

The AI darlings now have their own computers.

Lia already works this way.

Dots, Grok Bot, Muse and Manus 2.0: who each one was built for, and what it means for your business.

One computer per company

Serves customers on WhatsApp

October 12, 2026



OCTOBER 2026

For businesses that want AI doing the work, not just answering

lia.im/blog

In 2026, the AI everyone wants to try stopped being a chat window and became an agent with a computer of its own. OpenAI launched Dots, xAI launched Grok Bot, Meta launched Muse and Manus shipped version 2.0. They all take a task, work on their own on a machine in the cloud and hand back finished work. Lia, by RIA, already works this way: since June 2026, every company has its own Lia on its own computer, serving customers and running the company's systems. The difference between them is who each one works for.



Lia on her own computer, signed in to a web portal, with the OpenAI, xAI, Meta and Manus agents in the background

SECTION 1

The shift: from copilot to coworker

In March 2026 Sequoia published an essay that sums up the change, **Services: The New Software**. The core idea: *a copilot sells the tool, an autopilot sells the work*. What a company spends on work is far larger than what it spends on software, and whoever delivers finished work competes for that budget.

To do that, AI needs more than intelligence. It needs a place to work: a computer that stays on, with memory, a browser and the access the company has authorized. That is what the 2026 launches have in common.

SECTION 2

What OpenAI, xAI, Meta and Manus launched

- **Dots (OpenAI).** Launched on September 29, 2026, at DevDay. Agents that stay on after the person closes the chat, with their own cloud computer and browser and access to more than 4,000 apps, through ChatGPT. The first one is included in the Pro and Business Premium plans.
- **Grok Bot (xAI).** Entered beta on August 11, 2026. Always-on agents you message like a teammate, working on a cloud computer shared by every agent on the account. You can teach a task by showing it once. Access started with SuperGrok subscribers and Cursor plans.
- **Muse (Meta).** Launched on September 8, 2026 as a personal agent. Each person gets a dedicated secure virtual machine, and a second agent, Sentinel, checks every action that goes out to the internet and asks for permission when needed.
- **Manus 2.0.** Launched on September 28, 2026, with a new agent, Cloud Computer (an always-on cloud machine for the user's projects) and Cue, an app for personal agents, each with its own email, phone number and computer, working together as a team.

SECTION 3

Who each one was built for

They all confirm the same idea: AI that works on its own computer, with no one watching over it. But they are horizontal agents, built for any task. Whoever uses them has to say what to do, connect their own accounts and check the result.

Dots, Muse and Manus's Cue: personal use

Each agent works for the person using it: researching, organizing, buying, booking, replying on their behalf. Cue goes further and gives every agent an identity, but the team it builds is still one person's team.

Grok Bot: teams

A colleague on the team. But it does not talk on WhatsApp, does not serve the company's customers and does not arrive with ready-made integrations for the systems the business already runs on.

None of them was built to serve a company's customers and run its day-to-day operations.

SECTION 4

Lia: the company's teammate

Lia grew out of the platform RIA has run since 2023 to serve law firms' clients: more than 1 million customer conversations and more than 100 firms running Lia. Since June 2026, every company has

its own Lia on a computer of her own in the cloud, with that company's memory, tools and access, working even when every computer in the office is off. Customers were already using Lia this way before the public launch on August 11, 2026.

She works in five roles: customer service, administrative assistant, financial assistant, controller and writer.

People decide, Lia executes

Lia works inside the company's systems and on its official WhatsApp, and every action that matters goes through someone on the team for approval.

- **She serves the company's customers.** On the company's official WhatsApp, from the first message to the signed contract, day, night and weekend. None of the four serves customers.
- **She arrives connected.** She operates the systems the company already uses: CRM, billing, calendar, contracts, documents and e-signature. More than 30 integrations, listed at lia.im/integracoes.
- **She logs into the web portals the business depends on.** With the access the company or its customer authorized, Lia checks government and court portals in the background, without pausing customer service.
- **Every company has its own Lia.** What she learns about the business (rules, templates, the way it talks to customers) stays on that company's computer.
- **The team approves.** Proposals, contracts, new charges and anything sensitive go through someone on the team. Lia never asks for a password by message.
- **No one has to learn AI.** The team asks in plain language, on WhatsApp, and RIA's team handles the setup.

SECTION 5

What this means for your business

The big players have confirmed the path: the next step for AI is to work, on a computer of its own, not just to answer. For a business, the practical question is a different one: who serves your customers, knows your systems and follows your rules? Lia started with law firms, the profession with the strictest rules for client communication, and was built for that from day one.

SECTION 6

Frequently asked questions

Is Lia the same thing as Dots, Grok Bot, Muse or Manus?

No. Dots, Muse and Manus's Cue are personal agents, and Grok Bot is a general-purpose agent for teams. Lia is a teammate for the company: she serves customers on the official WhatsApp and operates the systems the company already uses, with the team approving every action that matters.

Does Lia also have a computer of her own?

Yes. Since June 2026, every company has its own Lia on a computer of her own in the cloud, with memory, tools and the access that company authorized. Customers were already using Lia this way before the public launch on August 11, 2026.

Does Lia log into websites?

Yes. With the access the company or its customer authorized, Lia logs into the web portals the business depends on, including government and court portals, and checks them in the background. Lia never asks for a password by message.

Do I need to replace my systems to use Lia?

No. Lia works inside what the company already uses. The full list is at lia.im/integracoes.

SOURCES

1. Sequoia Capital, Services: The New Software.
sequoiacap.com/article/services-the-new-software
2. OpenAI Dots: VentureBeat and TechCrunch, 09/29/2026.
techcrunch.com/2026/09/29/openai-launches-dots-its-bubbly-agentic-avatar
3. xAI, Introducing Grok Bot.
x.ai/news/introducing-grok-bot
4. Meta, Introducing Muse.
about.fb.com/news/2026/09/introducing-muse-personal-ai-agent
5. Manus, Introducing Manus 2.0, 09/28/2026.
manus.im/blog/introducing-manus-2-0
6. Lia: conversations, firms and integrations, RIA data.
lia.im/integracoes



Want to see Lia working in your business?

Talk to us on WhatsApp and book a demo with the system you already use. lia.im