

OpenAI Dots: Always-on AI Agents and What They Mean for Swiss SMEs

MANAGEMENT SUMMARY & CORE TAKEAWAY

OpenAI introduces Dots, a new class of always-on AI agents that work autonomously in the background. For Swiss SMEs, this marks the shift from assistant to autonomous digital employee – with clear governance questions. Notably, the rollout is enterprise-first, excluding Pro users.

CONTEXT & EXECUTIVE RELEVANCE

On September 29, 2026, OpenAI unveiled 'Dots' at its DevDay in San Francisco: personal AI agents that are active around the clock and work autonomously in the background. A Dot doesn't wait for your input; it proactively pursues goals and reaches out when a decision is needed. For Swiss SMEs, this is the transition from AI assistant to autonomous digital employee – with significant opportunities and serious governance questions.

At its core, a Dot is an always-on agent based on GPT-6 Astra. Each Dot has its own cloud computer with a browser and can independently research, analyze data, create documents, and even build software via Codex. It's accessible through ChatGPT, Slack, and Microsoft Teams; text messages and phone calls will follow. Plugins allow connecting over 4,000 apps.

CORE ACTION ITEMS

- 01 A Dot doesn't wait for prompts; it works toward goals autonomously.
- 02 It has its own cloud computer with a browser and can act outside chat sessions.
- 03 It can be precisely controlled via Custom Rules: what it may do, what requires approval, what is prohibited.

SWISS COMPLIANCE & ARCHITECTURE GUIDELINES

- ☒ Full compliance with revised Swiss Data Protection Act (revDSG).
- ☒ Zero vendor lock-in on closed proprietary models.
- ☒ Seamless integration into Abacus, Bexio and M365 ecosystems.

Non-Binding Process Analysis

Let us review in 20 minutes where AI agents create immediate measurable efficiency in your workflows.

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