

3.A.3 Call Agent

This action allows you to send a request to an agent that has been previously configured in Settings > AI Tools > Agents.

Once one of the available agents has been selected, all the elements configured in Settings > AI Tools > Agents are loaded automatically and can be customized.

The agent is able to perform tasks automatically based on the enabled tools and the knowledge sources available through RAG and LLM.

The **System Prompt** can be modified, while operational instructions must be entered in the **User Message** field. The Output Fields section already includes the response content field by default, allowing the agent's output to be used in subsequent process steps.

Below is an example where the agent is requested to find a solution to a customer support request received through a ticket, using the user_manual tool, and write the solution as a comment.

The screenshot shows a configuration window titled "Action: Call agent" with a "Save" button and a "Cancel" button. The window is divided into several sections:

- Post-guardrail LLM:** A dropdown menu with "--Please select--" and a "Select Option..." button. A description states: "Select an LLM to evaluate the output. It may affect token consumption and request latency."
- Static post-guardrail:** A text area with a "Select Option..." button. A description states: "Define strings and regular expressions to block outputs that contain prohibited words. Use a new line to enter multiple values."
- * User message:** A text area containing the prompt: "Add a comment to the ticket suggesting a solution to the issue by searching the user_manual knowledge base. Do not use headings or Markdown formatting in the response. Return only plain text." A description states: "Message sent by an end user, containing prompts or additional context information. The role of the messages author in this case is user."
- Returned fields:** A section with a "content" field and a "messages.0.content" field, both with "Select Option..." buttons. An "Add field" button is located below these fields.

Figure 1

Additional information is added to the prompt written by the user to provide the context of the request, such as the entities involved in the process, including their name, module, and CRM ID (crmid).

This allows the agent to understand which CRM entity the request refers to.

If needed, process variables can be used to make the request even clearer.
Example: Add a comment to ticket \$15-crmid suggesting a solution...

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