AI Use Cases KYRA:Insights

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Future-Proofing Client Lifecycle Management

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1. Agent Summary

Agent Name: KYRA:Insights

Primary Business Purpose: Surfaces operational insights, status signals and next-best actions from customer, workflow and policy context.

Workflow Role: Provides context-aware prompts and recommendations to help users understand progress, blockers and next steps.

Value: Improves user decision speed, reduces context switching and cognitive load and makes operational knowledge easier to reuse, reducing the burden on resource pools.

Agent Class: Automation

Type: Hybrid

Model(s) Used: Claude Haiku 4.5

2. What the agent does

Trigger	Inputs	Actions	Outputs
User-Initiated	Journey status, Customer 360 context, policy rules, tasks, events, operational telemetry and configuration indicators.	Retrieve context > Apply policy and rules > Use approved tools > Generate recommendations or actions > Log rationale and evidence	Insights summary, status signal, next-best-action recommendation, supporting facts, user action status, source references and rationale 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	User controls whether recommendations are accepted, rejected, amended, or escalated.	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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