

Workflow Editor: AI Customer Support Automation With RAG

Workflow Steps:

- Webhook Trigger
- Detect Intent
- Intent Branch
- HTTP Request (POST)
- Build RAG Prompt
- HTTP Request (POST)
- Parse LLM Output
- Respond (Answer)
- Create Ticket (HTTP)
- Send Email (SMTP)
- Alert (Action)
- Respond (Action)

Logs:

Running for 24s

Webhook Trigger Success in 1ms

| headers | params | query | body | webhookUrl | executionMode |
|--|-----------------------------|-----------------------------|---|--|---------------|
| <code>content-type: application/json</code> <code>user-agent: PostmanRuntime/7.49.1</code> <code>accept: */*</code> <code>cache-control: no-cache</code> <code>postman-token: 4061ff20-85e2-444b-909c-a6daa9e467d1</code> <code>host: localhost:5678</code> <code>accept-encoding: gzip, deflate, br</code> <code>connection: keep-alive</code> | <code>(empty object)</code> | <code>(empty object)</code> | <code>message: I want a refund for order #12345</code> <code>user_id: customer1</code> | <code>http://localhost:5678/webhook-test/customer-support</code> | test |

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Logs:

Success in 36.421s

Webhook Trigger Success in 1ms

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|--|-----------------------------|-----------------------------|---|--|---------------|
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