AI Use Cases KYRA:Signal

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Future-Proofing Client Lifecycle Management

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1. Agent Summary

Agent Name: KYRA:Signal

Primary Business Purpose: Classifies client data changes as Significant, Insignificant or Undetermined using configurable prompt-based policy rules.

Workflow Role: Supports event-drive journeys and Journey Builder automation by routing reviews only where a material change has occurred and allowing insignificant changes to progress without unnecessary intervention supporting straight-through processing journeys.

Value: Reduces false escalations, focuses analyst efforts on risk-relevant changes, improves decision consistency and provides a traceable account of what changed, when and how it was assessed.

Agent Class: Automation

Type: Hybrid

Model(s) Used: Meta Llama 3.3 70B Instruct

2. What the agent does

Trigger	Inputs	Actions	Outputs
Client Data Change Detection within Journey Context	Changed field, previous value, new value, client profile context, journey context, configured significance prompts, risk and policy criteria.	Retrieve context > Apply policy and rules > Use approved tools > Generate recommendations or actions > Log rationale and evidence	Significance classification, change summary, rationale, policy references, journey routing, review flags, override 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	Configuration of agent can support recommendation or action-based outcomes. Users can override significance results manually, and human review is required where the result is undetermined, policy conditions require escalation and/or journey configuration sends the changes for review.	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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