

22.6 Examples

Below are some example requests to demonstrate the assistant's capabilities.

Creating an Account

I can create any record managed by the CRM, such as an account in this case. Any tools used by the assistant are displayed, and for write operations, approval is requested before proceeding.

Where do we start?

Tell me directly what you need

Create a company "vtenext" with website www.vtenext.com



Home x

LLMs can make mistakes. Consider verifying important information.



Kitt



Monday 13-07-2026

You

Create a company "vtenext" with website www.vtenext.com

Kitt

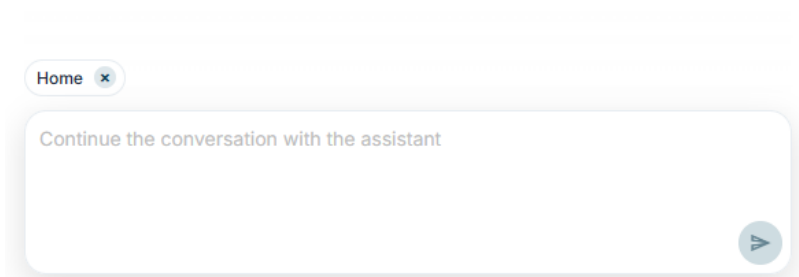
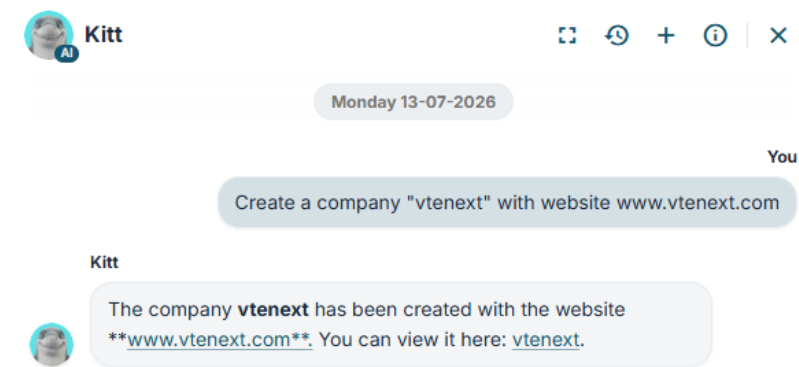
Describe

Create

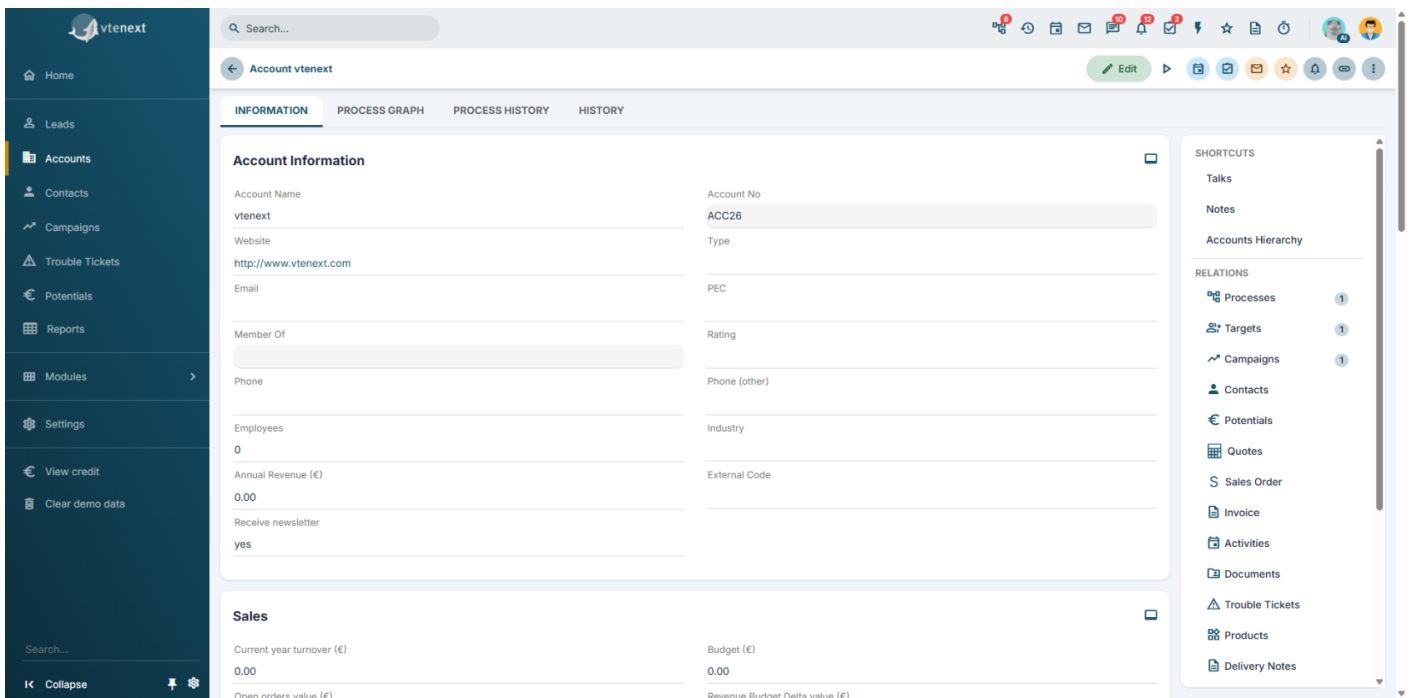


Your approval is needed



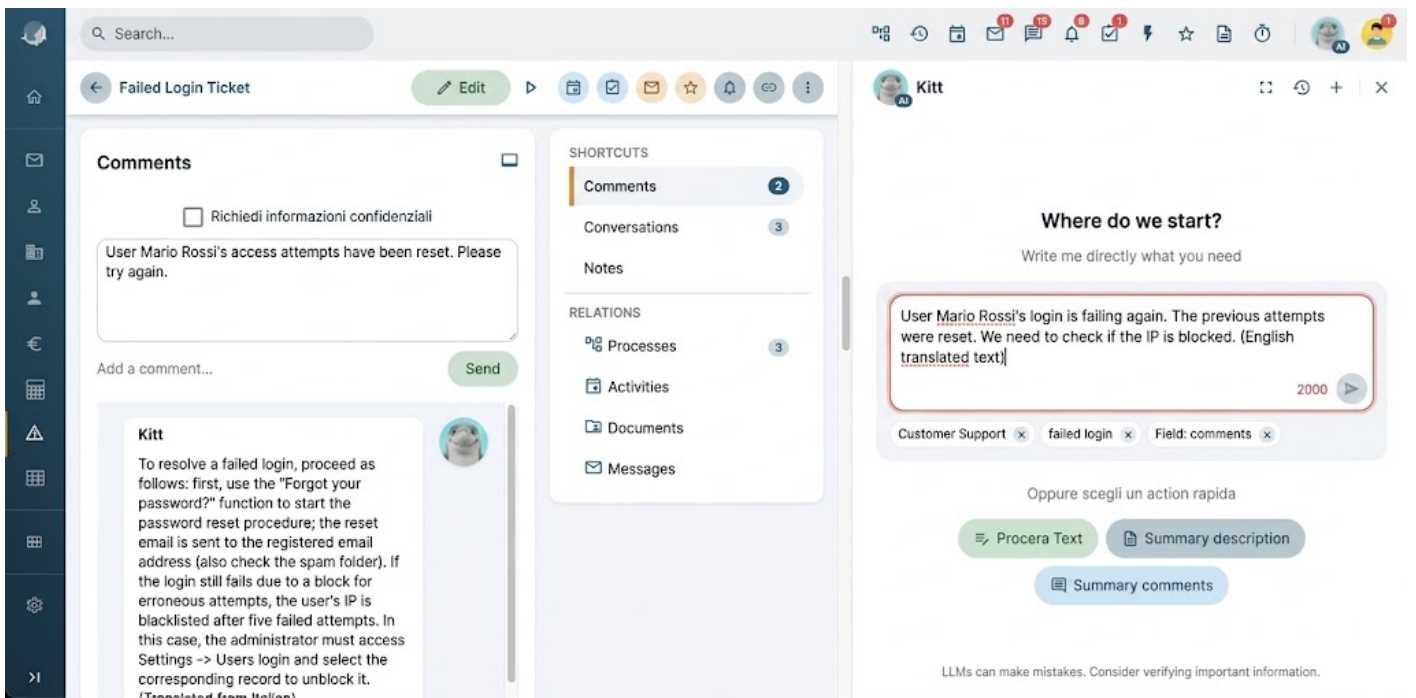


The account is created by triggering any configured processes. In this example, the active process performs web scraping to enrich the information in the company record.



Ticket Response Rewording

In this example, I need to reply to a ticket where the customer reported login issues. I can create a draft response by typing it directly into the **Add Comment** field. By clicking on that field, the content is added to Kitt's context and the **Process Text** quick action becomes available.



Tone of voice

Specify the overall tone of the messages.

Friendly

Formal

Professional

Informative

Reassuring

Convincing

Personalized

Response complexity

Defines how detailed the responses should be.

Simple

Intermediate

Advanced

Send →



Kitt

⌵ ⌵ + ⓘ ✕

Thursday 09-07-2026

You

Rewrite the following text using simple language and a friendly tone:

I have reset the login attempts for user mario.rossi. They can try again.

Kitt

Kitt: Hi! I've cleared the login attempts for user mario.rossi. They can try again easily.

Apply

Customer Support ✕

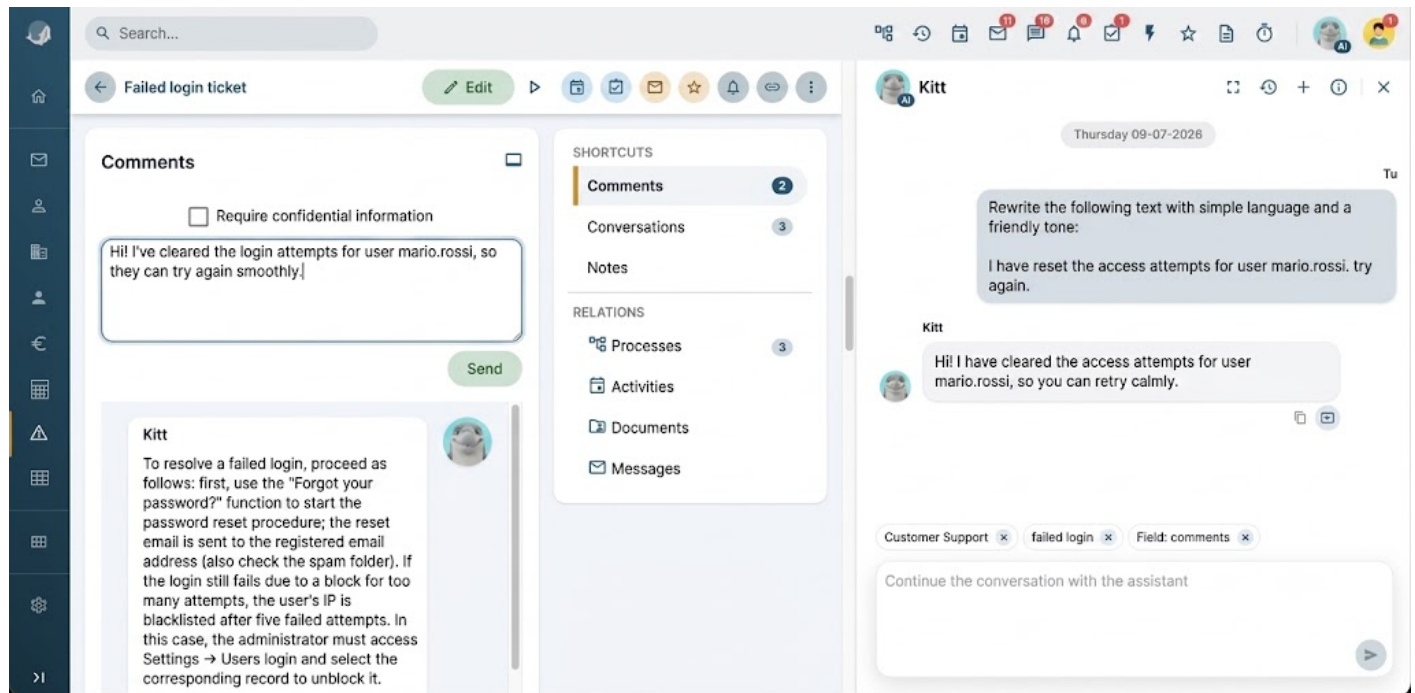
failed login ✕

Field: comments ✕

Continue the conversazion with the assistant



The response will include an **Apply** button, which allows you to replace the text in the field used as context with the processed text. You can then proceed to send the message.



From Ticket to FAQ

Using the ticket from the previous example, I ask the assistant to write a solution based on the comments and then create an FAQ.

and the comments that led to the resolution of the problem.

Kitt

Solution to the "failed login" ticket

Problem: the user could no longer log in to VTENEXT since the early morning hours, requesting urgent intervention.

Resolution comments:

- The user's profile (Mario Rossi) was verified and the login attempt counter was reset.
- It was checked that the user's IP was not present in the access block list.
- It was suggested to use the "Forgot your password?"

Assistenza Clienti x login fallito x password, in case it had expired or was forgotten.

Continue the conversation with the assistant



Kitt



Connected to failed login



Friday 03-07-2026



Result: The user has successfully returned to using VTENEXT without difficulty; the ticket has been "Resolved".



Tu

convert the ticket into an faq

Kitt

FAQ created: **Why can't I log in to VTENEXT and how to resolve the failed login problem?**

Response: The failed login is generally due to an IP block or a exceeded attempt counter; to resolve, verify the IP, reset the attempts, use "Forgot your password?" if necessary, and retry the login.



Customer Support x failed login x

Tu

Continue the conversation with the assistant



Cerca...

← Faq Why can't I access VTENEXT and how to solve the failed login problem?

Edit ☆ 🔔 ⌵

INFORMATION

PROCESS CHART

PROCESS HISTORY

HISTORY

FAQ Information

Product Name

FAQ Number

FAQ15

Status

Category

Generale

Published

Creation Time

03-07-2026 16:18:16

Modification Time

03-07-2026 16:18:16

Question

Why can't I access VTENEXT and how to solve the failed login problem?

Answer

The failed login problem is usually due to an IP block or an exceeded number of login attempts. To resolve this: 1) Verify that the user's IP is not present in the block list (Settings -> Login Control) and remove it if necessary; 2) Reset the "Login attempts" fiimd in the profile userile; 3) If the password is forgotten, use the "Forgot your password?" link to reset it; 4) After the reset, attempt to log in again. If login works, the problem is resolved.

SHORTCUTS

Conversations

Notes

RELATIONS

Documents

Processes

Informazioni Commenti

Sending an Email

If the assistant uses an agent, all active tools can be used directly within the chat. For example, you can configure a process tool for sending emails and then ask the assistant to send an email.

The process will be configured as shown, and once activated, make sure that the tool is enabled in the agent.

Settings > Process manager

Save version Edit Diagram Back vtenext

Name	Description
send_email	Send an email to one or more recipients and relate it to an existing account.
Active	Version
yes	1.0
Diagram	

graph LR; Start(()) --> condition[condition]; condition --> send_email[send email]; send_email --> End(())

BPMN-Task: condition Activity_1arefvr

Save Cancel

Entity --None--

When to execute the check

- ☐ on creation
- ☐ on creation and modification
- ☐ on modification
- ☐ every time che la condizione risulti vera
- ☐ only la prima volta che si scatena il prigrasso
- ☐ at the launch of the subprocess
- ☒ at the tool call
- ☐ in relazione con: ▼

Input parameters

Actions	Parameter Name	Type	Entity	Obligatory	Description
🗑️ 📄 ⬇️	accountid	--None--	Company	☒	The id of the accounts, with the format 'module_id' + 'x' + 'record_id'.
🗑️ 📄 ⬆️ ⬇️	to	string	--None--	☒	List of recipient email addresses separated by comma ','. At least one recipient is mandatory.
🗑️ 📄 ⬆️ ⬇️	subject	string	--None--	☒	Subject of the email.

By asking the assistant to send an email to a contact, the **VTE tools** will then be used.

send an email to the contact Rossi to remind him about the appointment tomorrow at 2 PM for the release of the new version

Kitt

Describe

Database query

Database query

Send_email



Your approval is required

Home



Continue the conversation with the assistant



Kitt



Thursday 09-07-2026

Tu

send an email to the contact Rossi to remind him about the appointment tomorrow at 2 PM for the release of the new version

Kitt

Describe

Database query

Database query

Send_email



Your approval is required

Home



Continue the conversation with the assistant



Revision #15

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