Create agent

To integrate with ElevenLabs' Conversational AI, it's essential to align our platform's functionalities with their create agent API endpoint. Below is a detailed mapping of our platform's features to the corresponding fields required by ElevenLabs' API.

**1. API Endpoint Overview**

* **Endpoint:** POST https://api.elevenlabs.io/v1/convai/agents/create
* **Purpose:** Creates a new conversational agent based on the provided configuration.

**2. Required and Optional Fields**

The create agent endpoint expects a JSON object with the following structure:

* **conversation\_config** (object, *Required*): Configuration related to the agent's conversational behavior.
* **platform\_settings** (object, *Optional*): Settings not directly related to conversation orchestration.
* **name** (string, *Optional*): A human-readable name for the agent.

**3. Mapping Platform Functionalities to API Fields**

Below is a detailed mapping of our platform's functionalities to the corresponding fields in the ElevenLabs API.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Platform Functionality** | **Controlled By** | **UI Placement** | **API Field** | **Notes** |
| **Agent Language** | Agent Owner (User) | Agent Configuration | conversation\_config.language | Select from ElevenLabs' supported languages. |
| **Additional Languages** | Agent Owner (User) | Agent Configuration | conversation\_config.additional\_languages | Multiple selections allowed; must be from supported languages. |
| **First Message** | Agent Owner (User) | Agent Configuration | conversation\_config.first\_message | Initial message the agent sends; if empty, agent waits for user input. |
| **System Prompt** | Super-agent (Admin) | Training Section | conversation\_config.system\_prompt | Defines agent's persona and behavior; customizable by users. |
| **Dynamic Variables** | Super-agent (Admin) | Super-user Settings | conversation\_config.dynamic\_variables | For personalized prompts; usage depends on ElevenLabs' support. |
| **LLM Provider & Model** | Super-user (Admin) | Super-user Settings | conversation\_config.llm\_provider and conversation\_config.model | Sets the AI model and provider globally. |
| **Temperature** | Super-user (Admin) | Super-user Settings | conversation\_config.temperature | Controls response randomness; a float value. |
| **Token Limit** | Super-user (Admin) | Super-user Settings | conversation\_config.token\_limit | Sets the maximum tokens per response. |
| **Knowledge Base** | Super-agent (Admin) | Super-user Settings | conversation\_config.knowledge\_base | Links agent to industry-specific knowledge bases. |
| **Webhooks** | Agent Owner (User) | Agent Settings | platform\_settings.webhooks | URLs for CRM, booking systems, etc. |
| **Client Tools** | Agent Owner (User) | Agent Settings | platform\_settings.client\_tools | Defines client-side events and integrations. |
| **Workspace Secrets** | Super-user (Admin) | Super-user Settings | platform\_settings.workspace\_secrets | Secure storage for API keys and sensitive data. |
| **Voice Selection** | Agent Owner (User) | Agent Purchase | platform\_settings.voice | Selects agent's voice from ElevenLabs' offerings. |
| **Flash vs. Turbo Model** | Super-user (Admin) | Super-user Settings | platform\_settings.tts\_model | Chooses between low-latency (Flash) or high-quality (Turbo) TTS models. |
| **TTS Output Format** | Super-user (Admin) | Super-user Settings | platform\_settings.tts\_output\_format | Sets audio output format; e.g., μ-law 8000 Hz for telephony. |
| **Pronunciation Dictionary** | Super-user (Admin) | Super-user Settings | platform\_settings.pronunciation\_dictionary | Customizes pronunciation for specific words. |
| **Latency Optimization** | Super-user (Admin) | Super-user Settings | platform\_settings.latency\_optimization | Configures settings to reduce response latency. |
| **Stability/Speed/Similarity** | Super-user (Admin) | Super-user Settings | platform\_settings.voice\_settings | Adjusts voice characteristics for stability and speed. |
| **Evaluation Criteria** | Super-agent (Admin) | Super-user Settings | platform\_settings.evaluation\_criteria | Defines metrics for assessing agent performance. |
| **Data Collection** | Super-agent (Admin) | Super-user Settings | platform\_settings.data\_collection | Specifies data to extract from interactions for analysis. |
| **Authentication** | Our Platform | User Login | N/A | Handled internally; not part of ElevenLabs API. |
| **Allowlist** | Super-user (Admin) | Super-user Settings | platform\_settings.allowlist | Restricts access to specified domains or IPs. |
| **Overrides** | Super-user (Admin) | Super-user Settings | platform\_settings.overrides | Defines which settings can be changed during a session. |
| **Call Initiation Webhook** | Super-user (Admin) | Super-user Settings | platform\_settings.call\_initiation\_webhook | URL to fetch external data at the start of a call. |
| **Concurrent Call Limit** | Subscription Logic | Subscription Plan | platform\_settings.concurrent\_call\_limit | Sets maximum simultaneous calls; tied to user subscription. |
| **Daily Call Limit** | Campaign Manager | Campaign Settings | platform\_settings.daily\_call\_limit | Sets maximum calls per day; managed per campaign. |
| **Turn Timeout** | Super-user (Admin) | Super-user Settings | platform\_settings.turn\_timeout | Duration the agent waits for user input before responding. |
| **Max Conversation Duration** | Super-user (Admin) | Super-user Settings | platform\_settings.max\_conversation\_duration | Limits the total time of a conversation. |
| **Keywords** | Super-agent (Admin) | Super-user Settings | platform\_settings.keywords | List of keywords to trigger specific agent behaviors. |
| **Audio Input Format** | Super-user (Admin) | Super-user Settings | platform\_settings.audio\_input\_format | Specifies the format of incoming audio; e.g., μ-law 8000 Hz. |
| **Client Events** | Super-user (Admin) | Super-user Settings | platform\_settings.client\_events | Configures events like interruptions or audio |

Get agent

To effectively retrieve and manage agent configurations from ElevenLabs' Conversational AI platform, it's essential to understand the GET agent API endpoint and map its response to our platform's structure. Below is a detailed breakdown of the endpoint and how its components align with our system.

**1. API Endpoint Overview**

* **Endpoint:** GET https://api.elevenlabs.io/v1/convai/agents/:agent\_id
* **Purpose:** Fetches the configuration details of a specific agent using its unique agent\_id.

**2. Path Parameter**

* **agent\_id** (string, *Required*): The unique identifier for the agent, obtained during agent creation.

**3. Response Structure**

The API returns a JSON object containing the agent's configuration. Key components include:

* **agent\_id** (string): Unique identifier of the agent.
* **name** (string): Human-readable name of the agent.
* **conversation\_config** (object): Configuration related to the agent's conversational behavior.
  + **agent** (object): Agent-specific settings.
    - **first\_message** (string): Initial message from the agent.
    - **language** (string): Primary language code (e.g., "en").
  + **asr** (object): Automatic Speech Recognition settings.
    - **quality** (string): Quality level (e.g., "high").
    - **provider** (string): ASR service provider (e.g., "elevenlabs").
    - **user\_input\_audio\_format** (string): Format of user input audio (e.g., "pcm\_8000").
    - **keywords** (array): List of keywords to enhance recognition.
  + **turn** (object): Turn-taking settings.
    - **turn\_timeout** (number): Time in seconds before the agent takes a turn.
    - **mode** (string): Turn-taking mode (e.g., "silence").
  + **tts** (object): Text-to-Speech settings.
    - **model\_id** (string): Identifier for the TTS model (e.g., "eleven\_turbo\_v2").
    - **voice\_id** (string): Identifier for the selected voice.
    - **agent\_output\_audio\_format** (string): Format of the agent's output audio (e.g., "pcm\_8000").
    - **optimize\_streaming\_latency** (boolean): Flag to optimize for low latency.
    - **stability** (number): Stability setting for voice output.
    - **similarity\_boost** (number): Similarity boost setting for voice output.
    - **pronunciation\_dictionary\_locators** (array): List of pronunciation dictionary references.
  + **conversation** (object): Overall conversation settings.
    - **max\_duration\_seconds** (number): Maximum allowed duration of the conversation.
    - **client\_events** (array): List of client events to be handled.
  + **language\_presets** (object): Presets for different languages.
* **metadata** (object): Metadata about the agent.
  + **created\_at\_unix\_secs** (number): Timestamp of agent creation in Unix seconds.
* **secrets** (array): List of secret configurations associated with the agent.
  + **secret\_id** (string): Identifier for the secret.
  + **name** (string): Name of the secret.
* **platform\_settings** (object, *Optional*): Settings not directly related to conversation orchestration.
  + **auth** (object): Authentication settings.
    - **enable\_auth** (boolean): Flag to enable authentication.
    - **allowlist** (array): List of allowed hostnames.
      * **hostname** (string): Hostname entry.
    - **shareable\_token** (string): Token for sharing the agent.
  + **evaluation** (object): Evaluation criteria settings.
    - **criteria** (array): List of evaluation criteria.
      * **id** (string): Identifier for the criterion.
      * **conversation\_goal\_prompt** (string): Prompt defining the conversation goal.
  + **widget** (object): Configuration for the agent's widget.
    - **variant** (string): Widget variant (e.g., "compact").
    - **expandable** (string): Expand behavior (e.g., "never").
    - **avatar** (object): Avatar settings.
      * **type** (string): Type of avatar (e.g., "orb").
      * **color\_1** (string): Primary color.
      * \*\*

List agents

To effectively retrieve and manage the list of agents from ElevenLabs' Conversational AI platform, it's essential to understand the GET /v1/convai/agents API endpoint and map its response to our platform's structure. Below is a detailed breakdown of the endpoint and how its components align with our system.

**1. API Endpoint Overview**

* **Endpoint:** GET https://api.elevenlabs.io/v1/convai/agents
* **Purpose:** Retrieves a paginated list of agents along with their metadata.

**2. Query Parameters**

* **cursor** (string, *Optional*): Used for fetching the next page. The cursor is returned in the response when more data is available.
* **page\_size** (integer, *Optional*): Specifies the maximum number of agents to return. The value must be between 1 and 100, with a default of 30.
* **search** (string, *Optional*): Filters agents by name based on the provided search term.

**3. Response Structure**

The API returns a JSON object containing:

* **agents** (array): A list of agent objects, each with the following properties:
  + **agent\_id** (string): Unique identifier of the agent.
  + **name** (string): Human-readable name of the agent.
  + **created\_at\_unix\_secs** (integer): Timestamp of agent creation in Unix seconds.
  + **access\_info** (object): Information about the user's access to the agent, including:
    - **is\_creator** (boolean): Indicates if the user is the creator of the agent.
    - **creator\_name** (string): Name of the agent's creator.
    - **creator\_email** (string): Email of the agent's creator.
    - **role** (string): User's role concerning the agent (e.g., "admin").
* **has\_more** (boolean): Indicates if there are more agents to fetch beyond the current page.
* **next\_cursor** (string, *Optional*): Cursor value to be used in the next request to fetch subsequent agents.

**4. Mapping to Our Platform**

To integrate this endpoint into our platform:

* **Agent Listing Page:** Utilize the agents array to display a list of agents, showing details like name, creator\_name, and created\_at\_unix\_secs.
* **Pagination:** Implement pagination using the has\_more flag and next\_cursor value to fetch additional agents as needed.
* **Search Functionality:** Incorporate a search feature that utilizes the search query parameter to filter agents by name.
* **Access Control:** Use the access\_info object to determine the user's permissions for each agent, such as edit or view-only rights.

By aligning our platform's agent management features with the structure provided by this API endpoint, we can ensure seamless integration and efficient agent administration.

Update agent

To effectively update an agent's configuration on ElevenLabs' Conversational AI platform, it's essential to understand the PATCH /v1/convai/agents/:agent\_id API endpoint and map its fields to our platform's structure. Below is a detailed breakdown of the endpoint and how its components align with our system.

**1. API Endpoint Overview**

* **Endpoint:** PATCH https://api.elevenlabs.io/v1/convai/agents/:agent\_id
* **Purpose:** Updates the settings of an existing conversational agent.

**2. Path Parameter**

* **agent\_id** (string, *Required*): The unique identifier of the agent to be updated. This ID is obtained during agent creation.

**3. Query Parameter**

* **use\_tool\_ids** (boolean, *Optional*): Defaults to false. When set to true, the API expects tool IDs instead of tool specifications in the request payload.

**4. Request Payload Structure**

The request expects a JSON object with the following optional properties:

* **conversation\_config** (object): Configuration related to the agent's conversational behavior.
  + **agent** (object): Agent-specific settings.
    - **first\_message** (string): The initial message the agent sends.
    - **language** (string): Primary language code (e.g., "en").
  + **asr** (object): Automatic Speech Recognition settings.
    - **quality** (string): Quality level (e.g., "high").
    - **provider** (string): ASR service provider (e.g., "elevenlabs").
    - **user\_input\_audio\_format** (string): Format of user input audio (e.g., "pcm\_8000").
    - **keywords** (array): List of keywords to enhance recognition.
  + **turn** (object): Turn-taking settings.
    - **turn\_timeout** (number): Time in seconds before the agent takes a turn.
    - **mode** (string): Turn-taking mode (e.g., "silence").
  + **tts** (object): Text-to-Speech settings.
    - **model\_id** (string): Identifier for the TTS model (e.g., "eleven\_turbo\_v2").
    - **voice\_id** (string): Identifier for the selected voice.
    - **agent\_output\_audio\_format** (string): Format of the agent's output audio (e.g., "pcm\_8000").
    - **optimize\_streaming\_latency** (boolean): Flag to optimize for low latency.
    - **stability** (number): Stability setting for voice output.
    - **similarity\_boost** (number): Similarity boost setting for voice output.
    - **pronunciation\_dictionary\_locators** (array): List of pronunciation dictionary references.
  + **conversation** (object): Overall conversation settings.
    - **max\_duration\_seconds** (number): Maximum allowed duration of the conversation.
    - **client\_events** (array): List of client events to be handled.
  + **language\_presets** (object): Presets for different languages.
* **platform\_settings** (object): Settings not directly related to conversation orchestration.
  + **auth** (object): Authentication settings.
    - **enable\_auth** (boolean): Flag to enable authentication.
    - **allowlist** (array): List of allowed hostnames.
      * **hostname** (string): Hostname entry.
    - **shareable\_token** (string): Token for sharing the agent.
  + **evaluation** (object): Evaluation criteria settings.
    - **criteria** (array): List of evaluation criteria.
      * **id** (string): Identifier for the criterion.
      * **conversation\_goal\_prompt** (string): Prompt defining the conversation goal.
  + **widget** (object): Configuration for the agent's widget.
    - **variant** (string): Widget variant (e.g., "compact").
    - **expandable** (string): Expand behavior (e.g., "never").
    - **avatar** (object): Avatar settings.
      * **type** (string): Type of avatar (e.g., "orb").
      * **color\_1** (string): Primary color.
      * **color\_2** (string): Secondary color.
      * **image\_url** (string): URL to a custom avatar image.
    - **banner** (object): Banner settings.
      * **text** (string): Banner text.
      * **color** (string): Banner color.
    - **disable\_banner** (boolean

Delete agent

To effectively manage agent configurations on ElevenLabs' Conversational AI platform, it's essential to understand the DELETE /v1/convai/agents/:agent\_id API endpoint and map its functionality to our platform's structure. Below is a detailed breakdown of the endpoint and its integration into our system.

**1. API Endpoint Overview**

* **Endpoint:** DELETE https://api.elevenlabs.io/v1/convai/agents/:agent\_id
* **Purpose:** Deletes an existing conversational agent identified by its unique agent\_id.

**2. Path Parameter**

* **agent\_id** (string, *Required*): The unique identifier of the agent to be deleted. This ID is obtained during agent creation or retrieval.

**3. Response Structure**

Upon successful deletion, the API returns an empty JSON object:

{}

**4. Error Handling**

* **HTTP Status Code 422:** Indicates that the request was unprocessable, possibly due to an invalid agent\_id or the agent being in a state that prevents deletion.

**5. Integration into Our Platform**

To align this functionality with our platform:

* **Agent Management Interface:** Provide users (with appropriate permissions) the ability to delete agents. This can be achieved by incorporating a "Delete" option in the agent's settings or management dashboard.
* **Confirmation Prompt:** Before initiating the delete request, prompt users with a confirmation dialog to prevent accidental deletions.
* **API Request:** Upon user confirmation, execute the DELETE request to the specified endpoint with the corresponding agent\_id.
* **Post-Deletion Handling:** After successful deletion, update the user interface to reflect the removal of the agent and provide feedback to the user confirming the deletion.
* **Error Notifications:** Handle potential errors by displaying appropriate messages to the user, especially in cases where the deletion is unsuccessful.

By integrating this API endpoint, our platform will enable users to manage their conversational agents effectively, including the ability to remove agents that are no longer needed.

Get link

To facilitate the sharing of conversational agents created on the ElevenLabs platform, it's essential to understand the GET /v1/convai/agents/:agent\_id/link API endpoint. This endpoint retrieves the current shareable link for a specified agent, allowing others to interact with or access the agent. Below is a detailed breakdown of this endpoint and its integration into our platform.

**1. API Endpoint Overview**

* **Endpoint:** GET https://api.elevenlabs.io/v1/convai/agents/:agent\_id/link
* **Purpose:** Retrieves the current link used to share the agent with others.

**2. Path Parameter**

* **agent\_id** (string, *Required*): The unique identifier of the agent. This ID is provided upon agent creation.

**3. Response Structure**

Upon a successful request, the API returns a JSON object containing:

* **agent\_id** (string): The unique identifier of the agent.
* **token** (object, *Optional*): Contains details about the shareable link, including:
  + **agent\_id** (string): The unique identifier of the agent.
  + **conversation\_token** (string): A token facilitating access to the agent.
  + **expiration\_time\_unix\_secs** (integer): The expiration time of the token in Unix seconds.
  + **purpose** (string): The purpose of the token, typically "signed\_url".

**4. Error Handling**

* **HTTP Status Code 422:** Indicates that the request was unprocessable, possibly due to an invalid agent\_id or the agent being in a state that prevents generating a shareable link.

**5. Integration into Our Platform**

To incorporate this functionality:

* **Agent Management Interface:** Within the agent's settings or dashboard, provide an option for users to generate or retrieve the shareable link.
* **API Request:** When the user requests the shareable link, execute a GET request to the specified endpoint with the corresponding agent\_id.
* **Display Link:** Upon receiving the response, extract the conversation\_token and construct the shareable URL. Display this URL to the user, allowing them to share it as needed.
* **Expiration Handling:** Inform users of the link's expiration time (expiration\_time\_unix\_secs) and provide options to regenerate the link if necessary.
* **Error Notifications:** Handle potential errors by displaying appropriate messages to the user, especially if the link generation is unsuccessful.

By integrating this API endpoint, our platform will enable users to easily share their conversational agents, enhancing collaboration and accessibility.