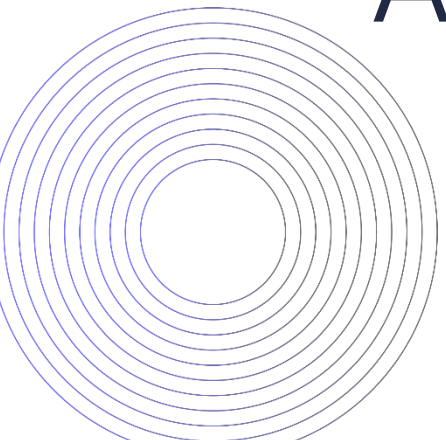
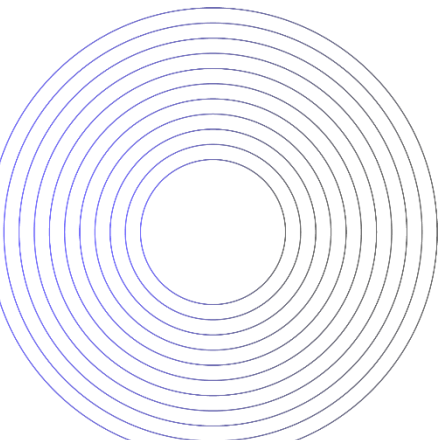


Niet groots denken, wel slim beginnen

AI Agents voor dagelijks werk



"In a world where Amazon delivers in **hours** and ChatGPT writes in **seconds**, there's no reason underwriting should still take **days**."



Even voorstellen



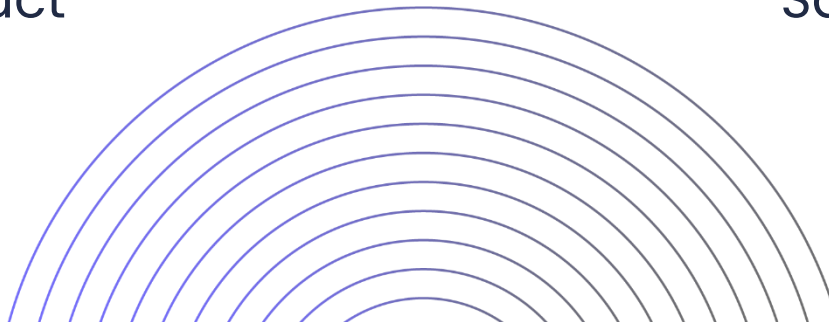
Taseen Akhtar

Head of Product



Bjorn Heinen

Sales Manager



Wij zijn Inpact

Drie insurance techbedrijven.

Één gezamenlijke visie:

de verzekeringswereld nog klantgerichter en efficiënter maken.

Bespaar tijd:

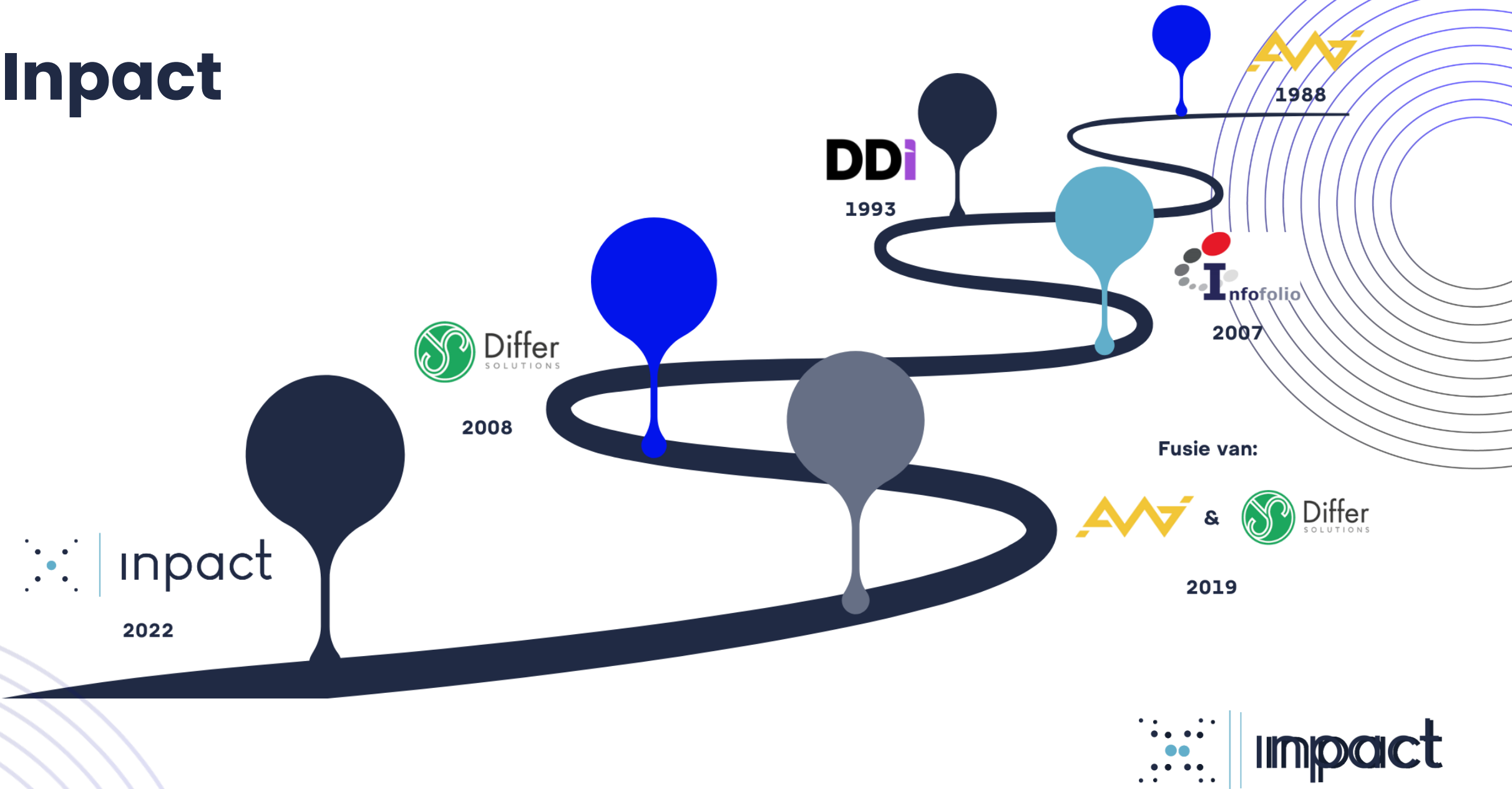
- ✓ werken vanuit 1 systeem
- ✓ sla repetitieve handelingen over
- ✓ laat je administratie uit handen nemen



Your time is valuable, we'll facilitate you to focus on what matters.



Inpact



Onze 'Inpact' visie

- ✓ Verzekeran is **onze core**
- ✓ **Efficiency** brengen is key
- ✓ Inzet **data** is een must

Ons Inpact Insurance Platform is:

Compliant aan de **marktstandaarden** én **technisch toekomstbestendig**.

Het faciliteert een keten van advies, bemiddelen, schade- en financiële afhandeling:

Alles in 1 platform.



Inpact oplossingen

Data oplossingen

Inpact Insurance Platform

Inpact.ai

Product Engines





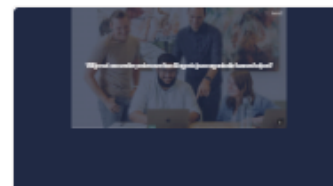
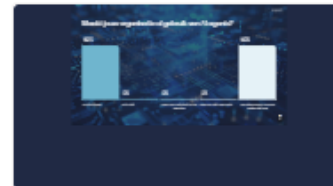


Menti

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Choose a slide to present



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www.menti.com

Enter the code

2520 7228

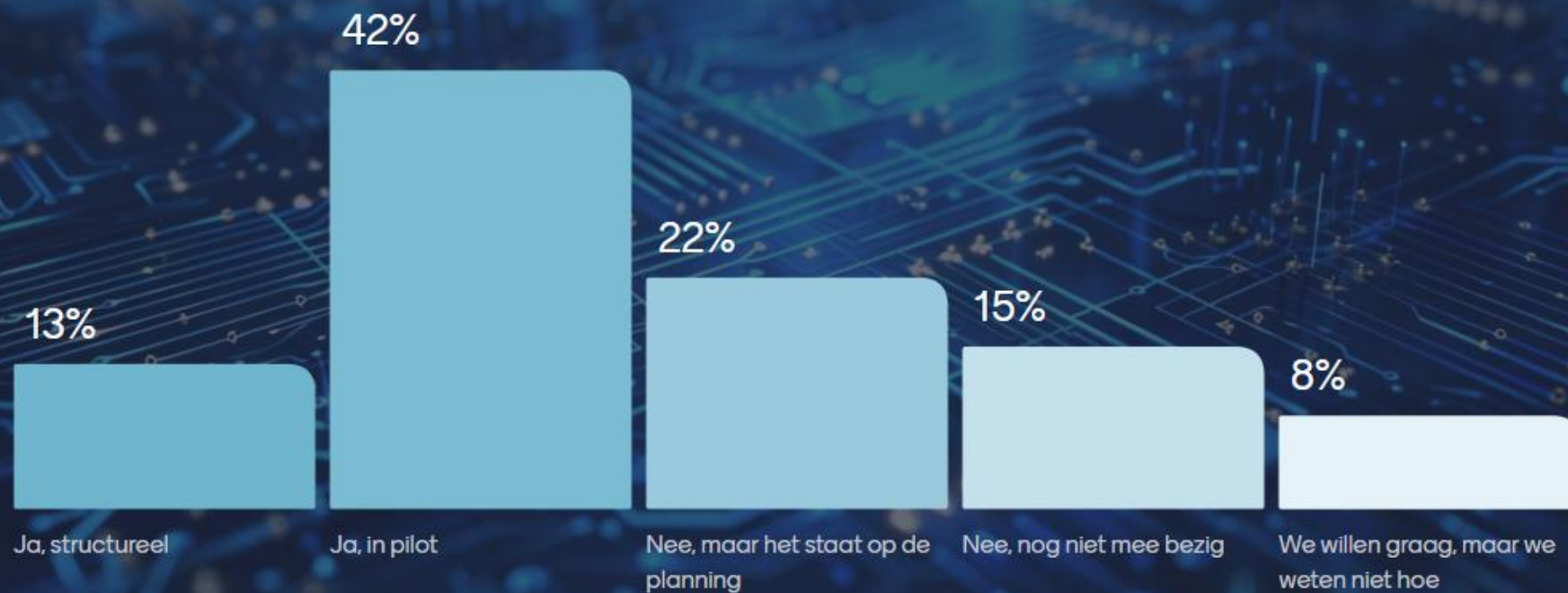


Or use QR code

Join at menti.com | Use vote code **2520 7228**

impact

Maakt jouw organisatie al gebruik van AI agents?



60



BH

Menti

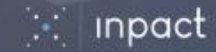
VIP Congres 2025



Choose a slide to present



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Waar worden ze ingezet?

meeting notes
klachtenafhandeling
ondersteuning helpdesk
onboarding
informatie ophalen
klantenservice
klantcontact
data analyse
workflows
coding
gespreksverslagen
schadeafwikkeling
bezoekverslagen
advies verslagen
uw
schadeafhandeling
adviesrapporten
klachtenaghandeling
data extraction
mailafhandeling
hypotheek accepteren
knowledge management
e-mail antwoord
chat
data
ontwikkeling
informatie structuur
validaties
contactcenter
kennisbank
schademelding
voorspelbaarheid
risico rapportage
tekst schrijven
schadeproces
customer service
acceptatie
sluitstraat
datalijsten
operaties
informatie
testing
checks
processen
email
data vergaren
conversies
verkoop
ops
hr
ccc
mt
advies
call center
mail
data
ontwikkeling
informatie structuur
validaties
contactcenter
kennisbank
schademelding
voorspelbaarheid
risico rapportage
tekst schrijven
schadeproces
customer service
control
agendas plannen
samenvatting
chatbot

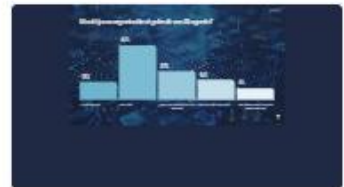
52

Menti

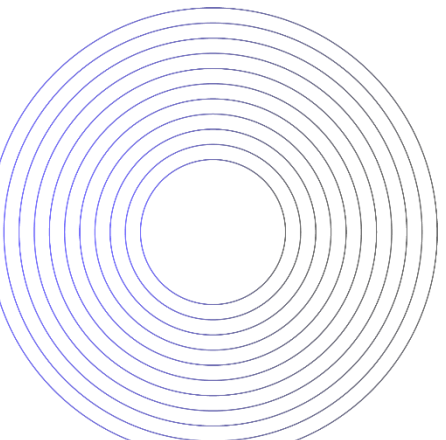
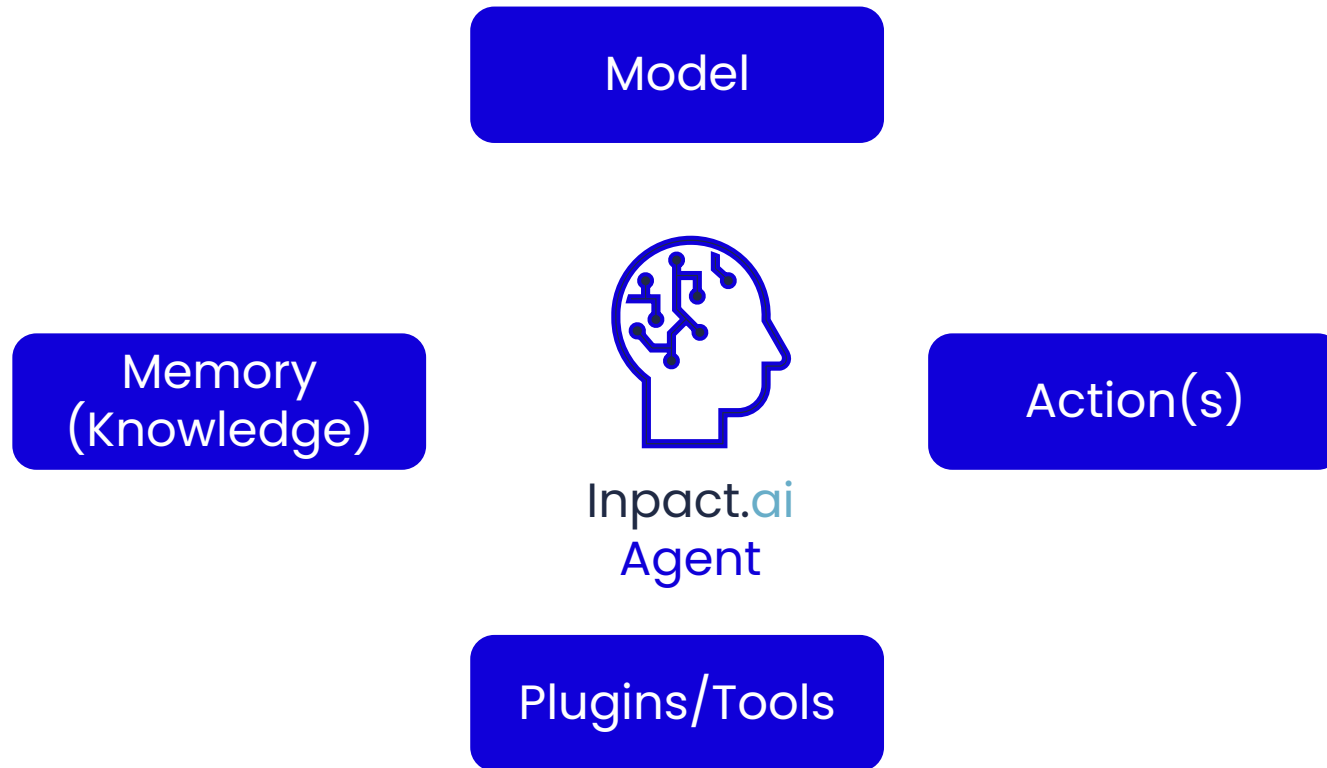
VIP Congres 2025



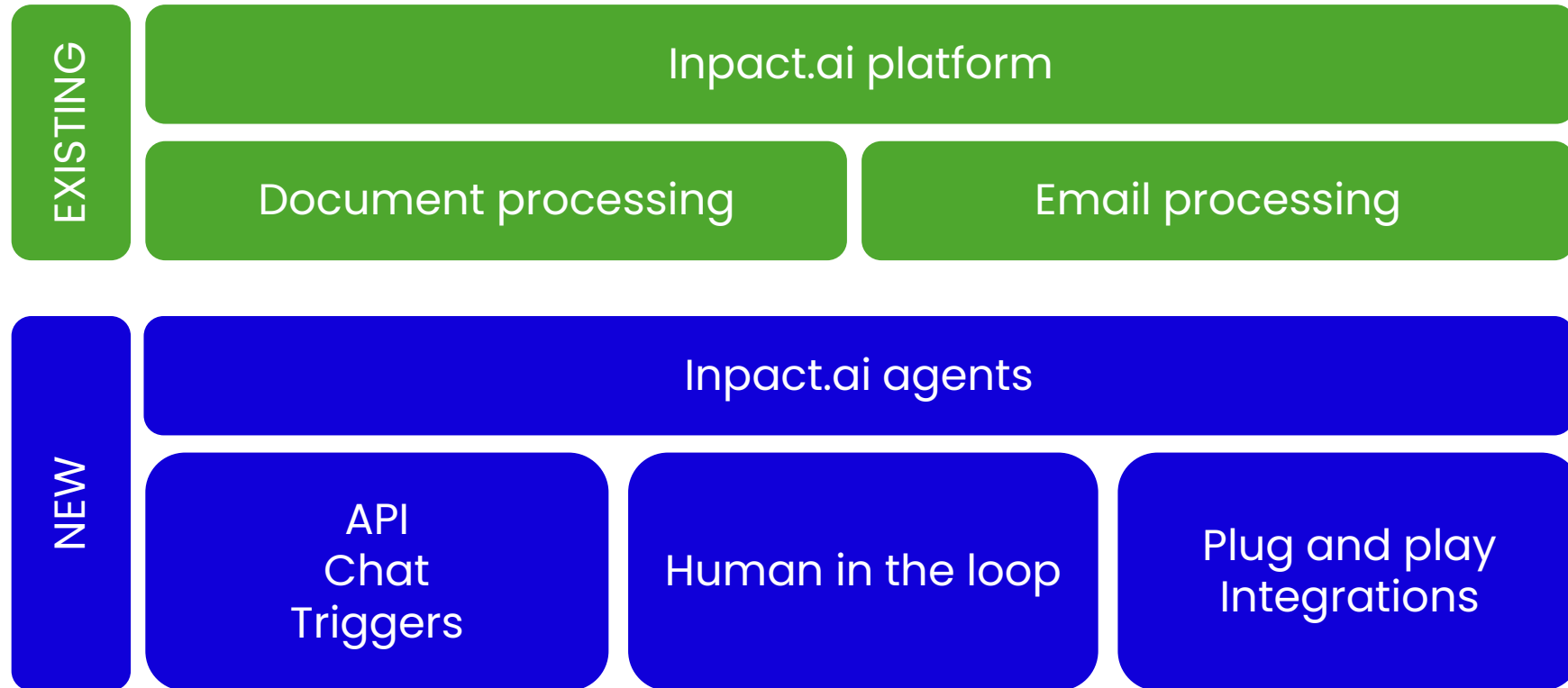
Choose a slide to present



Ai Agent – What is an Inpact.ai Agent?



Inpact.ai



Agent Type	Description
Simple Reflex Agents	Perform immediate actions based on predefined rules.
Model-Based Reflex Agents	Perform actions based on a model of the world and changes to that model.
Goal-Based Agents	Create plans to achieve specific goals by interpreting the goal and determining actions to reach it.
Utility-Based Agents	Consider preferences and weigh tradeoffs numerically to determine how to achieve goals.
Learning Agents	Improve over time by responding to feedback and adjusting actions accordingly.
Hierarchical Agents	Feature multiple agents in a tiered system, with higher-level agents breaking tasks into subtasks for lower-level agents to complete.
Multi-Agent Systems (MAS)	Agents complete tasks independently, either cooperatively or competitively.

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Ai Agent – Roles of AI Agents

Supervisor

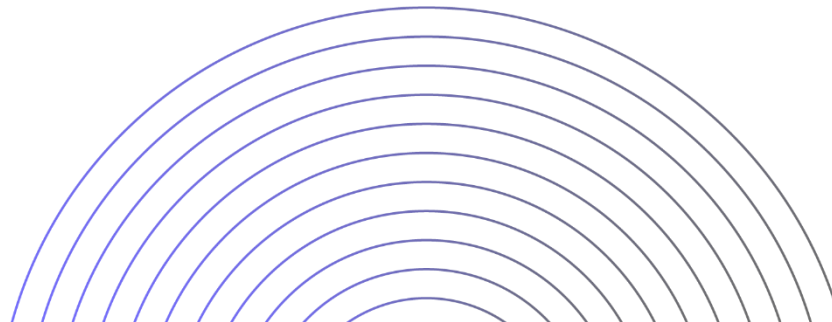
Responsible for **overseeing** the workflow, **making decisions** on the **next steps** based on the current status and information

Worker

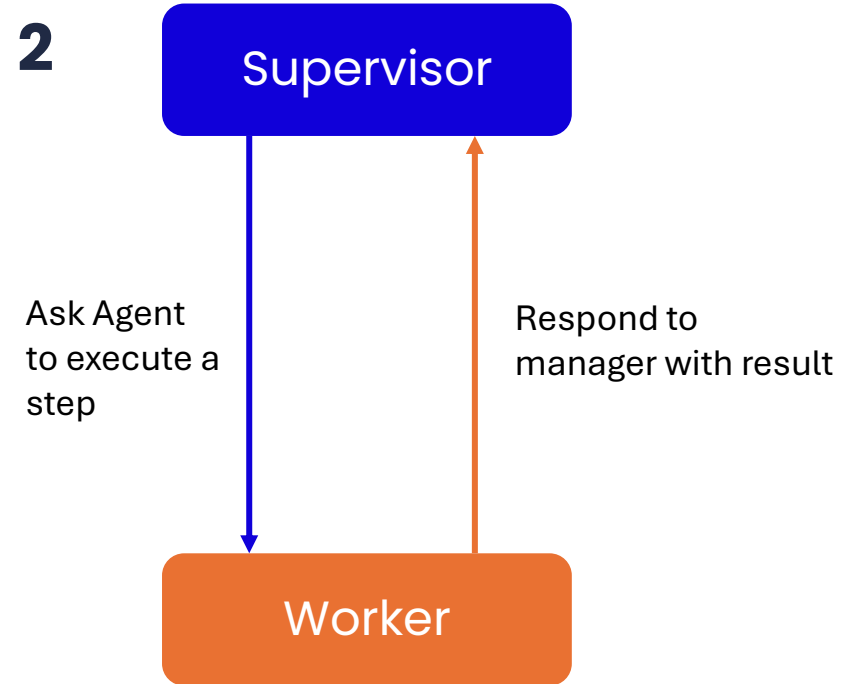
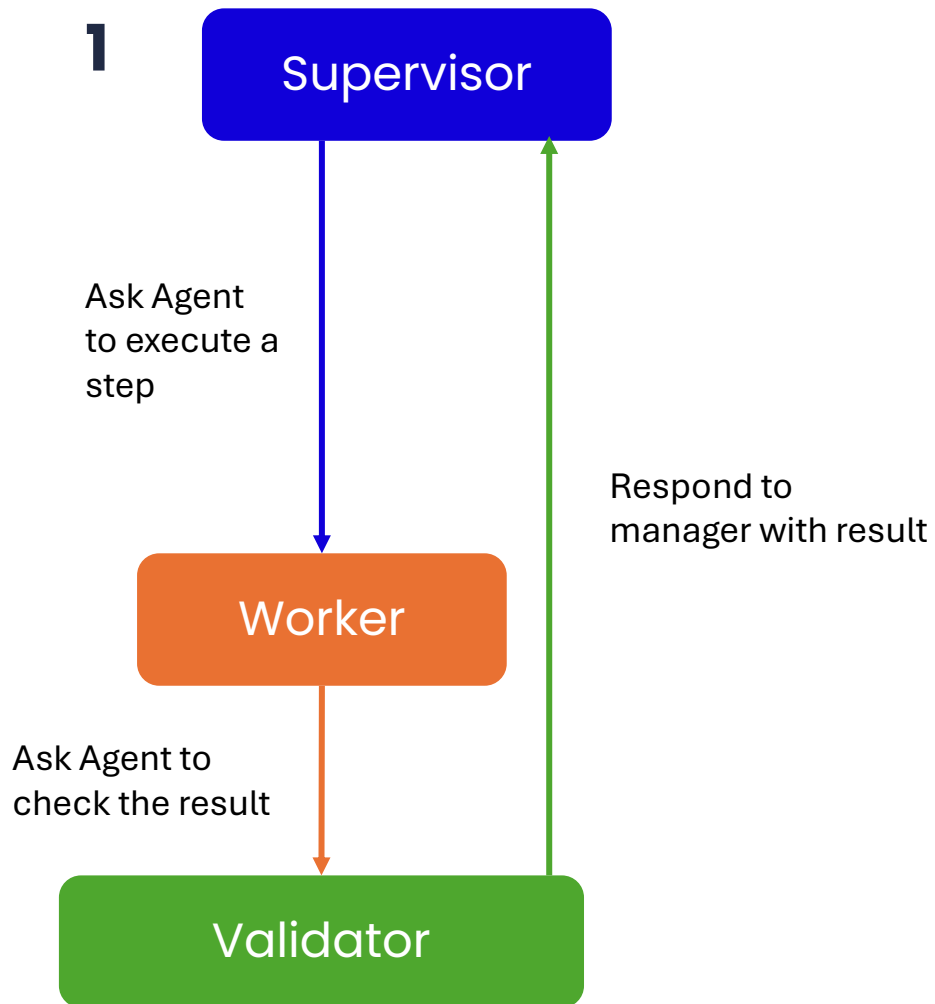
Specialized (sub)agent: Responsible for **executing** the **task**

Validator

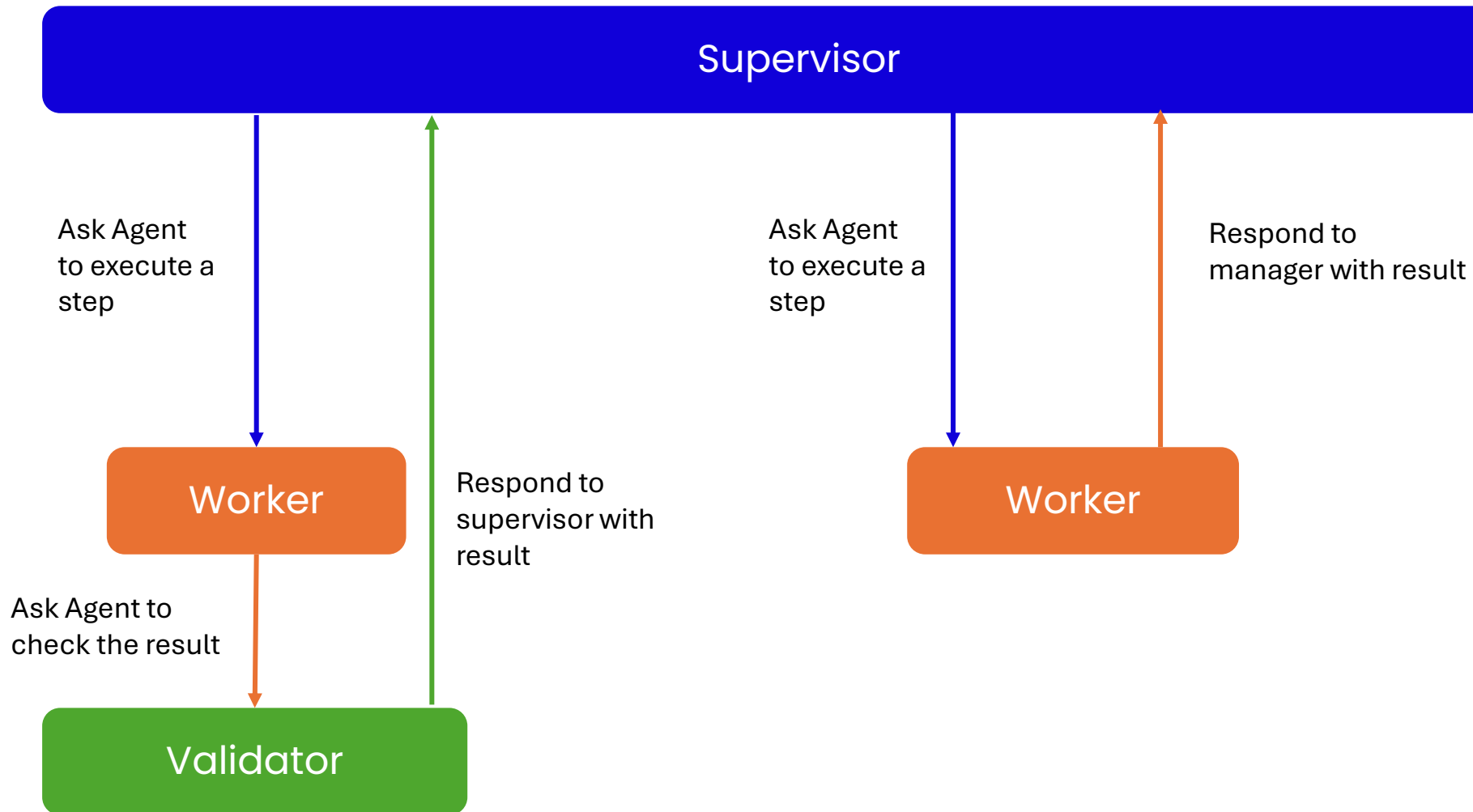
Specialized (sub)agent: Responsible for **checking** the **quality** of the **executed task** by a worker



Ai Agent – Agent interaction



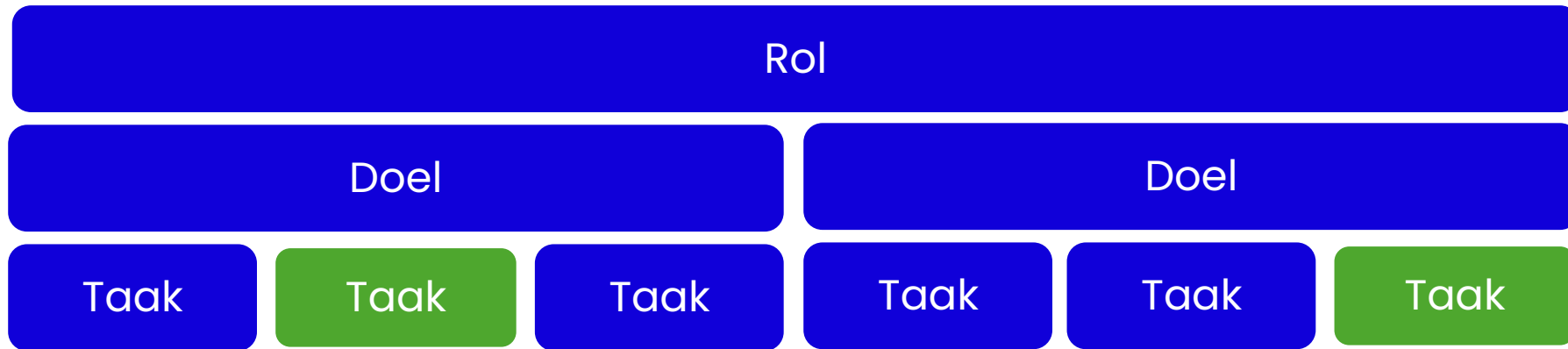
Ai Agent – Agent type



**Niet groots denken,
wel slim beginnen**



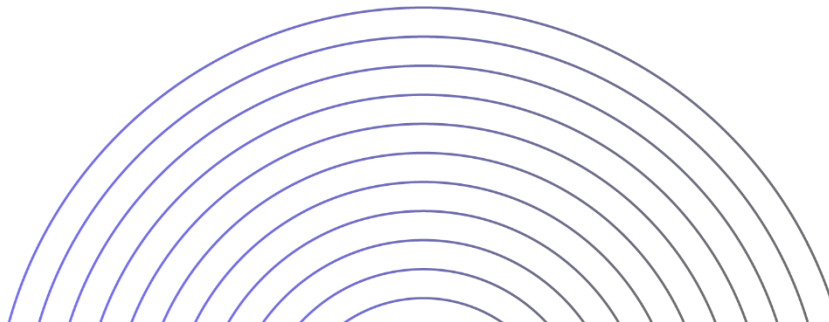
Agents – Actiestappen



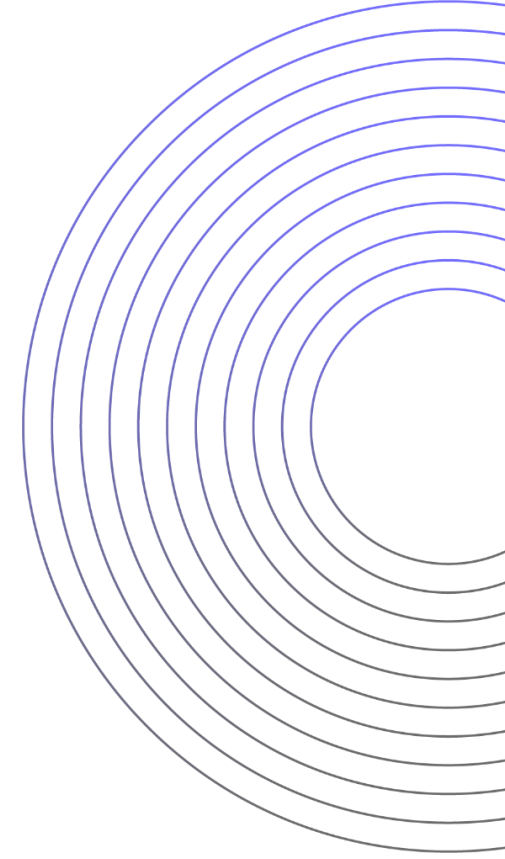
Type

Geen
instructies

Werkinstructies

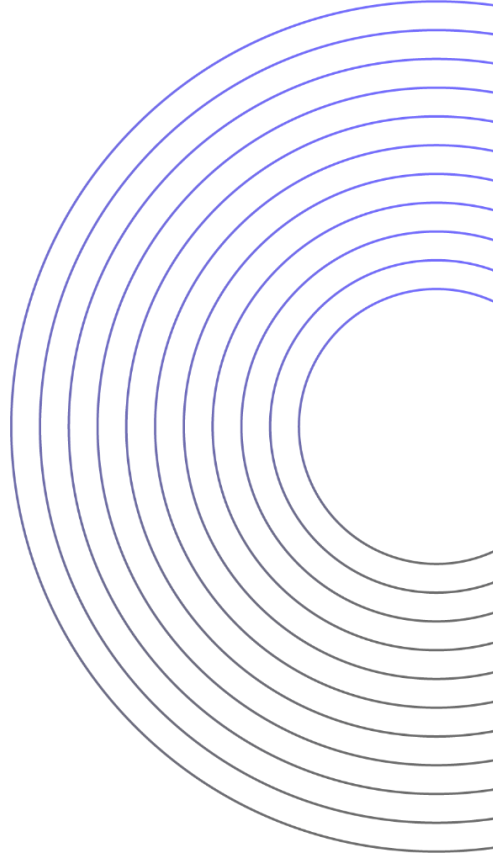


Agent #1



Een assistent voor de adviseur





30 minuten

Prepare my visit Assistant

Minimum Viable Product (MVP)

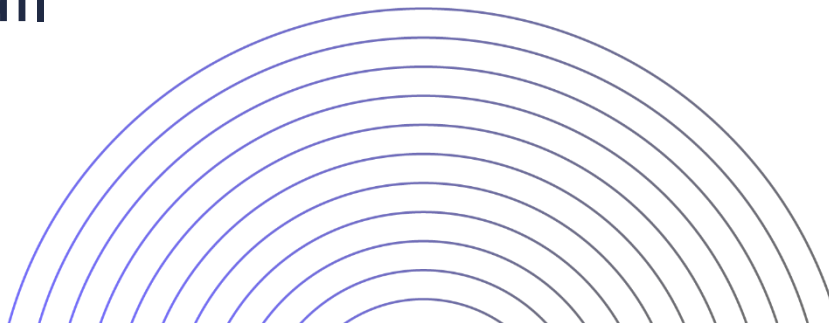
Haalt iedere nacht agenda's op

Bevraagt systemen op relevante informatie

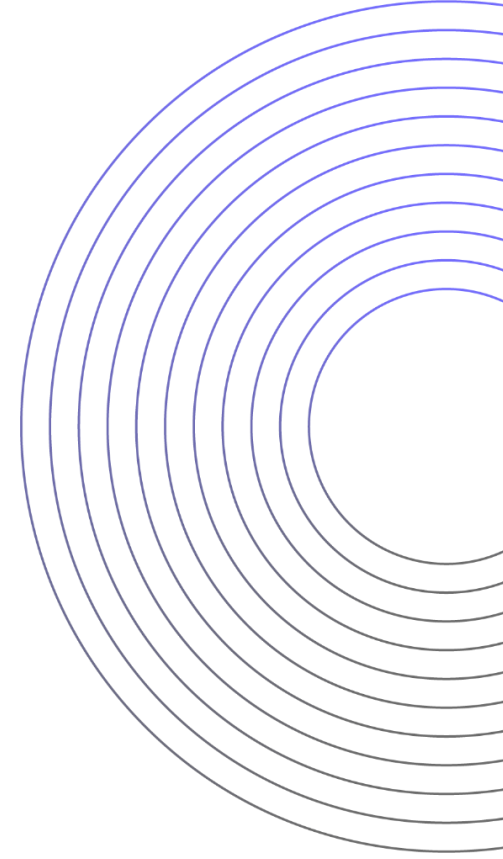
Stelt een volledige samenvatting op

Benadrukt belangrijke of urgente zaken

Levert aan per mail



How many sub agents?



12 Agents

Demo – Advisor Customer Assistant

Manage the workflow and decide the next step.

Find Agenda(s)

Find Packages

Check Summary

Find Relation

Find Claims

Compose Email

Check Relation

Find Invoices

Send Email

Find Contracts

Summarize Information

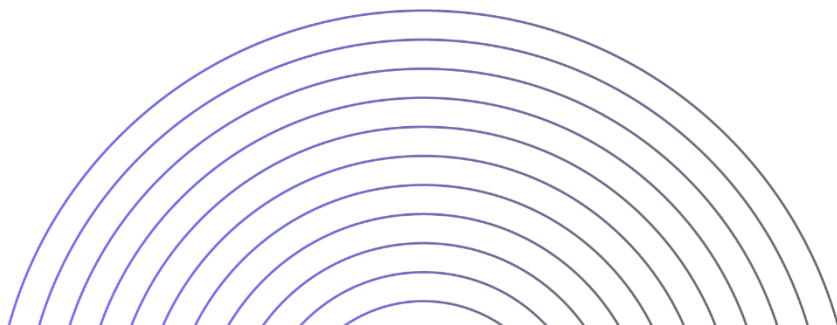
Agent role

Supervisor

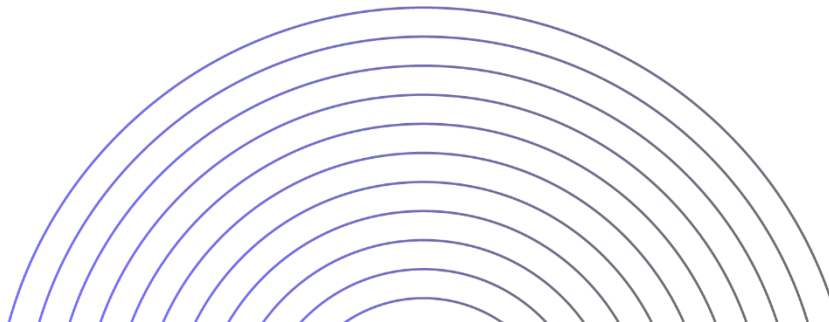
Worker

Validator

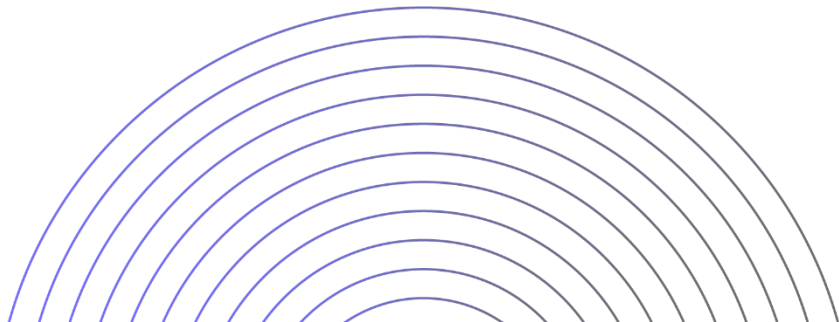
Bouwtijd?



8 uur



Demo time!



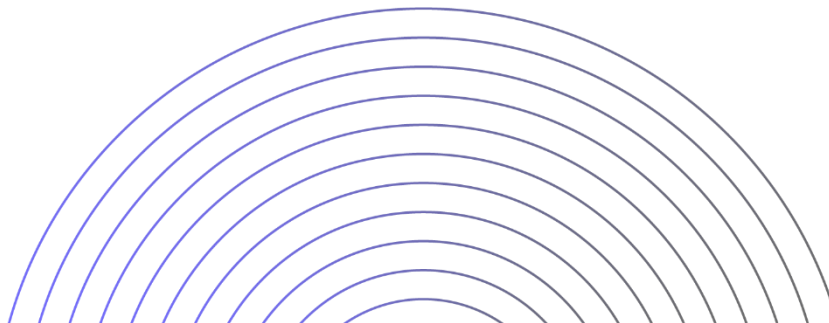
Upgrades – Next version

Routeplanner advies, zonder zorgen meteen rijden!

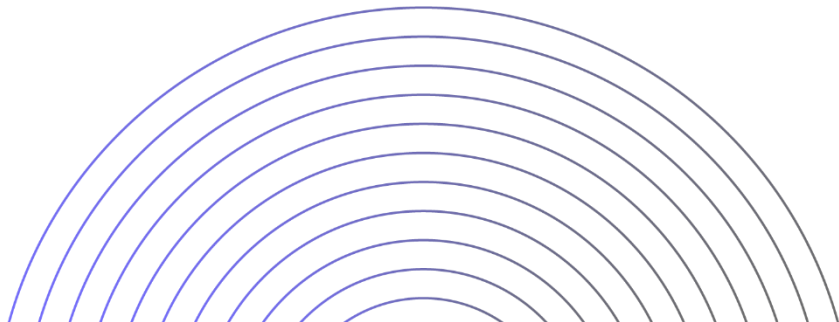
Alle afspraken in je Outlook Agenda met alle details

Mails uit het verleden scannen voor belangrijke informatie

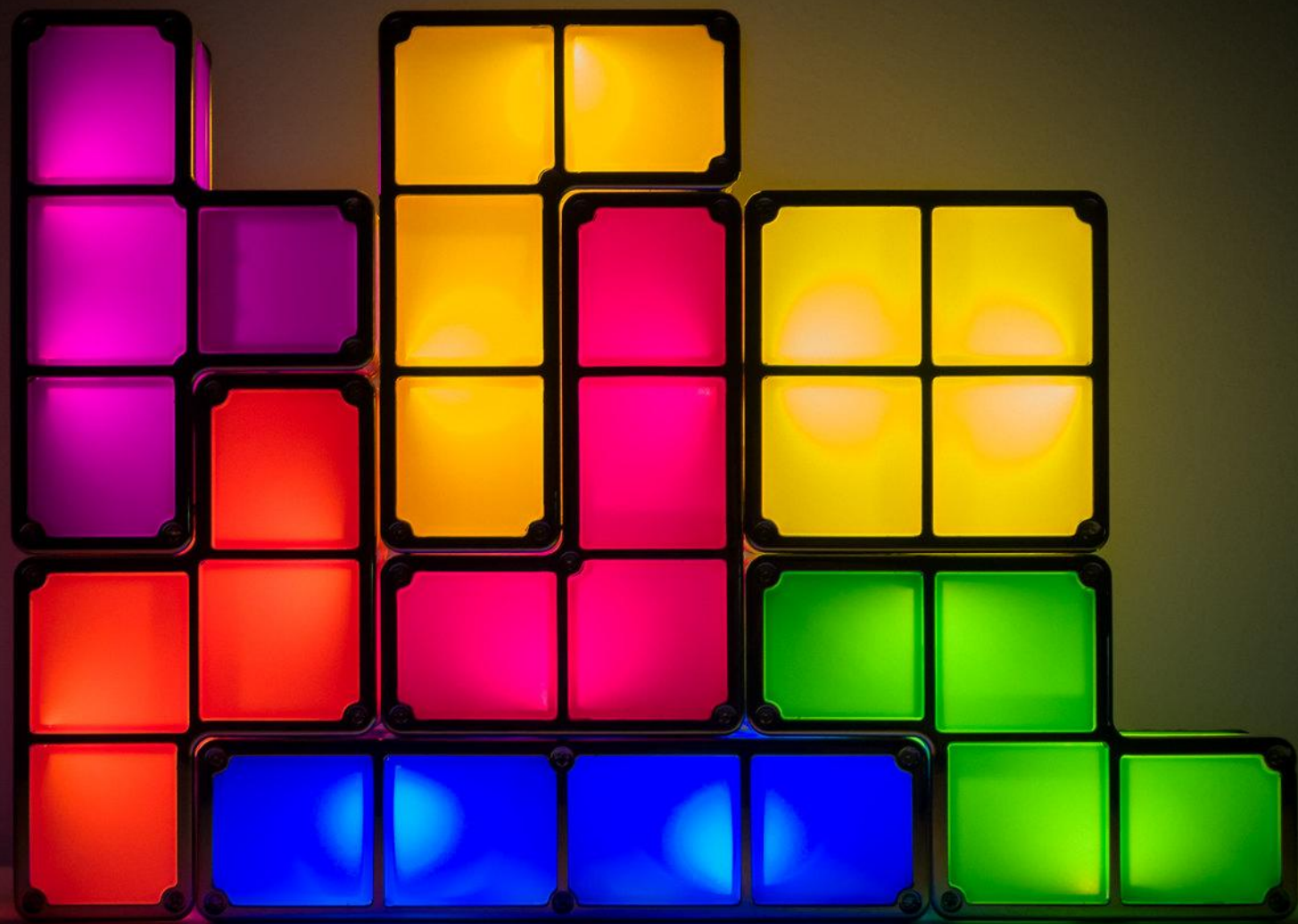
Data uit KVK checken voor nieuwe entiteiten

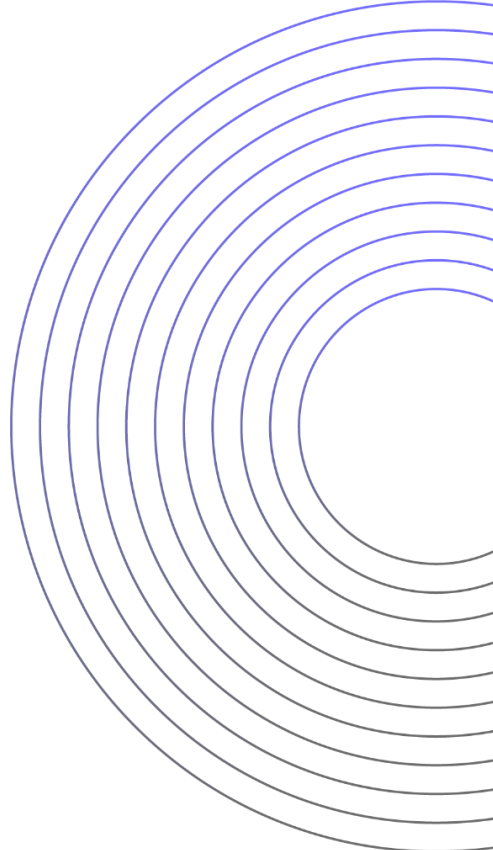


Agent #2



Een assistent voor werkverdeling





60 minuten

Resource Assistant

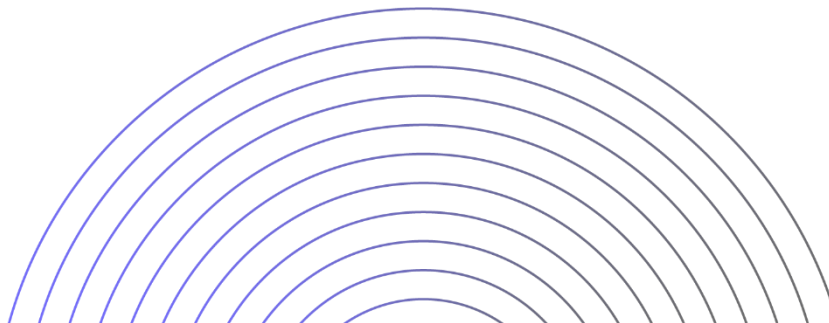
Minimum Viable Product (MVP)

Haalt de werkvoorraad van agenda's op

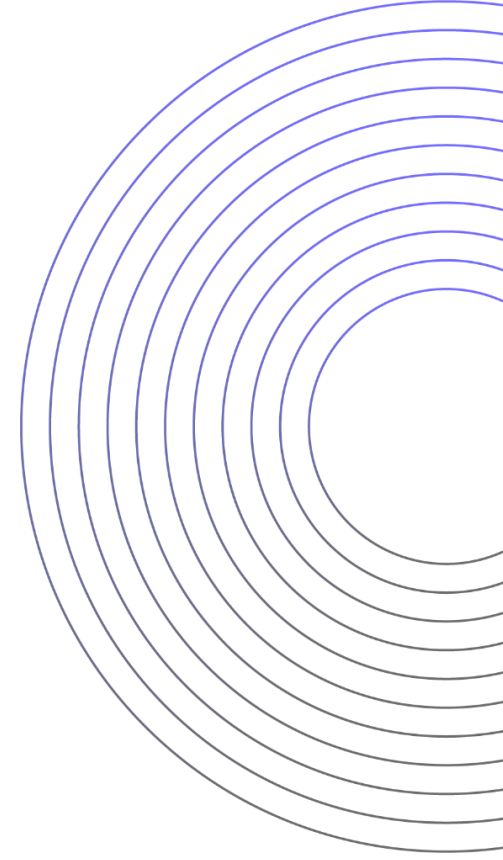
Bevraagt systemen voor werkschema

Koppelt de agenda's afhankelijk van beschikbare ruimte

Levert een verdelingsvoorstel aan per mail

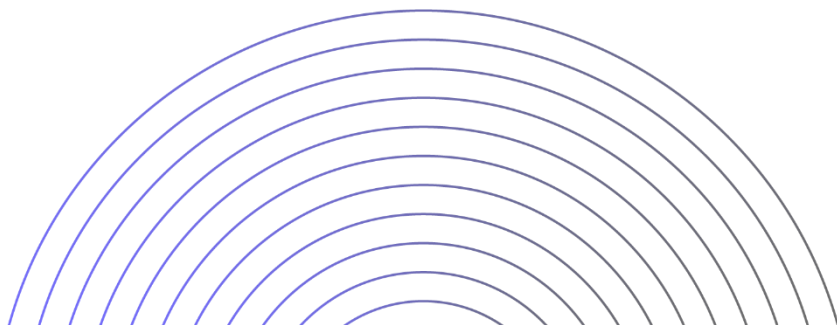


How many sub agents?

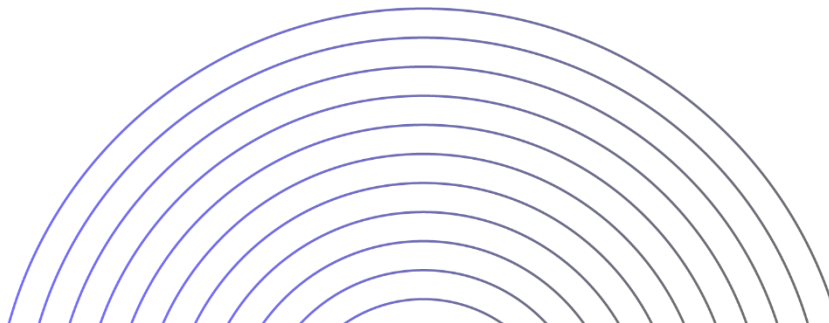


9 Agents

Bouwtijd?



8 uur



Demo – Resource Assistant

Manage the workflow and decide the next step.

Gather team information

Get the workschedule

Send an email

Gather Department
Agenda's

Schedule work items

Gather Teammember
Agenda's

Check for anomalies

Check Agenda of Team
members

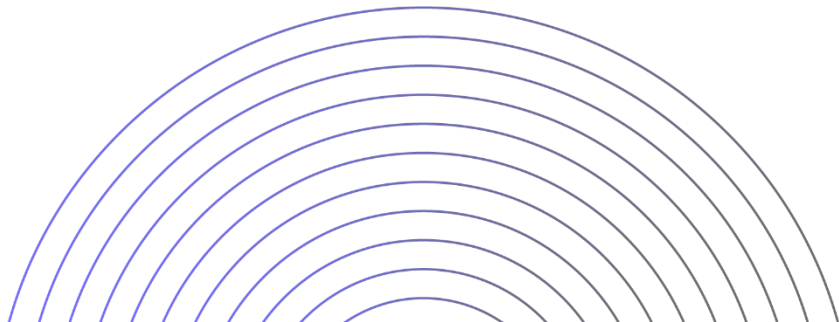
Agent role

Supervisor

Worker

Validator

Demo time!



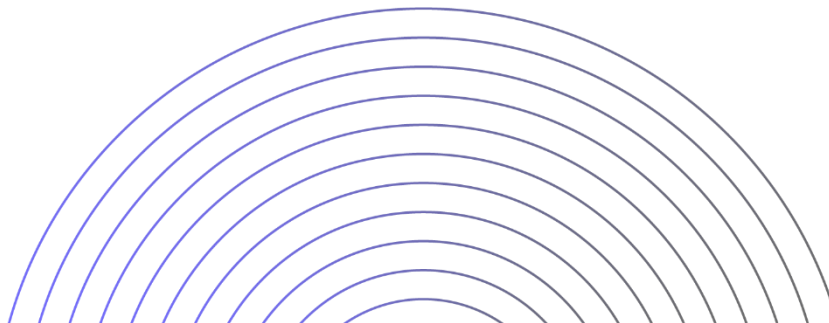
Upgrades – Next version

Updaten van Agenda's in backoffice

Dagstart bericht via Microsoft Teams

Waarde prioritering, VIP klanten eerst

Skill based planning, verdelen op basis van vaardigheden

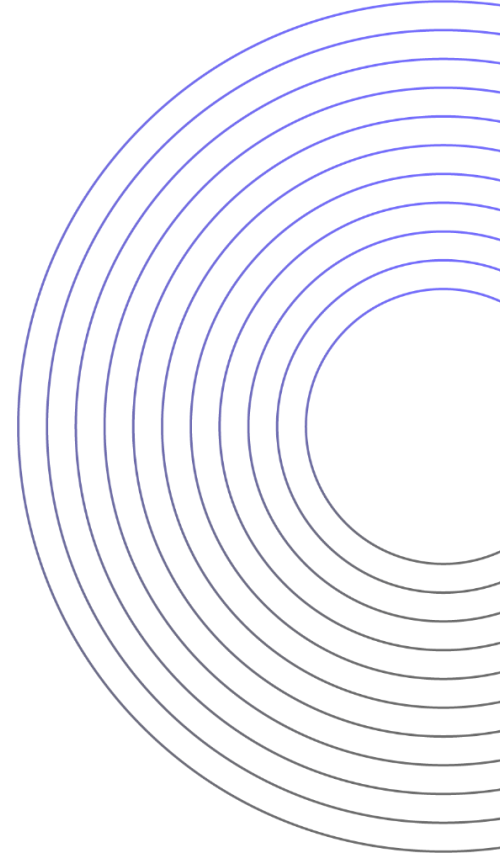


**Impact.ai agents
to come...**

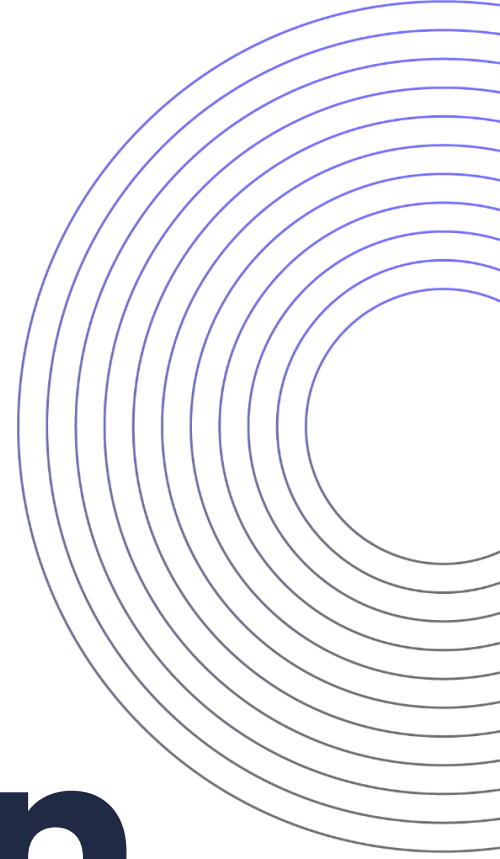


Claims intake

Claims coverage



Policy administration





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impact

Als jij morgen een AI-agent mag inzetten, wat doet hij dan?'

Relatie management proces ondersteunen

Mijn avatar zijn ;-)

Testen

Jaarplanning

Agenda finetunen

Ondersteunende underwriting

Fraude detectie

Werkprocessen optimaliseren

Advies functie, ondersteuning

36

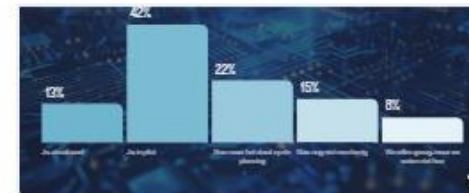


BH



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BH



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inpart

Verder praten over hoe jouw organisatie geholpen kan zijn met AI Agents?

Menti

VIP Congres 2025



Als jij morgen een AI-agent mag inzetten, wat doet hij dan?

Maakt managementrapporten	Hij zoekt de juiste	Taken
Beveiliging	Agenteel/actieve	Ordehandhaving/onderzoek
Probleemoplosser	Werkprocessen optimaliseren	Bekken volk, volksovername



See you next year!

