

Terms and Conditions AI Agent

Solution Overview

The agent establishes a centralized, AI-enabled solution that allows users to query contract issues, redlines, or scenarios and receive structured guidance, including positions, responses, and fall back language. It also creates a continuous feedback loop from complex deal execution, capturing insights and embedding them into reusable guidance.

Key capabilities include:

- Capture insights from complex details and embed into future guidance
- Reduces reliance on Subject Matter Expert support by embedding expertise into a reusable system

Business Use Case

Contract expertise is accessed and applied across Deal Desk. Knowledge is highly fragmented relying on manual searches, and repeated rework to resolve common T&C questions. This shifts the model from reliance on individual expertise to a scalable, consistent system.

Benefits

- **Productivity Gains:** Reduces time spent on contract analysis and redline responses by providing instant access to vetted guidance
- **Improves Consistency and Scales Access:** Standardizing positions, responses, and fallback language across teams and expands access to expert knowledge, enabling Deal Managers to self-serve complex T&C scenarios
- **Improved Accuracy:** Increases confidence and speed in customer negotiations through structured, reliable outputs

Key Results

150K hours

Annual time savings

Technology

- Azure Analytics
- Office O365
- Agent Builder in M365 Copilot

Time taken

Launched in 1-3 months