DronaHQ

AI Agent Use-cases Library

50+ Practical AI Agent Workflows
For enterprise teams

Read more >>



50+
Use-cases







Where teams are seeing **results with AI Agents**

ORGANISATIONS ARE DEPLOYING AGENTS ACROSS EVERY FUNCTION — HERE'S WHAT THEY'RE ACHIEVING



Find the right AI Agent for your team

This library contains **50+ practical AI agent workflows** that organisations are deploying today across **support, engineering, sales, operations, HR, finance, legal, and marketing.** AI agents differ from traditional automation — they reason through goals, adapt to context, and act autonomously across multiple systems without constant human oversight.

AI Agent Opportunity Matrix

Use Case	Function	Impact	Complexity	Time-to-Value
Ticket Triage & Routing	Support	High	Low	1–2 Weeks
Incident Response Automation	Engineering	High	Medium	2–4 Weeks
Knowledge Base Management	Support	Medium	Low	1–2 Weeks
Customer Churn Detection	CX / Sales	High	Medium	3–4 Weeks
Resume Screening	HR	Medium	Low	1 Week
Employee Onboarding	HR	High	Medium	2–3 Weeks
HR Policy Q&A;	HR	Medium	Low	1 Week
Payroll & Reimbursement	Finance	High	Medium	2–3 Weeks
Invoice Processing	Finance	High	Medium	2–3 Weeks
Expense Approval	Finance	High	Low	1–2 Weeks
Vendor Onboarding	Procurement	Medium	Medium	3 Weeks
Lead Qualification	Sales	High	Low	1–2 Weeks
CRM Update Automation	Sales	Medium	Low	1 Week
Deal Risk Monitoring	Sales	High	Medium	2–3 Weeks
Code Review Automation	Engineering	High	High	4–6 Weeks
CVE / Vulnerability Lookup	Security	High	Medium	2–3 Weeks
SLA Compliance Monitoring	IT / Ops	High	Low	1–2 Weeks
Contract Drafting	Legal	High	Medium	3–4 Weeks
Document Review	Legal	High	High	4–6 Weeks
Campaign Performance Reports	Marketing	Medium	Low	1–2 Weeks
Lead Enrichment	Marketing	High	Low	1 Week

How to read this matrix: Start with High-Impact / Low-Complexity cells — these deliver quick wins. Use Time-to-Value to sequence your deployment roadmap and build internal momentum before tackling High-Complexity agents.

SUPPORT & IT OPERATIONS

Automate the work behind every employee and customer request

#01 Document Processing Agent

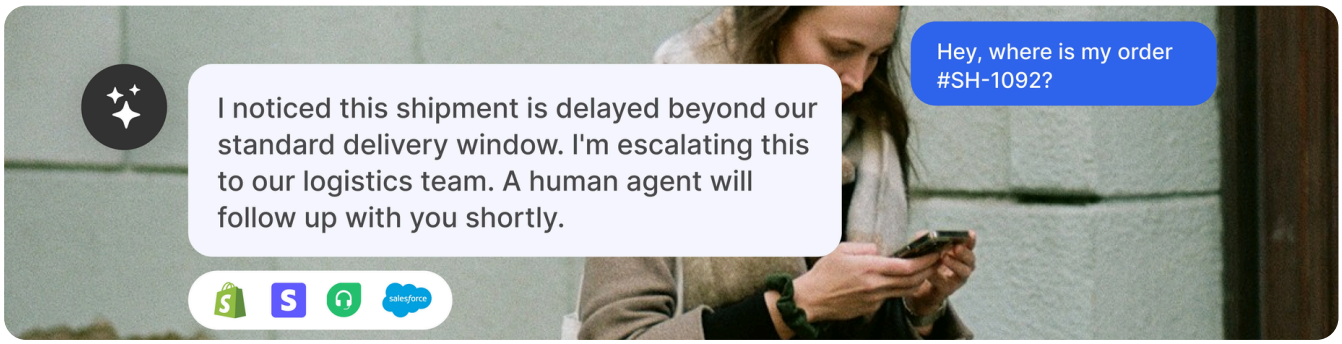
Support / Operations

BUSINESS PROBLEM	Staff manually extract, classify, and route documents (invoices, forms, contracts) — slow and error-prone.
AGENT WORKFLOW	Ingests documents via email or upload → classifies document type using NLP → extracts key fields (dates, amounts, parties) → routes to correct workflow or system → flags exceptions for human review.
SYSTEMS / TOOLS	OCR engines, AWS Textract / Google Document AI, ERP (SAP / NetSuite), email connectors
BUSINESS IMPACT	70–80% reduction in manual data entry; faster processing cycles; lower error rates in downstream systems.

#02 Omnichannel Customer Support Agent

Customer Service

BUSINESS PROBLEM	Customers reach out via chat, email, and phone but receive inconsistent, slow responses across channels.
AGENT WORKFLOW	Listens on all channels simultaneously → identifies intent and customer history → retrieves relevant knowledge articles or account data → responds with personalised resolution → escalates to human if confidence is low.
SYSTEMS / TOOLS	Zendesk, Intercom, Salesforce Service Cloud, Twilio, knowledge base APIs
BUSINESS IMPACT	40–60% deflection of tier-1 tickets; consistent SLA adherence; improved CSAT scores.



#03 Ticket Routing & Escalation Agent

IT / Support

BUSINESS PROBLEM	Incoming tickets are misrouted, causing delays, SLA breaches, and frustrated end-users.
AGENT WORKFLOW	Reads ticket subject and body → classifies category and sub-category using ML → scores urgency → assigns to correct queue or agent → monitors for SLA proximity and auto-escalates.
SYSTEMS / TOOLS	ServiceNow, Zendesk, Jira Service Management, PagerDuty, Slack
BUSINESS IMPACT	30–50% reduction in misrouted tickets; faster MTTR; reduced manual triage workload.

#04 Incident Response Agent

Engineering / IT

BUSINESS PROBLEM	Engineers waste time correlating alerts, writing incident summaries, and coordinating response across tools.
AGENT WORKFLOW	Aggregates alerts from monitoring tools → correlates signals to identify root cause → drafts incident summary with impact and recommended actions → notifies on-call teams → tracks resolution progress.
SYSTEMS / TOOLS	PagerDuty, Datadog, Splunk, ServiceNow, Slack, OpsGenie
BUSINESS IMPACT	60% reduction in mean time to acknowledge; clearer incident communication; fewer missed alerts.

#05 Shipment Tracking & ETA Voice Agent

Logistics / Operations

BUSINESS PROBLEM	Customer service teams field high volumes of 'where is my order?' calls that don't require human expertise.
AGENT WORKFLOW	Accepts inbound call or chat → authenticates customer → queries order management system for shipment status → pulls real-time carrier tracking data → delivers ETA verbally or via chat → offers self-service options (reschedule, return).
SYSTEMS / TOOLS	TMS / OMS systems, FedEx/UPS/DHL APIs, Twilio, Genesys, Salesforce
BUSINESS IMPACT	70% reduction in 'where is my order' contacts; 24/7 coverage without added headcount.

#06 AI Store Inventory Monitoring Agent

Retail / Operations

BUSINESS PROBLEM	Out-of-stock events and overstock situations are discovered too late, causing lost sales and excess holding costs.
AGENT WORKFLOW	Monitors inventory levels in real time → detects anomalies (stockouts, near-expiry, overstock) → reasons about demand signals and seasonality → triggers replenishment orders or markdown alerts → notifies store managers.
SYSTEMS / TOOLS	ERP (SAP), POS systems, demand forecasting platforms, email/Slack notifications
BUSINESS IMPACT	15–25% reduction in stockouts; improved inventory turnover; reduced manual stock checks.

#07 Knowledge Base Management Agent

Support / IT

BUSINESS PROBLEM	Knowledge articles become outdated quickly, leading to agents providing incorrect information to customers.
AGENT WORKFLOW	Analyzes recurring support tickets for knowledge gaps → identifies articles with high negative feedback → drafts updated or new knowledge articles → routes for human approval → publishes approved content automatically.
SYSTEMS / TOOLS	ServiceNow, Confluence, Zendesk Guide, SharePoint, LLM APIs
BUSINESS IMPACT	35% improvement in first-contact resolution; reduced agent handle time; fresher, more accurate knowledge base.

#08 SLA Compliance Monitoring Agent

IT / Operations

BUSINESS PROBLEM	Teams miss SLA deadlines because there is no proactive alerting system — issues are discovered after breach.
AGENT WORKFLOW	Continuously monitors open ticket ages against SLA thresholds → calculates breach probability → alerts assigned agents and managers before breach → suggests priority actions → logs compliance data for reporting.
SYSTEMS / TOOLS	ServiceNow, Jira, Zendesk, Microsoft Teams, Slack
BUSINESS IMPACT	40% reduction in SLA breaches; improved accountability; real-time visibility into at-risk tickets.

#09 CVE / Vulnerability Intelligence Agent

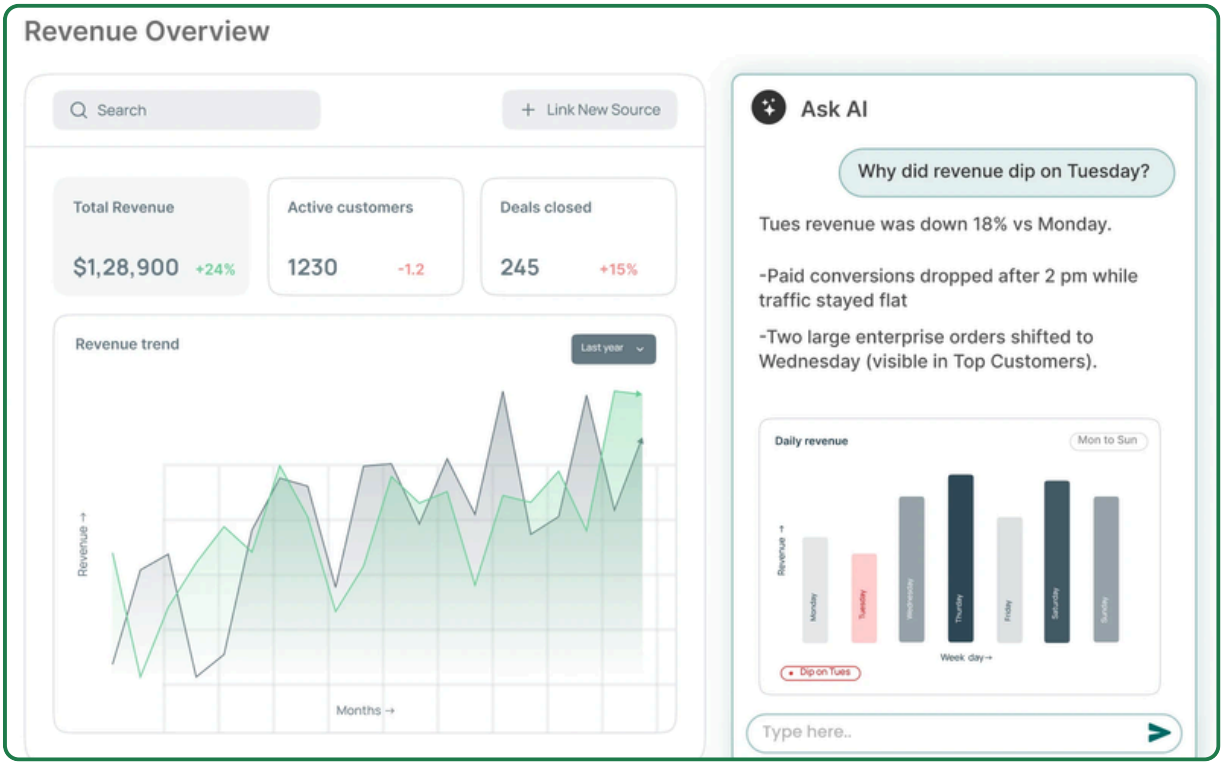
Security / IT

BUSINESS PROBLEM	Security teams struggle to keep up with the volume of CVE disclosures and manually assess their impact.
AGENT WORKFLOW	Ingests new CVE feeds daily → maps vulnerabilities to internal asset inventory → scores criticality based on exposure → recommends remediation actions → creates and assigns tickets → tracks patch status.
SYSTEMS / TOOLS	Palo Alto Networks, NVD API, CMDB (ServiceNow), Jira, Tenable / Qualys
BUSINESS IMPACT	80% faster vulnerability triage; fewer unpatched critical CVEs; auditable remediation trail.

#10 Password & MFA Reset Agent

IT / HR

BUSINESS PROBLEM	High volumes of password and MFA reset requests consume IT service desk time with zero value-added work.
AGENT WORKFLOW	Authenticates user identity via secondary verification → validates reset eligibility per policy → executes reset in identity provider → notifies user → logs action for audit.
SYSTEMS / TOOLS	Microsoft Graph / Okta / Azure AD, ServiceNow, Slack / Teams
BUSINESS IMPACT	80%+ of resets handled without human intervention; IT hours saved; improved employee experience.



HUMAN RESOURCES

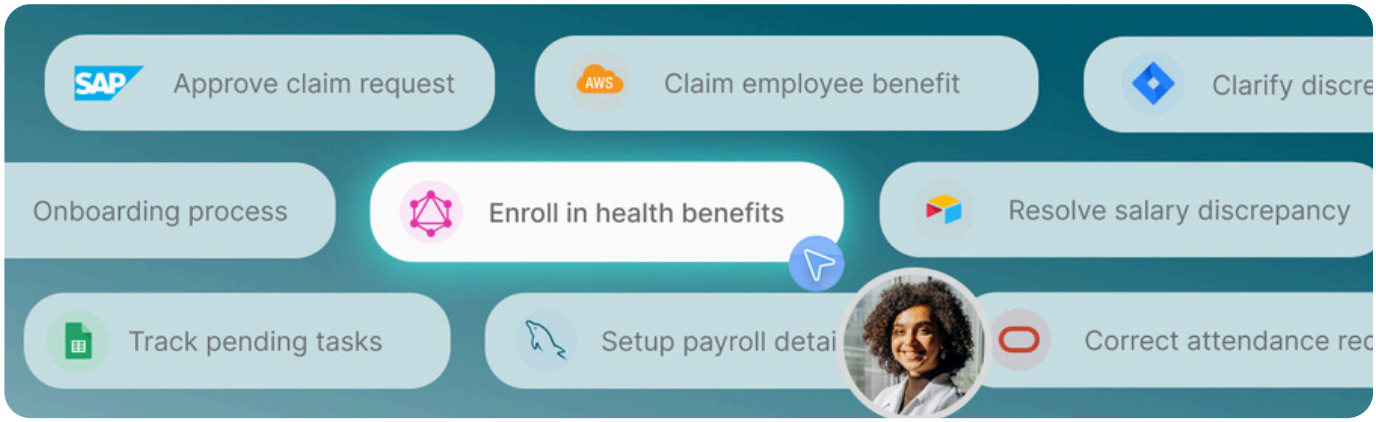
From onboarding to performance — AI agents that run the people processes

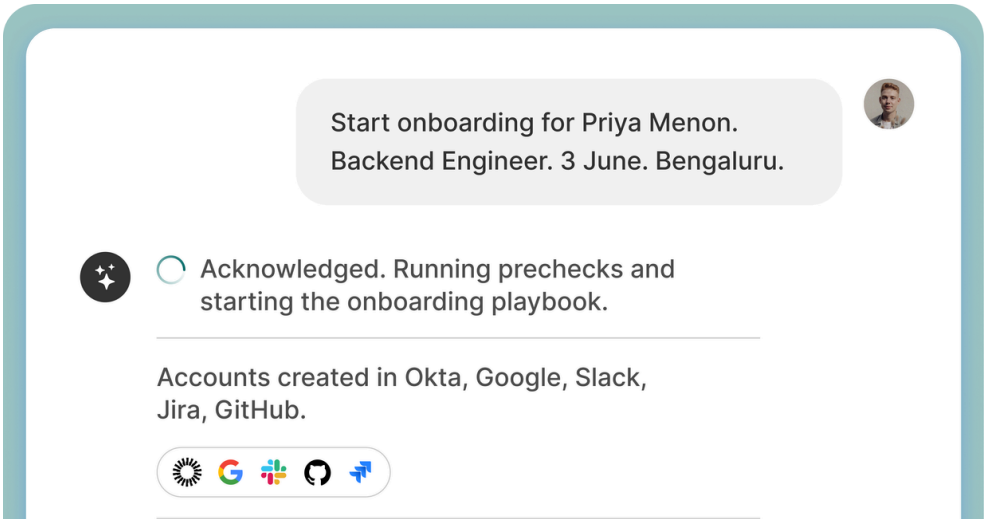
#11 Employee Onboarding Agent — HR

BUSINESS PROBLEM	Onboarding is fragmented across HR, IT, and Finance — new hires experience delays and a disjointed first day.
AGENT WORKFLOW	Triggers on hire record creation → provisions accounts and hardware requests → assigns learning modules → schedules orientation meetings → sends welcome communications → tracks completion across all systems.
SYSTEMS / TOOLS	Workday, ServiceNow, Microsoft 365, Slack, BambooHR, LMS platforms
BUSINESS IMPACT	50% reduction in time-to-productivity; improved new hire satisfaction; fewer missed provisioning tasks.

#12 Resume Screening Agent — HR / Talent Acquisition

BUSINESS PROBLEM	Recruiters spend hours manually reviewing hundreds of CVs before shortlisting candidates.
AGENT WORKFLOW	Ingests applications from ATS → parses CV content → scores candidates against job requirements using AI → ranks shortlist → flags outliers for human review → logs decisions for bias auditing.
SYSTEMS / TOOLS	Greenhouse, Lever, Workday, LinkedIn APIs, LLM APIs
BUSINESS IMPACT	70% reduction in initial screening time; more consistent evaluation; recruiters focus on interviews.





Employee Onboarding Agent

#13 HR Policy Q&A; Agent

HR

BUSINESS PROBLEM	Employees constantly ask HR the same policy questions (leave, benefits, expenses) through ad-hoc emails.
AGENT WORKFLOW	Accepts natural-language questions via chat or email → searches HR policy knowledge base → retrieves relevant policy sections → generates clear, accurate answer → escalates complex or sensitive queries to HR.
SYSTEMS / TOOLS	Workday, SharePoint, Confluence, Slack / Teams, LLM APIs
BUSINESS IMPACT	60% reduction in routine HR queries; HR team reclaims hours for strategic work; consistent policy communication.

#14 Payroll & Reimbursement Processing Agent

Finance / HR

BUSINESS PROBLEM	Manual payroll adjustments and expense reimbursements are slow and error-prone, frustrating employees.
AGENT WORKFLOW	Receives expense submission or payroll change request → validates against policy rules → checks for duplicate submissions → calculates amounts and applies tax rules → routes for approval → processes payment and notifies employee.
SYSTEMS / TOOLS	SAP, Workday, ADP, Coupa, NetSuite, banking APIs
BUSINESS IMPACT	90% faster reimbursement processing; near-zero duplicate payments; reduced payroll errors.

#15 Contract Expiry Notification Agent

HR / Legal / Procurement

BUSINESS PROBLEM	Contracts (employment, vendor, SLA) expire without notice because tracking is done manually in spreadsheets.
AGENT WORKFLOW	Monitors contract repository for upcoming expiry dates → calculates lead time based on contract→ type sends tiered alerts at 90/60/30/7 day marks → assigns renewal tasks → tracks acknowledgement.
SYSTEMS / TOOLS	SAP, Salesforce, DocuSign, SharePoint, ServiceNow
BUSINESS IMPACT	Near-zero contract lapses; proactive renewal cycles; reduced risk of unintended contract expiry.

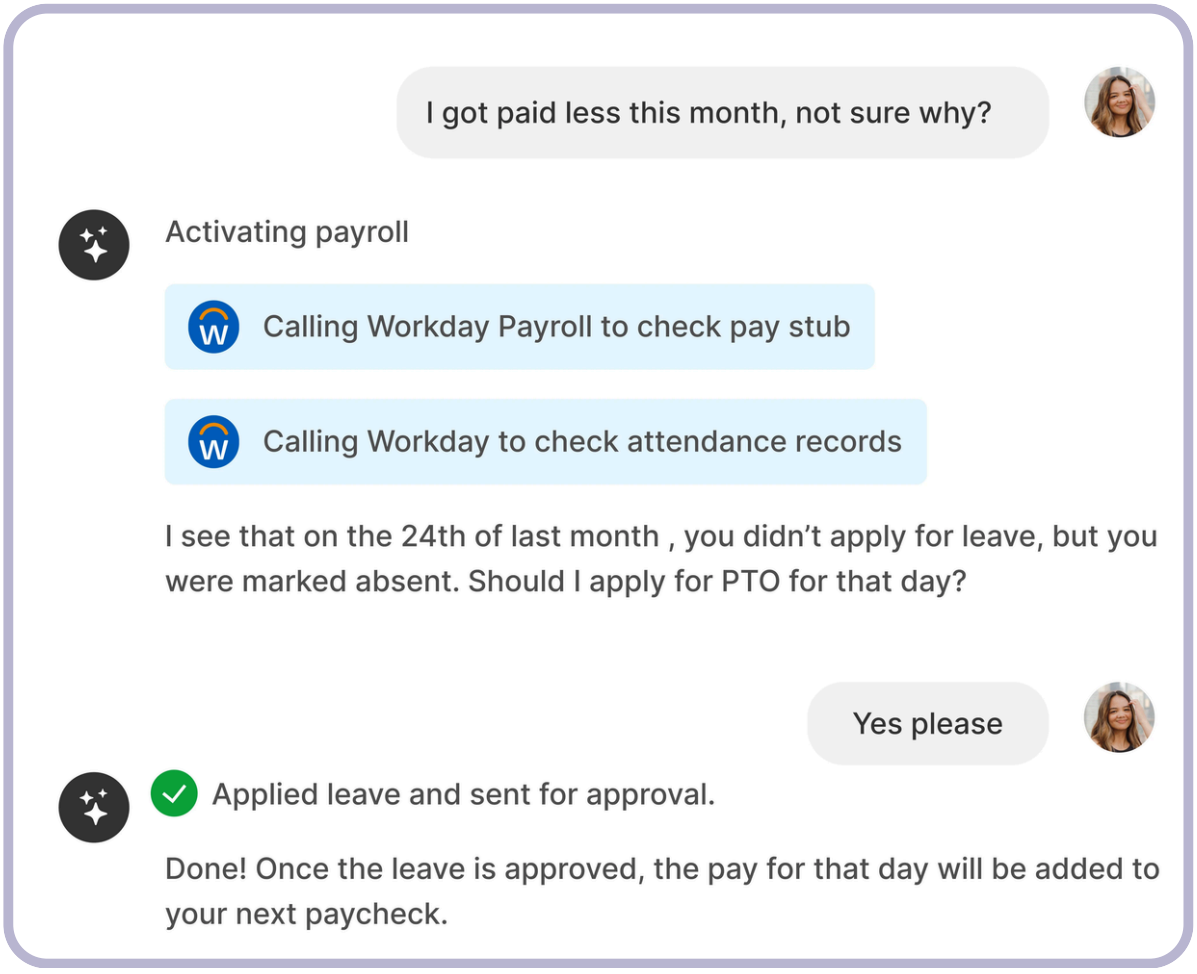
#16 Employee Survey Distribution Agent

HR

BUSINESS PROBLEM	Pulse surveys are sent infrequently and manually, missing timely signals about employee engagement.
AGENT WORKFLOW	Monitors engagement signals and milestones (90-day mark, project completion) → triggers contextual survey → personalises questions by role/location → collects responses → aggregates trends and alerts HR to anomalies.
SYSTEMS / TOOLS	Workday, Qualtrics, SurveyMonkey, Slack, Microsoft Teams
BUSINESS IMPACT	3× more frequent feedback cycles; earlier detection of engagement issues; reduced churn signals.

#17	Goal Setting & Performance Agent	HR / Management
BUSINESS PROBLEM	Managers struggle to align team goals with company OKRs and calibrate performance data consistently.	
AGENT WORKFLOW	Reads company OKR framework → suggests role-appropriate goal templates → guides manager and employee through goal creation → links goals to performance reviews → surfaces calibration data at review cycles.	
SYSTEMS / TOOLS	Workday, SAP SuccessFactors, Lattice, BambooHR	
BUSINESS IMPACT	Faster goal-setting cycles; improved OKR alignment; more data-driven performance conversations.	

#18	Remote Work Eligibility Agent	HR / Facilities
BUSINESS PROBLEM	Employees submit remote work requests manually; HR and managers waste time on back-and-forth clarification.	
AGENT WORKFLOW	Receives remote work request → validates eligibility against policy (role type, tenure, performance standing) → checks team coverage calendar → routes for manager approval → updates HR system and notifies employee.	
SYSTEMS / TOOLS	Workday, ServiceNow, Microsoft Teams, Google Calendar	
BUSINESS IMPACT	80% of requests processed without HR intervention; consistent policy application; full audit trail.	



FINANCE & PROCUREMENT

Intelligent automation for the transactions that keep the business moving

#19 Invoice Processing Agent

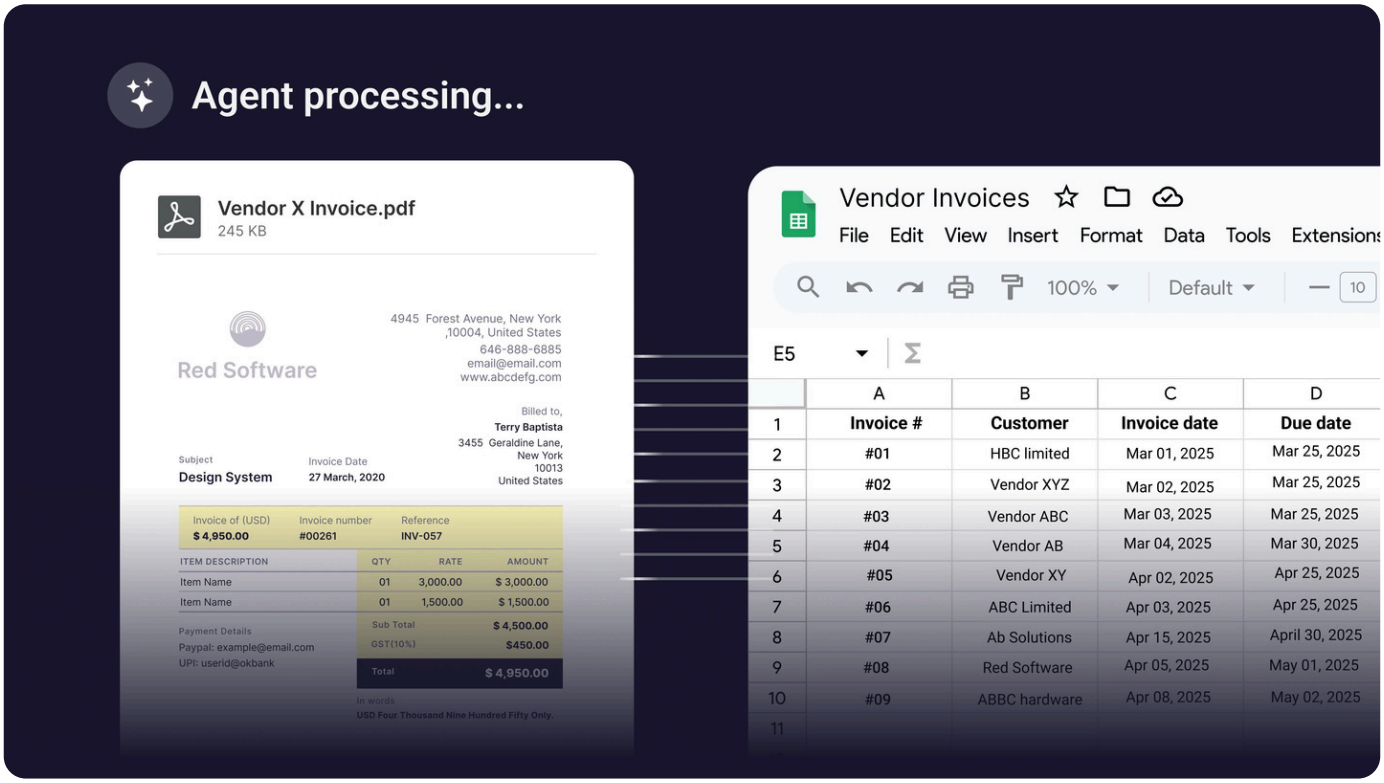
Finance / Accounts Payable

BUSINESS PROBLEM	AP teams manually match invoices to POs and flag discrepancies, creating bottlenecks & late payments.
AGENT WORKFLOW	Ingests invoice via email or portal → extracts header and line-item data → three-way matches against PO and GR → flags discrepancies for review → routes to approval workflow → posts approved invoices to ERP.
SYSTEMS / TOOLS	SAP, NetSuite, Coupa, Ariba, OCR/document AI, email connectors
BUSINESS IMPACT	75% reduction in manual invoice handling; faster payment cycles; fewer vendor payment disputes.

#20 Expense Report Approval Agent

Finance

BUSINESS PROBLEM	Managers spend significant time reviewing expense reports, many of which are straightforward and policy-compliant.
AGENT WORKFLOW	Receives submitted expense report → validates line items against expense policy → checks for duplicate submissions → auto-approves compliant reports below threshold → flags exceptions for manager review.
SYSTEMS / TOOLS	SAP Concur, Workday, Coupa, NetSuite
BUSINESS IMPACT	90% of standard expense reports auto-approved; faster reimbursement; finance team focuses on exceptions.



#21 Vendor Onboarding Agent

Procurement / Finance

BUSINESS PROBLEM	Vendor onboarding involves multiple teams, lengthy forms, and compliance checks — taking weeks to complete.
AGENT WORKFLOW	Initiates onboarding workflow on request → collects vendor details, tax IDs, and banking information → runs automated compliance checks (KYC, sanctions screening) → routes for internal approval → activates vendor in ERP.
SYSTEMS / TOOLS	Coupa, SAP, NetSuite, Dun & Bradstreet API, DocuSign
BUSINESS IMPACT	60% faster vendor onboarding; consistent compliance checks; reduced procurement bottlenecks.

#22 Budget Variance Monitoring Agent

Finance

BUSINESS PROBLEM	Finance teams discover budget overruns at month-end rather than in real time, limiting corrective action.
AGENT WORKFLOW	Monitors actual spend against budget in real time → calculates variance by cost centre and category → triggers alerts when thresholds are breached → summarises root-cause data → notifies budget owners with recommended actions.
SYSTEMS / TOOLS	SAP, Oracle, NetSuite, Workday Adaptive Planning, Slack
BUSINESS IMPACT	Real-time spend visibility; 40% faster corrective action; reduced end-of-month surprises.

#23 KYC Compliance Verification Agent

Finance / Compliance

BUSINESS PROBLEM	Compliance teams manually verify customer identities and cross-reference sanctions lists — slow and inconsistent.
AGENT WORKFLOW	Receives customer onboarding data → extracts identity documents → queries sanctions and PEP lists → runs risk scoring → flags high-risk profiles for enhanced due diligence → logs all checks with timestamps.
SYSTEMS / TOOLS	LexisNexis, World-Check, DocuSign, CRM, core banking systems
BUSINESS IMPACT	80% faster KYC processing; consistent risk assessment; full regulatory audit trail.

#24 Purchase Order Tracking Agent

Finance / Procurement

BUSINESS PROBLEM	Buyers and finance teams spend hours manually tracking PO status and following up with vendors.
AGENT WORKFLOW	Monitors PO lifecycle across procurement system → links POs to invoices and delivery → confirmations identifies delayed or unconfirmed orders → sends automated follow-up to vendors → alerts buyers to exceptions.
SYSTEMS / TOOLS	Coupa, SAP Ariba, NetSuite, vendor portals, email
BUSINESS IMPACT	50% reduction in PO follow-up effort; improved on-time delivery rates; cleaner procurement data.

SALES & REVENUE

Help every seller move faster with AI-powered pipeline intelligence

#25 Lead Enrichment & Qualification Agent

Sales / Marketing

BUSINESS PROBLEM	Sales reps waste time on unqualified leads and manually researching prospect details before outreach.
AGENT WORKFLOW	Ingests new leads from form or CRM → enriches with firmographic and technographic data → scores against ICP criteria → routes high-quality leads to AEs → adds low-quality leads to nurture sequences.
SYSTEMS / TOOLS	Salesforce, HubSpot, Clearbit, ZoomInfo, LinkedIn API, Marketo
BUSINESS IMPACT	3× improvement in lead-to-opportunity conversion; reps spend more time on high-value prospects.

#26 Deal Risk Monitoring Agent

Sales

BUSINESS PROBLEM	Sales managers lack real-time visibility into which deals are at risk of slipping or churning.
AGENT WORKFLOW	Monitors deal activity (email, call, meeting cadence) → detects engagement drop-offs → cross-references CRM signals, support tickets, and renewal data → flags at-risk opportunities with recommended next actions.
SYSTEMS / TOOLS	Salesforce, Gong, Outreach, Zendesk, Clari
BUSINESS IMPACT	20–30% improvement in forecast accuracy; earlier intervention on at-risk deals; higher close rates.

#27 Event & Webinar Follow-up Agent

Marketing / Sales

BUSINESS PROBLEM	Post-event follow-up is delayed and inconsistent, causing warm leads to go cold.
AGENT WORKFLOW	Receives event attendance data → segments attendees by engagement level → personalises follow-up email sequences → creates tasks in CRM for high-intent attendees → tracks email engagement and escalates hot leads to reps.
SYSTEMS / TOOLS	HubSpot, Salesforce, Marketo, Zoom, ON24, Outreach
BUSINESS IMPACT	50% faster follow-up; higher post-event conversion rates; consistent outreach across all attendees.

#28 Loyalty Program Outreach Agent

Marketing / CX

BUSINESS PROBLEM	Loyalty programmes generate poor engagement because outreach is generic and not timed to customer behaviour.
AGENT WORKFLOW	Monitors customer purchase and engagement data → identifies milestone triggers (anniversary, tier upgrade, inactivity) → personalises reward offers by segment → sends communications via preferred channel → tracks redemption.
SYSTEMS / TOOLS	Salesforce Marketing Cloud, Braze, Loyalty platforms, CDP, email/SMS
BUSINESS IMPACT	25–40% increase in loyalty programme engagement; higher redemption rates; improved customer LTV.

#29	Premium Renewal Outreach Agent	Sales / Customer Success
BUSINESS PROBLEM	Renewal teams miss the optimal engagement window, leading to last-minute negotiations and churn.	
AGENT WORKFLOW	Monitors contract end dates 120 days out → analyses health scores and product usage → generates personalised renewal propsal → triggers outreach sequence → escalates at-risk accounts to CSM or AE.	
SYSTEMS / TOOLS	Salesforce, Gainsight, Gong, DocuSign, HubSpot	
BUSINESS IMPACT	15–20% improvement in gross renewal rates; earlier at-risk identification; shorter renewal cycles.	

#30	Competitive Intelligence Agent	Sales / Marketing
BUSINESS PROBLEM	Reps enter competitive deals without up-to-date battle cards, leading to avoidable losses.	
AGENT WORKFLOW	Monitors Gong call recordings for competitor mentions → retrieves latest battle cards from knowledge base → surfaces relevant competitive positioning in real time → logs competitive intel to CRM → alerts product marketing to trends.	
SYSTEMS / TOOLS	Gong, Salesforce, Crayon, Klue, SharePoint, Slack	
BUSINESS IMPACT	Reps 2× more likely to use updated competitive content; improved win rates in competitive deals.	

ENGINEERING & DEVOPS

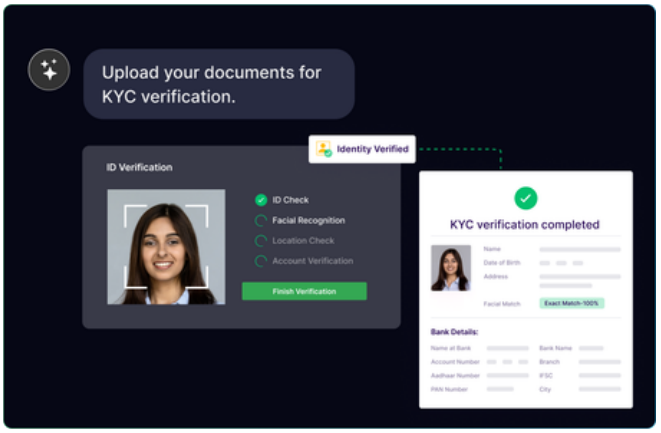
Accelerate delivery, quality, and incident response across the SDLC

#31 Appointment Booking Agent

Operations / Customer Service

BUSINESS PROBLEM	Customers and staff waste time in back-and-forth emails to schedule appointments, demos, or service calls.
AGENT WORKFLOW	Accepts booking request via chat, web, or phone → checks real-time availability across calendars → proposes optimal slots based on location and participant preferences → confirms booking → sends reminders → handles rescheduling.
SYSTEMS / TOOLS	Google Calendar, Microsoft 365, Calendly API, CRM, Twilio
BUSINESS IMPACT	90% of appointments booked without human intervention; reduced no-shows via automated reminders.





#32 Code Review Automation Agent

Engineering

BUSINESS PROBLEM	Code reviews are inconsistent in thoroughness and create bottlenecks that slow release velocity.
AGENT WORKFLOW	Triggered on pull request creation → analyses code diff for style, security, and logic issues → posts inline comments → assigns human reviewer → tracks review cycle time → flags critical security issues for immediate attention.
SYSTEMS / TOOLS	GitHub / GitLab, SonarQube, JIRA, Slack, LLM code analysis APIs
BUSINESS IMPACT	30–40% faster PR review cycles; more consistent code quality standards; earlier security issue detection.

#33 Jira Epic & Sprint Management Agent

Engineering / Project Management

BUSINESS PROBLEM	Engineering managers spend hours manually tracking sprint progress, identifying blockers, and updating stakeholders.
AGENT WORKFLOW	Monitors epic and story progress in Jira → calculates sprint velocity and delivery risk → identifies blocked tickets and suggests resolution paths → generates weekly status summaries → notifies stakeholders of slippage.
SYSTEMS / TOOLS	Jira, Confluence, Slack, GitHub, Linear
BUSINESS IMPACT	4 hours/week saved per engineering manager; earlier identification of delivery risk; cleaner project data.

#34 Deployment Pipeline Monitor Agent

Engineering / DevOps

BUSINESS PROBLEM	Failed deployments are often discovered too late, causing production incidents and rollback delays.
AGENT WORKFLOW	Monitors CI/CD pipeline runs → detects failures and flaky tests → correlates failures with recent commits → notifies owning team immediately → suggests rollback if production health degrades → logs for post-mortem.
SYSTEMS / TOOLS	Jenkins, GitHub Actions, Datadog, PagerDuty, Slack, Jira
BUSINESS IMPACT	50% faster detection of deployment failures; reduced mean time to restore; improved deployment confidence.

#35 API Documentation Agent

Engineering / Developer Experience

BUSINESS PROBLEM	API documentation falls out of date as code changes, creating friction for internal and external developers.
AGENT WORKFLOW	Monitors code repository for API changes → compares new endpoints and schemas against existing docs → auto-generates draft documentation updates → routes for developer review → publishes approved changes to developer portal.
SYSTEMS / TOOLS	GitHub, Confluence / Notion, Swagger / OpenAPI, LLM APIs, Slack
BUSINESS IMPACT	Documentation always reflects current API state; reduced developer support tickets; faster partner onboarding.

LEGAL & COMPLIANCE

Precision automation for the documents and obligations that carry risk

#36 Contract Drafting & NDA Agent

Legal

BUSINESS PROBLEM	Legal teams spend hours drafting standard agreements like NDAs, MSAs, and SOWs from scratch.
AGENT WORKFLOW	Receives contract request with key parameters (parties, scope, duration) → selects appropriate template → populates variables → applies jurisdiction-specific clauses → generates draft for legal review → routes for e-signature.
SYSTEMS / TOOLS	DocuSign, SharePoint, LLM APIs, contract management platforms (Ironclad, Conga)
BUSINESS IMPACT	80% reduction in first-draft preparation time; consistent legal language; faster deal velocity.

#37 Legal Document Review Agent

Legal / Compliance

BUSINESS PROBLEM	Reviewing large volumes of contracts and discovery documents is time-consuming and expensive.
AGENT WORKFLOW	Ingests document set → extracts and classifies key clauses (liability, IP, payment terms) → flags non-standard or high-risk language → summarises key terms → highlights inconsistencies → prioritises documents requiring attorney review.
SYSTEMS / TOOLS	Relativity, Logikcull, SharePoint, LLM APIs, contract management platforms
BUSINESS IMPACT	60% reduction in document review time; earlier identification of legal risk; significant cost savings.

#38 IP Protection Monitoring Agent

Legal

BUSINESS PROBLEM	IP infringement and trademark misuse go undetected because manual monitoring is too resource-intensive.
AGENT WORKFLOW	Monitors web, social, and marketplace channels for brand and IP mentions → classifies potential infringement using AI → scores severity → alerts legal team with evidence → creates enforcement task → tracks resolution.
SYSTEMS / TOOLS	Web scraping APIs, Trademark databases, Salesforce, Jira, LLM APIs
BUSINESS IMPACT	Continuous IP monitoring without additional headcount; faster enforcement actions; reduced brand damage.

#39 Compliance Policy Update Agent

Legal / Compliance

BUSINESS PROBLEM	Regulatory changes are tracked manually, and impacted policies are not updated consistently or promptly.
AGENT WORKFLOW	Monitors regulatory feeds and government publications → identifies relevant changes by jurisdiction and industry → maps changes to affected internal policies → drafts policy amendments → routes for legal review and approval.
SYSTEMS / TOOLS	Regulatory intelligence APIs, Confluence, SharePoint, LLM APIs, email
BUSINESS IMPACT	Policies stay current with regulatory changes; reduced compliance risk; clear audit trail of policy updates.

MARKETING & GROWTH

Launch faster, optimise smarter, and scale creativity without burning out talent

#40 Campaign Performance Analytics Agent

Marketing

BUSINESS PROBLEM	Marketing teams wait days for weekly reports, making optimisation decisions based on stale data.
AGENT WORKFLOW	Connects to all campaign channels → aggregates performance metrics in real time → calculates ROI and attribution by channel → identifies over- and under-performing segments → generates executive-ready summary → suggests budget reallocation.
SYSTEMS / TOOLS	Salesforce Marketing Cloud, Google Analytics, Meta Ads, Marketo, Tableau
BUSINESS IMPACT	Reports generated in minutes vs. days; faster optimisation cycles; improved campaign ROI.

#41 Content Request & Prioritisation Agent

Marketing / Creative

BUSINESS PROBLEM	Content teams receive ad-hoc requests with no consistent prioritisation, causing missed deadlines.
AGENT WORKFLOW	Receives content requests via intake form or chat → scores requests against campaign goals, audience reach, and deadlines → prioritises backlog → assigns to appropriate content creator → tracks progress and notifies stakeholders.
SYSTEMS / TOOLS	Asana, Jira, SmartSheet, Slack, Salesforce, LLM APIs
BUSINESS IMPACT	30% improvement in on-time content delivery; clearer creative team workload visibility; aligned priorities.

#42 A/B Test Analysis Agent

Marketing / Growth

BUSINESS PROBLEM	A/B test results take too long to analyse and require data science support that is often unavailable.
AGENT WORKFLOW	Monitors experiment platforms for test completion → extracts result data → performs statistical significance calculations → generates plain-language summary with recommended winner → creates task to implement winning variant.
SYSTEMS / TOOLS	Pendo, Optimizely, Google Optimize, Mixpanel, Tableau, Jira
BUSINESS IMPACT	4× faster experiment conclusion; democratised access to A/B insights; more experiments run per quarter.

#43 Social Listening & Keyword Alert Agent

Marketing / PR

BUSINESS PROBLEM	Brand mentions, competitive activity, and emerging trends are discovered too late to act upon.
AGENT WORKFLOW	Monitors social media, news, and review platforms for brand and competitor keywords → classifies sentiment → scores urgency → routes high-priority alerts to appropriate team → generates weekly trend digest for leadership.
SYSTEMS / TOOLS	Brandwatch, Sprinklr, Twitter/X API, Reddit API, Google Alerts, Slack
BUSINESS IMPACT	Real-time brand awareness; faster response to PR risks; competitive insights surfaced automatically.

FACILITIES, PRODUCTIVITY & OPERATIONS

Make the workplace work — from space booking to enterprise-wide orchestration

#44 Meeting Room & Desk Booking Agent

Facilities / Operations

BUSINESS PROBLEM	Employees struggle to find available rooms and desks, leading to double-bookings and underutilised space.
AGENT WORKFLOW	Accepts booking request via chat or voice → checks real-time availability across floor plans → suggests optimal space based on team size and location → confirms booking → sends calendar invite → releases rooms if no check-in.
SYSTEMS / TOOLS	OfficeSpace, Robin, Microsoft 365, Google Calendar, ServiceNow
BUSINESS IMPACT	40% improvement in space utilisation; fewer booking conflicts; better hybrid work experience.

#45 Visitor Registration Agent

Facilities / Security

BUSINESS PROBLEM	Visitor check-in is paper-based or manual, creating security gaps and poor first impressions.
AGENT WORKFLOW	Receives visitor pre-registration from host → sends guest instructions and parking details → alerts reception on day of visit → guides visitor through self check-in kiosk → prints badge → notifies host of arrival.
SYSTEMS / TOOLS	Envoy, iLobby, ServiceNow, Slack, badge printing systems
BUSINESS IMPACT	Touchless visitor experience; 100% visitor log compliance; hosts notified instantly on arrival.

#46 Facilities Issue Reporting Agent

Facilities / Operations

BUSINESS PROBLEM	Facilities issues are reported through informal channels and fall through the cracks without tracking.
AGENT WORKFLOW	Accepts issue report via chat (text or photo) → classifies issue type and urgency → routes to correct facilities sub-team → creates tracked work order → updates reporter on progress → closes loop on resolution.
SYSTEMS / TOOLS	JLL Technologies, ServiceNow, Slack, Microsoft Teams, IoT sensor feeds
BUSINESS IMPACT	50% faster issue resolution; full audit trail; improved employee satisfaction with workplace services.

#47 Meeting Summary & Action Item Agent

Productivity

BUSINESS PROBLEM	Post-meeting action items are inconsistently captured, leading to missed follow-ups and repeated discussions.
AGENT WORKFLOW	Ingests meeting transcript from recording platform → identifies participants and agenda items → extracts key decisions and action items with owners and due dates → creates tasks in project system → sends summary to all attendees.
SYSTEMS / TOOLS	Gong, Zoom, Microsoft Teams, Asana, Jira, Salesforce, Slack
BUSINESS IMPACT	80% fewer missed action items; meeting recaps in under 1 minute; improved team accountability.

#48 Internal Approval Automation Agent

Operations / Finance

BUSINESS PROBLEM	Internal approvals (software access, hardware requests, travel) require manual chasing and cause delays.
AGENT WORKFLOW	Receives approval request with context → validates against approval policy and budget limits → routes to correct approver(s) → sends reminders on inactivity → auto-approves low-risk requests → logs all decisions.
SYSTEMS / TOOLS	ServiceNow, Workday, SAP, Slack, Microsoft Teams, email
BUSINESS IMPACT	70% of standard approvals completed without manual follow-up; faster decision cycles; clear audit trail.

#49 Voice-based Loan Collection Agent

Financial Services

BUSINESS PROBLEM	Loan collection calls are resource-intensive and inconsistent in messaging and compliance adherence.
AGENT WORKFLOW	Initiates outbound call to overdue customers → verifies identity securely → presents balance and payment options → accepts payment commitment or processes card payment → logs outcome in CRM → schedules follow-up if needed.
SYSTEMS / TOOLS	Twilio, Genesys, core banking API, CRM (Salesforce), payment gateway
BUSINESS IMPACT	Collections team capacity freed for complex cases; consistent regulatory compliance; higher recovery rates.

#50 Multi-Agent Workflow Orchestrator

Operations / Enterprise

BUSINESS PROBLEM	Complex business processes span multiple departments and systems, requiring error-prone manual handoffs.
AGENT WORKFLOW	Receives high-level business goal → decomposes into sub-tasks → assigns each to specialised sub-agent → monitors progress and resolves inter-agent dependencies → handles exceptions and human-in-the-loop checkpoints → reports final outcome.
SYSTEMS / TOOLS	Orchestration platforms (LangGraph, CrewAI), all relevant department systems, Slack, ServiceNow
BUSINESS IMPACT	End-to-end process automation across departments; dramatic reduction in cycle times; scalable without added headcount.

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