

# AI Agent Starter Kit

## A practical guide to operational impact

### Most AI agent initiatives stall.

The advantage isn't having agentic AI—it's knowing where to use it. This AI agent starter kit is a practical guide to where human and AI collaboration delivers measurable results fast and how to scale from early wins to sustained performance.



### Where to Start

#### Focus where friction is already visible.

Start with workflows that:

- Drive cost, revenue, or risk
- Break under volume or complexity
- Demand speed, accuracy, and judgment

Choose one workflow. Deliver the outcomes that matter. Build momentum from results you can see.



### Where Agents Deliver Impact

#### Four areas. Clear starting points.

To make this easier, this AI agent starter kit organizes high-impact workflows into four practical areas that reflect how business operations actually run. Each brings together use cases where human and AI collaboration delivers measurable gains across revenue growth, service delivery, financial control, and support resolution.

#### Revenue Growth: Turn critical moments into lasting value.



##### Renewals Agent

Prepares personalized renewal options using usage signals, helping teams engage proactively and secure renewals at the right time.



##### Cross-Sell & Upsell Agent

Delivers personalized offers with the right tone and timing by learning what works for each customer over time.



##### Returns & Cancellations Agent

Applies policy consistently, manages exits cleanly, and identifies save options to reduce churn and cost-to-serve.

#### Service Delivery: Keep everyday service running smoothly at scale.



##### Order Status Agent

Provides real-time updates by coordinating fulfillment and logistics data, reducing repeat enquiries and pressure on service teams.



##### Account Updates Agent

Validates eligibility and applies changes consistently across systems, preventing errors and follow-up contacts.



##### Appointment Scheduling Agent

Manages bookings and rescheduling proactively by coordinating availability, skills, and calendars to optimise capacity.

#### Financial Control: Protect revenue, enforce policy, and reduce risk.



##### Billing Queries Agent

Explains charges clearly by unifying billing data, resolving discrepancies quickly, and reducing repeat contacts.



##### Collections Agent

Manages early-stage payment recovery with empathy and control, escalating sensitive cases to human advisors when needed.



##### Customer Onboarding Agent

Coordinates verification, eligibility, and account activation so customers onboard faster without compromising control or compliance.

#### Support Resolution: Resolve issues faster and restore confidence.



##### Product Support Agent

Guides structured diagnostics and escalates complex issues with full context to reduce handle time and repeat contacts.



##### Product Information Agent

Delivers accurate, up-to-date guidance instantly to strengthen self-service and support agents in real time.



##### Complaints Agent

Captures full interaction history and routes cases to the right expert for consistent, fair resolution.

### How to make it happen

#### Start where it matters. Scale what works.

Start with one high-impact workflow. Use pre-built agents to move fast with lower risk. These agents come ready with built-in guardrails and human handoffs, so teams can focus on results instead of building from scratch.

Configure where needed, deploy alongside your people, then scale what works.

[Start Your AI Journey](#)

## ixHello™

Select from our pre-built agents or use our agent development platform:

- Collections Agent
- Product Support Agent
- Order Status Agent
- Appointment Scheduling Agent



### From Agents to an Operating Model

#### Turn agents into sustained performance.

Individual agents can deliver quick wins. Sustained performance comes from shaping how work flows across the organization. The Agentic Operating Model™ defines how agents, people, data, and controls work together, creating consistent execution, clear oversight, and real-time visibility.

This is how human and AI operations move from isolated successes to performance that scales with confidence.



### Ready to Move from Starting Points to Scale?

#### Take the Agentic AI Maturity Assessment

Get a clear view of where your organization stands today and what it will take to operationalize AI agents with confidence. This short assessment helps you identify gaps, prioritize next steps, and build a roadmap for scaling human and AI collaboration.

[Start the Assessment](#)