Operations agents on Katonic: the list

35 agents across nine areas, for the chief operating officer's organisation and its shared services

An operations department's work runs through its case system, its document store, its procedures, its quality records, its service providers' reports, and its own registers and plans. 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 case file, a completed form, a provider's monthly report, an inspection report, an export of the backlog.
02	**A knowledge source.** Procedures, work instructions, the quality manual, past audit reports, continuity plans and closed cases are indexed in the Knowledge Engine, with each reader's permissions kept.
03	**An imported API.** The organisation 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 workflow engine, the document store, the facilities system.
04	**An MCP server from the catalogue,** deployed inside the organisation's own cluster. This is the route to document stores, tickets, reporting databases and chat channels.

System names are left out on purpose. The organisation 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

Case intake and processing

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Case Intake Triage Agent	Reads a new case, says what kind it is under the organisation's own case types, lists what is missing, and proposes the queue and the priority the procedure gives	The case as a form, a ticket or an uploaded file; the procedure as a knowledge source	A case officer confirms the kind, the queue and the priority. The agent assigns nothing and answers nobody
Case File Completeness Check Agent	Checks a case file against the checklist for that kind of case and lists each document that is missing, unsigned, out of date or unreadable	The case file as uploaded files or through an imported API; the checklist as a knowledge source	The case officer asks for what is missing. The agent rejects nothing
Case Summary Agent	Summarises a case file for the officer who will decide it: who, what was asked, the facts on file with the page of each, and the open points	The case file	The case officer reads the file and decides. The summary recommends nothing
Decision Letter Draft Agent	Drafts the letter that tells a person the decision the officer has recorded, in the organisation's template, with the reasons the officer gave	The recorded decision and its reasons; the letter templates as a knowledge source	The officer approves and sends. The agent adds no reason the officer did not give

AREA 02

Documents and forms

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Document Sorting Agent	Proposes the type of each incoming document under the organisation's own list of types, and the case it belongs to, with the reason	Incoming documents as uploaded files or from the document store	A clerk confirms or corrects each proposal before it is filed
Form Data Check Agent	Reads the fields of a completed form, compares them with the supporting documents, and lists each field that is empty, unreadable or at odds with a document	The form and the documents as uploaded files	A clerk corrects the record. The agent enters nothing into the system of record
Document Comparison Agent	Compares two versions of a document and lists what was added, removed and changed, with the place of each	The two versions as uploaded files	The document owner decides which changes stand
Records Retention Check Agent	Lists records that reach the end of their retention period under the organisation's own schedule, and records with a hold that must not be destroyed	The records register through an imported API or as a file; the retention schedule as a knowledge source	The records manager approves each disposal. The agent deletes nothing

AREA 03

Procedures and knowledge

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Knowledge Agent	Answers from the organisation's own document stores with the passage cited, and keeps each reader's permissions	Document stores as a knowledge source	It informs. The reader checks the source
Procedure Draft Agent	Drafts or updates a procedure from the process owner's notes and the current version, in the organisation's template, and marks each step it could not confirm	The notes as an uploaded file; the current procedure and the template	The process owner approves and issues the procedure
Procedure Impact Check Agent	For a change in a rule, a system or a form, lists the procedures, work instructions and templates that mention it, with the passage in each	Procedures and templates as a knowledge source	The process owner decides what to change
Training Note Draft Agent	Drafts a short training note from a new or changed procedure: what changes for the team and from when	The approved procedure	The team lead approves and issues the note

AREA 04

Quality and process audits

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Quality Sample Review Preparation Agent	For a sample of closed cases, compares each case with the quality checklist and lists each point where the file does not show the step was done, with the page	The sampled case files; the checklist as a knowledge source	The quality reviewer judges each point and gives the result. The agent scores no case and no person
Process Audit Evidence Preparation Agent	For a process under audit, gathers the evidence each control asks for and lists the controls with no evidence on file	The control list as a knowledge source; case records, logs and approvals	The process owner checks the evidence and hands it to the auditor
Nonconformity Report Draft Agent	Drafts the report of a nonconformity from the auditor's notes: what was found, the requirement it departs from, and the evidence	The auditor's notes and the evidence; the quality manual	The auditor corrects and issues the report
Corrective Action Follow-up Agent	Lists corrective actions that are overdue or closed without the evidence the action plan asked for	The action register through an imported API or as a file	The quality manager follows up with each owner

AREA 05

Exceptions and complaints

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Exception Queue Summary Agent	Groups the cases that fell out of the standard process by reason, and lists the oldest and the ones nearest a deadline	The case system through an imported API or a reporting database	The team lead assigns the cases
Repeat Exception Report Agent	Finds exceptions that keep returning for the same reason, form or step, and sets out the evidence	Exception records and closed cases	The process owner decides whether the process changes
Complaint File Summary Agent	Summarises a complaint file: what the person complained of, what the organisation did and when, and what the procedure required	The complaint and the case file; the complaints procedure	The complaints officer decides the outcome. The summary gives no view on who is right
Escalation Brief Agent	Prepares the brief for a case that goes to a manager: the facts, what was tried, the options the procedure allows and the deadline	The case file and the procedure	The manager decides

AREA 06

Facilities and workplace

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Workplace Request Triage Agent	Reads a workplace or facilities request, says what kind it is, lists what is missing, and proposes the team	The request as a ticket or a form; the facilities catalogue as a knowledge source	The facilities coordinator confirms and assigns
Work Order Preparation Agent	Prepares a maintenance work order from a fault report and the asset's history, with the procedure and the parts the last similar job used	The fault report; the asset record and past work orders	The maintenance planner approves and issues the work order
Inspection Report Summary Agent	Summarises an inspection report and lists each finding with its location, its deadline and the action the report asks for	The report as an uploaded file	The facilities manager assigns each action

AREA 07

Continuity and incidents

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Continuity Plan Check Agent	Compares a business continuity plan with the current list of processes, people, sites and service providers, and lists what in the plan is out of date or missing	The plan as a knowledge source; the current lists as files or through an imported API	The plan owner updates the plan
Operational Incident Timeline Agent	Builds the timeline of an operational incident from the log, the messages and the tickets, with the source of each entry	The incident log, the channel export and the tickets	The incident manager corrects and owns the timeline
Incident Notice Draft Agent	Drafts the notice to staff, customers or a regulator from the current state of the incident, in the organisation's own format	The incident record; the notice templates	The incident manager approves and sends
Exercise Report Draft Agent	Drafts the report of a continuity exercise from the observers' notes: what was tested, what worked, what did not, and proposed actions	The observers' notes and the plan	The exercise lead agrees the findings and the actions

AREA 08

Service providers

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Service Provider Report Check Agent	Compares a provider's periodic report with the service levels in the contract and lists each level missed, each figure the report leaves out, and each figure that differs from the organisation's own records	The provider's report as an uploaded file; the contract as a knowledge source; the organisation's records	The service manager raises the points with the provider
Outsourcing Register Check Agent	Compares the register of outsourced services with the contracts and lists entries with missing fields, expired contracts or no named owner	The register as a file or through an imported API; the contracts	The outsourcing manager corrects the register
Provider Review Pack Agent	Prepares the pack for a provider review meeting: service levels, incidents, open actions and the contract terms that apply	Reports, tickets, the contract and past minutes	The service manager holds the review
Exit Plan Check Agent	Compares the exit plan for an outsourced service with the contract and the current service, and lists what the plan does not cover	The exit plan and the contract	The service owner updates the plan

AREA 09

Reporting

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Operations Report Agent	Prepares the operations report for a period: volumes, turnaround times and backlog by team and case type, with the largest changes and the records behind them	The case system through a reporting database	The head of operations reviews and issues the report
Backlog Ageing List Agent	Lists open cases by age against the organisation's own time limits, and the ones that will pass a limit in the coming period	The case system through an imported API or a reporting database	The team lead decides the order of work
Project Status Draft Agent	Drafts the status report of an operations project from the plan, the action log and the minutes, and marks each statement with its source	The plan, the log and the minutes	The project manager corrects and issues the report
Document Generation Agent	Drafts reports and memos from the organisation's own documents, to its own outline	Documents as a knowledge source; the outline	A person reviews before export

WHAT EVERY AGENT HAS IN COMMON

01 **It runs on the organisation's own infrastructure or private cloud,** with a model the organisation serves. Case files, forms and records stay there.

02 **Every tool call passes the organisation'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 organisation has decided otherwise for that tool. That is how no decision, letter, filing or change to a record happens on an agent's word.

04 **Read and change are separate tools.** When the organisation imports an API, it chooses which operations become tools. An agent that only needs to read is given the read operations and nothing else.

05 **Each statement shows its source.** An agent that checks or summarises gives the document and the page, and says when it found nothing. It does not fill a gap from memory.

06 **The agent acts as the person using it.** A knowledge source keeps each reader's permissions, so a colleague does not see through an agent a case they could not open themselves.

07 **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 case officer, and nothing reaches a person outside on the agent's word.

THREE PLACES THAT FIT

Knowledge Agent on the procedures

Colleagues ask what the procedure says and get the answer with the passage cited. No case is touched, so it can run on day one.

Case File Completeness Check

The agent lists what a case file is missing against the checklist. A case officer asks for it.

Service Provider Report Check

The agent lists where a provider's report departs from the contract. The service manager raises it.

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

Each one prepares the work. A named case 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 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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