

Agentic AI

Use Case Ideation Cards

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

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

What activities
involve **handling
unpredictable
situations and
making smart
adjustments**
based on
reasoning?

HANDLING UNPREDICTABLE SITUATIONS AND MAKING 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.

What activities
require manually
**bridging gaps
across different
systems and
domains?**

BRIDGING 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.

What activities
involve manually
**creating,
refining or
executing code
or content** in
response to
changing
situations?

CREATING, REFINING OR EXECUTING CODE OR CONTENT DYNAMICALLY

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.

What activities
require manually
**processing and
interpreting
large amounts
of unstructured
data** to decide
next steps?

INTERPRETING 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.