Customer service agents on Katonic: the list

35 agents across nine areas, for a customer service department in any industry

A service department's work runs through its help desk, its telephony, its messaging channels, the order and billing systems behind them, and the policies, procedures and help articles around them. Every agent reaches them in one of four ways, all through the same tool gateway and the same approval rules:

	HOW EACH AGENT CONNECTS
01	**A file the user uploads** in the conversation: a customer's letter, a call transcript, a survey export, a claim form.
02	**A knowledge source.** Help articles, service procedures, the complaints procedure, refund and returns policies, product terms and reply templates are indexed in the Knowledge Engine, with each reader's permissions kept.
03	**An imported API.** The company gives Katonic the description of an API it already runs, and the operations it chooses become tools. This is the route to systems of record: tickets, orders, bills, contact history.
04	**An MCP server from the catalogue,** deployed inside the company's own cluster. This is the route to the data warehouse, reporting databases and web search.

System names are left out on purpose. The company supplies the address and the sign-in. Nothing here is a tested integration with a named product.

THE NINE AREAS

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AREA 01

First answers

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Self-Service Answer Agent	Answers a customer's general question from the published help articles, says it is AI, gives the article, and says when the articles do not cover it	Published help articles as a knowledge source	It hands over to an adviser when the customer asks, or when the question is about the customer's own account, order or complaint. It touches no account
Voice Answer Agent	Answers a caller's general question by voice from the published help articles, says at the start that it is AI, and offers an adviser at every turn	Published help articles as a knowledge source	It transfers to an adviser on request, and for anything about the caller's own account. It changes nothing and promises nothing
Contact Form Check Agent	Reads a web form or an inbound message, lists what the customer has not yet given, and proposes the category	The message through an imported API; the service catalogue as a knowledge source	An adviser confirms the category and asks the customer for what is missing
Service Notice Drafting Agent	Drafts the customer notice for a known fault or a delay from the incident record, in the company's wording	The incident record through an imported API; notice templates as a knowledge source	The duty manager approves and publishes every notice

AREA 02

Email, chat and messages

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Email Triage Agent	Reads incoming email, proposes the team and the priority for each from the service rules, and lists what it could not place	Email through an imported API; routing rules as a knowledge source	A team lead confirms the routing. The agent replies to no one
Reply Drafting Agent	Drafts the reply to a customer from the ticket, the contact history and the help articles, with the source of each statement	The ticket and history through an imported API; articles and templates as a knowledge source	An adviser edits and sends every reply
Chat Suggestion Agent	During a live chat, suggests the next reply and the article behind it to the adviser	The chat through an imported API; articles as a knowledge source	The adviser chooses, edits and sends. The agent sends nothing to the customer
Translation Draft Agent	Drafts a reply in the customer's language from the adviser's text, and marks terms it was unsure of	The adviser's text; the glossary as a knowledge source	The adviser, or a colleague who reads the language, sends it

AREA 03

Tickets and cases

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Ticket Triage Agent	Proposes the category, the priority and the owner for a new ticket, and lists what is missing	Tickets through an imported API; the service catalogue as a knowledge source	A team lead or an adviser confirms. The agent closes no ticket
Customer Context Agent	Puts a customer's recent contacts, orders and open tickets from every channel on one page for the adviser	Contact history and orders through an imported API, read only	The adviser uses it to handle the contact
Case Summary Agent	Summarises a long case for a handover: what was asked, what was done, what was promised, what is open	The case through an imported API	The adviser taking the case checks the summary against the record
Follow-up Reminder Agent	Lists the cases where the company promised the customer an update or an action by a date, and drafts the update	Cases through an imported API or a reporting database	The case owner sends each update

AREA 04

Complaints

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Complaint Check Agent	Checks an incoming contact against the company's definition of a complaint, proposes the category, and gives the passage it relied on	The contact through an imported API; the complaints procedure as a knowledge source	A complaints handler confirms and logs the complaint
Complaint Response Drafting Agent	Sets out what happened from the contact history, checks the complaint against the procedure, and drafts the response	History through an imported API; the complaint as an uploaded file; the procedure as a knowledge source	The complaints handler decides the outcome and any redress, and sends the response
Complaint File Agent	Puts the documents of a complaint in date order with a neutral summary of each, for a review or a referral to an ombudsman	Documents as uploaded files or through an imported API	The complaints manager reviews and submits the file
Escalation Preparation Agent	Lists the cases that meet the company's escalation rules (age, repeat contact, a deadline close, the word "complaint") and prepares each for the manager	Cases through an imported API; escalation rules as a knowledge source	The duty manager decides what is escalated. The agent reads no mood

AREA 05

Refunds, credits and claims

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Refund Eligibility Check Agent	Checks a refund request against the policy and the order record, and says which rule applies and what is missing	The order through an imported API; the refund policy as a knowledge source	An adviser or a supervisor approves or refuses. The agent issues no refund
Goodwill Options Agent	Sets out what the goodwill policy allows for a case and what was given in like cases	The case through an imported API; the policy as a knowledge source	A supervisor decides any goodwill
Returns and Warranty Check Agent	Checks a return or a warranty claim against the terms and the purchase record, and lists what does not fit	The claim as an uploaded file; the purchase record through an imported API; the terms as a knowledge source	The returns team accepts or refuses
Bill Explanation Agent	Explains a customer's bill line by line for the adviser, with what changed since the last one	Billing records through an imported API, read only; tariffs as a knowledge source	The adviser explains it to the customer. Any correction goes to billing

AREA 06

Knowledge base

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Knowledge Gap Agent	Lists the questions customers ask that no help article answers, with example contacts	Tickets and chats through an imported API or a reporting database; articles as a knowledge source	The knowledge owner decides what to write
Help Article Drafting Agent	Drafts or updates a help article from the procedure and resolved cases, in the house style	Procedures as a knowledge source; resolved cases through an imported API	The knowledge owner approves and publishes
Help Article Review Agent	Lists articles that disagree with a current policy, a product term or each other, or have not been reviewed by their date	Articles, policies and terms as a knowledge source	The knowledge owner corrects or retires each one

AREA 07

Calls

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Call Summary Agent	Drafts the after-call note from the transcript: reason for the call, what was agreed, what is open	The transcript as an uploaded file or through an imported API	The adviser checks and saves the note
Call Coding Agent	Proposes the reason code and the outcome code for a call from the transcript and the code list	The transcript; the code list as a knowledge source	The adviser confirms the codes
Callback Preparation Agent	Before a promised callback, puts together what the customer asked, what has happened since and what is still open	The case and history through an imported API	The adviser makes the call
Support Needs Note Agent	Lists what a customer has told the company about their circumstances and what the procedure offers for them. It infers nothing the customer has not said	Contact history through an imported API; the procedure as a knowledge source	The adviser confirms with the customer and records the support agreed

AREA 08

Quality and training

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Conversation Review Agent	Checks a sample of conversations against the quality checklist and lists, by topic and by step, where the process was not followed. It gives no score and names no adviser	Conversations through an imported API or as uploaded files; the checklist as a knowledge source	The quality lead reviews the findings and decides any coaching
Review Sample Agent	Draws the sample for quality review to the sampling plan: by channel, topic and date	Conversation records from a reporting database, read only	The quality lead approves the sample
Training Content Agent	Drafts a short training note or a quiz from a procedure or a set of resolved cases, in the company's format	Procedures as a knowledge source	The training lead approves the content. The agent assesses no one
Reply Template Check Agent	Lists reply templates and saved replies that disagree with a current policy or a product term	Templates, policies and terms as a knowledge source	The template owner corrects each one

AREA 09

Reporting and customer feedback

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Contact Reason Report Agent	Drafts the weekly report of why customers contacted the company, with what rose and fell and example contacts	Tickets and calls from a reporting database, read only	The service manager reviews and issues the report
Feedback Theme Agent	Groups survey comments, reviews and complaints into themes with examples, and removes names	Survey and review exports as uploaded files or from a reporting database	The customer experience lead owns the findings
Service Level Report Agent	Drafts the service level report (waiting times, backlog, response times against target) by team and channel, with each figure traced to its source	Service data from a reporting database, read only	The operations manager reviews and issues the report
Review Reply Drafting Agent	Drafts a reply to a public review from the review and the case behind it, in the company's wording	The review as text or an uploaded file; the case through an imported API	A named person approves and posts every reply

WHAT EVERY AGENT HAS IN COMMON

01 **It runs on the company's own infrastructure or private cloud,** with a model the company serves. Customer, order and call data stay there.

02 **Every tool call passes the company's policy.** A policy can allow a tool, record its use, hold it for a person's approval, or block it, for the whole company or for one team or channel.

03 **A tool that changes something waits for approval** unless the company has decided otherwise for that tool. That is how no refund, credit, account change or reply about a customer's case goes out unapproved.

04 **A customer always knows and can always reach a person.** The two agents that answer a customer say they are AI and hand over on request, with the conversation so far.

05 **The agent acts as the person using it.** Where the company's API checks the caller, Katonic passes the signed-in user's identity, and the agent cannot claim another.

06 **Every call is recorded,** with who asked, which tool, and what was decided, and an agent, a tool or a whole server can be switched off at once.

WHERE TO START

Pick work where reading is slow, the decision stays with a person, and nothing reaches a customer on the agent's word.

THREE PLACES THAT FIT

Reply Drafting

The agent drafts from the ticket and the articles, with sources. An adviser sends every reply.

Call Summary

The agent drafts the after-call note. The adviser checks and saves it.

Knowledge Gap

The agent lists the questions no article answers. The knowledge owner decides what to write.

One team, one channel, invented data first. Then beside the manual process, measured against it.

Each one prepares the work. A named person decides.

About Katonic AI

Katonic AI builds the platform that organisations use to build, run and govern AI agents on their own infrastructure: in their own data centre, in a private or sovereign cloud, or with no connection to the internet at all. The platform is in production with governments, banks, telecom operators and utilities. Katonic is certified to ISO 27001.

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