

Date 12 Feb, 2026

Link: <https://conx-super-admin.onrender.com>

Super Admin Creds

Email - superadmin@voiceai.com

Pass - VoiceAI@2024!

Client admin link : <https://qubelabs-client-admin-fe-vc.onrender.com/>

Creds : Accessible directly without creds.

CLIENT ADMIN

Home	Looks good, see the possibility of implementing dynamic dashboard features with charts like - OmicsBank - Discovery Engine
AI Agents & KB &	<ol style="list-style-type: none">1. Instead of personas - they should be mentioned as " AI Agents" with names as put by Admin. Persona's are a subset of AI Agents. It includes (refer yellow Ai)<ul style="list-style-type: none">● Persona (tone, style)● Intent understanding● Start triggers● Prompt logic● Variables (what data to collect)● Routing logic● Fallback behavior● Context handling● Guardrails2. Use " Super Agent" and "Agent" system like<ol style="list-style-type: none">a. yellowai - AI agent overview yellow.aib. elevenLabs - Quickstart ElevenLabs Documentation <p>This Super Agent & Agent (Also mentioned as Agent & Sub-Agent)</p> <ol style="list-style-type: none">3. What is "Task Sequence" and "Voice Settings" in the platform?4. Refer below image for setting up the Agent.<ol style="list-style-type: none">a.

The screenshot shows the SupportAI platform interface. At the top, there's a navigation bar with 'SupportAI' and a file icon, followed by 'yRightm'. To the right are buttons for 'Add to your app', 'Public', 'Variables', 'Enable Versioning', and 'Preview'.

The main area has tabs for 'Agent', 'Workflow', 'Knowledge Base', 'Analysis', 'Tools', 'Tests', 'Widget', 'Security', and 'Advanced'. The 'Agent' tab is selected.

Agent Configuration:

- System prompt:** 'empathy and eminency.'
- # Guardrails:** A list of guidelines for AI behavior.
- Type {{ }} to add variables**
- First message:** 'Hi, I'm here to help with your financial questions. How can I assist you today?'
- Type {{ }} to add variables**
- Default personality** (checkbox)
- Set timezone** (button)
- Interruptible** (checkbox)
- Voices:** 'Select the ElevenLabs voices you want to use for the agent.' Options include 'Eric - Smooth, Trustworthy Primary' and '+ Add additional voice'.
- Expressive Mode:** 'Enhance your agent with emotionally intelligent speech, natural intonation, and expressive audio tags.' Options include 'Enable' and 'Dismiss'.
- Language:** 'Choose the default and additional languages the agent will communicate in.' Options include 'English Default' and '+ Add additional languages'.
- LLM:** 'Select which provider and model to use for the LLM.' Options include 'Gemini 2.5 Flash'.

b. From yellow Ai

The interface shows a 'Super agent profile' section with tabs for 'Super agent' (selected), 'Agents', and 'Global components'. There's also an 'Upgrade' button.

Super agent profile:

- Profile:** 'Profile settings' (Mandatory) define the super agent's identity.
- AI Safety & Conduct:** A flowchart diagram showing the workflow:
 - Customer asks a query
 - Super agent attempts to answer
 - If Super agent is unable to answer (Manage)
 - Live agent transfer (View flow)
- Fallback:**

5. The Workflow (Execution Layer)

This is about:

- API calls
- Database queries
- CRM updates
- Sending emails
- Creating tickets
- Fetching backend data
- Business logic execution

For example: In case of a retail use case of collecting Order ID

Workflow might:

- Call OMS API
- Fetch status
- Return JSON response
- Format data