Agentic AI *Design* Canvas

PROJECT ALLIANZ NEMO
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ITERATION 01

North Star

What business outcome must this agent ultimately achieve?

Settle simple storm-season claims in hours instead of days for customers in distress, while keeping every payout decision in human hands.

Target Workflow & Success Metrics

Which workflow will it improve, and which metrics will show it worked?

Workflow: food-spoilage claims under AUD 500 arising from severe-weather power outages (Allianz Australia). Metrics: end-to-end settlement time (days to hours), claims closed within a day, AI phase completed in minutes.

01

Users & Stakeholders

Who uses it directly, and who is affected by what it does?

Direct users: claims professionals who receive the assembled file and decide. Affected: storm-hit customers awaiting payment, claims operations, fraud teams, regulators, and reinsurers.

02

Performance Needs

What accuracy, explainability, speed, and cost standards must it meet?

The AI phase completes in under five minutes. Every claim is corroborated against external weather data, and every step must be traceable enough to support an audit summary a human can act on.

04

AI Role & Autonomy

What role should it play, and where should its autonomy stop? (assist, advise, draft, decide, execute)

Role: a seven-agent claims pipeline that verifies, screens, and calculates. Autonomy: draft. It prepares the settlement recommendation; payout decisions are never automated, by design.

03

Rules & Boundaries

What must it always do, and what must it never do, even when asked?

Never automate a payout. Stay inside the bounded scope: food spoilage, severe-weather outages, under AUD 500. A dedicated cyber agent enforces data-security guardrails on every claim.

07

Memory & Learning

What should it remember, what must it forget, and how will it improve over time?

Learning happens by widening scope, not by silent drift: prove the bounded case, then extend to travel delay, simple motor, and property claims. Per-claim retention is not publicly specified.

08

Oversight & Accountability

Who oversees it, when must it hand off to a person, and who owns the outcome?

An audit agent reviews every step the other six take and writes the summary; a claims professional makes every payment decision. Ultimate responsibility rests with that person, not the pipeline.

09

Context & Knowledge

What information is available to support its work, and which sources should it trust (e.g. policies, cases, records, reports, communications)?

Policy records and coverage terms, the customer's claim and documentation, transaction patterns for fraud screening, and external meteorological data confirming the storm actually happened.

05

Tools & Action Channels

Which tools or systems can it read from, write to, or act through (e.g. email, calendar, file storage, databases, enterprise systems, APIs)?

Reads policy and claims systems; writes a structured audit summary for the human decision-maker. The one action that touches money, paying the claim, is withheld from every agent.

06

PURPOSE · WHY & FOR WHOM　CAPABILITY · HOW IT WORKS　GOVERNANCE · CONTROL & TRUST

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