# Government agents on Katonic

## 35 agents across nine areas

A government body's work runs through its case systems, its registers and the documents around both. 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: an application, a letter from a citizen, a tender response, a recording to transcribe. |
| 02 | **A knowledge source.** Legislation, circulars, rulings, programme rules, the correspondence standard and internal policies are indexed in the Knowledge Engine, with each reader's permissions kept. |
| 03 | **An imported API.** The body 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: the case system, the register, filings, payments. |
| 04 | **An MCP server from the catalogue,** deployed inside the body's own cluster. This is the route to reporting databases, search and document conversion. |

System names are left out on purpose. The body 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

## Citizen service

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Citizen Services Agent** | Answers a citizen's question about a service from the body's own published pages, in the language of the question, with the page cited, and says when the pages are silent | Published service pages and guidance as a knowledge source | It gives the rules, not a decision. Anything about one person's case goes to staff with the conversation attached |
| **Citizen Tax Assistant** | Answers a taxpayer's question from the published act, circulars and rulings and cites the one it used. It has the rules and not the records, and says so | Tax law, circulars and published rulings as a knowledge source | It explains. It reads no taxpayer's file, and a question about a file goes to an officer |
| **Service Request Intake Agent** | Takes a request or a report from a citizen, asks for what is missing, classifies it and prepares the entry for the right team | The request in the conversation; the service catalogue as a knowledge source; the request system through an imported API | Staff accept the request and set its priority. The agent promises no date |
| **Complaint Handling Agent** | Classifies a complaint, sets out the timeline from the case record, and drafts the reply and the log entry with the dates the body's complaints procedure sets | The complaint as an uploaded file; the case record through an imported API; the complaints procedure as a knowledge source | A complaints officer approves every reply and any remedy. A case with the ombudsman is theirs from the start |

AREA 02

## Permits and licensing

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Permit and Licensing Agent** | Checks an application and its documents against the rules for that permit, lists what is missing or does not match, and prepares the file for an officer | The application as uploaded files; the permit rules as a knowledge source | Always. An officer approves or refuses every application |
| **Planning Application Check Agent** | Sets a planning application against the zoning rules and the local plan, section by section, and lists each point where the application and the rules differ, with the clause | The application and drawings' written schedules as uploaded files; the plan and zoning rules as a knowledge source | Always. A planning officer makes the assessment and the recommendation |
| **Inspection Report Agent** | Turns an inspector's notes and the checklist into the report in the body's own format, with each finding tied to the rule it rests on | The inspector's notes as an uploaded file; the checklist and rules as a knowledge source; the permit record through an imported API | The inspector signs the report. Any notice or stop-work order is the inspector's |

AREA 03

## Tax and revenue

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Tax Rulings Assistant** | Answers an officer's question about the act, the practice notes and the circulars with the section cited, says when a circular has been replaced and names the current one, and says when the documents do not answer | Tax law, circulars, practice notes and the rulings digest as knowledge sources | It informs the officer. The officer applies the law to the case |
| **Case Officer Copilot** | Reads a taxpayer's filings and the case notes, works out the exposure under the act with the section and the amounts, and drafts the case note | Filings and case notes through an imported API; the act and practice notes as a knowledge source | A note is written to the case system only after approval. A second officer approves any notice before it goes out |
| **Case Pattern Analyst** | Finds links across case files, such as a shared director or address, names every case it relies on, and says plainly when no such case exists | Case files as a knowledge source with entities extracted; the case system through an imported API | It points. An officer decides whether a link matters and opens any enquiry |
| **Return Review Preparation Agent** | Sets a return against the taxpayer's earlier filings and third-party data the authority holds, and lists each figure that does not reconcile, with the source of both numbers | Filings and third-party data through an imported API or a reporting database | Always. An auditor chooses what to review, and the agent selects no taxpayer for audit |
| **Debt Case Preparation Agent** | Assembles a debt case: what is owed and since when, the contact history, any payment arrangement and whether the published conditions for an arrangement are met | The account and contact history through an imported API; the arrangement rules as a knowledge source | A collections officer decides every step. The agent contacts no taxpayer |

AREA 04

## Benefits and social services

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Benefits Processing Agent** | Checks an application against the programme rules, lists which conditions are shown to be met, which are not and which documents are missing, and prepares the case | The application as uploaded files; programme rules as a knowledge source; the case system through an imported API | Always. A caseworker decides eligibility and the amount |
| **Fraud Detection Agent** | Flags a claim or a payment that departs from the pattern and explains why in plain words, with the records it relied on | Claims and payment data through a reporting database | Always, before any action on a claim. An investigator decides, and the agent stops no payment |
| **Appeal Preparation Agent** | Assembles the bundle for an appeal: the original decision, the rule applied, the evidence on file and the appellant's grounds set against each | The case record through an imported API; the appeal as an uploaded file; programme rules as a knowledge source | The reviewing officer decides the appeal. The agent recommends no outcome |

AREA 05

## Casework and correspondence

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Plain-Language Letter Agent** | Rewrites a dense notice or drafts a reply to the body's own correspondence standard, keeps every amount, date and legal reference, and leaves personal identifiers out | The notice or letter as an uploaded file; the correspondence standard as a knowledge source | A named reviewer approves every letter before it is sent |
| **Case File Summary Agent** | Summarises a long case file for the officer taking it over: what happened, what was decided, what is open, each point tied to the document it comes from | The case file through an imported API or as uploaded files | The officer checks the summary against the file. It replaces no record |
| **Meeting Minutes Agent** | Turns the recording or transcript of a meeting into minutes in the body's format: decisions, actions, owners and dates | The recording or transcript as an uploaded file; the minutes format as a knowledge source | The chair or the secretary approves the minutes before they are filed |
| **Document Processing Agent** | Turns paper forms and letters into structured data and marks every value it could not read with confidence | Scanned documents as uploaded files | When a value is unclear or a page cannot be read. Staff confirm before the data enters the case system |
| **Official Translation Agent** | Drafts a translation of a notice or a guidance page using the body's own glossary, and lists every term it was unsure of | The document as an uploaded file; the glossary as a knowledge source | A qualified translator approves anything published or sent |

AREA 06

## Records and information requests

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Information Request Agent** | Takes a request for information made under the law, finds the records that may answer it, and drafts the schedule of records and the reply with the statutory dates | The request as an uploaded file; the records store as a knowledge source, with permissions kept; the information law and the body's procedure as a knowledge source | The information officer decides what is released and which exemption applies |
| **Redaction Preparation Agent** | Marks the personal and exempt material in a record that is due for release, with the reason for each mark | The record as an uploaded file; the body's redaction rules as a knowledge source | Always. An officer accepts or rejects every mark, and nothing is released by the agent |
| **Records Retention Agent** | Sets a batch of records against the retention schedule and lists which are due for transfer, review or disposal, with the rule for each | The records list through an imported API; the retention schedule as a knowledge source | The records manager approves every disposal. The agent deletes nothing |

AREA 07

## Procurement and grants

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Tender Evaluation Preparation Agent** | Sets each bid against the published criteria, quotes where the bid answers each one, and lists what is missing or does not comply | The bids as uploaded files; the tender documents and the procurement rules as a knowledge source | Always. The evaluation panel scores every bid. The agent gives no score and ranks no bidder |
| **Contract Clause Review Agent** | Compares a draft contract with the body's standard terms and lists each clause that departs, with both wordings side by side | The draft as an uploaded file; standard terms as a knowledge source | Legal or procurement staff decide every change |
| **Grant Application Screening Agent** | Checks a grant application for the documents the scheme requires and against the published eligibility conditions, and prepares the file for assessment | The application as uploaded files; the scheme rules as a knowledge source | An assessor decides eligibility and merit |

AREA 08

## Policy and legislation

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Consultation Response Analysis Agent** | Groups the responses to a public consultation into themes, counts them, and quotes the responses behind each theme so the grouping can be checked | The responses as uploaded files or through a reporting database | Policy staff check the themes against the responses and write the conclusions |
| **Legislation and Policy Q&A Agent** | Answers a question about legislation and the body's own policies with the section cited, and says when they are silent | Legislation and policies as a knowledge source | It informs. Legal advice stays with the legal team |
| **Briefing Note Agent** | Drafts a briefing in the body's template from the documents the officer supplies, with each statement tied to its source | Source documents as uploaded files; the template as a knowledge source | The author owns the briefing and signs it |
| **Regulatory Monitoring Agent** | Reads a new law, rule or circular, sets it against the body's own policies and lists the gaps, clause by clause | The publication from its link or as an uploaded file; the body's policies as a knowledge source | A compliance officer approves the gap analysis before it is issued |
| **Policy Analytics Agent** | Answers a policy team's question from the body's own data and shows the query it ran | A reporting database, read only | Before a figure is used in advice, an analyst checks it |

AREA 09

# Oversight and internal services

| AGENT | WHAT IT DOES | READS FROM | WHERE IT STOPS FOR A PERSON |
|---|---|---|---|
| **Compliance and Reporting Agent** | Drafts a report for an oversight body from the records and the reporting rules, with each figure tied to its source | A reporting database; the reporting rules as a knowledge source | Always, before a report is submitted |
| **Audit Sample Preparation Agent** | Draws a sample to the method the auditor sets, lists transactions that depart from the pattern, and records how each was selected | Transactions through a reporting database; the audit method as a knowledge source | The auditor decides what is tested and what a finding is |
| **Infrastructure Management Agent** | Reads inspection reports and asset data and proposes a maintenance schedule with the reason for each item | Asset data through a reporting database; inspection reports as a knowledge source | Always, before work is scheduled |
| **Staff Policy Q&A Agent** | Answers a member of staff's question about HR, finance and procurement rules from the body's own policies, with the policy cited | Internal policies as a knowledge source | It informs. Any exception goes to the policy owner |

| | WHAT EVERY AGENT HAS IN COMMON |
|---|---|
| 01 | **It runs on the body's own infrastructure,** with a model the body serves. Citizen data stays there. |
| 02 | **Every tool call passes the body's policy.** A policy can allow a tool, record its use, hold it for a person's approval, or block it, for the whole organisation or for one team. |
| 03 | **A tool that changes something waits for approval** unless the body has decided otherwise for that tool. That is how nothing reaches a case record or a citizen unapproved. |
| 04 | **No agent makes a decision about a person.** It prepares the work, and a named officer decides. |
| 05 | **The agent acts as the person using it.** Where the body'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 an officer, and no citizen is waiting on the agent.

THREE PLACES THAT FIT

### Tax Rulings Assistant, or its twin for your own legislation

Officers ask what the law and the circulars say and get the answer with the section cited, and “the documents do not answer” where they do not. No citizen data is involved, so it can run on day one.

### Plain-Language Letter Agent

The agent rewrites a notice to your own correspondence standard and keeps every amount and date. A named reviewer approves each one.

### Consultation Response Analysis

The agent groups the responses and quotes the ones behind each theme. Policy staff check and conclude.

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

# Each one prepares the work. A named officer 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 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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