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.

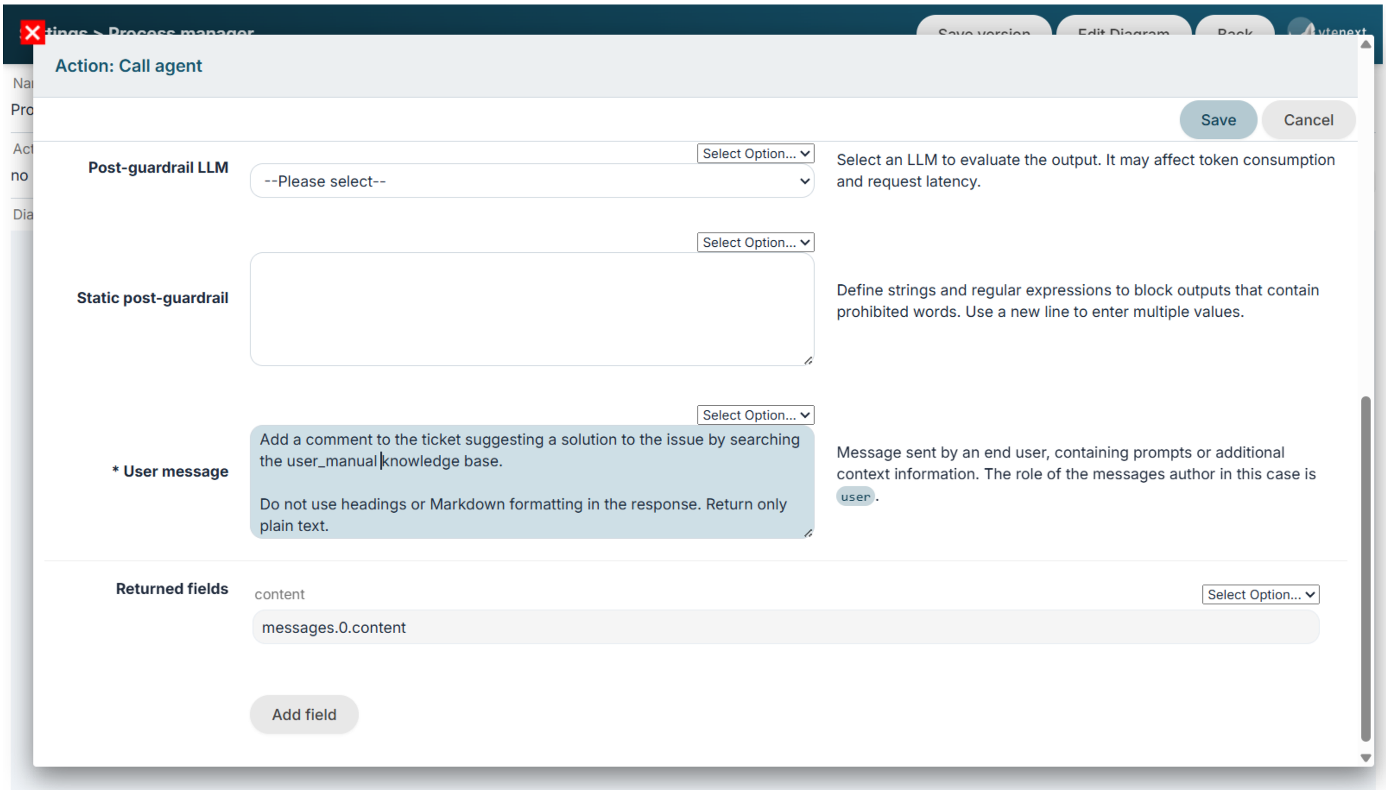

Figure 1

> 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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