

AgentOllama

Enterprise Agentic & RAG Use Cases

Benefits of Agentic & RAG in Business Applications

- **Boost User Productivity**

Assist users in accomplishing tasks faster and more efficiently.

- **Automate Repetitive Work**

Eliminate manual, tedious tasks to reduce workload.

- **Enable Intelligent Assistance**

Provide contextual recommendations and proactive support.

- **Enhance Decision-Making**

Use real-time data insights to drive better business outcomes.

- **Optimize Workflows**

Streamline operations by integrating AI-driven automation.

- **Foster Innovation**

Free up time for users to focus on creative and strategic initiatives

Industry Impact of Agentic & RAG Application

- **High-Impact Sectors**

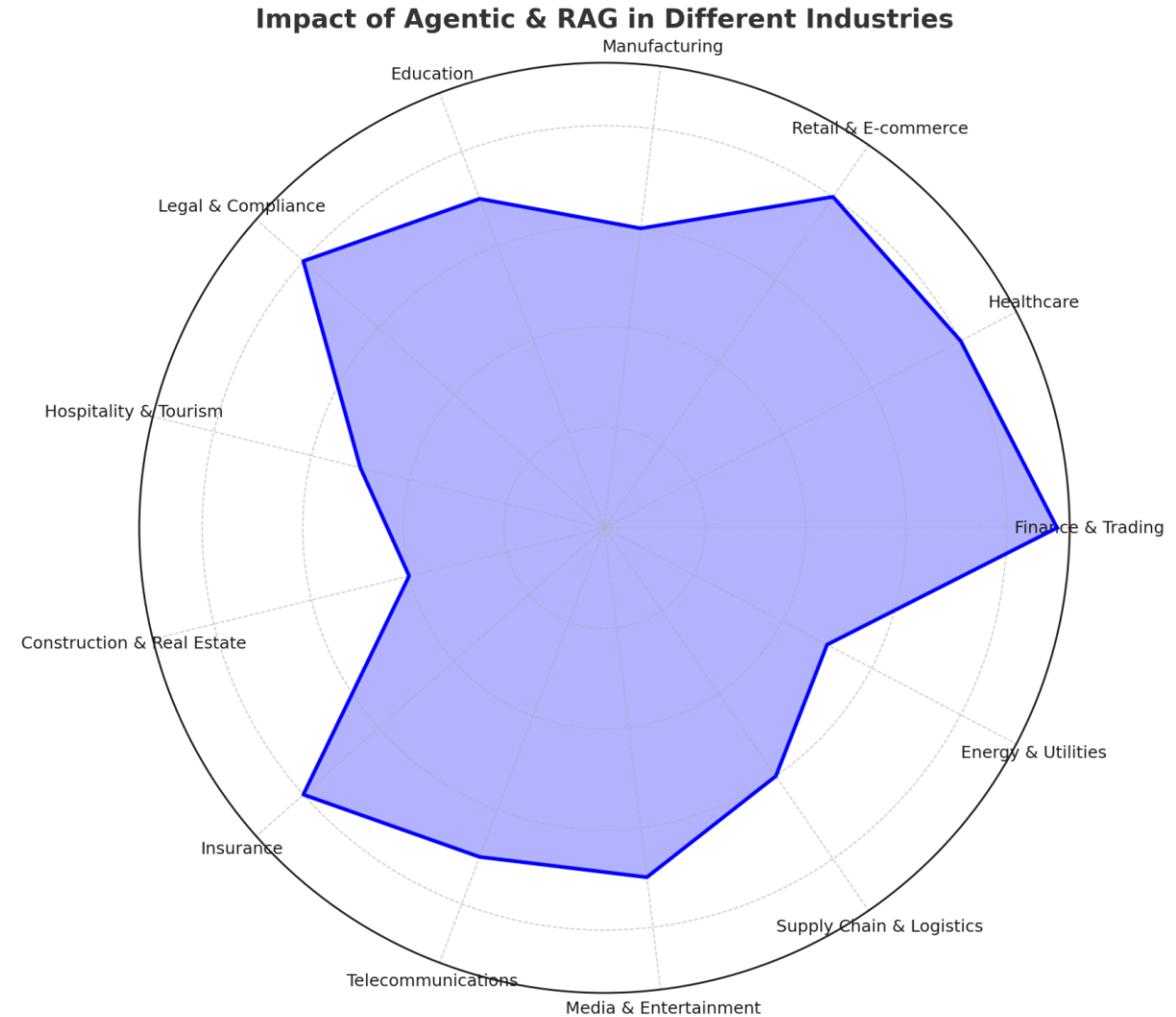
- Finance, Insurance, Healthcare, and Legal industries benefit the most due to AI-driven automation, risk analysis, and decision support.
- Retail & E-commerce leverage AI for personalized recommendations and customer engagement.

- **Moderate-Impact Sectors**

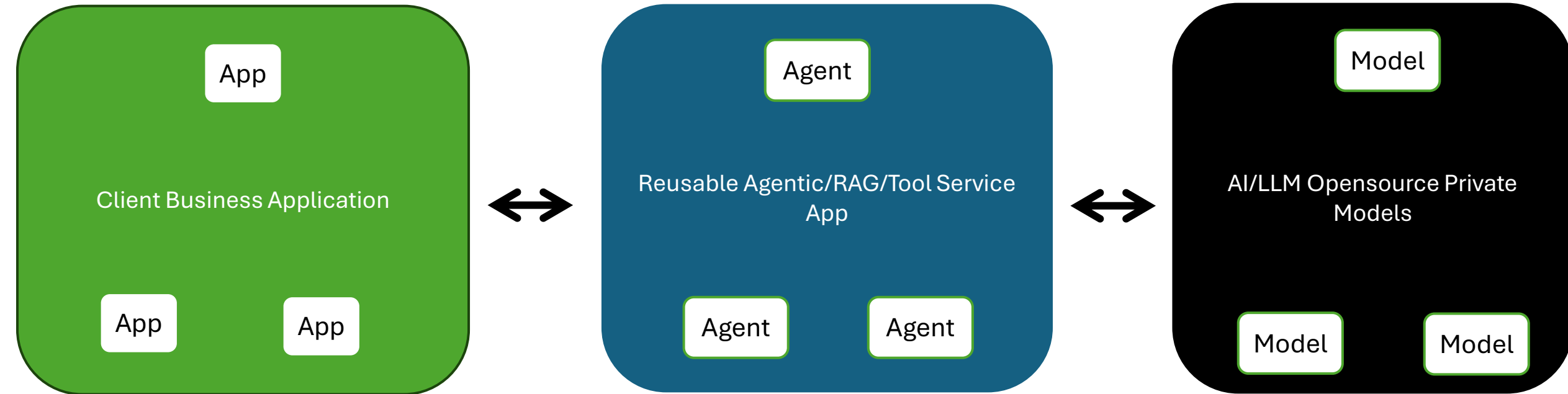
- Manufacturing & Supply Chain optimize processes using AI-powered predictive analytics.
- Education & Telecommunications improve learning experiences and customer interactions.

- **Lower-Impact Sectors**

- Construction, Hospitality & Energy



Agentic Application Architecture & Integration



Use case – Assisting Health Insurance Claim Process

POC on Assisting Health Insurance Claim Processing

- Extracts and verifies claim details from medical documents.
- Reduces manual effort and speeds up approvals.
- Detects fraudulent claims using AI-powered anomaly detection.
- Retrieves relevant policies and guidelines for quick reference.
- Provides real-time claim status updates to customers.
- Ensures compliance with insurance regulations and reduces disputes.
- Integrates with existing claim management systems for seamless processing.
- Accelerates verification, reducing settlement time.

Use case – Assisting Health Insurance Claim Process(Cont)

Client App – Landing Page with Healthcare Insurance Claims

Claims Management

Home

New Claim

Claims Dashboard

New Claim

Claim-Health-123

Pending

Claim-Health-123

Repository: Claim-Health-123

Created: 2025-03-03 06:16:45

View Details

Process Claim

Claim-Health-1234

Processed

Claim-Health-1234

Repository: Claim-Health-1234

Created: 2025-03-03 06:14:59

View Details

Process Claim

Claims Management System © 2025

Use case – Assisting Health Insurance Claim Process(Cont)

Client App – Claim documents being processed by AI

Claims Management

Home

New Claim

Claim Details

Back to Dashboard

Claim-Health-1234

Processed

Description:

Claim-Health-1234

Repository:

Claim-Health-1234

Created:

2025-03-03 06:14:59

Pending

Update Status

Process Claim Documents

Supporting Documents

uk_health_insurance_policy.pdf

Size: 2.9 KB

Uploaded: 2025-03-03 06:14:59

Download

uk_health_insurance_claim (1).pdf

Size: 1.7 KB

Uploaded: 2025-03-03 06:14:59

Download

API Document Processing

Document processing status:

Use case – Assisting Health Insurance Claim Process(Cont)

Agentic/RAG Service App – Triggered by Client Application, having multiple AI steps

Agents on Tasks

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Claim Processing Task

Claim Processing Task

> Step 0 (RAG)

☐ Extract Details from Claim Document

> Step 1 (RAG)

☐ Check Whether Claims Meets Policy Criteria

> Step 2 (RAG)

☐ Detect Fraudulent Claims

+ Add Step

Select Model for Tool

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▶ Run Task

▶ View Logs

Use case – Assisting Health Insurance Claim Process(Cont)

Agentic/RAG Service App – Configure Prompts for each step within a task

Create/Edit Agent's RAG Sub Task

Select knowledge Repository

API_REPOSITORY

Select Model

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Sub Task Name

Extract Details from Claim Document

[Agent] Context

You are an insurance claim processing agent, who looks at claim documents carefully for details , both policy document and claim document is provided for your analysis, you are extremely careful and accurate and does not hallucinate or make up numbers, in case of unavailability of data you simply say Not Found

[Agent] Instructions

Given the claim document extract key details of the documents both policy and document, check whether there is any indication of fraud and also provide whether you would approve or reject this claim and reason for approve or reject status.

[Agent] Output Format Instructions

Use case – Assisting Health Insurance Claim Process(Cont)

Client App – AI Generated Claim Analysis Report for quicker decision making

Document processing status:

ABC_Insurance_Claim.pdf	Pending
ABC_Health_Insurance_Policy.pdf	Pending

Following Claim Analysis Report has been generated using AI LLM.

Claim Document Analysis Report

Key Details

Policy Document

- Policy Number: Not Found
- Policy Period: Not Found
- Coverage Amount: £150,000
- Deductible Amount: £5,000

Claim Document

- Claimant Signature: ____
- Date of Filing: 15th February 2025
- Claim Received On: Not Found
- Contact Details for Correspondence:
 - Email: john.smith@email.com
 - Phone: +44 7890 123456

Analysis and Decision

Upon reviewing the claim documents, it appears that essential information is missing. The claimant signature is present, but no proof of payment or any supporting documentation is provided.

Given these circumstances, I am unable to accurately assess the claim. Therefore, my recommendation is:

- **Claim Status:** Pending
- **Reason for Status:** Insufficient Information

I would recommend requesting additional documentation to support the claim, including payment records and evidence of loss.

More Use Cases

More use cases can be built in these high impact sectors, showcasing AI LLM Capabilities.

Insurance

Insurance is ideal for Agentic & RAG use cases due to its document-heavy, complex decision-making processes, need for fraud detection, regulatory compliance, and high demand for automation to enhance efficiency and customer experience

Finance

Finance is ideal for Agentic & RAG use cases due to its high-volume transactions, real-time risk analysis, fraud detection needs, regulatory compliance requirements, and demand for automation in trading, loan approvals, and customer service.

E-Commerce/Retail

E-commerce & Retail are ideal for Agentic & RAG use cases due to their need for personalized recommendations, dynamic pricing, inventory optimization, fraud detection, automated customer support, and efficient order fulfillment.

Health

Healthcare is ideal for Agentic & RAG use cases due to its need for automated medical record analysis, diagnosis assistance, personalized treatment plans, insurance claim processing, regulatory compliance, and patient support.