Industry-Wide AI Agent Applications

1. FNOL Claims Triage Agent — Insurance

Reads first-notice-of-loss submissions, including damage photos, policy wording, and claimant statements, then returns a triage decision: severity estimate, coverage check against the policy, fraud signals, and the right adjuster tier. Simple claims clear in minutes instead of sitting in a queue. Complex or suspicious losses reach a senior adjuster the same day.

2. Client Intake Agent — Legal & Professional Services

Handles first contact over chat, email, or web form. Asks practice-area-specific questions, structures the answers, runs a conflict check against the firm database, screens the matter against intake criteria, books the consultation, and answers questions on scope and fees. Attorneys meet only qualified prospects, already briefed. Unqualified inquiries are declined without burning staff hours.

3. On-Call Incident Agent — Engineering

When an alert fires, the agent pulls recent deploys, reads logs and traces, correlates against past incidents, and posts a diagnosis to Slack with evidence and a proposed fix. The engineer approves before anything runs. It removes the twenty-minute investigation from every page and keeps destructive commands behind a human decision.

4. Intelligent Commerce Assist — Retail

Answers the pre-purchase question that stalls a sale: will it fit, is it compatible, is it in stock nearby. The agent interprets the shopper's actual question, pulls the answer from manuals and spec sheets rather than marketing copy, and checks local inventory.

5. Portfolio Health Monitor — Wealth & Investing

Tracks holdings against earnings, filings, analyst revisions, and sector news, then reports what changed and why it matters: concentration drift, a broken thesis, a

rebalancing trigger, a tax-loss window. Each flag carries the evidence behind it. The agent monitors and explains. The investor decides and executes. No trades, no recommendations.