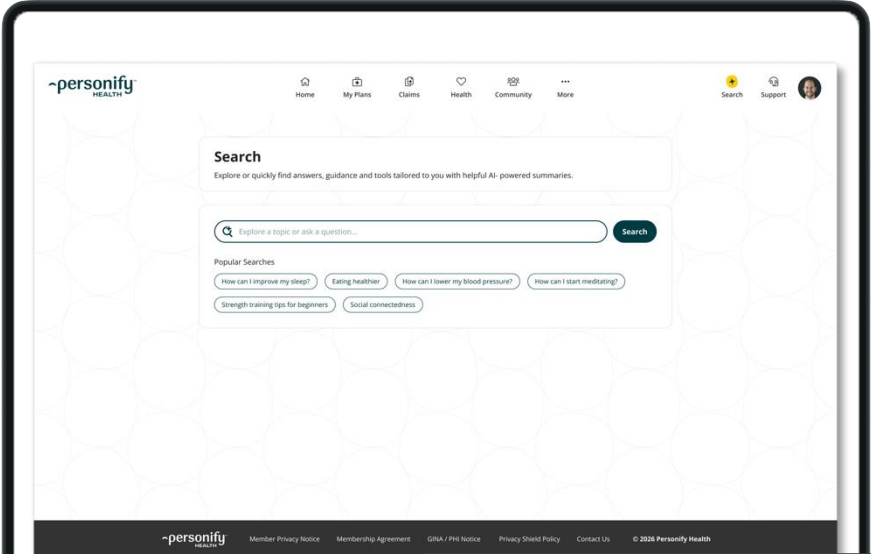
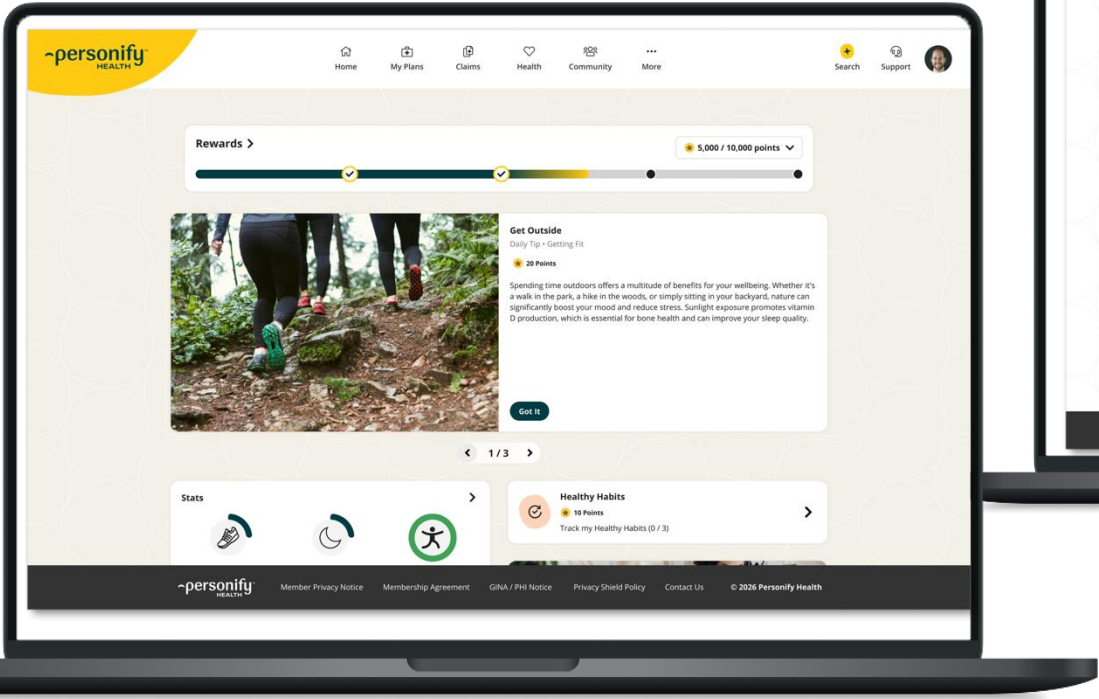
- A search icon in the platform's top navigation, available on both web and mobile.
- Members type a question and receive the AI-generated answer plus content cards in the same view. No separate results screen to navigate to.





Search with Percy

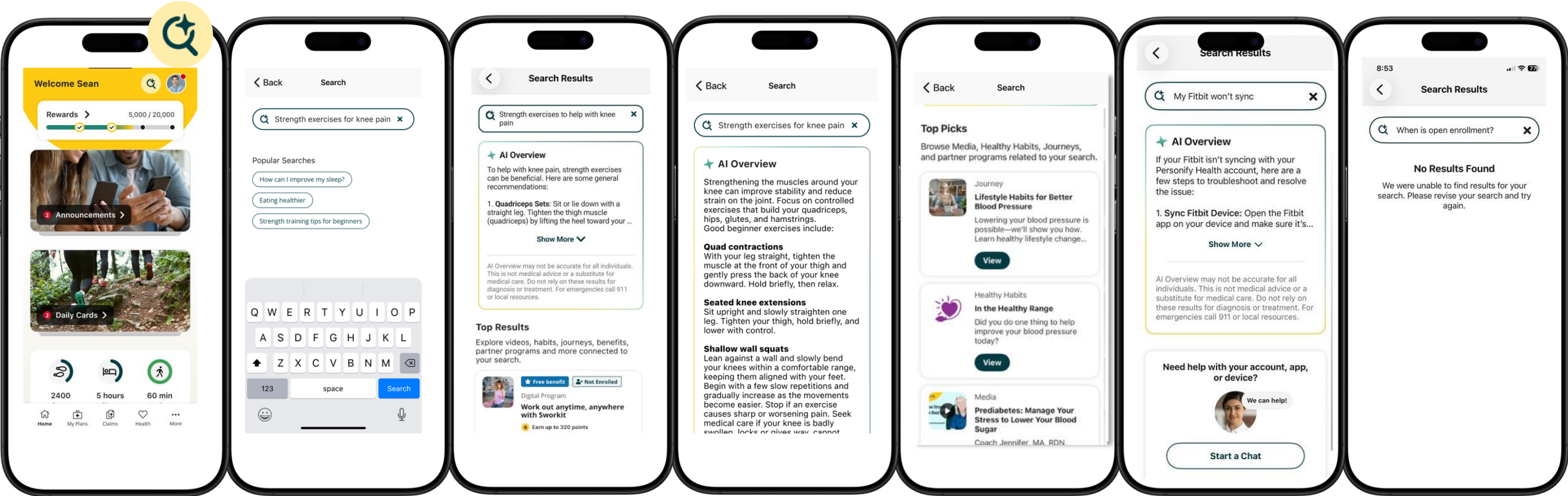
Web User Flow





Search with Percy

Mobile User Flow



Search Icon

Search Question

Generated Response

Generated Response Expanded

Recommended Content

Support Re-direct with answer

Support Re-direct without answer