

# Agentic AI

Use Case Ideation Cards

Agentic AI does more than follow rules—it **thinks, adapts, and makes decisions in real time**. It helps businesses **handle complex tasks, connect systems, and reduce manual work** to boost efficiency.

This card set includes **key questions** to help you find where AI can make a difference. Use these cards to spark ideas and explore how Agentic AI can transform your business!

When do  
you need to  
manually **handle  
unpredictable  
situations and  
make smart  
adjustments**  
based on  
reasoning?

## HANDLE UNPREDICTABLE SITUATIONS AND MAKE SMART ADJUSTMENTS

### EXAMPLE SCENARIO

## Resolving Invoice Processing Issues

You are a finance manager, and a **supplier invoice fails to process**, but **it's unclear why**. You must check payment details, verify discrepancies in contract terms, review approvals, and **decide whether to escalate or override the issue**—all while ensuring payments stay on track. Every step **requires judgment** to balance compliance, risk, and business continuity.

When do you  
need to manually  
**bridge gaps  
across different  
systems and  
domains?**

## BRIDGE GAPS ACROSS DIFFERENT SYSTEMS AND DOMAINS

### EXAMPLE SCENARIO

## Managing Shipment Delays

You are a logistics manager, and a shipment is delayed. You must update the tracking system, e-mail the customer, adjust delivery schedules, and inform the warehouse—all by **switching between different platforms and sending manual updates**. The process is slow, and delays keep piling up.

When do you  
need to manually  
**create, refine or  
execute code  
or content**  
based on changing  
situations?

CREATE, REFINE OR EXECUTE  
CODE OR CONTENT

EXAMPLE SCENARIO

## Personalizing on-boarding training

You are an HR manager onboarding new hires. You review employee profiles and training progress data daily. When you see differences in their learning needs, you **manually compile a request to adjust their personalized learning paths and content in your corporate learning system.** This multi-step process is slow and error-prone.



When do you  
need to manually  
**process and  
make sense of  
large amounts  
of unstructured  
data** to decide  
next steps?

## PROCESS AND MAKE SENSE OF LARGE AMOUNTS OF UNSTRUCTURED DATA

### EXAMPLE SCENARIO

## Processing Insurance Claims

You are an insurance claims manager handling **hundreds of claim emails daily**. Each contains unstructured details about accidents and damages. Your team reads through every email, extracts relevant details, and manually **converts that information into a structured claim format**. This manual process is slow, prone to errors, and delays the overall claims processing cycle.