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## GPT-ReAct

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### Level, Capability, Parent, Description

- 1, Regulatory Compliance Management, "Ability to ensure adherence to legal, regulatory, and policy requirements across all business operations."
- 2, Employment Law Compliance, Regulatory Compliance Management,"Ability to comply with employment-related legislation, including fair work practices and workplace safety standards."
- 3,Workplace Rights Management,Employment Law Compliance,"Ability to manage employee rights, including the implementation of the 'Right to Disconnect' and prevention of workplace harassment."
- 3,Industrial Relations Management,Employment Law Compliance,"Ability to navigate industrial relations, including multi-employer bargaining and union negotiations."
- 2,Environmental Compliance,Regulatory Compliance Management,"Ability to adhere to environmental laws and regulations, ensuring sustainable business practices."
- 3,Emissions Monitoring,Environmental Compliance,"Ability to monitor and report greenhouse gas emissions in compliance with environmental standards."
- 3,Waste Management,Environmental Compliance,"Ability to manage waste disposal and recycling processes in accordance with environmental regulations."
- 1,Workforce Management,,"Ability to effectively manage human resources, ensuring a productive and compliant workforce."
- 2,Recruitment and Onboarding,Workforce Management,"Ability to attract, hire, and integrate new employees into the organization."
- 3,Job Posting Management,Recruitment and Onboarding,"Ability to create and manage job postings across various platforms."
- 3,Candidate Screening,Recruitment and Onboarding,"Ability to assess and shortlist candidates based on predefined criteria."
- 2,Performance Management,Workforce Management,"Ability to evaluate and enhance employee performance through regular assessments and feedback."
- 3,Goal Setting,Performance Management,"Ability to define and communicate performance objectives to employees."
- 3,Appraisal Management,Performance Management,"Ability to conduct performance reviews and appraisals systematically."
- 1,Claims Management,,"Ability to identify, track, and respond to demands or requests to indemnify customers under the terms of an agreement."
- 2,Claims Settlement,Claims Management,"Ability to process and settle claims efficiently and fairly."
- 3,Claims Handling,Claims Settlement,"Ability to manage the end-to-end process of claim assessment and resolution."
- 3,Claims Recovery,Claims Settlement,"Ability to recover funds from third parties or reinsurers after claim settlement."
- 2,Dispute Resolution,Claims Management,"Ability to resolve disagreements arising from claims through negotiation, mediation, or legal means."
- 3,Internal Dispute Handling,Dispute Resolution,"Ability to manage disputes within the organization related to claims."
- 3,External Dispute Handling,Dispute Resolution,"Ability to manage disputes involving external parties, such as customers or partners."
- 1,Customer Relationship Management,,"Ability to manage interactions with current and potential customers to enhance satisfaction and loyalty."
- 2,Customer Service Management,Customer Relationship Management,"Ability to provide support and assistance to customers across various channels."
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- 3,Call Center Operations,Customer Service Management,"Ability to manage inbound and outbound customer calls effectively."
- 3,Online Support Management,Customer Service Management,"Ability to provide customer support through online platforms, including chat and email."
- 2,Customer Feedback Management,Customer Relationship Management,"Ability to collect, analyze, and act upon customer feedback to improve services."
- 3,Survey Administration,Customer Feedback Management,"Ability to design and distribute customer satisfaction surveys."
- 3,Feedback Analysis,Customer Feedback Management,"Ability to interpret customer feedback data to inform business decisions."
- 1,Product Development and Management,,"Ability to design, develop, and manage insurance products that meet market needs and comply with regulations."
- 2,Product Design,Product Development and Management,"Ability to conceptualize and structure insurance products based on customer needs and market trends."
- 3,Coverage Definition,Product Design,"Ability to define the scope and terms of insurance coverage."
- 3,Pricing Strategy,Product Design,"Ability to establish pricing models that balance competitiveness and profitability."
- 2,Product Lifecycle Management,Product Development and Management,"Ability to oversee the entire lifecycle of insurance products from launch to retirement."
- 3,Product Launch Management,Product Lifecycle Management,"Ability to plan and execute the introduction of new insurance products to the market."
- 3,Product Retirement Management,Product Lifecycle Management,"Ability to phase out insurance products that are no longer viable or compliant."
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