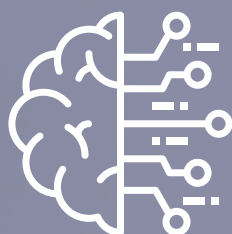# Comprehensive List of
GenAI Agents

The OS for AI

Launch AI in days. GenAI in hours.

Transforming Insurance with Agentic AI:

Generative AI is transforming insurance by boosting efficiency and improving customer experiences. **With insurAInce, powered by DSW UnifyAI**, you can move from planning to action with GenAI agents built for real operations. Our platform provides list of GenAI agents for a wide range of use cases like: Sales & Marketing, Underwriting, Claims, Fraud, Operations, IT, Customer Service, HR etc. This allows you to build and deploy GenAI solutions fast, predictably, securely and at scale, turning your strategic plans into tangible business outcomes.

From claims to compliance, explore this list to see where GenAI can deliver the biggest impact:

	AI Agent	Description
SALES & MARKETING	Email Classification Agent	Classifies and categorize email automatically.
	Lead Scoring Agent	Identifies potential leads with high conversion probability.
	Customer Profiling Agent	Analyzes customer data to create detailed profiles.
	Prospect Outreach Agent	Automates reaching out to potential customers via multiple channels.
	Policy Recommendation Agent	Suggests the most suitable insurance policies based on customer needs.
	Quote Generation Agent	Generates instant policy quotes based on customer input.
	Cross-Sell Recommendation Agent	Identifies opportunities to offer additional products.
	Upsell Opportunity Agent	Recommends premium upgrades based on customer behavior.
	Competitor Analysis Agent	Analyzes market trends and competitor offerings.
	Market Trend Analysis Agent	Tracks market trends to improve sales strategies.
	Customer Sentiment Analysis Agent	Analyzes customer sentiment from interactions and feedback.
	Agent Performance Tracking Agent	Monitors agent performance and suggests improvements.
	Follow-up Reminder Agent	Sends reminders to follow up with leads and customers.
	Automated Sales Reporting Agent	Generates sales reports automatically for analysis.

Agent	Description
Follow-up Reminder Agent	Sends reminders to follow up with leads and customers.
Customer Engagement AI Agent	Engages customers with personalized messages.
Customer Retention Predictor	Predicts customers likely to leave and suggests retention strategies.
Personalized Offers Agent	Generates personalized offers based on user behavior.
Email Automation Agent	Automates email campaigns to nurture leads.
Pricing Optimization Agent	Optimizes pricing strategies based on market dynamics and customer data.
Customer Objection Handling Agent	Handles and resolves common customer objections using historical data insights.
Social Media Insights Agent	Extracts insights from social media platforms to aid in customer outreach.
Speech Analytics Agent	Analyzes speech patterns in calls to gain customer insights.
Virtual Assistant for Agents	Assists sales agents by providing timely data and support via virtual interface.
Quote Customization Agent	Allows customers to tailor their quotes with specific preferences.
Industry-Specific Insights Agent	Provides deep insights tailored to specific industries for targeted selling.
Feedback Collection Agent	Collects feedback from customers post-interaction for quality improvement.
Policy Comparison Agent	Compares multiple policy options to highlight best choices.
Lead Nurturing Agent	Maintains engagement with leads over time through automated communications.
Referral Program Agent	Promotes referral programs and tracks their performance.
Automated Contract Drafting Agent	Drafts contracts automatically using customer and policy data.
Geo-Targeting Sales Agent	Targets leads based on geographic location for local promotions.
Sales Coaching Agent	Provides real-time feedback and coaching to sales agents.
Data Enrichment Agent	Enhances customer profiles by enriching data from third-party sources.
Call Center Assistance Agent	Supports agents with real-time information during customer calls.
Lead Scoring Chatbot	Scores leads via chatbot interface to streamline qualification.

AI Agent	Description
Risk Assessment Agent	Assesses the risk level of potential policyholders
Fraud Detection Agent	Detects fraudulent activities in underwriting processes.
Credit Scoring Agent	Calculates credit risk scores for applicants.
Document Verification Agent	Verifies authenticity of submitted documents to prevent identity and data fraud.
Automated Risk Rules Agent	Applies predefined rules to automate risk assessment in underwriting processes.
Claims History Analysis Agent	Analyzes past claims data to assess future risk exposure and pricing strategies.
Medical History Evaluation Agent	Evaluates applicant medical history to determine insurability and premium levels.
Property Risk Assessment Agent	Assesses risk related to properties based on location, condition, and history.
Automated Policy Approval Agent	Approves policies automatically based on pre-set underwriting criteria.
Compliance Check Agent	Checks applications for compliance with industry regulations and internal policies.
Underwriting Report Generator	Generates comprehensive underwriting reports based on collected applicant data.
Policy Risk Categorization Agent	Analyzes customer sentiment from interactions and feedback.
Regulatory Risk Monitoring Agent	Monitors agent performance and suggests improvements.
AI-Powered Risk Score Adjustment	Sends reminders to follow up with leads and customers.
Behavioral Analysis Agent	Generates sales reports automatically for analysis.
Legal Document Review Agent	Sends reminders to follow up with leads and customers.
Customer Profile Validation Agent	Engages customers with personalized messages.
IoT Data-Driven Underwriting Agent	Predicts customers likely to leave and suggests retention strategies.
Geolocation Risk Analysis Agent	Generates personalized offers based on user behavior.
Automated Risk Scoring Agent	Automates email campaigns to nurture leads.
Claim Trend Analysis Agent	Optimizes pricing strategies based on market dynamics and customer data.

UNDERWRITING

Underwriting Knowledge Assistant	Handles and resolves common customer objections using historical data insights.
AI-Powered Decision Support Agent	Extracts insights from social media platforms to aid in customer outreach.
Risk Propensity Modeler	Analyzes speech patterns in calls to gain customer insights.
Regulatory Change Monitoring Agent	Assists sales agents by providing timely data and support via virtual interface.

CLAIMS

AI Agent	Description
Claims Fraud Detection Agent	Detects and flags potentially fraudulent claims using AI-driven pattern recognition.
Claims Processing Automation Agent	Streamlines and automates the entire claims handling process to reduce delays.
Claims Severity Prediction Agent	Predicts the potential impact and cost of a claim to prioritize handling.
Automated Claim Validation Agent	Validates claim information against policy rules to prevent errors and fraud.
Image Recognition for Claims Agent	Analyzes submitted images to assess damage and support claim decisions.
Customer Claims Support Chatbot	Offers instant chatbot assistance for customer claim inquiries and updates.
Claim Status Tracking Agent	Tracks claim progress and provides real-time status updates to customers.
Automated Document Processing Agent	Extracts and processes data from claim documents automatically.
Claims Workflow Optimization Agent	Enhances efficiency by optimizing steps in the claims handling workflow.
Damage Estimation Agent	Estimates repair or replacement costs based on claim evidence and historical data.
Customer Dispute Handling Agent	Manages and resolves disputes related to claim outcomes efficiently.
Claims Cost Estimator	Calculates total expected claim costs to support financial forecasting.
Policy Coverage Checker	Verifies whether a claim falls within the scope of the policy's coverage.
Legal Review Agent for Claims	Reviews legal aspects of claims to ensure compliance and reduce litigation risk.
Predictive Claim Resolution Agent	Recommends optimal settlement strategies using historical claim outcomes.
Claim Denial Justification Agent	Generates clear justifications for claim denials to ensure transparency

CLAIMS	AI Agent	Description
	Medical Claims Analysis Agent	Reviews medical claims for accuracy and alignment with coverage.
	Claims Trend Analyzer	Identifies trends in claims data to inform business strategy and risk management.
	Health Claim Adjudication Agent	Automates the review and approval of health-related claims.
	Insurance Fraud Network Detection	Uncovers fraud rings by analyzing networks of suspicious claim activity.
	Personalized Claims Assistance Agent	Offers tailored guidance and support throughout the claims process.
	Automated Claims Reports Agent	Generates detailed reports on claim metrics for internal and regulatory use.
	Sentiment Analysis for Claims	Analyzes customer emotions and feedback related to claims experiences.
	Motor Accident Severity Estimator	Predicts severity of vehicle accidents using damage data and AI.
	Smart Chatbots for Customer Queries	Uses AI chatbots to address claim-related questions in real time.
	Cross-Policy Claim Matching Agent	Detects overlaps or links between claims across multiple policies.
	Medical Bill Verification Agent	Validates medical bills for accuracy and policy alignment.
	OCR-Based Claims Processing Agent	Uses OCR to digitize and process physical claim documents automatically.

NEW BUSINESS	AI Agent	Description
	Onboarding Automation Agent	Automates onboarding processes to enhance customer experience.
	New Customer Profile Builder	Builds detailed profiles for new customers.
	Customer Needs Assessment Agent	Identifies the insurance needs of potential clients.
	Premium Estimator Agent	Calculates estimated premiums based on user input.
	Financial Background Analysis Agent	Analyzes financial data for better risk assessment.
	AI-Powered Policy Matching Agent	Suggests suitable policies based on customer data.
	Customer Eligibility Checker	Verifies customer eligibility based on policy rules.
	Personalized Policy Creation Agent	Customizes policies according to customer needs.

NEW BUSINESS		
Instant Policy Issuance Agent	Issues policies instantly without manual intervention.
Lifestyle-Based Policy Advisor	Provides lifestyle-based recommendations.
Automated Health Assessment Agent	Performs automated health assessments.
Risk Appetite Analyzer	Analyzes customer risk appetite for policy suitability.
Prospect to Policy Automation Agent	Streamlines application processes for new policies.
Data Pre-Fill Agent for New Applications	Pre-fills applications to save time and reduce errors.
Smart Policy Recommendation Agent	Provides personalized policy suggestions.
Behavioral Risk Assessment Agent	Predicts potential risks for new applicants.
Quote Generation AI Agent	Automates onboarding processes to enhance customer experience.
Payment Processing Automation	Builds detailed profiles for new customers.
New Customer Engagement Bot	Identifies the insurance needs of potential clients.
Policy Customization Assistant	Calculates estimated premiums based on user input.
Feedback Collection Agent	Analyzes financial data for better risk assessment.
Automated Welcome Process Agent	Suggests suitable policies based on customer data.
E-KYC Compliance Agent	Verifies customer eligibility based on policy rules.
Digital Identity Risk Checker	Automates identity verification processes.
Real-Time Application Tracking Agent	Customizes policies according to customer needs.
Market Entry Risk Analyzer	Ensures regulatory compliance in new policies.
New Business Forecasting Agent	Issues policies instantly without manual intervention.
AI-Driven Proposal Generator	Provides lifestyle-based recommendations.
Bank Account Validation Agent	Automates digital document signing processes.
Automated Data Cleansing Agent	Offers virtual assistance during onboarding.

AI Agent	Description
Financial Advice Recommender	Performs automated health assessments.
Personalized Upsell Opportunity Agent	Analyzes customer risk appetite for policy suitability.
Competitor Comparison Agent	Streamlines application processes for new policies.
AI-Powered Premium Calculation	Pre-fills applications to save time and reduce errors.
Predictive Customer Retention Agent	Provides personalized policy suggestions.
Risk Model Evaluation Agent	Predicts potential risks for new applicants.

AI Agent	Description
Process Automation Agent	Automates operational processes to reduce costs.
Customer Service Chatbot	Provides 24/7 customer support via chatbot.
Policy Renewal Reminder Agent	Reminds customers about policy renewals.
Operational Performance Tracker	Monitors operational performance across departments.
SLA Monitoring Agent	Tracks service-level agreement (SLA) compliance.
Document Management Assistant	Manages digital documents for efficient operations.
AI-Based Process Optimization	Optimizes resource allocation in operations.
Resource Allocation Agent	Automates email and message responses.
Call Center Assistance Agent	Prioritizes tasks based on urgency and importance.
Email Automation Assistant	Predicts future operational bottlenecks.
Task Prioritization Agent	Analyzes operational data to improve efficiency.
Supply Chain Risk Analyzer	Monitors vendor performance and compliance.
Contract Management Agent	Manages operational risks effectively.
Productivity Analysis Agent	Automates data entry and processing.

Internal Communication Bot	Enhances decision-making with AI insights.
Vendor Risk Management Agent	Monitors customer service quality.
Performance Benchmarking Agent	Predicts operational challenges before they arise.
Compliance Risk Mitigation Agent	Optimizes business workflows to increase efficiency.
AI-Powered KPI Tracking	Automates operational processes to reduce costs.
Incident Reporting Automation	Provides 24/7 customer support via chatbot.
Customer Feedback Analysis Agent	Reminds customers about policy renewals.
Smart Logistics Optimization Agent	Monitors operational performance across departments.
Automated Data Entry Agent	Tracks service-level agreement (SLA) compliance.
Real-Time Performance Dashboard	Manages digital documents for efficient operations.
AI-Based Asset Management	Optimizes resource allocation in operations.
Predictive Maintenance Agent	Automates email and message responses.
AI-Powered Compliance Reports	Prioritizes tasks based on urgency and importance.
Operational Cost Reduction Advisor	Predicts future operational bottlenecks.
Process Bottleneck Analyzer	Analyzes operational data to improve efficiency.
Employee Task Tracking Agent	Automates reporting and analysis.
Customer Service Quality Monitor	Monitors vendor performance and compliance.
Automated Report Generation	Manages operational risks effectively.
Resource Scheduling Agent	Tracks and analyzes operational KPIs.
Operational Risk Predictor	Automates data entry and processing.
AI-Powered Decision Support	Enhances decision-making with AI insights.
Process Standardization Agent	Monitors customer service quality.

Workforce Allocation Optimizer	Predicts operational challenges before they arise.

AI Agent	Description
Employee Onboarding Automation Agent	Automates onboarding and employee management tasks.
Recruitment Screening AI Agent	Screens job applicants based on AI filters.
Performance Management Agent	Tracks and evaluates employee performance.
Workforce Planning Agent	Helps with workforce planning and forecasting.
Employee Engagement Chatbot	Engages employees through automated responses.
Payroll Automation Agent	Processes payroll automatically based on attendance.
Training Recommendation Agent	Recommends training programs based on needs.
AI-Powered Resume Parser	Parses resumes and identifies best candidates.
Attendance and Leave Management Agent	Manages leave and attendance records.
AI-Powered Talent Retention Predictor	Predicts employee retention risks.
HR Compliance Tracking Agent	Ensures HR compliance with legal regulations.
Automated Exit Interview Analyzer	Automates feedback collection from employees.
AI-Powered Skill Gap Analysis Agent	Identifies skill gaps in the workforce.
Succession Planning Assistant	Plans succession for critical roles.
Employee Sentiment Analysis Agent	Analyzes employee sentiment through surveys.
AI-Based Diversity & Inclusion Agent	Improves diversity and inclusion strategies.
HR Helpdesk Virtual Assistant	Provides HR helpdesk support.
Recruitment Funnel Optimization Agent	Optimizes recruitment funnels for efficiency.
Workforce Productivity Insights Agent	Monitors productivity and engagement.

HUMAN RESOURCE

Performance Review Automation Agent	Automates onboarding and employee management tasks.
Learning & Development Assistant	Screens job applicants based on AI filters.
Employee Wellness Monitoring Agent	Tracks and evaluates employee performance.
Compensation Benchmarking Agent	Helps with workforce planning and forecasting.
AI-Driven Employee Recognition Agent	Engages employees through automated responses.
Real-Time Feedback Collection Agent	Processes payroll automatically based on attendance.
Automated Job Description Generator	Administers benefits programs efficiently.
Cultural Fit Assessment Agent	Recommends training programs based on needs.
Internal Mobility AI Advisor	Parses resumes and identifies best candidates.
Time Tracking Automation Agent	Predicts employee retention risks.
Employee Referral Program Agent	Ensures HR compliance with legal regulations.
Remote Work Productivity Tracker	Automates feedback collection from employees.
Virtual Interview Coordinator	Identifies skill gaps in the workforce.
AI-Powered Skills Assessment Tool	Plans succession for critical roles.
Compliance Training Management Agent	Analyzes employee sentiment through surveys.
HR Data Analytics Dashboard	Improves diversity and inclusion strategies.
AI-Based Workload Balancing Agent	Provides HR help desk support.
Internal Communication Optimization Agent	Optimizes recruitment funnels for efficiency.
AI-Powered Employee Satisfaction Survey	Monitors productivity and engagement

AI Agent	Description
Cybersecurity Threat Detection Agent	Engages customers with personalized messages.
IT Infrastructure Monitoring Agent	Predicts customers likely to leave and suggests retention strategies.
Automated Incident Response Agent	Generates personalized offers based on user behavior.
Data Backup and Recovery Agent	Automates email campaigns to nurture leads.
Cloud Resource Optimization Agent	Optimizes pricing strategies based on market dynamics and customer data.
API Performance Monitoring Agent	Handles and resolves common customer objections using historical data insights.
IT Helpdesk Chatbot	Extracts insights from social media platforms to aid in customer outreach.
Automated Software Deployment Agent	Analyzes speech patterns in calls to gain customer insights.
Compliance Monitoring Agent	Assists sales agents by providing timely data and support via virtual interface.
AI-Powered Patch Management Agent	Allows customers to tailor their quotes with specific preferences.
System Performance Optimization Agent	Provides deep insights tailored to specific industries for targeted selling.
IT Budget Forecasting Agent	Collects feedback from customers post-interaction for quality improvement.
Vulnerability Assessment Agent	Compares multiple policy options to highlight best choices.
IT Asset Tracking Agent	Maintains engagement with leads over time through automated communications.
Predictive Maintenance Agent	Promotes referral programs and tracks their performance.
Anomaly Detection for Network Traffic	Drafts contracts automatically using customer and policy data.
AI-Powered Helpdesk Ticket Triage	Targets leads based on geographic location for local promotions.
Data Encryption Monitoring Agent	Provides real-time feedback and coaching to sales agents.
AI-Powered Application Testing Agent	Enhances customer profiles by enriching data from third-party sources.
IT Vendor Performance Tracker	Scores leads via chatbot interface to streamline qualification.
Automated IT Governance Agent	Assesses the risk level of potential policyholders.

IT

IT		
	Data Privacy Compliance Agent	Detects fraudulent activities in underwriting processes.
	Intrusion Detection System Agent	Calculates credit risk scores for applicants.
	DevOps Process Automation Agent	Identifies potential leads with high conversion probability.
	IoT Device Security Agent	Analyzes customer data to create detailed profiles.
	IT Risk Assessment Agent	Automates reaching out to potential customers via multiple channels.
	Network Configuration Optimization Agent	Suggests the most suitable insurance policies based on customer needs.
	Incident Root Cause Analysis Agent	Generates instant policy quotes based on customer input.
	Automated IT Inventory Management	Identifies opportunities to offer additional products.
	Penetration Testing Automation Agent	Recommends premium upgrades based on customer behavior.
	AI-Powered IT Budget Allocation	Analyzes market trends and competitor offerings.
	IT Documentation Automation Agent	Tracks market trends to improve sales strategies.
	Automated Security Awareness Training	Analyzes customer sentiment from interactions and feedback.
	Smart SLA Monitoring Agent	Monitors agent performance and suggests improvements.

LEGAL & COMPLIANCE	AI Agent	Description
	Regulatory Compliance Monitoring Agent	Monitors and ensures compliance with insurance regulations.
	Contract Risk Assessment Agent	Assesses risks associated with contracts and agreements.
	AI-Powered Legal Document Review	Automates the review of legal documents for compliance.
	Automated Regulatory Reporting Agent	Generates regulatory reports automatically.
	GDPR Compliance Monitoring Agent	Tracks and ensures compliance with GDPR regulations.
	KYC Verification Automation Agent	Automates Know Your Customer (KYC) verification.
	AML (Anti-Money Laundering) Detection Agent	Identifies suspicious financial activities for AML compliance.

Fraud Prevention Compliance Agent	Prevents fraud through compliance monitoring.
AI-Based Compliance Risk Scoring	Scores compliance risks using AI-based models.
Real-Time Legal Updates Alert Agent	Provides alerts for real-time changes in legal regulations.
Privacy Policy Enforcement Agent	Ensures privacy policy compliance across operations.
Sanctions Screening Agent	Screens clients against sanction lists.
Incident Reporting Automation Agent	Automates incident reporting to regulatory bodies.
Litigation Risk Prediction Agent	Predicts litigation risks for claims and contracts.
Business Ethics Compliance Agent	Monitors compliance with business ethics policies.
AI-Powered Due Diligence Agent	Conducts AI-powered due diligence checks.
AI Contract Lifecycle Management	Automates contract lifecycle management.
Whistleblower Reporting Automation Agent	Enables anonymous whistleblower reporting.
Compliance Training AI Assistant	Facilitates compliance training and awareness.
Insurance Act Compliance Checker	Monitors compliance with the Insurance Act.
Policy Document Adherence Tracker	Tracks adherence to policy documentation standards.
Cross-Border Regulatory Compliance Agent	Ensures cross-border regulatory compliance.
AI-Powered Regulatory Policy Suggestion	Suggests regulatory policies based on market changes.
Intellectual Property Risk Agent	Assesses risks related to intellectual property.
Regulatory Change Forecasting Agent	Forecasts regulatory changes impacting business.
Automated Risk Mitigation Suggestions	Provides recommendations for risk mitigation.
AI-Based Regulatory Reporting Dashboard	Automates regulatory reporting dashboards.
Claims Legal Compliance Checker	Checks legal compliance for claims processes.
Legal Case Outcome Prediction Agent	Predicts potential legal case outcomes.

LEGAL & COMPLIANCE

Vendor Compliance Risk Monitoring	Monitors compliance risk of vendors.
Automated Legal Queries Answering Agent	Answers frequently asked legal compliance questions.
Cybersecurity Regulatory Compliance Agent	Tracks cybersecurity compliance requirements.
Compliance Workflow Optimization Agent	Optimizes compliance workflows for efficiency.
Anti-Fraud Governance Monitoring Agent	Monitors fraud governance policies.
Data Breach Compliance Response Agent	Automates response to data breach incidents.
Ethical AI Use Monitoring Agent	Ensures ethical AI usage in business processes.
Smart Compliance Audit Trails Agent	Generates compliance audit trails.
Regulatory Knowledgebase Chatbot	Provides legal knowledge base and chatbot support.
Automated Sales Reporting Agent	Generates sales reports automatically for analysis.

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