

AI Tools

LLM

You can configure an LLM model according to the [OpenAI format](#).

Configure LLM
Here you can configure an LLM model according to the [OpenAI format](#)

Test

Save

Cancel

Active ☒

Name

URL

Model Model ID used to generate the response.

Base URL If it is a local model and you want to use it in agents you need to specify the endpoint URL.

Provider To use the model in agents you need to specify the `model_provider`. See supported providers in [LangChain Reference](#).

API Key

Temperature What sampling temperature to use, between 0 and 2. Higher

MCP Server

You can configure the MCP servers that VTENEXT exposes. For each server, you can select which tools to publish using REST APIs, custom tools, and Processes.

Technical documentation is available [here](#).

Configure MCP Server

Configure the MCP servers that vtenext exposes. For each server, select the tools to publish.

Active☒

Base URLhttp://192.168.1.48/vte2604_3477/restapi/v1/vtews/

Endpointhttp://192.168.1.48/vte2604_3477/restapi/v1/vtews/

my-mcp

Unique identifier used in the server URL endpoint.

Description

Create MCP client☐Automatically create an MCP client entry pointing to this server. The client will be kept in sync and deleted when the server is removed.

Published tools

Search... (17 / 22 selected)

Base

Select

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...

listtypes☒

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

processes.processes_relat
ed_to☐

Retrieves all processes related to a specific CRM record.

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 record and their relative values

retrieveInventory☒

Illustrate the fields of the specified inventory record, their relative values and the product block's information

touch.get_associated_pro
ducts☐

Retrieves the list of products associated with an inventory record (Invoices, Quotes, etc.).

touch.get_currencies☒

Retrieves the list of active or all

touch.get_notifications☐

Retrieves svstem notifications for the

touch.get_ticket_comment☐

s

touch.write_ticket_comme
nt☐

updateRecord☒

Update the specified record with new

MCP Client

You can configure the MCP servers whose tools you want to use. Only servers exposed via HTTP are supported.

By default you get a VTENEXT MCP and [Exa](#) MCP installed for web searches.

Configure MCP client

On save, the tool configuration will be downloaded locally so it can be used in processes and agents.

Active☒

Name

URL

Authentication

None

Synchronize☐

Notification☐

If "VTE (Access Key)" is selected, the dedicated MCP access key of the user making the call will be used automatically for authentication. No credentials need to be entered.

Allow a cron job to periodically check the list of tools and synchronize them if new information is available.

Notify me if there are any changes to the tools.

Available tools

add_comment tool di aggiunta commento ad un ticket	Input schema		
	ticket	string	REQUIRED The id of the helpdesk, with the format 'module_id' + 'x' + 'record_id'
	commento	string	REQUIRED testo del commento
convert_lead Starts the process for lead conversion	Input schema		
	leadid	integer	REQUIRED The ID of the lead to convert
	Output schema		
	info	string	OPTIONAL The information if the process was delegated succesfully.
	error	string	OPTIONAL Error message if the lead conversion could not be delegated to a process.
create	Input schema		

Agents

You can configure AI agents to use in your assistant and processes. An agent can use LLMs, MCP tools and RAG to complete tasks automatically.

Agents

Add

ACTIVE	NAME	DESCRIPTION	TYPE	LLM	DOCUMENTS	TOOLS
✓	My agent		Agent	gpt-oss:120b cloud	✓	

Agents orchestrator

The vtenext agents orchestrator coordinates agents and executes automated tasks. Install it following the manual.

[Open the installation manual](#)

Orchestrator endpoint

Update

Base URL of the orchestrator service (e.g. <http://127.0.0.1:8080>).

Assistant

The new assistant is called **Kitt** but you can change his name and photo from the user preferences. The assistant can query an LLM, an Agent or a custom REST Webservice.

Save

Active

☒

Type

Agent

Agent

Agente per assistente

Potential advancement

- INFORMATION
- PLAYERS
- PRODUCT LINES
- CHARTS
- PROCESS GRAPH
- PROCESS HI:

Potential Information:	
Potential Name advancement	Potential No POT19
Related To demovte	Amount (€) 184400.00
Type --None--	Expected Close Date 14-06-2026
Effective closing date 04-08-2026	Lead Source Trade Show
Next Step	Assigned To bagnato (Klazina Bagnato)
Sales Stage Value Proposition	Campaign Source User Conference
Probability (%) 45.88	Modified Time 25-06-2026 10:15:25

SHORTCUTS

- Talks
- Notes

RELATIONS

- Activities
- Contacts
- Products
- Documents
- Quotes
- Sales Order
- Accounts

Kitt

Related to **advancement**

Monday 29-06-2026

You
Hello

Kitt
Hello! How can I assist you with VTENEXT today?

You
What is the status of this opportunity?

Kitt
The opportunity **advancement** is currently in the "Value Proposition" sales stage.

Potentials x advancement x

Continue the conversation with the assistant

- summarize
- process text
- translate

These quick actions can also be published as MCP tools.

Where do we start?

Tell me directly what you need

Start a conversation with the assistant

Trouble Tickets x IPERAMMORTAMENTO 2026... x

Or choose a quick action

Process text

Description summary

Summary of comments

Agent Logs

An entry has been added in Settings > System logs to control agent logs.

AI actions in ProcessMaker

You can configure process actions and run:

Call LLM

Make a request to an LLM and use the response in the process.

Call MCP tool

Run an MCP tool.

Call agent

Make a request to an Agent to complete tasks automatically and use the response in the process.

Call process tool

Run a [tool-type Process](#).

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