

Call agent

Allows you to make a request to a previously configured agent in Settings > AI Tools > Agents.

Once you select one of the available agents, all the elements configured in Settings > AI Tools > Agents will be loaded and can be customized.

The agent can perform tasks automatically based on the activated tools and the knowledge it has access to via RAG and LLM.

The **System prompt** can be modified, while operating instructions must be entered in the **User message** field.

The content of the response is already configured by default in the Returned fields for use in subsequent stages of the process.

Below is an example in which the agent is asked to search for the solution to a request received via a Customer Support ticket using the `user_manual` tool and to write it in a comment.

The screenshot shows a configuration window titled "Action: Call agent". It contains several sections:

- Post-guardrail LLM:** A dropdown menu with "--Please select--" and a "Save" button.
- Static post-guardrail:** A text area with a "Select Option..." dropdown and a description: "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 with a "Select Option..." dropdown and a description: "Message sent by an end user, containing prompts or additional context information. The role of the messages author in this case is `user`." The text area contains: "Add a comment to the ticket suggesting a solution to the problem by searching in `user_manual`. Never use titles or markdown code in the text; return only plain text."
- Returned fields:** A section with a "content" dropdown and a "messages.0.content" text field, with an "Add field" button below.

Figure 1

The user-written prompt is supplemented with additional information to provide context for the request, such as the entities involved in the process (name, module, and crmid). This allows the agent to understand which CRM entity is being referenced. Process variables can also be used to further clarify the request: e.g., Add a comment to ticket \$15-crmid suggesting a solution...

Revision #3

Created 2026-07-09 09:08:19 UTC by m.maporti

Updated 2026-07-09 09:20:46 UTC by m.maporti