AI Use Cases Overview

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Future-Proofing Client Lifecycle Management

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1. Introduction

KYRA capabilities operate within configured workflow, policy, approval, and audit controls embedded in the Fenergo platform. AI generated outputs support client lifecycle operations while accountability and final decision authority remain with the client.

2. Use Case Portfolio

Use Case	Agent	Business Purpose	Workflow Role	Model(s) Used
Data Sourcing	KYRA:Source	Retrieves required data from approved internal and external systems to enrich client and counterparty profiles.	Initiates or enriches onboarding, periodic review, refresh, and event-driven review journeys with audit-ready data.	Claude Sonnet 4.6, Claude Haiku 4.5
AML Screening	KYRA:Screen	Performs initial rule-based checks across customer, counterparty, hierarchy, and transaction-related screening data.	Supports screening review by assessing matches, prioritising hits, and preparing recommendations for resolution.	Claude Sonnet 4.6, Claude Haiku 4.5
Data Insights	KYRA:Insights	Surfaces operational insights, status signals, and next-best actions from customer, workflow, and policy context.	Provides context-aware prompts and recommendations to help users understand progress, blockers, and next steps.	Claude Haiku 4.5
Document Processing	KYRA:Docs	Extracts, classifies, and organises information from documents used in client lifecycle processes.	Supports document intake, classification, extraction, validation, and evidence preparation within onboarding and review journeys.	Claude Haiku 4.5
Automated Task Completion	KYRA:Complete	Automatically completes routine workflow tasks where configured policy and approval conditions are satisfied, supporting workflow automation across client lifecycle journeys.	Runs during task pre-processing across onboarding, periodic review, maintenance, and event-driven review journeys. Completes policy-ready tasks before presentation for user review where configured controls permit.	N/A
Data Change Significance	KYRA:Signal	Classifies client data changes as significant, insignificant, or undetermined using configurable prompt-based policy rules, allowing low-risk changes to progress through configured workflow automation controls.	Supports event-driven journeys and Journey Builder automation by routing reviews only where a material change has occurred and allowing low-risk changes to progress through configured workflow automation controls.	Meta Llama 3.3 70B Instruct

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Use Case	Agent	Business Purpose	Workflow Role	Model(s) Used
Reporting & Analytics	KYRA:Report	Compiles and presents workflow outputs, status summaries, and audit-ready records, including natural-language access over the reporting schema and generated charts.	Supports compliance and operational reporting by turning natural-language questions and scheduled report definitions into structured queries, summaries, and visualisations.	Claude Sonnet 4.6, Claude 3.5 Sonnet
Policy Configuration Assistance	KYRA:Policy	Parses client policy source documents and Fen-X configuration to answer policy questions and support policy-to-configuration comparison.	Supports policy authors and configuration teams, as part of development and configuration activity, by extracting rules from uploaded policy documents, answering policy questions with cited sources, and flagging discrepancies against live Fen-X configuration.	Claude Sonnet 5

3. Where these use cases sit in the client lifecycle

Workflow	Agent	Action	Control
Data & Document Import	KYRA:Source KYRA:Docs	Data and documents are collected, classified, enriched, and prepared for review.	Source references, document extraction trail, input guardrails.
Assessment & decision support	KYRA:Screen KYRA:Complete KYRA:Signal	Users receive recommendations, summaries, match context, and next-best actions.	Policy references, confidence scores, deterministic reasoning trail, human approval controls.
Reporting & audit	KYRA:Report	Users query, summarise, and visualise workflow outputs and audit-ready records across the client lifecycle.	Query and table access trail, source references, output review controls.

Note: KYRA:Policy supports policy authoring and Fen-X configuration comparison as part of development and configuration activity. It is not part of a live client lifecycle journey and is therefore not mapped to a workflow stage above.

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4. Fenergo's advantage over generic AI agents

- Fenergo Hybrid Model: LLM reasoning is anchored by Fenergo rules, policy engine, workflow state, and KYC/AML domain knowledge.
- Trust Framework: Encryption in transit and at rest (end-to-end), zero trust architecture, traceability, auditability, and human-in-the-loop (HitL) controls wrap agent execution.
- Triple Lock Architecture: Model inputs & outputs, tools and backend APIs are each controlled through dedicated gateways.
- Governed model and tool access: Tool and API access is governed through policy controls, authorisation boundaries, sandboxing, and observability controls.
- Evidence-First Design: Agent actions leave structured decision records, timestamps, user attribution, and version context.
- Client Data Protection: Use cases are framed as inference only. Client data is not used for foundation model training by default.

5. Control Model Summary

Control Area	Summary	Evidence
Explainability	Each material recommendation should be supported by rationale, policy references, data inputs, and alternate paths where relevant.	Reasoning trail, JSON step outputs, policy IDs, rule IDs.
Human oversight	Humans remain in control at configured approval gates, especially where risk, EDD, exceptions, or external reporting are involved.	Approval records, timestamps, reviewer ID, 4-eyes checks.
Auditability	Every material agent action should be observable, traceable, and reviewable after the event.	Agent activity logs, tool calls, API requests, output history.
Security and privacy	Inputs, outputs, tools, and backend calls are mediated through guardrails and gateways.	AI Gateway logs, Tool Gateway policy results, API Gateway controls.
Shared responsibility	Fenergo provides platform controls; clients govern access, configuration, operating procedures, and final decisions.	Configuration exports, user roles, local policies, approval workflows.

5.1. Client-Configured Scope

As part of the Shared Responsibility Model, the scope of data and agent activity is set entirely by the client, through their own policy and configuration choices:

- Data configuration: Clients determine, through their own policy configuration, which personal and business data attributes are captured and stored within the platform (for example: name, gender, date of birth, tax identification number, address, or religion). This scope is set entirely by client policy, not by Fenergo or by any KYRA agent.
- Agent configuration: Clients determine, through policy and journey configuration, the scope of what each agent is permitted to act on. For example, for KYRA:Docs a client can explicitly configure which document types are eligible to be passed for extraction, over and above the standard categorisation process.

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