

3.A.5 Examples

Below are some example applications showing how these new tools can be integrated into processes.

Web scraping

This process, triggered when a new company is created, calls an agent that is requested to search online for information about the company and populate the corresponding fields in the company record.

The agent must have an enabled web search tool (for example, `web_search_exa`) and the VTENEXT MCP Client tools enabled in order to access the module structure and update the record.

Default VTE MCP Client

create

✓

Create a record of the specified module. To understand the fields of the specified module, you should u...

delete

✓

Delete the specified record

describe

✓

Describe the specified module and their relative fields; you must run this tool before attempting any task, to...

Web Search MCP - Exa

web_fetch_exa

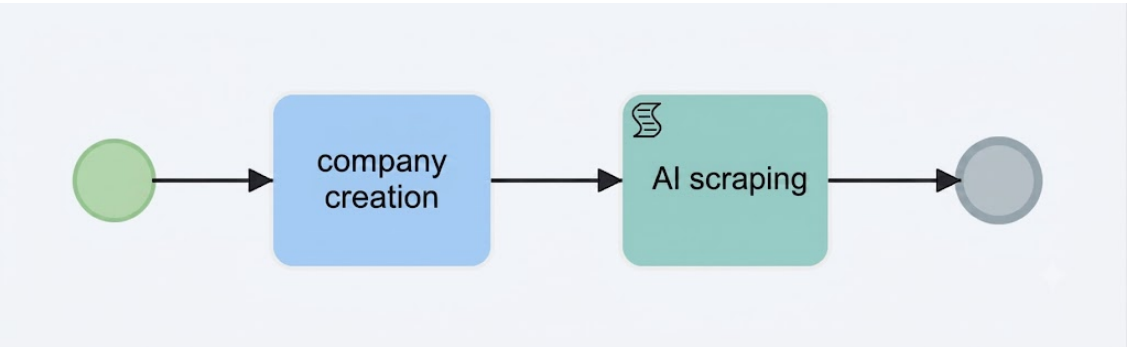
Read a webpage's full content as clean markdown. Use after `web_search_exa` when highlights ar...

web_search_exa

✓

Search the web for any topic and get clean, ready-to-use content. Best for: Finding current information, news,...

The process starts when a company is created and executes the Call Agent action.



In the **User Message**, I request the agent to search online for the required information and populate the corresponding fields in the company record. I also request the creation of a contact for the Chief Executive Officer.

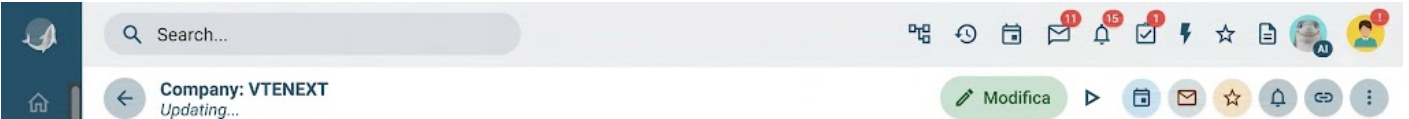
Select Option...▼

* User message •

Search the web for the company's address, phone number, email, and VAT number, and populate them in the master record.
Additionally, search for the name of the CEO and create the linked contact.

Message sent by an end-user, containing the prompt or additional contextual information. The role of the message author in this case is: `user`.

If the **Background** execution mode has been configured in the process action, after saving the record the system will notify you that the record is still being updated. Once the process is completed, the browser page will automatically refresh.



From the **History** tab, you can view the fields that have been updated.

Search...

Company VTENEXT

Modifica

Administrator has modified the record

Details

Field	Previous value	Current value
Phone		+39 02 3790 1352
Email		info@vtenext.com
VAT Number		09889110966
Billing Address		Viale Sarca, 336/F
Billing City		Milano
Billing Province/State		MI
Billing Postal Code		20126
Billing Country		Italia

7 days ago

Administrator has created the record

7 days ago

Closed Customer Support

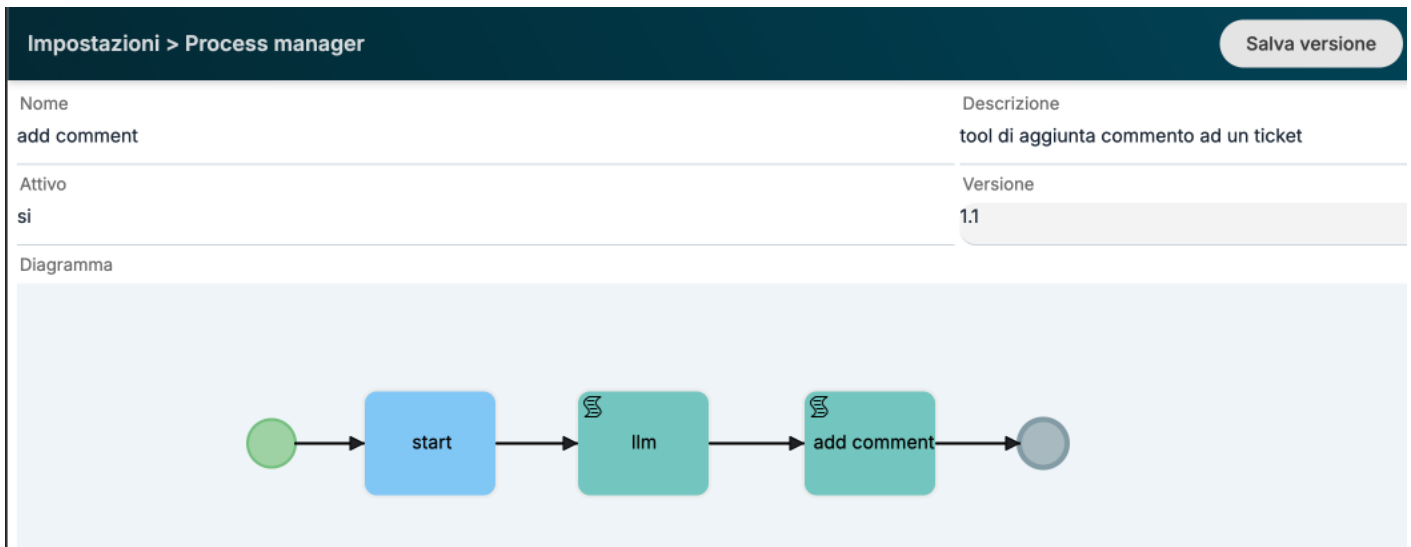
In this example, we implement a process that automatically replies to technical support tickets outside office hours, informing customers that the office is closed and attempting to provide a solution to their issue.

Tool add_comment

First, we create a process tool to add a comment to a ticket. The tool requires the following input parameters:

- Ticket ID

- Comment



BPMN-Task: start Activity_1yh0zr4

Entity: --None--

When to execute the check

- ☐ on creation
- ☐ on creation and modification
- ☐ on modification
- ☐ every time the condition is true
- ☐ only the first time the process is triggered
- ☐ on launch of the subprocess
- ☒ on tool call
- ☐ in relationship with: ▼

Input parameters

Actions	Parameter name	Type	Entity	Mandatory	Description
🗑️ 📄 ⬇️	ticket	entity	Ticket	☒	The id of the helpdesk, with the format 'module_id' + 'x' + 'record_id'
🗑️ 📄 ⬆️	comment	string	--Nessuno--	☒	comment text

Add row

In the second step of the process, we execute an LLM call to rework the comment text by applying a specific style.



In this case, it is sufficient to use only an LLM instead of an agent, since no tools are required. We only need to leverage the language capabilities of the model.

Finally, we use the SDK Add Comment function by mapping all the required fields.

In this case, we set the ownerid parameter with the ID of the Kitt user. By setting the ai parameter to true, we force the addition of an informational note at the bottom of the comment indicating that the text was generated using AI.

Action: SDK Function

Save

Cancel

Action Title

add comment

Execution Mode

Standard: the execution process waits for the completion of the action before proceeding with the next one

SDK Function

Add comment to ticket (ticketid, comment, ownerid, ownertype[user|customer], sendPortalEmail[true|false], ai[true|false])

Additional Parameters

Parameter Value

Select Option...

\$2-crmid

Parameter Value

Select Option...

\$LLM5-answer

Parameter Value

Select Option...

4

Parameter Value

Select Option...

user

Parameter Value

Select Option...

true

Parameter Value

Select Option...

true

Add Parameter

The add_comment tool must therefore be enabled for the agent that will be used in the following steps, together with the user_manual tool and/or any documents configured in the RAG section to provide the knowledge required to generate a solution.

Cerca...

11

15

5

1

🔍

🕒

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★

📄

🕒

👤

👤

Tool

Ricerca...

Kitt tools

Seleziona tutto

calculator

Calculate simple math expressions.

user_manual

Search the vtenext user manual.

Default VTE MCP Client

Seleziona tutto

add_comment

tool di aggiunta commento ad un ticket

convert_lead

Starts the process for lead conversion

create

Create a record of the specified module. To understand the fields of the specified module, you should u...

delete

Delete the specified record

describe

Describe the specified module and their relative fields; you must run this tool before attempting any task, to...

get_current_context

Fetches general context information relevant for use with other MCP tools (so it does not need any parameter...

listtypes

List the modules that have fields with 'uitype' of the specified formats

process_text

Rewrite or improve the supplied text using an optional tone of voice and complexity level.

query

Safely execute a SQL-like query and return the result's rows. Additional notes: - The "FROM" clause accept...

relate

Relate the record with all the records in a relatelist array

retrieve

Illustrate the fields of the specified

retrieveInventory

Illustrate the fields of the specified

send_email

Send an email to one or more

summarize

Generate a summary of a VTENEXT

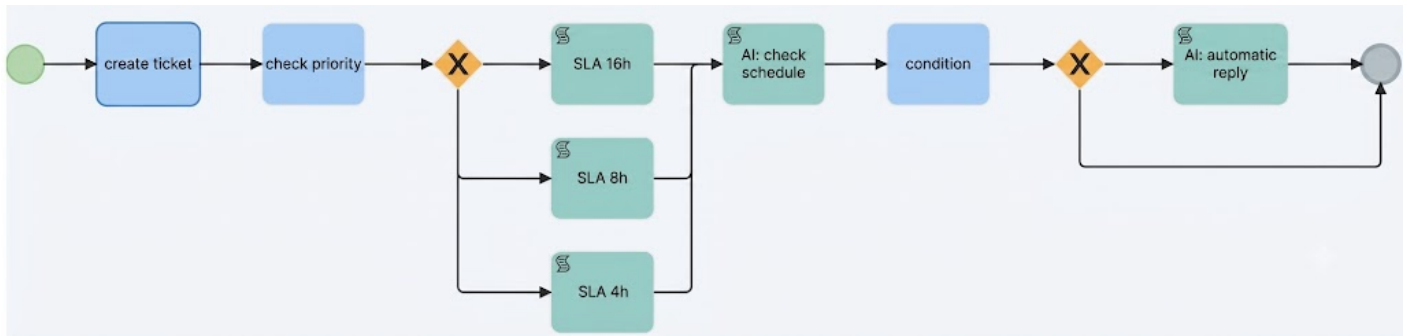
tools_manual

Fetches additional information

Implementing the Process on Tickets

We can either implement a new process or integrate the new AI features into an existing one.

In this example, we use an existing process that, when a ticket is created, sets the SLA based on the ticket priority.



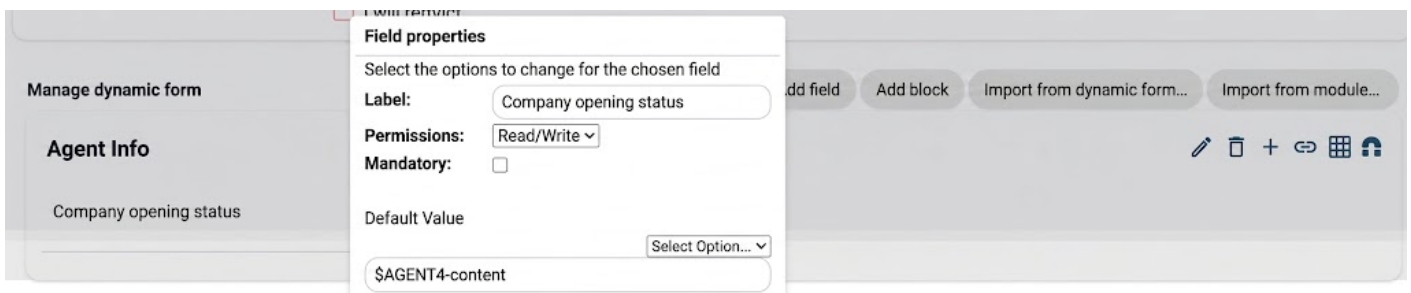
In the **AI: Check Office Hours** task, I execute a call to the agent using the following prompt:

The company is open Monday through Friday from 9:00 AM to 1:00 PM and from 2:00 PM to 6:00 PM, excluding public holidays.

If the ticket was created during business hours, return the string "open"; otherwise, return "closed".

Return exactly one of these strings and do not include any additional text, explanations, or headings.

I then configure the dynamic form with a field populated by the response returned by the LLM.



Next, I configure the condition based on the value of the dynamic form field and set up the following gateway so that, if the agent returns **"closed"**, the process proceeds to the **AI: Automatic Reply** task.

BPMN-Task: condition Activity_0iifa3v

Save Cancel

Entità: [DF1] Form dinamica (BPMN-ScriptTask: AI: check orario) ▾

When to esegute the control

☐ on modification

☒ every time the condition is true

Condizioni

New groupo

Company opening status ▾ equals ▾ open

Nuova Condizione

o ▾

Company opening status ▾ equals ▾ closed

New Condition

In the final task of the process, I first call the add_comment tool to inform the customer that the office is closed. I then call the agent to generate and add a proposed solution to the issue

BPMN-ScriptTask: AI: auto reply Activity_0hfdxyk

Save Cancel Advanced...

AI Actions ▾ Other actions ▾ Import actions from...

Actions

TOOLS	ACTION	DESCRIPTION
	Call process tool	closed company comment
	Call agent	Agent: propose solution

Action: Call process tool Save Cancel

Action title: closed company comment

Execution mode: Standard: the execution process waits for the completion of the action before proceeding with the next one ▾

Tool process: add comment ▾

Description: tool for adding a comment to a ticket

Input parameters

ticket reference - HelpDesk Seleziona Opzione... The id of the helpdesk, with the format 'module_id' + 'x' + 'record_id'

comment string Seleziona Opzione... comment text

The offices are closed, please contact us tomorrow. For emergencies, please call.

The comment entered here will then be reworked by the LLM as part of the process tool.

Agent Prompt:

aggiungi un commento con il tool add_comment proponendo una soluzione al suo problema cercando in user_manual.

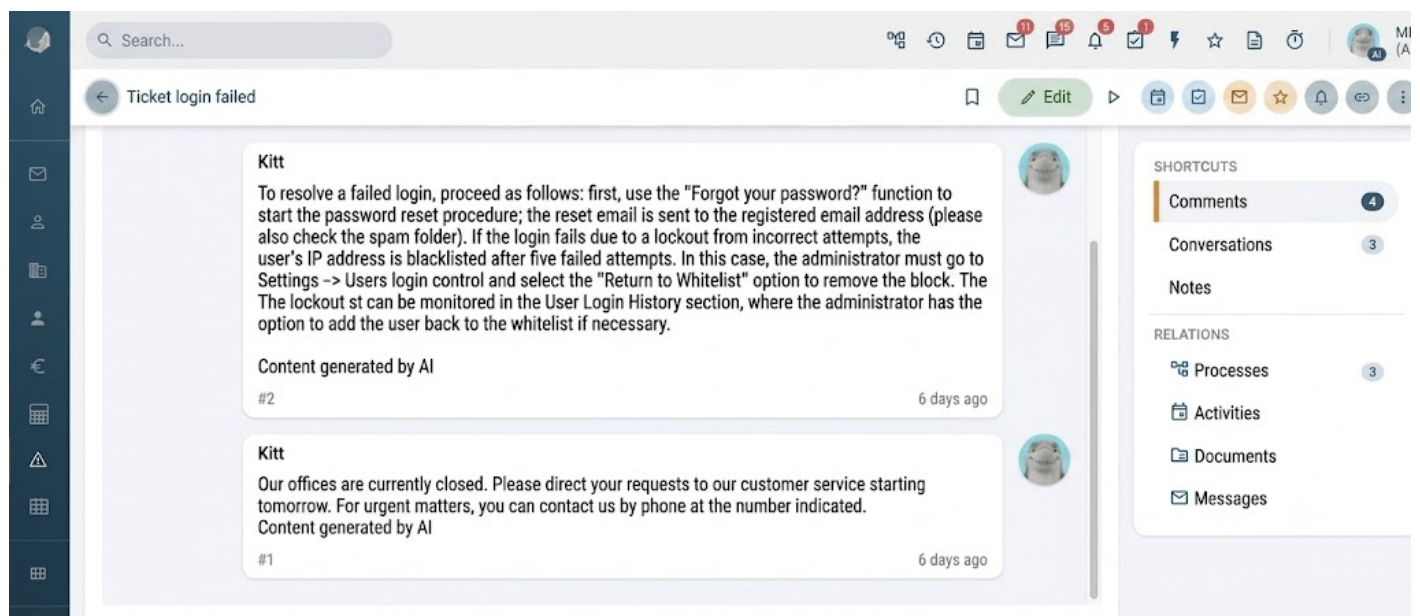
Nel testo non usare mai titoli o codice markdown, restituisci solo testo semplice.

Test

We can test the process by creating a ticket during closing hours with the title "Login Failed" and the following description:

"Good morning, this morning I am no longer able to log in to vtenext. Could you please check this urgently?"

Comments similar to the following will be added:



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