AI Use Cases KYRA:Complete

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Future-Proofing Client Lifecycle Management

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1. Agent Summary

Agent Name: KYRA:Complete

Primary Business Purpose: Automatically completes routine workflow tasks when configuration policy conditions are already met, supporting straight-through processing across client lifecycle journeys.

Workflow Role: Runs during tasks pre-processing across onboarding, refresh, maintenance and review-based journeys. Completes policy-ready tasks before user presentation to users for manual review.

Value: Reduces manual completion of tasks which already meet data capture thresholds, lowers queue volumes and handoffs, accelerates throughput and frees analysts to focus on exceptions that require judgement.

Agent Class: Automation

Type: Deterministic

Model(s) Used: N/A

2. What the agent does

Trigger	Inputs	Actions	Outputs
Task Pre-Processing Triggered	Journey context, task context, journey configuration, autocompletion rules, policy validation rules, policy context.	Retrieve context > Apply policy and rules > Use approved tools > Generate recommendations or actions > Log rationale and evidence	Task completion decision, completion rationale, validation status, policy evidence, exception details, manual review notification (via standard task assignment), updated task status and audit trail.

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3. Trust and Control Model

Control	Description	Evidence
Input Controls	Inputs are checked for relevance, sensitive data, PII handling, and prompt injection risk before model interaction.	AI Gateway input guard log, quarantined document alerts, policy checks.
Grounding and Policy	The agent uses Fenergo workflow context, configured policy, rules, and trusted domain knowledge rather than relying only on a general model response.	Policy ID, rule ID, source references, system-of-record links.
Tool and API Access	The agent can only use approved tools and backend services through controlled gateways and authorised scopes.	Tool Gateway decision, API Gateway authorization record, rate limit and claims data.
Human Oversight	Required where policy validation rules are not met, required evidence is missing, data integrity checks fail or the task requires judgement under client configuration.	User notification, reviewer ID, approval timestamp, commentary, 4-eyes approval where required.
Output Controls	Outputs are checked for grounding, sensitive data, language policy, and policy compliance before presentation to users.	Output guard result, generated response, blocked or redacted content events.
Auditability	The agent action is observable and reconstructable after the event.	Agent activity trail, structured reasoning trail, tool calls, version history.

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4. Shared Responsibility Model

4.1. Fenergo Provides

Fenergo provides clients with the following capabilities as part of the Shared Responsibility Model:

- Platform Controls
- Application Security
- AI Gateway
- Tool Gateway
- API Gateway
- Traceability
- Workflow Integration
- Policy Enforcement Capabilities

4.2. Client Controls

Fenergo clients assume responsibility for the following controls as part of the Shared Responsibility Model:

- User access configuration
- Configuration of Fenergo Application
- Approved Data Sources
- Operating Procedures
- Local Policy
- Approval Thresholds
- Supervisory Review
- Final Accountability

4.3. Shared Areas

As part of the Shared Responsibility Model the following areas fall under common equally owned responsibilities:

- Monitoring
- Incident Response
- Continuous Control Improvement
- Audit Evidence Review
- Change Management
- Operational Readiness

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