

# OpenAI Agents SDK Complete Guide - Beginner se Advanced (2025)

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## OpenAI Agents SDK Kya Hai

OpenAI Agents SDK ek **latest** aur **production-ready** framework hai jo March 2025 mein release hui hai. Ye SDK aap ko help karti hai **intelligent AI agents** banane mein jo:

### Key Features:

- **Lightweight:** Sirf zaroori components, no complexity
- **Production Ready:** Real applications ke liye designed
- **Multi-Agent Support:** Multiple agents ek saath kaam kar sakte hain
- **Built-in Tracing:** Debugging aur monitoring built-in hai
- **Provider Agnostic:** OpenAI ke alawa 100+ other LLMs support karta hai
- **Python-First:** Python ke natural features use karta hai

### Core Primitives (Building Blocks):

1. **Agents:** LLMs with instructions aur tools
2. **Handoffs:** Agents ke beech control transfer
3. **Guardrails:** Input/output validation aur safety checks
4. **Tools:** Python functions ko AI tools banane ka tareeqa

### Previous Swarm vs New Agents SDK:

Feature	Swarm (Old)	Agents SDK (New)
Status	Experimental	Production Ready
Tracing	Basic	Advanced Built-in
Guardrails	No	Yes
Voice Support	No	Yes
Documentation	Limited	Complete

## Setup aur Installation

### Prerequisites Check Karein:

```
bash

# Python version check (3.8+ required)
python --version

# Virtual environment banayein (recommended)
python -m venv agents_env

# Windows mein activate:
agents_env\Scripts\activate

# macOS/Linux mein activate:
source agents_env/bin/activate
```

### Installation Process:

```
bash

# Basic installation
pip install openai-agents

# Voice support ke saath (advanced features)
pip install 'openai-agents[voice]'

# Development dependencies (agar contribute karna hai)
pip install 'openai-agents[dev]'
```

### Environment Setup:

```
python
```

```
# .env file banayein
```

```
OPENAI_API_KEY=your_openai_api_key_here
```

```
# Optional: Other providers ke liye
```

```
ANTHROPIC_API_KEY=your_anthropic_key
```

```
GOOGLE_API_KEY=your_google_key
```

## Verification Test:

```
python
```

```
# test_installation.py
```

```
from agents import Agent, Runner
```

```
import os
```

```
# API key check
```

```
if not os.getenv('OPENAI_API_KEY'):
```

```
    print("❌ OPENAI_API_KEY environment variable set nahi hai!")
```

```
    exit(1)
```

```
try:
```

```
    # Simple test agent
```

```
    agent = Agent(
```

```
        name="Test Agent",
```

```
        instructions="You are a helpful test assistant."
```

```
    )
```

```
    result = Runner.run_sync(agent, "Say hello in one word")
```

```
    print(f"✅ Installation successful! Response: {result.final_output}")
```

```
except Exception as e:
```

```
    print(f"❌ Installation issue: {e}")
```

## Core Concepts Deep Dive

### 1. Agent Anatomy (Agent ki Structure)

python

```
from agents import Agent, Runner
```

*# Basic Agent Structure*

```
agent = Agent(  
    name="MyAgent",           # Agent ka naam  
    instructions="System prompt", # Agent ko kya karna hai  
    model="gpt-4o",           # Konsa model use karna hai  
    tools=[],                 # Kya tools available hain  
    handoffs=[],             # Kahan control transfer kar sakta hai  
    guardrails=[],           # Safety checks  
    output_type=None,        # Expected output format  
    max_turns=50,            # Maximum conversation turns  
    temperature=0.7,         # Creativity level (0-1)  
    max_completion_tokens=1000, # Response length limit  
)
```

## 2. Runner Ki Working (Execution Engine)

python

*# Synchronous execution*

```
result = Runner.run_sync(agent, "Your message")
```

*# Asynchronous execution (recommended for production)*

```
import asyncio
```

```
async def main():
```

```
    result = await Runner.run(agent, "Your message")
```

```
    print(result.final_output)
```

```
asyncio.run(main())
```

## 3. Agent Loop Ki Deep Understanding

python

```
"""
```

Agent Loop Kaise Kaam Karta Hai:

1. User input liya jata hai
2. Agent ko message bheja jata hai
3. LLM response generate karta hai
4. Agar tool calls hain, tools execute hote hain
5. Agar handoff hai, control dusre agent ko transfer hota hai
6. Final output mile ya max\_turns reach ho jane tak loop chalta hai

```
"""
```

*# Loop ki visualization*

**class** CustomRunner:

**def** visualize\_loop(self, agent, user\_input):

        turn = 0

        current\_agent = agent

        messages = [{"role": "user", "content": user\_input}]

**while** turn < agent.max\_turns:

**print**(f"🔄 Turn {turn + 1}: Agent '{current\_agent.name}' processing...")

*# LLM call simulation*

        response = self.call\_llm(current\_agent, messages)

**if** response.has\_tool\_calls:

**print**(f"🔧 Executing tools...")

*# Tool execution logic*

**elif** response.has\_handoff:

**print**(f"💛 Handing off to {response.handoff\_target}")

*# Handoff logic*

**elif** response.is\_final:

**print**(f"✅ Final output received!")

**return** response.content

        turn += 1

**return** "Max turns reached"

## Beginner Level - Basic Projects

### Project 1: Hello World Agent (Detailed)



```
# hello_world_detailed.py
```

```
from agents import Agent, Runner
import os
from dotenv import load_dotenv
```

```
# Environment variables load karein
load_dotenv()
```

```
class HelloWorldAgent:
```

```
    def __init__(self):
        """Agent initialize karte hain detailed configuration ke saath"""
        self.agent = Agent(
            name="Hello World Assistant",
            instructions="""
            You are a friendly hello world assistant.
            Guidelines:
            - Always be polite and helpful
            - Keep responses concise but informative
            - Use emojis when appropriate
            - If asked about yourself, explain you're a demo agent
            """,
            model="gpt-4o-mini", # Cost-effective model for beginners
            temperature=0.7,    # Balanced creativity
            max_completion_tokens=200, # Short responses
        )
```

```
    def single_interaction(self, message):
```

```
        """Single message process karta hai"""
        try:
            print(f"📬 Sending: {message}")
            result = Runner.run_sync(self.agent, message)
            print(f"📬 Response: {result.final_output}")
            return result.final_output
        except Exception as e:
            print(f"❌ Error: {e}")
            return None
```

```
    def interactive_chat(self):
```

```
        """Interactive conversation mode"""
        print("👋 Hello World Agent started!")
        print("💡 Type 'quit' to exit\n")
```

```
        while True:
```

```
            user_input = input("You: ")
```

```
            if user_input.lower() in ['quit', 'exit', 'bye']:
```

```
print("👋 Goodbye!")
break
```

```
if not user_input.strip():
    print("⚠️ Please enter a message!")
    continue
```

```
response = self.single_interaction(user_input)
print() # Empty line for readability
```

```
# Usage examples
```

```
if __name__ == "__main__":
    agent = HelloWorldAgent()
```

```
# Single interactions
```

```
agent.single_interaction("Hello!")
agent.single_interaction("What can you do?")
agent.single_interaction("Tell me a joke")
```

```
print("\n" + "="*50 + "\n")
```

```
# Interactive mode
```

```
agent.interactive_chat()
```

## Project 2: Smart Calculator Agent with Tools





```
# calculator_agent.py
```

```
from agents import Agent, Runner, function_tool
```

```
import math
```

```
import asyncio
```

```
# Tool functions define karte hain
```

```
@function_tool
```

```
def add(a: float, b: float) -> float:
```

```
    """Add two numbers"""
```

```
    result = a + b
```

```
    print(f"🧮 Adding {a} + {b} = {result}")
```

```
    return result
```

```
@function_tool
```

```
def subtract(a: float, b: float) -> float:
```

```
    """Subtract second number from first"""
```

```
    result = a - b
```

```
    print(f"🧮 Subtracting {a} - {b} = {result}")
```

```
    return result
```

```
@function_tool
```

```
def multiply(a: float, b: float) -> float:
```

```
    """Multiply two numbers"""
```

```
    result = a * b
```

```
    print(f"🧮 Multiplying {a} × {b} = {result}")
```

```
    return result
```

```
@function_tool
```

```
def divide(a: float, b: float) -> float:
```

```
    """Divide first number by second"""
```

```
    if b == 0:
```

```
        raise ValueError("Cannot divide by zero!")
```

```
    result = a / b
```

```
    print(f"🧮 Dividing {a} ÷ {b} = {result}")
```

```
    return result
```

```
@function_tool
```

```
def power(base: float, exponent: float) -> float:
```

```
    """Calculate base raised to the power of exponent"""
```

```
    result = base ** exponent
```

```
    print(f"🧮 Power {base}^{exponent} = {result}")
```

```
    return result
```

```
@function_tool
```

```
def square_root(number: float) -> float:
```

```
    """Calculate square root of a number"""
```

```

if number < 0:
    raise ValueError("Cannot calculate square root of negative number!")
result = math.sqrt(number)
print(f"🧮 Square root of {number} = {result}")
return result

```

```

@function_tool
def factorial(n: int) -> int:
    """Calculate factorial of a number"""
    if n < 0:
        raise ValueError("Factorial is not defined for negative numbers!")
    if n > 20: # Prevent very large calculations
        raise ValueError("Number too large for factorial calculation!")

    result = math.factorial(n)
    print(f"🧮 Factorial {n}! = {result}")
    return result

```

```


class SmartCalculator:
    def __init__(self):
        """Advanced calculator agent with multiple mathematical tools"""
        self.agent = Agent(
            name="Smart Calculator",
            instructions="""
            You are an advanced mathematical calculator assistant.

            Capabilities:
            - Basic arithmetic (add, subtract, multiply, divide)
            - Advanced operations (power, square root, factorial)
            - Step-by-step explanations
            - Error handling and validation

            Guidelines:
            - Always use the appropriate tool for calculations
            - Explain your work step by step
            - Handle errors gracefully
            - If user asks for explanation, provide mathematical context
            - Use emojis to make responses engaging
            """,
            tools=[
                add, subtract, multiply, divide,
                power, square_root, factorial
            ],
            model="gpt-4o-mini",
            temperature=0.1, # Low temperature for accuracy
        )


```

```

async def calculate(self, expression):
    """Single calculation perform karta hai"""
    try:
        print(f" Calculation Error: {e}")
        return f"Error: {e}"

```

```

async def interactive_calculator(self):
    """Interactive calculator mode"""
    print(" Smart Calculator Agent Started!")
    print("💡 Examples:")
    print("  - Add 15 and 25")
    print("  - What is 2 to the power of 8?")
    print("  - Calculate factorial of 5")
    print("  - Find square root of 144")
    print("📝 Type 'quit' to exit\n")

```

```

while True:
    user_input = input("Math Problem: ")

    if user_input.lower() in ['quit', 'exit', 'bye']:
        print("👋 Calculator closing...")
        break

    if not user_input.strip():
        print("⚠️ Please enter a math problem!")
        continue

    await self.calculate(user_input)
    print("-" * 40)

```

*# Advanced usage examples*

```

async def demo_calculations():
    """Different types of calculations demonstrate karta hai"""
    calc = SmartCalculator()

    test_cases = [
        "Add 123 and 456",
        "What is 12 squared?",
        "Calculate the factorial of 7",
        "Find the square root of 169",
        "Divide 100 by 7 and round to 2 decimal places",
        "What is 2 to the power of 10?",
    ]

```

```
"Solve: (5 + 3) × 2 - 4",  
]  
  
print("🖋 Running Demo Calculations:")  
print("=" * 50)
```

```
for i, test in enumerate(test_cases, 1):  
    print(f"\n📋 Test {i}: {test}")  
    await calc.calculate(test)  
    print("-" * 30)
```

*# Main execution*

```
if __name__ == "__main__":  
    calc = SmartCalculator()
```

*# Choose mode*

```
mode = input("Select mode (1: Demo, 2: Interactive): ")
```

```
if mode == "1":  
    asyncio.run(demo_calculations())  
else:  
    asyncio.run(calc.interactive_calculator())
```

## Project 3: Personal Assistant Agent



```
# personal_assistant.py
```

```
from agents import Agent, Runner, function_tool
```

```
from datetime import datetime, timedelta
```

```
import json
```

```
import asyncio
```

```
# Personal Assistant Tools
```

```
@function_tool
```

```
def get_current_time() -> str:
```

```
    """Get current date and time"""
```

```
    now = datetime.now()
```

```
    return now.strftime("%Y-%m-%d %H:%M:%S")
```

```
@function_tool
```

```
def add_reminder(task: str, due_date: str = None) -> str:
```

```
    """Add a reminder/task to the list"""
```

```
    reminder = {
```

```
        "task": task,
```

```
        "created": datetime.now().isoformat(),
```

```
        "due_date": due_date,
```

```
        "completed": False
```

```
    }
```

```
# Simple file-based storage (production mein database use karein)
```

```
try:
```

```
    with open("reminders.json", "r") as f:
```

```
        reminders = json.load(f)
```

```
except FileNotFoundError:
```

```
    reminders = []
```

```
reminders.append(reminder)
```

```
with open("reminders.json", "w") as f:
```

```
    json.dump(reminders, f, indent=2)
```

```
return f"✅ Reminder added: {task}"
```

```
@function_tool
```

```
def get_reminders() -> str:
```

```
    """Get all active reminders"""
```

```
try:
```

```
    with open("reminders.json", "r") as f:
```

```
        reminders = json.load(f)
```

```
except FileNotFoundError:
```

```
    return "📄 No reminders found"
```

```
active_reminders = [r for r in reminders if not r["completed"]]
```

```
if not active_reminders:
```

```
    return "✅ No pending reminders!"
```

```
result = "📅 Your Reminders:\n"
```

```
for i, reminder in enumerate(active_reminders, 1):
```

```
    due_info = f" (Due: {reminder['due_date']})" if reminder['due_date'] else ""
```

```
    result += f"{i}. {reminder['task']}{due_info}\n"
```

```
return result
```

```
@function_tool
```

```
def calculate_age(birth_year: int) -> str:
```

```
    """Calculate age from birth year"""
```

```
    current_year = datetime.now().year
```

```
    age = current_year - birth_year
```

```
    return f"You are {age} years old"
```

```
@function_tool
```

```
def weather_info(city: str) -> str:
```

```
    """Get weather information (mock function)"""
```

```
    # Real implementation mein weather API use karein
```

```
    mock_weather = {
```

```
        "karachi": "☀️ Partly cloudy, 28°C",
```

```
        "lahore": "☀️ Sunny, 32°C",
```

```
        "islamabad": "☁️ Light rain, 22°C",
```

```
        "peshawar": "☀️ Clear, 35°C"
```

```
    }
```

```
    city_lower = city.lower()
```

```
    if city_lower in mock_weather:
```

```
        return f"Weather in {city}: {mock_weather[city_lower]}"
```

```
    else:
```

```
        return f"Weather data for {city} not available. Try: Karachi, Lahore, Islamabad, Peshawar"
```

```
@function_tool
```

```
def unit_converter(value: float, from_unit: str, to_unit: str) -> str:
```

```
    """Convert between different units"""
```

```
    conversions = {
```

```
        # Length
```

```
        ("meter", "feet"): 3.28084,
```

```
        ("feet", "meter"): 0.3048,
```

```
        ("km", "miles"): 0.621371,
```

```
        ("miles", "km"): 1.60934,
```

```
        # Weight
```



```

("kg", "pounds"): 2.20462,
("pounds", "kg"): 0.453592,

# Temperature (special handling needed)
("celsius", "fahrenheit"): lambda c: (c * 9/5) + 32,
("fahrenheit", "celsius"): lambda f: (f - 32) * 5/9,
}

```

```
key = (from_unit.lower(), to_unit.lower())
```

```

if key in conversions:
    converter = conversions[key]
    if callable(converter):
        result = converter(value)
    else:
        result = value * converter

    return f"{value} {from_unit} = {result:.2f} {to_unit}"
else:
    return f"Conversion from {from_unit} to {to_unit} not supported"

```

```
class PersonalAssistant:
```

```

    def __init__(self):
        """Comprehensive personal assistant agent"""
        self.agent = Agent(
            name="Personal Assistant",
            instructions="""
            You are a helpful personal assistant named Alex.

            Your capabilities:
            📅 Time & Date: Current time, date calculations
            📝 Task Management: Add reminders, view tasks
            ☀️ Weather: Get weather information for Pakistani cities
            🧮 Calculations: Age calculation, unit conversions
            💬 General Help: Answer questions, provide information
            """
        )

```

Personality:

- Friendly and professional
- Proactive in offering help
- Use appropriate emojis
- Ask clarifying questions when needed
- Remember context within conversation

Guidelines:

- Always greet users warmly
- Use tools when appropriate
- Provide helpful suggestions

- Be concise but thorough
- Handle errors gracefully

```
"""
tools=[
    get_current_time,
    add_reminder,
    get_reminders,
    calculate_age,
    weather_info,
    unit_converter
],
model="gpt-4o",
temperature=0.7,
)
```

```
async def process_request(self, user_input):
    """User request process karta hai"""
    try:
        result = await Runner.run(self.agent, user_input)
        return result.final_output
    except Exception as e:
        return f"❌ Sorry, I encountered an error: {e}"
```

```
async def start_assistant(self):
    """Interactive personal assistant start karta hai"""
    print("🤖 Personal Assistant Alex is ready!")
    print("\n💡 I can help you with:")
    print("📅 Time and date queries")
    print("📝 Managing reminders and tasks")
    print("☀️ Weather information")
    print("🧮 Calculations and conversions")
    print("💬 General questions and assistance")
    print("\n👤 Try saying:")
    print(" - 'What time is it?'"')
    print(" - 'Add reminder to call mom tomorrow'"')
    print(" - 'What's the weather in Karachi?'"')
    print(" - 'Convert 100 km to miles'"')
    print("\n💬 Type 'quit' to exit\n")
```

```
conversation_history = []
```

```
while True:
    user_input = input("You: ")

    if user_input.lower() in ['quit', 'exit', 'bye', 'goodbye']:
        farewell_messages = [
            "👋 Goodbye! Have a great day!",
```

```
"🌟 Take care! I'm here whenever you need help.",
```

```
"👋 See you later! Stay awesome!"
```

```
]
```

```
import random
```

```
print(random.choice(farewell_messages))
```

```
break
```

```
if not user_input.strip():
```

```
    print("😞 I'm listening... what can I help you with?")
```

```
    continue
```

```
print("🤖 Alex: ", end="", flush=True)
```

```
response = await self.process_request(user_input)
```

```
print(response)
```

```
print() # Empty line for readability
```

```
# Conversation history maintain karein (optional)
```

```
conversation_history.append({
```

```
    "user": user_input,
```

```
    "assistant": response,
```

```
    "timestamp": datetime.now().isoformat()
```

```
})
```

```
# Demo scenarios
```

```
async def demo_scenarios():
```

```
    """Different use cases demonstrate karta hai"""
```

```
    assistant = PersonalAssistant()
```

```
    scenarios = [
```

```
        "What time is it right now?",
```

```
        "Add reminder to submit project report by Friday",
```

```
        "Show me my reminders",
```

```
        "What's the weather like in Lahore?",
```

```
        "Convert 75 kg to pounds",
```

```
        "Calculate my age if I was born in 1995",
```

```
        "Convert 100 degrees Fahrenheit to Celsius"
```

```
    ]
```

```
print("👤 Demo Scenarios:")
```

```
print("=" * 50)
```

```
for i, scenario in enumerate(scenarios, 1):
```

```
    print(f"\n📋 Scenario {i}: {scenario}")
```

```
    response = await assistant.process_request(scenario)
```

```
    print(f"🤖 Alex: {response}")
```

```
    print("-" * 40)
```

*# Main execution*

```
if __name__ == "__main__":  
    assistant = PersonalAssistant()  
  
    print("🚀 Personal Assistant Demo")  
    mode = input("Select mode (1: Demo Scenarios, 2: Interactive): ")  
  
    if mode == "1":  
        asyncio.run(demo_scenarios())  
    else:  
        asyncio.run(assistant.start_assistant())
```

## Intermediate Level - Multi-Agent Systems

### Project 4: Customer Support System



```

# customer_support_system.py
from agents import Agent, Runner, function_tool
import asyncio
import json
from datetime import datetime
from typing import List, Dict

# Customer Support Tools
@function_tool
def search_knowledge_base(query: str) -> str:
    """Search the knowledge base for information"""
    # Mock knowledge base (production mein real database use karein)
    knowledge_base = {
        "password reset": "To reset your password: 1) Go to login page 2) Click 'Forgot Password' 3) Enter your email 4) Ch
        "billing": "For billing inquiries, you can view your invoices in Account Settings > Billing section. Contact billing@cor
        "technical issue": "Please try these steps: 1) Clear browser cache 2) Disable browser extensions 3) Try incognito mo
        "account deletion": "To delete your account: 1) Go to Settings > Account 2) Click 'Delete Account' 3) Confirm via er
        "refund": "Refund requests can be made within 30 days of purchase. Go to Account > Orders > Request Refund or
    }

    query_lower = query.lower()
    for key, value in knowledge_base.items():
        if key in query_lower:
            return f"📖 Found relevant information: {value}"

    return "❓ No specific information found. Please provide more details or contact a human agent."

@function_tool
def create_ticket(issue_type: str, description: str, priority: str = "medium") -> str:
    """Create a support ticket"""
    ticket_id = f"TICK-{datetime.now().strftime('%Y%m%d-%H%M%S')}"

    ticket = {
        "id": ticket_id,
        "type": issue_type,
        "description": description,
        "priority": priority,
        "status": "open",
        "created": datetime.now().isoformat(),
        "assigned_to": None
    }

    # Save ticket (production mein database use karein)
    try:
        with open("tickets.json", "r") as f:
            tickets = json.load(f)

```

```
except FileNotFoundError:
```

```
    tickets = []
```

```
tickets.append(ticket)
```

```
with open("tickets.json", "w") as f:
```

```
    json.dump(tickets, f, indent=2)
```

```
return f"📧 Support ticket created: {ticket_id}. You'll receive updates via email."
```

```
@function_tool
```

```
def escalate_to_human(reason: str) -> str:
```

```
    """Escalate the conversation to a human agent"""
```

```
    return f"🔄 Escalating to human agent. Reason: {reason}. Average wait time: 5-10 minutes. Please stay connected."
```

```
class CustomerSupportSystem:
```

```
    def __init__(self):
```

```
        """Multi-agent customer support system"""
```

```
    # Triage Agent - First point of contact
```

```
    self.triage_agent = Agent(
```

```
        name="Support Triage",
```

```
        instructions="""
```

```
        You are the first-line customer support triage agent.
```

```
        Your role:
```



```
        Understand customer issues quickly
```



```
        Search knowledge base for solutions
```



```
        Categorize issues (technical, billing, account, general)
```



```
        Create tickets for complex issues
```



```
        Escalate to specialized agents when needed
```

```
        Guidelines:
```

- Be empathetic and professional
- Ask clarifying questions if issue is unclear
- Try to resolve simple issues immediately
- Use appropriate handoffs for specialized problems
- Always acknowledge customer frustration

```
        Handoff Criteria:
```

- Technical Agent: Complex technical issues, bugs, integrations
- Billing Agent: Payment disputes, refund requests, subscription issues
- Human Agent: Angry customers, policy exceptions, legal issues

```
        """,
```

```
        tools=[search_knowledge_base, create_ticket, escalate_to_human],
```

```
        handoffs=[], # Will be set after creating other agents
```

```
        model="gpt-4o",
```

temperature=0.6,

)

### # Technical Support Agent






self.technical\_agent = Agent(

name="Technical Support",

instructions="""

You are a specialized technical support agent.

Expertise:

-  API integrations and troubleshooting
-  Bug investigation and workarounds
-  System configuration and setup
-  Performance optimization
-  Security and authentication issues

Approach:

- Ask for specific technical details (error codes, browser, OS)
- Provide step-by-step troubleshooting guides
- Offer workarounds for known issues
- Create detailed tickets for bugs
- Know when to escalate to development team

Communication style:

- Technical but accessible language
- Include screenshots/logs requests when needed
- Provide relevant documentation links

""",

tools=[search\_knowledge\_base, create\_ticket],

model="gpt-4o",

temperature=0.3, # Lower temperature for technical accuracy

)

### # Billing Support Agent






self.billing\_agent = Agent(

name="Billing Support",

instructions="""

You are a specialized billing and payments support agent.

Expertise:

-  Payment processing issues
-  Invoice and billing inquiries
-  Refund and credit processing
-  Subscription management
-  Plan upgrades and downgrades

Guidelines:



- Handle sensitive financial information carefully
- Explain billing policies clearly
- Process refunds within policy guidelines
- Escalate policy exceptions to supervisors
- Provide detailed invoice breakdowns

Security:

- Never ask for full credit card numbers in chat
- Verify customer identity before accessing billing info
- Follow PCI compliance guidelines

"""

tools=[search\_knowledge\_base, create\_ticket],

model="gpt-4o",

temperature=0.4,

)

*# Set up handoffs after all agents are created*

self.triage\_agent.handoffs = [

self.technical\_agent,

self.billing\_agent

]

**async def handle\_support\_request**(self, customer\_message: str, customer\_context: Dict = None):

"""Main entry point for customer support requests"""

*# Add customer context to the message if available*

**if** customer\_context:

context\_info = f"""

Customer Information:

- **Name:** {customer\_context.get('name', 'N/A')}

- **Account Type:** {customer\_context.get('account\_type', 'N/A')}

- **Previous Tickets:** {customer\_context.get('ticket\_count', 0)}

**Customer Issue:** {customer\_message}

"""

**else:**

context\_info = f"**Customer Issue:** {customer\_message}"

**try:**

result = **await** Runner.run(self.triage\_agent, context\_info)

**return** result.final\_output

**except** Exception **as** e:

**return** f"❌ System error occurred. Please try again or contact support directly. Error: {e}"

**async def interactive\_support\_demo**(self

