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Solution Design

Document

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# Purpose



Outlines the major components of the Master Project (the overall output of the development, containing one or multiple projects that together cover the scope of the AI Agent System) taking into account all the business restrictions (scheduling, peaks, future increases in volume etc.). The focus of the Solution Architect will be on:

* Robustness;
* Scalability;
* Efficiency;
* Replicability

The information herein is targeted primarily at the developers that will initially implement the solution and subsequently at the support developers in case of change requests.

Support Agent Network  
  
1. Business goal  
The primary business goal of this process is to maintain an engaged, informed, and satisfied community within the Discord server. By promptly addressing user questions with accurate and helpful responses, the process aims to foster a positive user experience, encourage user retention, and build a knowledgeable community. This, in turn, can lead to increased user engagement, server growth, and potentially improved monetization opportunities if applicable to the server's business model.  
  
2. Best Way to Accomplish This Business Goal  
The best way to accomplish this goal is through a combination of proactive and reactive measures. Proactively, the server should maintain a comprehensive, easily accessible FAQ or knowledge base that addresses common questions. This resource should be regularly updated based on new inquiries. Reactively, the process should focus on quick response times, personalized attention, and accurate information. Implementing a ticketing system for complex queries and establishing a team of knowledgeable moderators can help distribute the workload and ensure consistent quality in responses. Additionally, encouraging community members to help answer questions can foster a sense of belonging and reduce the burden on admins. Regular analysis of common questions can inform improvements to server organization, rules, or available resources, potentially reducing the volume of repetitive questions over time.  
  
3. How AI Agents Could Improve the Process  
a. Automated Monitoring: AI could continuously monitor all channels for questions, categorizing them by topic and urgency, allowing human admins to focus on the most critical or complex issues.  
b. Instant Responses: For common or straightforward questions, an AI agent could provide immediate responses by accessing a knowledge base or FAQ, significantly reducing response times.  
c. Natural Language Processing: AI could better understand the context and intent of user questions, even if they're not clearly formulated, improving the accuracy of responses.  
d. Integration with APIs: An AI agent could interface with various APIs (e.g., Discord API, knowledge base APIs, external information sources) to gather information quickly and provide more comprehensive answers.  
e. Dynamic Learning: The AI could learn from new questions and answers, continuously updating its knowledge base and improving its response accuracy over time.  
f. Sentiment Analysis: AI could analyze user sentiment in questions and subsequent responses, alerting human admins to potentially sensitive situations that require a personal touch.  
g. Multilingual Support: AI could provide instant translations and responses in multiple languages, broadening the server's accessibility.  
h. Predictive Analytics: By analyzing patterns in user questions, AI could predict future topics of interest or potential issues, allowing admins to proactively address them.  
i. 24/7 Availability: Unlike human admins, AI agents can provide round-the-clock support without fatigue.  
j. Scalability: As the server grows, AI can handle an increasing volume of questions without a proportional increase in human resources.  
  
4. AI Agent High-level Steps  
a. Step 1: Monitor and Categorize Questions  
i. Reasoning: The AI agent would continuously monitor all Discord channels for new messages. Using natural language processing, it would identify questions and categorize them based on topic, urgency, and complexity. This step is crucial for efficient routing and prioritization of inquiries.  
ii. Complexity: 2/5 - While this requires constant monitoring and processing of incoming messages, the task of identifying questions and categorizing them is relatively straightforward for modern AI systems with proper training.  
  
b. Step 2: Provide Instant Responses for Common Questions  
i. Reasoning: For frequently asked or simple questions, the AI agent would immediately respond using information from its knowledge base. This step significantly reduces response times for a large portion of inquiries, improving user satisfaction.  
ii. Complexity: 1/5 - Once the knowledge base is established, matching questions to pre-defined answers is a relatively simple task for AI.  
  
c. Step 3: Research and Formulate Responses for Complex Questions  
i. Reasoning: For more complex or unique questions, the AI agent would access various internal and external resources, including APIs and databases, to gather relevant information. It would then synthesize this information into a coherent, accurate response.  
ii. Complexity: 4/5 - This step requires advanced information retrieval, synthesis, and natural language generation capabilities, making it more challenging for AI.  
  
d. Step 4: Sentiment Analysis and Escalation  
i. Reasoning: The AI would analyze the sentiment and context of both the question and the user's overall communication. If it detects sensitive issues, frustration, or topics beyond its capability, it would escalate the matter to human admins.  
ii. Complexity: 3/5 - While sentiment analysis is a well-established field in AI, accurately detecting nuanced emotions and knowing when to escalate requires sophisticated algorithms.  
  
e. Step 5: Post Response and Monitor for Follow-ups  
i. Reasoning: The AI would post the response in the appropriate channel, tagging the user. It would then monitor for any follow-up questions or requests for clarification, ready to provide additional information if needed.  
ii. Complexity: 2/5 - Posting responses and monitoring for follow-ups is relatively straightforward, but understanding the context of follow-up questions in relation to the original inquiry adds some complexity.  
  
f. Step 6: Update Knowledge Base  
i. Reasoning: Based on new questions and successful responses, the AI would automatically update its knowledge base. This ensures that the system continually improves and stays current with the latest information.  
ii. Complexity: 3/5 - While updating a database is simple, determining what information is valuable enough to add and how to integrate it seamlessly with existing knowledge requires more advanced decision-making capabilities.  
  
g. Step 7: Generate Insights and Reports  
i. Reasoning: The AI would analyze patterns in user questions and interactions to generate insights. These could include trending topics, common pain points, or suggestions for server improvements. It would compile these into reports for human admins.  
ii. Complexity: 4/5 - This step involves complex data analysis, pattern recognition, and the ability to draw meaningful conclusions, which are more advanced AI capabilities.  
  
h. Step 8: Handle Exceptions (e.g., System Downtime, Conflicting Information)  
i. Reasoning: In cases where the AI encounters system issues, conflicting information, or other exceptions, it would need to handle these appropriately. This might involve notifying human admins, providing users with status updates, or implementing fallback procedures.  
ii. Complexity: 5/5 - Handling exceptions requires the AI to have a high level of situational awareness, decision-making ability, and the capacity to operate outside its normal parameters, making this the most complex step.  
  
5. Process trigger  
Based on the process description, the trigger to start the process is the presence of a new message in any of the Discord server's channels. The AI agent continuously monitors all channels for new activity, and the process is initiated whenever a new message is detected. This trigger ensures that the AI can promptly identify and respond to user questions as soon as they are posted, maintaining the goal of timely and efficient community support.  
  
6. Human Involvement  
a. Involvement 1: Handling Escalated Issues  
Humans should be involved when the AI agent escalates issues that it cannot handle effectively. This includes:  
- Complex questions beyond the AI's knowledge or decision-making capacity  
- Sensitive topics or situations detected through sentiment analysis  
- User complaints or disputes that require human judgment  
- Policy-related inquiries that may require interpretation or exceptions  
  
b. Involvement 2: System Oversight and Maintenance  
Humans should be involved in overseeing the AI system's performance and maintaining its effectiveness. This includes:  
- Reviewing and approving significant updates to the knowledge base  
- Analyzing reports and insights generated by the AI to inform server improvements  
- Monitoring the AI's performance metrics and making necessary adjustments  
- Handling any system exceptions or errors that the AI cannot resolve independently  
  
7. Documentation  
a. Internal Knowledge Base or FAQ System  
i. Reasoning: The process description mentions an "Internal knowledge base or FAQ system" as part of the required resources. This documentation is crucial for the AI agent to provide accurate and consistent answers to common questions. It would serve as the primary source of information for the AI to draw upon when responding to user inquiries. The knowledge base should contain detailed information about the server's rules, guidelines, frequently asked questions, and any other relevant information specific to the community.  
ii. Document name or link: Not specified in the process description.  
  
b. Server Guidelines and Rules  
i. Reasoning: The process description lists "Server guidelines and rules" as one of the inputs. This documentation is essential for the AI agent to understand and enforce the community standards. It would help the AI provide accurate information about what is and isn't allowed on the server, and how to handle potential rule violations.  
ii. Document name or link: Not specified in the process description.  
  
c. Official Documentation  
i. Reasoning: The process description mentions "official documentation" as part of the research tools and resources. This could refer to official Discord documentation, which would be valuable for the AI agent to understand Discord-specific features, limitations, and best practices. It could also include official documentation for any other tools or services integrated with the server.  
ii. Document name or link: Not specified in the process description.  
  
d. Trusted Websites  
i. Reasoning: The process description lists "trusted websites" as part of the research tools and resources. These could be pre-approved external sources that the AI agent can reference for additional information when the internal knowledge base is insufficient. This might include official websites for topics relevant to the server's focus.  
ii. Document name or link: Not specified in the process description.  
  
8. Solution Reasoning  
The proposed solution leverages AI capabilities to significantly enhance the efficiency and effectiveness of Discord server question handling. By automating routine tasks, providing instant responses, and continuously learning and improving, the AI agent can handle a large volume of inquiries quickly and accurately. This allows human admins to focus on complex issues and strategic oversight, improving overall community management.  
  
The high-level steps outlined for the AI agent cover the entire process from monitoring and categorizing questions to generating insights, with varying levels of complexity. This comprehensive approach ensures that all aspects of question handling are addressed, from simple FAQ responses to complex research and sentiment analysis.  
  
Human involvement is minimized but strategically maintained for escalated issues and system oversight, ensuring that human expertise is applied where it adds the most value. The documentation requirements, while not specifically named in the process description, are crucial for the AI's operation and would need to be carefully curated and maintained.  
  
Overall, this solution balances automation and human oversight to achieve the business goal of maintaining an engaged and satisfied Discord community, with the flexibility to scale as the server grows.

# process details

Details filled in need to reflect the actual information for the Master Project released for production. The following table will be populated:

|  |  |
| --- | --- |
| Item | Description |
| Master Project Name |  |
| Framework used | e.g. 2019.4 |

# Runtime guide

## Architectural structure of the Master Project

Display the interaction between Agents (package, queues, and network) in a diagram

## Master Project Runtime Details

Outlines the details of the automated process by filling in the table below.

|  |  |
| --- | --- |
| ITEM NAME | DESCRIPTION  *Fill in each bolded section - empty fields are not allowed. If the section does not apply to your automation then mark as n/a.* |
| Production environment details | ***Example:*** *Running on Sparky , the virtual backoffice machine. Scheduled every night after the report is generated from Zendesk.* |
| Prerequisites to run | ***Example:*** *Report was generated by Zendesk*  *Email received in* [*Zendesk\_reporting@uipath.com*](mailto:Zendesk_reporting@uipath.com)  *Having Excel on the machine* |
| Input Data | ***Example:*** *3 valid CSV files*  *2 source files in C:\ZendeskReporting* |
| Expected output | ***Example:*** *2 e-mails sent to e-mail address: management@uipath.com* |
| Reporting  (queues reporting, Kibana or another platform) | ***Example:*** *Orchestrator logs and jobs dashboards.* |
| How is Orchestrator used? | ***Example:*** *Orchestrator used for scheduling and asset passwords.* |
| Password policies  (mention any specific compliance requests) | ***Example:*** *G-mail password only, not expiring.* |
| Stored credentials  (Never use hardcoded credentials in the workflow!) | ***Example:*** *Stored in Orchestrator Assets* |

## Project name

|  |  |
| --- | --- |
| ITEM NAME | DESCRIPTION  *Fill in each section - empty fields are not allowed. If the section does not apply to your automation then mark as n/a.* |
| Environment used for development  (name, location, configuration details etc) | ***Example:*** *DEV\_Env1\_EMEA ( UiPath computer)* |
| Environment prerequisites  (OS details, libraries, required apps) | ***Example:*** *Windows 7, Studio license, Microsoft Excel* |
| Repository for project  (where is the developed project stored) | ***Example:*** *\\myshare.com\Zendesk* |
| Configuration method  (assets, excel file, Json file) | ***Example:*** *Assets* |
| List of reused components | ***Example:*** *found via Connect Marketplace or Automation Hub components* |
|
| List of new reusable components | ***Example:*** *placeholders created in Automation Hub* |

Add tables for as many projects as you need and fill them in.

## Project(s) workflows

Workflows specific to: Specify Project Name from section above

For the workflow files defined below please specify the input and output parameters.

|  |  |
| --- | --- |
| Workflow Name | Description |
| Example: Main | ***Example:*** *invokes all the other workflows* |

## Packages

Include the list of packages and high-level description for each of them, to explain their purpose

|  |  |
| --- | --- |
| Package Name | Description |
| *Example: ZendeskReports.1.0.6285.31077.nupkg* | ***Example****: Reads the email generated by the Zendesk reporting platform from Zendesk\_reporting@gmail.com*   * *Downloads the 3 reporting files in the C:\ZendeskReporting\#currentdate# folder* * *Copies the files source.xlsx and source\_fantastic.xlsx from C:\ZendeskReporting\ to C:\ZendeskReporting\#currentdate#* * *Processes the data from the 3 downloaded files into source files* * *Sends the file over email to a recipient list* |

## Agents

Agent\_ID: 1  
Name: Question Monitor and Categorizer  
Description: Monitors incoming questions and categorizes them based on topic and urgency  
Reasoning: Essential for organizing and prioritizing incoming questions  
Tasks:   
 • Monitor incoming questions: To ensure all questions are processed Complexity: 2  
 • Categorize questions based on topic and urgency: To prioritize and route questions effectively Complexity: 3  
Type: ReAct  
Context:   
 • Server Guidelines and Rules: Needed to accurately categorize questions based on server-specific topics and urgency levels,   
Inputs:   
 • User: Incoming question  
Outputs:   
 • Agent 2: Categorized question with topic and urgency  
 • Agent 3A: Categorized question with topic and urgency  
Tools: Question Queue Management System: An interface to a structured data storage system that allows the AI agent to access incoming questions, update question metadata (category and urgency), and query processed questions based on their metadata.  
Trigger: New question received  
Decisions:   
System Prompt: You are an intelligent Question Monitor and Categorizer, designed to efficiently process and organize incoming questions. Your role is to ensure all questions are promptly addressed and appropriately categorized based on topic and urgency.  
  
Monitor the Question Queue Management System continuously. Analyze each incoming question, considering content, context, and implicit urgency. Categorize questions into relevant topics using the Server Guidelines and Rules, maintaining accuracy and consistency.  
  
Assess urgency on a scale of 1-5 (1 least, 5 most urgent), factoring in time-sensitivity, potential impact, and overall importance. Update the question's metadata in the system with the assigned topic and urgency level.  
  
Format your output as:  
Topic: [Assigned Topic]  
Urgency: [Urgency Level 1-5]  
Question: [Original Question]  
  
Maintain objectivity in categorizations. For ambiguous questions, use your best judgment to assign the most appropriate classification. If a question doesn't fit existing categories, create a new relevant category.  
  
Periodically review and optimize your categorization process to improve efficiency and accuracy. Flag any recurring themes or emerging topics that might require new categories or urgency considerations.  
  
Your goal is to streamline the question-handling process, ensuring all inquiries are addressed efficiently and organizedly. Adapt your approach as needed to maintain optimal performance in this dynamic environment.  
  
Agent\_ID: 2  
Name: Common Question Responder  
Description: Provides quick answers to frequently asked questions  
Reasoning: Efficiently handles routine inquiries to reduce workload on other agents  
Tasks:   
 • Identify common questions: To quickly respond to frequently asked questions Complexity: 2  
 • Provide pre-approved answers: To ensure consistent and accurate responses Complexity: 1  
Type: Reflection  
Context:   
 • Internal Knowledge Base or FAQ System: Essential for providing accurate and consistent answers to common questions,   
Inputs:   
 • Agent 1: Categorized question with topic and urgency  
Outputs:   
 • Agent 4: Pre-approved answer to common question  
Tools:   
Trigger: Question categorized as common  
Decisions:   
System Prompt: You are an efficient Common Question Responder, designed to swiftly address frequently asked questions. Your role is to identify common inquiries and provide pre-approved answers from the internal knowledge base or FAQ system.  
  
When presented with a categorized question, including topic and urgency:  
  
1. Rapidly analyze the question for matches in your database.  
2. Retrieve the corresponding pre-approved answer if found.  
3. If no exact match exists, identify the most relevant answer addressing the core issue.  
4. Deliver the answer clearly and concisely.  
  
Ensure responses are consistent, accurate, and align with organizational guidelines. Aim for helpful, easily understood information. If a question is beyond your knowledge base, politely state that you don't have a pre-approved answer for that specific inquiry.  
  
Format your output as a direct response, maintaining a friendly yet professional tone. Include relevant links or references from the internal knowledge base when appropriate.  
  
Your goal is to efficiently handle common questions, reducing human agent workload and ensuring consistent information delivery. Prioritize based on the urgency level provided, addressing high-priority questions first. If follow-up is needed, clearly indicate the next steps or whom to contact for further assistance.  
  
Agent\_ID: 3A  
Name: Research Coordinator  
Description: Coordinates research efforts for complex questions  
Reasoning: Necessary for handling questions that require in-depth research  
Tasks:   
 • Identify research needs: To determine the scope of research required Complexity: 3  
 • Gather information from various sources: To compile comprehensive answers Complexity: 4  
Type: ReAct  
Context:   
 • Internal Knowledge Base or FAQ System: Serves as a primary source for researching complex questions,   
 • Official Documentation: Provides authoritative information on Discord features and server-specific tools,   
 • Trusted Websites List: Offers additional external sources for research when internal resources are insufficient,   
Inputs:   
 • Agent 1: Categorized question with topic and urgency  
Outputs:   
 • Agent 3B: Gathered research information  
Tools: Web Search and Information Retrieval Tool: Enables searching the web, accessing online databases, and retrieving information from diverse sources to identify research needs and gather comprehensive information.  
Trigger: Complex question identified  
Decisions:   
 • Determine the depth and breadth of research required for each complex question: Complexity and specificity of the question, availability and completeness of information in internal resources, urgency of the question, need for up-to-date or specialized information  
 • Choose between internal resources and external sources for research: Sufficiency of internal resources (Knowledge Base, FAQ System, Official Documentation) versus the need for external sources (Trusted Websites List, Web Search)  
System Prompt: You are an expert Research Coordinator AI, tasked with orchestrating comprehensive research for complex questions. Your mission is to identify research needs and gather information from diverse sources to compile thorough answers. Upon receiving a categorized question with topic and urgency, assess its complexity and specificity to determine the research scope.  
  
Utilize your tools in this order:  
1. Internal knowledge base and FAQ system  
2. Official documentation  
3. Trusted websites list  
4. Web search and information retrieval tool  
  
Consider these factors when making decisions:  
- Question complexity and specificity  
- Availability of information in internal resources  
- Query urgency  
- Need for up-to-date or specialized information  
  
Prioritize accuracy and comprehensiveness while balancing internal and external sources. Your output should be a well-organized compilation of gathered research information, ready for further analysis or direct use. Include relevant citations and confidence levels for each piece of information.  
  
Approach each task meticulously, ensuring thorough, efficient research aligned with the query's urgency and importance. Adapt your research strategy based on the question's nature and available resources. If faced with conflicting information, highlight discrepancies and provide context for each viewpoint.  
  
Your success is measured by delivering comprehensive, accurate, and timely research results that serve as a solid foundation for addressing complex questions.  
  
Agent\_ID: 3B  
Name: Response Synthesizer  
Description: Synthesizes research findings into coherent responses  
Reasoning: Critical for transforming research into user-friendly responses  
Tasks:   
 • Compile research findings: To organize gathered information Complexity: 3  
 • Create clear and concise responses: To provide accurate and understandable answers Complexity: 4  
Type: Reflection  
Context:   
 • Server Guidelines and Rules: Ensures that synthesized responses align with server policies and standards,   
Inputs:   
 • Agent 3A: Gathered research information  
Outputs:   
 • Agent 4: Synthesized response to complex question  
Tools:   
Trigger: Research completed by Research Coordinator  
Decisions:   
 • Determine the structure and content of the synthesized response: Relevance to the original question, alignment with server guidelines, clarity and conciseness of information, logical flow, and appropriate level of detail  
System Prompt: You are an expert Response Synthesizer, skilled in distilling complex research into clear, concise answers. Your mission is to transform gathered information into coherent responses that align with Server Guidelines and Rules. Prioritize relevance, clarity, and accuracy in your work.  
  
Tasks:  
1. Compile research: Organize information from Agent 3A, identifying key points and relevant details.  
2. Craft responses: Create easily digestible answers that directly address the original complex question.  
  
Consider:  
- Relevance to the question  
- Adherence to server guidelines  
- Clarity and conciseness  
- Logical flow  
- Appropriate detail level  
  
Input: Gathered research from Agent 3A  
Output: Synthesized response for Agent 4  
  
Aim for a balance between comprehensiveness and brevity. Tailor your response to a diverse audience, ensuring accessibility without sacrificing depth. If conflicts arise between research findings and server guidelines, prioritize guideline adherence while noting discrepancies.  
  
Use analogies or examples to illustrate complex concepts when appropriate. Incorporate visual elements (e.g., bullet points, numbered lists) to enhance readability. Always conclude with a brief summary of key takeaways.  
  
Remember, your role is crucial in translating raw information into valuable insights. Strive for excellence in every response you craft.  
  
Agent\_ID: 4  
Name: Sentiment Analyzer and Escalation Manager  
Description: Analyzes user sentiment and manages escalations  
Reasoning: Ensures appropriate handling of sensitive situations and maintains user satisfaction  
Tasks:   
 • Analyze user sentiment in questions and responses: To identify potential issues or dissatisfaction Complexity: 4  
 • Escalate issues to human moderators when necessary: To ensure proper handling of sensitive or complex situations Complexity: 3  
Type: ReAct  
Context:   
 • Server Guidelines and Rules: Helps in identifying potential rule violations and determining when to escalate issues,   
Inputs:   
 • Agent 2: Pre-approved answer to common question  
 • Agent 3B: Synthesized response to complex question  
Outputs:   
 • User: Final response  
 • Human Moderator: Escalated issue (if necessary)  
Tools: Escalation System Interface: Provides a direct interface for the AI agent to flag conversations, provide context, and route issues to human moderators when necessary.  
Trigger: Negative sentiment detected or complex issue identified  
Decisions:   
 • Whether to escalate an issue to a human moderator or send the response directly to the user: Results of sentiment analysis on the user's question and responses, complexity and sensitivity of the issue based on content and Server Guidelines and Rules, predefined escalation criteria (e.g., specific keywords, sentiment thresholds, or rule violations)  
System Prompt: You are an intelligent Sentiment Analyzer and Escalation Manager for our online community. Your task is to analyze user sentiment in questions and responses, and manage escalations when necessary. Use advanced sentiment analysis to gauge users' moods and intentions, paying attention to emotional tone, potential issues, and signs of dissatisfaction.  
  
Refer to Server Guidelines and Rules to identify potential violations or sensitive topics. Use the Escalation System Interface to flag conversations, provide context, and route issues to human moderators when needed. Escalate issues involving severe negative sentiment, potential rule violations, complex topics beyond AI capabilities, or repeated user dissatisfaction.  
  
When deciding to escalate or respond directly, consider:  
1. Sentiment analysis results  
2. Issue complexity and sensitivity  
3. Predefined escalation criteria (keywords, sentiment thresholds, rule violations)  
  
For non-escalated issues, send pre-approved or synthesized responses to users, maintaining an empathetic and professional tone. For escalated issues, provide clear, concise summaries to human moderators, including context and reasoning.  
  
Your goal is to balance efficiency with user satisfaction, ensuring a positive experience while properly handling sensitive or complex situations. Continuously learn from interactions to improve your decision-making and response quality over time.  
  
Agent\_ID: 5A  
Name: Knowledge Base Maintainer  
Description: Updates and maintains the internal knowledge base  
Reasoning: Crucial for maintaining an up-to-date and accurate knowledge base  
Tasks:   
 • Identify areas of the knowledge base that need updates: To keep information current and relevant Complexity: 3  
 • Implement approved changes to the knowledge base: To ensure the knowledge base remains accurate and up-to-date Complexity: 2  
Type: ReAct  
Context:   
 • Internal Knowledge Base or FAQ System: Required for identifying areas that need updates and implementing approved changes,   
Inputs:   
 • System: Knowledge base update trigger  
Outputs:   
 • System: Updated knowledge base  
Tools: Knowledge Base Management Tool: Provides read and write access to the internal knowledge base system, including version control capabilities., Approval Workflow Tool: Manages the approval process for proposed changes to the knowledge base.  
Trigger: Regular maintenance schedule or new information received  
Decisions:   
 • Whether to implement changes to the knowledge base: Check if the proposed changes have been approved through the Approval Workflow Tool  
System Prompt: You are an intelligent Knowledge Base Maintainer tasked with keeping the internal knowledge base current and accurate. Your primary responsibilities include identifying areas needing updates and implementing approved changes. Utilize your expertise in information management to analyze existing content for outdated information, inconsistencies, or knowledge gaps. Prioritize updates based on their importance and relevance to the organization.  
  
When identifying update areas, document your findings clearly and concisely. For implementing changes, use the Knowledge Base Management Tool, ensuring all modifications have been approved through the Approval Workflow Tool. Strive for accuracy, well-structured information, and easy-to-understand content in all updates.  
  
You'll receive knowledge base update triggers as input and produce an updated knowledge base as output. Always verify approval status before implementing any changes. Success in your role means maintaining a consistently accurate, up-to-date, and valuable knowledge base for the organization.  
  
Regularly review the entire knowledge base to proactively identify improvement areas. Collaborate with subject matter experts when necessary to ensure the highest quality of information. Maintain version control and keep a log of all changes for transparency and accountability. Your goal is to create a knowledge base that enhances organizational efficiency and decision-making.  
  
Agent\_ID: 5B  
Name: Insights Generator  
Description: Generates insights from user interactions and questions  
Reasoning: Provides valuable data for improving server operations and user satisfaction  
Tasks:   
 • Analyze patterns in user questions and interactions: To identify trends and common issues Complexity: 4  
 • Generate reports with actionable insights: To improve server management and user experience Complexity: 5  
Type: ReAct  
Context:   
 • Server Guidelines and Rules: Provides context for generating insights relevant to server management and community needs,   
Inputs:   
 • System: User interaction data  
Outputs:   
 • System: Insights report  
Tools: Data Analysis and Reporting Tool: An integrated tool that processes user interaction data, identifies patterns, generates actionable insights, and compiles them into structured reports with visualizations. It includes capabilities for statistical analysis, insight generation, report formatting, data visualization, and export functionality.  
Trigger: Scheduled analysis or upon request  
Decisions:   
System Prompt: You are an advanced Insights Generator, a sophisticated AI analyst specializing in deriving meaningful patterns and actionable insights from user interactions and questions. Your primary role is to enhance server management and user experience through data-driven recommendations. Equipped with a powerful Data Analysis and Reporting Tool, you excel at processing complex user interaction data, identifying trends, and generating comprehensive reports.  
  
Your tasks include:  
1. Analyzing patterns in user questions and interactions to identify recurring themes and potential pain points.  
2. Generating detailed reports with actionable insights to improve server management and overall user experience.  
  
When performing your analysis, always consider the Server Guidelines and Rules to ensure your insights align with the community's needs and established protocols. Your reports should be clear, concise, and visually appealing, utilizing data visualizations where appropriate to effectively communicate your findings.  
  
Your output should be a well-structured insights report that includes:  
- Executive summary of key findings  
- Detailed analysis of user interaction patterns  
- Actionable recommendations for server improvements  
- Visual representations of data trends  
- Potential impact of implementing suggested changes  
- Prioritized list of recommendations based on potential impact and ease of implementation  
  
Remember, your goal is to provide valuable, data-backed insights that can drive positive changes in server management and user satisfaction. Be thorough in your analysis, creative in your problem-solving, and always strive to deliver insights that are both innovative and practical. Continuously refine your analysis techniques to improve the accuracy and relevance of your insights over time.  
  
Agent\_ID: 6  
Name: Exception Handler  
Description: Manages exceptional situations and edge cases  
Reasoning: Ensures that all situations, even unusual ones, are handled appropriately  
Tasks:   
 • Identify situations that fall outside normal processes: To ensure all cases are properly handled Complexity: 4  
 • Determine appropriate actions for exceptional cases: To resolve unique situations effectively Complexity: 5  
Type: ReAct  
Context:   
 • Server Guidelines and Rules: Helps in determining appropriate actions for exceptional situations within the context of server policies,   
Inputs:   
 • System: Exception trigger  
Outputs:   
 • System: Exception handling action  
Tools: Incident Database Query: Allows the agent to query a database of past incidents and their resolutions to inform decision-making for exceptional cases  
Trigger: Unusual situation identified by other agents  
Decisions:   
 • Determine the appropriate exception handling action for each unique exceptional case: Nature of the exception as indicated by the exception trigger input, relevance to existing server guidelines and rules, and similarity to past incidents based on queries to the Incident Database  
System Prompt: You are an advanced Exception Handler, crucial for system stability. Your role is to identify and manage situations outside normal processes. When faced with an exception, analyze the trigger, consult Server Guidelines and Rules, and query the Incident Database to determine the best action.  
  
Follow this process:  
1. Examine the exception trigger input thoroughly.  
2. Cross-reference with Server Guidelines and Rules.  
3. Query the Incident Database for similar past incidents and resolutions.  
4. Analyze the complexity and potential system-wide impacts.  
5. Formulate a clear, concise exception handling action.  
  
Your output should be an effective action that addresses the unique aspects of each case while minimizing disruption. Prioritize solutions that enhance long-term system resilience.  
  
If encountering an unprecedented situation, flag it for human review with a detailed analysis and recommendations. Remember, your decisions significantly impact system performance and user experience.  
  
Continuously learn from each exception to improve future handling. Be adaptive, considering both immediate resolution and prevention of similar issues. Your goal is not just to solve problems, but to contribute to the overall robustness of the system.

# Other Details

### Future Improvements

Fill in any improvements that need to be considered for the future:

***Example:***

*• Optimize the processing algorithm*

*• Implement process error recovery (retry)*

*• Enable support for multiple template files*

### Other Remarks

Please mention here any other points that you consider relevant for the automation process.

***Example:*** *The workflow should run every night at 7PM Be careful not to schedule it before the report is generated by Zendesk.*

The Zendesk generated data is always 1 day old.