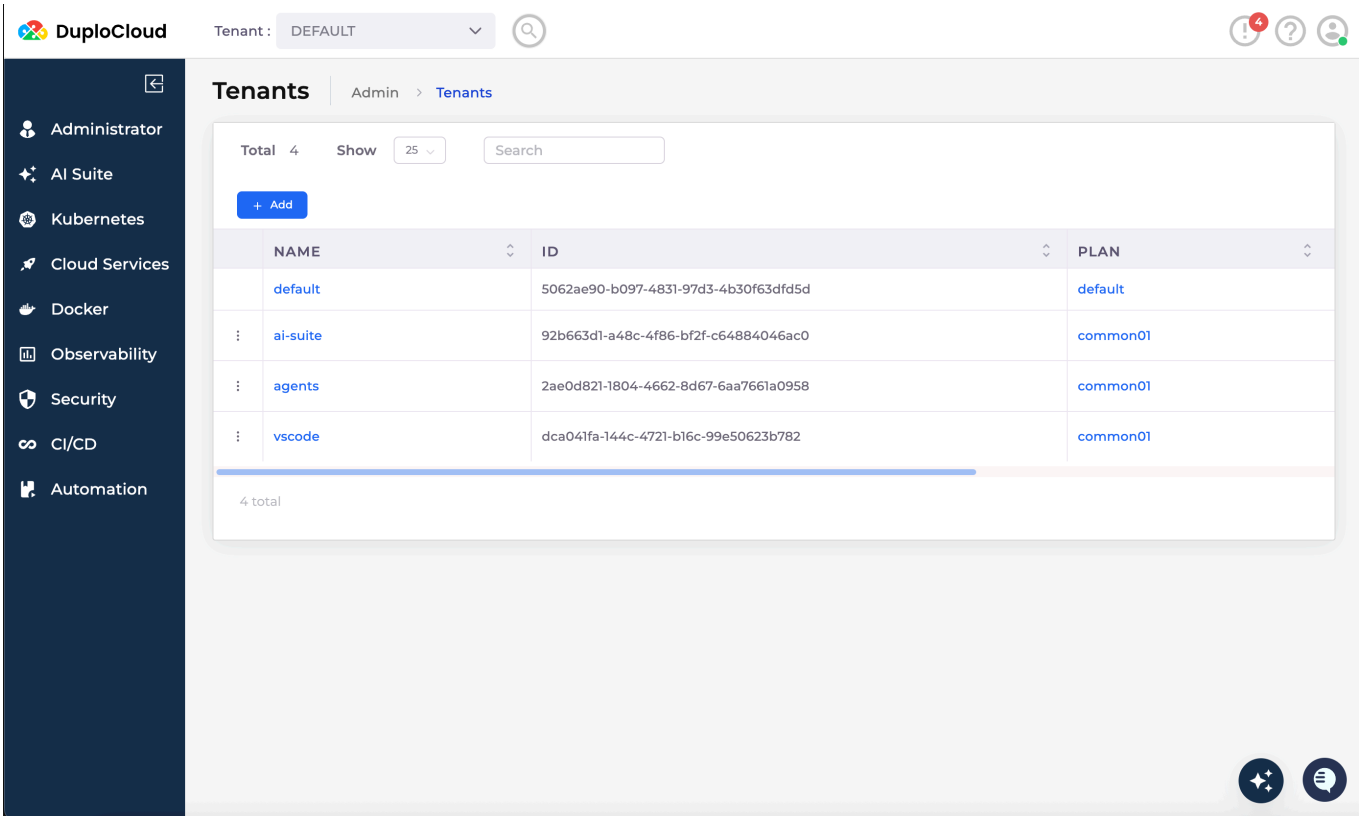
Adding a Prebuilt-Agent in AI Studio

This is a guide to adding a prebuilt agent via AI Studio. This assumes you've already dockerize and created an agent that is available from an api. The api must expose a health endpoint, and a chat endpoint that response with the supported message format, for documentation on the message format visit our online documentation //Insert link. The docker image must available to DuploCloud in a container repository (Docker Hub, ECR, etc.).

To get started adding a pre-built agent in AI Studio, open a browser and navigate to your instance of DuploCloud. You'll need to signin.

Once signed you should be on the tenant page.



Make sure you're on a Tenant that is configured correctly for AI Studio. How to configure a tenant is outside of the scope of this document.

On the left side, open the navigation and select the **AI Studio** and then click on **Studio** to expand it if it's not already expanded and then select the **Agents** item.

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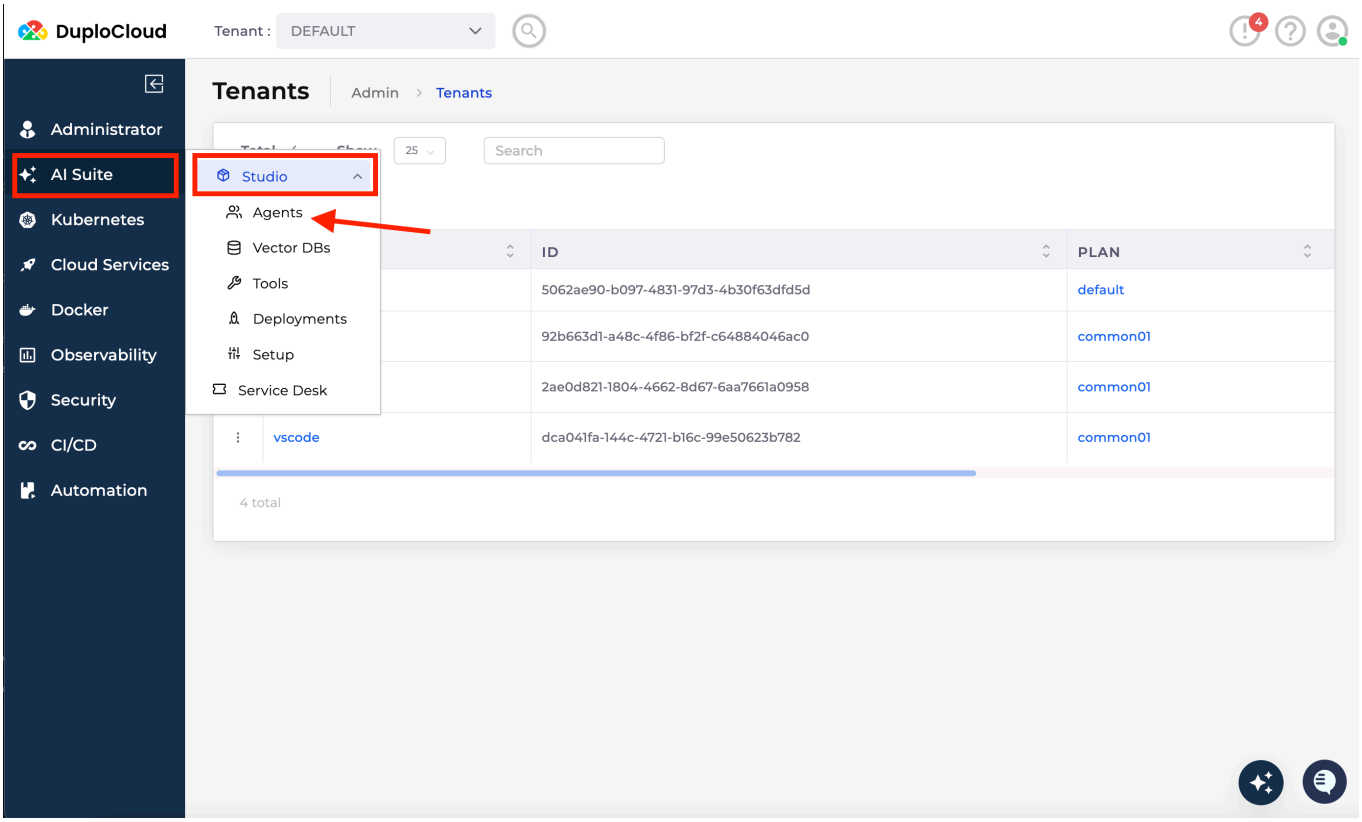
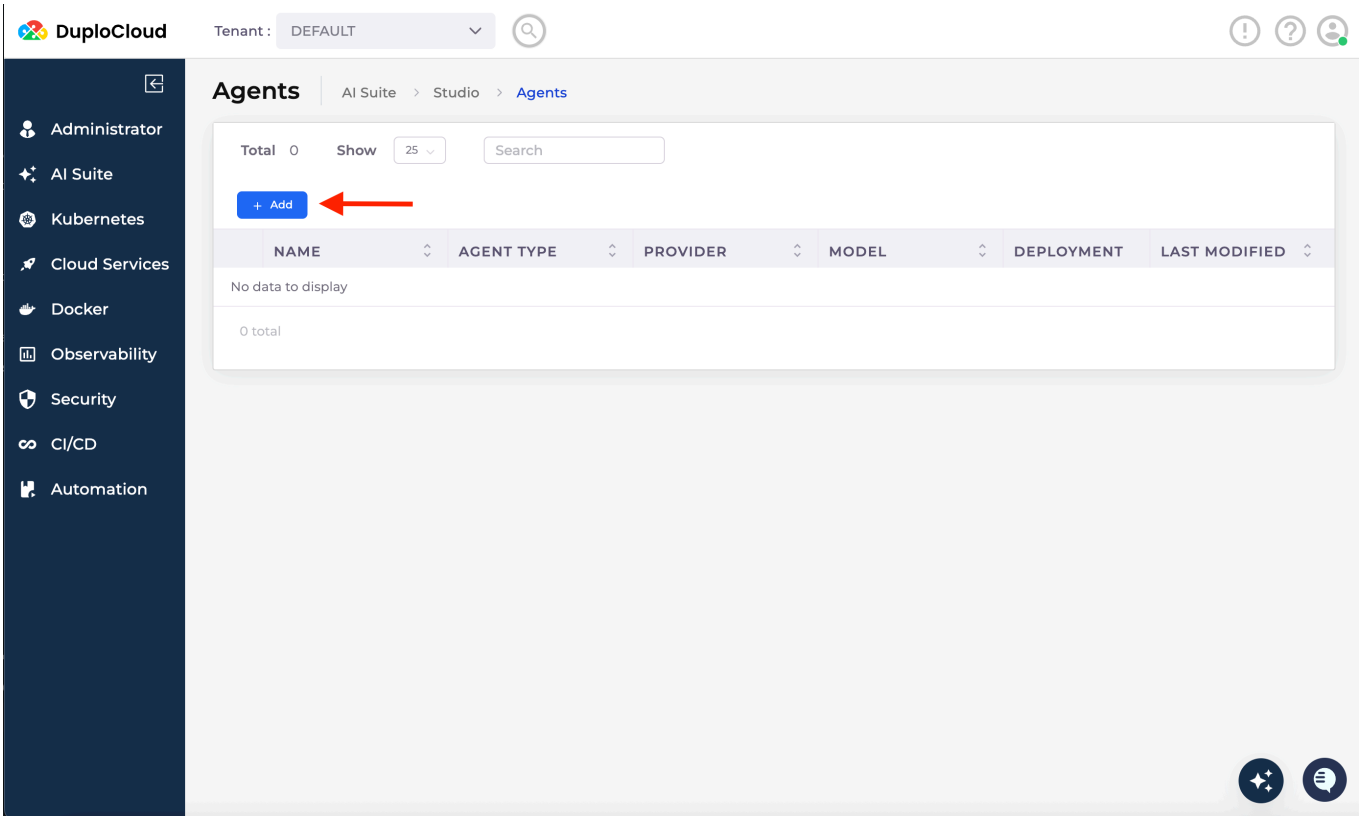
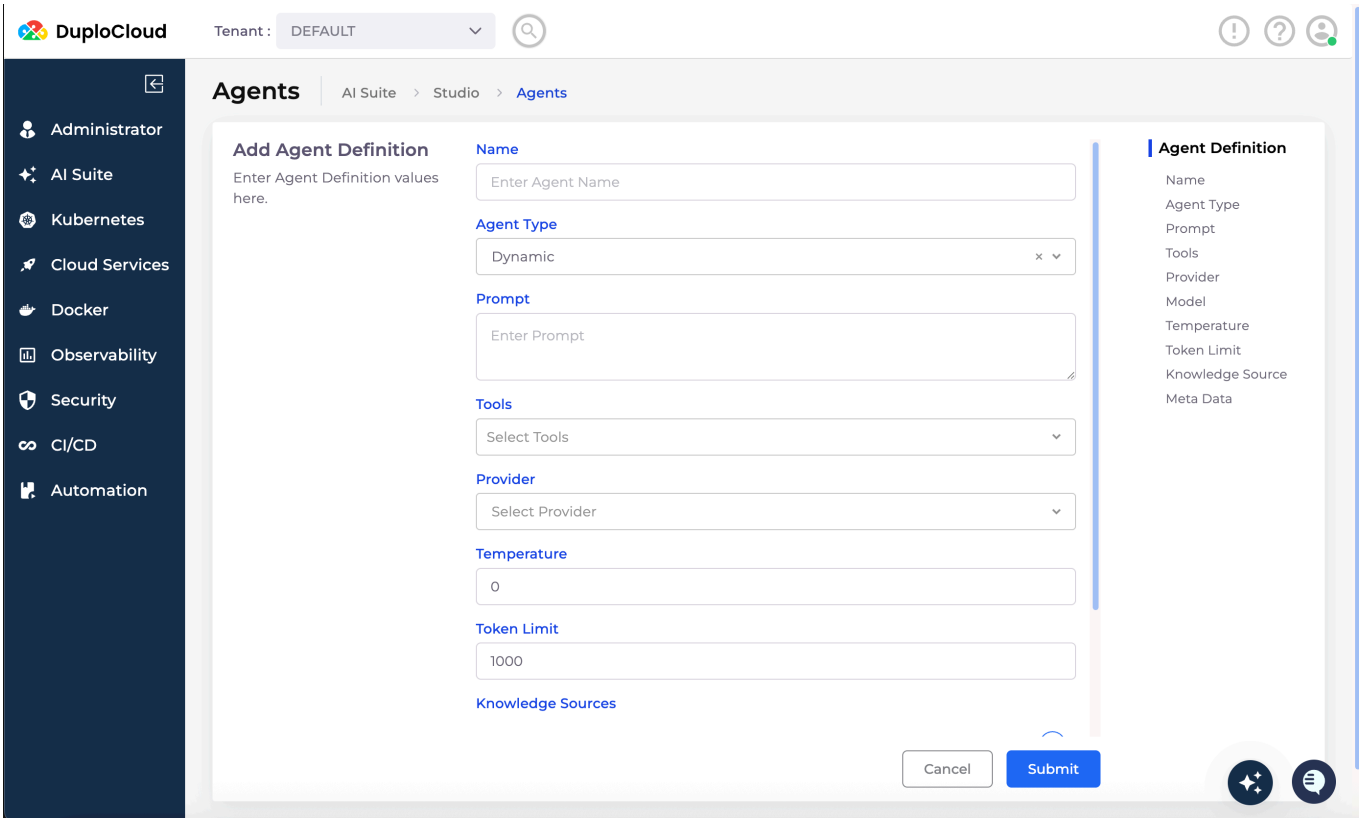


You should be on the Agents screen. There may or may not be agents listed. Select the "Add" button.



This opens up the Add Agent Definition view.

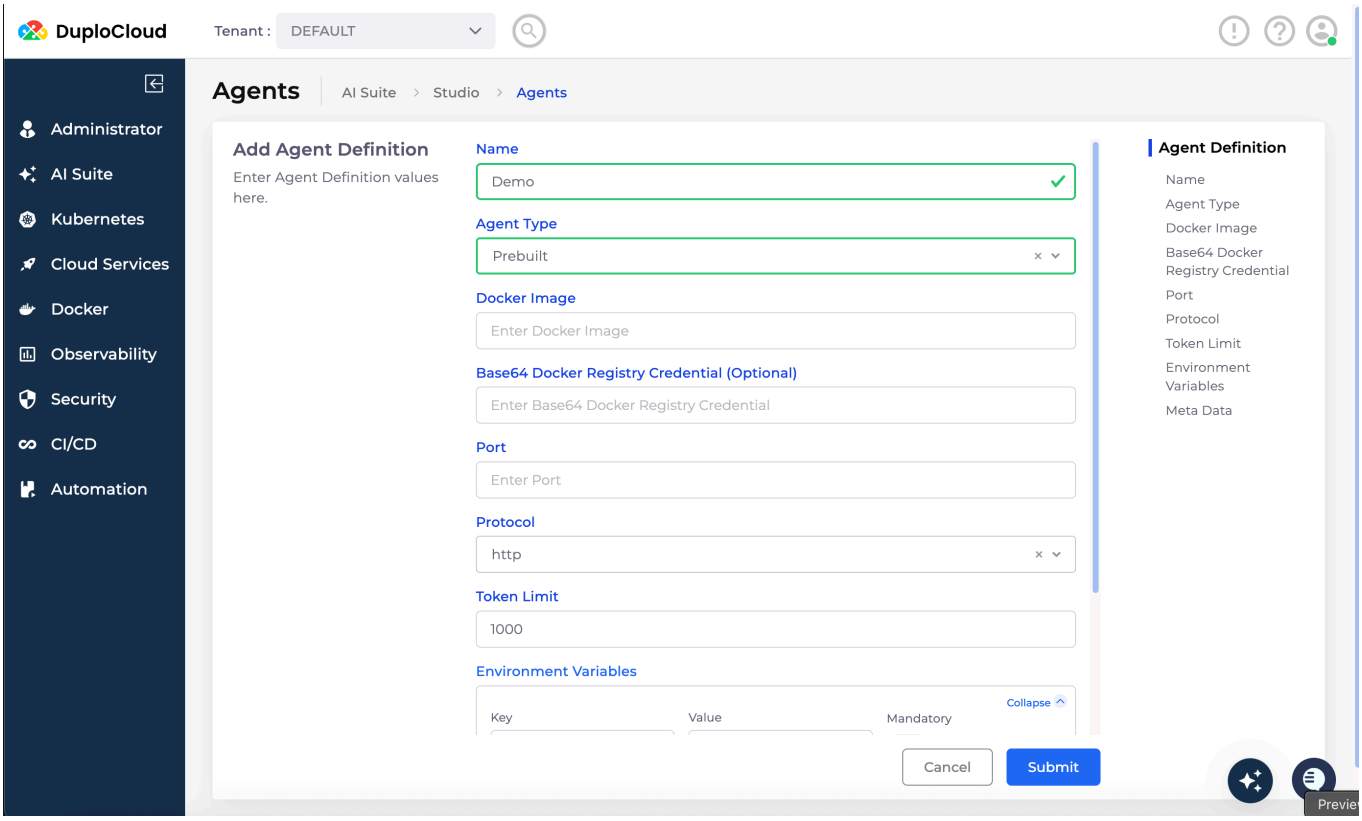


We need to fill it out.

Name - This is the name of your agent.
For us, well call our agent "**Demo**".

Agent Type - this is the type of our agent. There are two options, Dynamic, and Pre-Built.
We'll select **Pre-Built**.

When we select the Pre-Built Agent Type our fields change.



Docker Image - This is where you have hosted your docker image. This might be Docker Hub or ECR.
715432481168.dkr.ecr.us-east-1.amazonaws.com/agents:chuck

Base64 Docker Registry Credentials - This is where you add credentials to access your image. Not all container repositories have credentials, so this is optional.

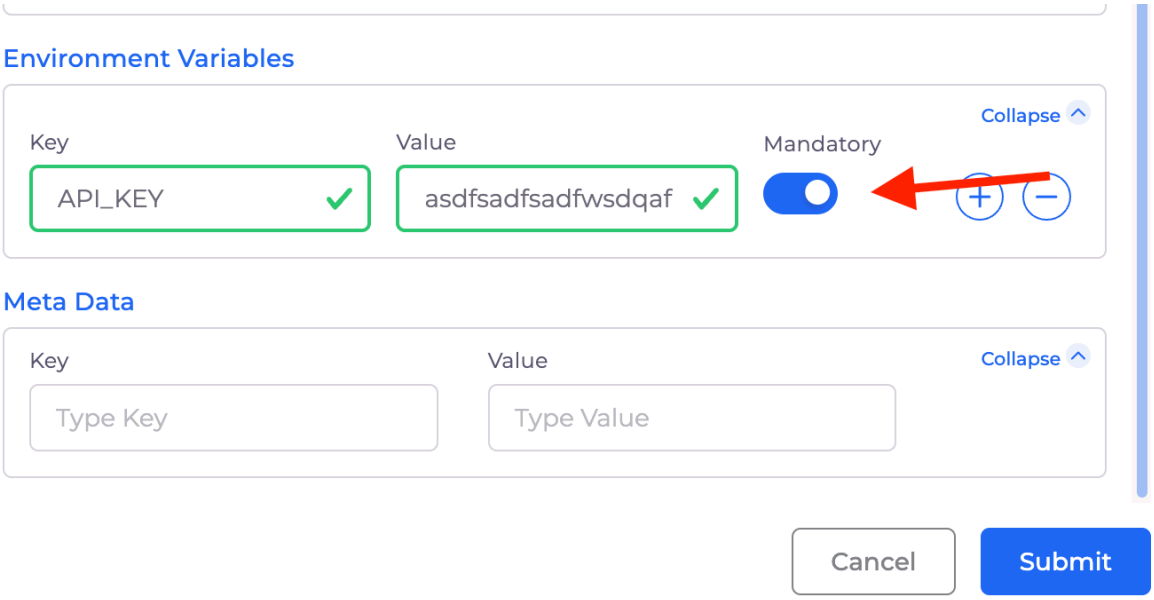
Port - this is what port your container exposes.
For us, we'll use **8001**

Protocol - This is the protocol used to communicate to your container.
We'll leave it **http**.

Token Limit - This is the token limit for our container.
We won't change the value, it doesn't apply to us.

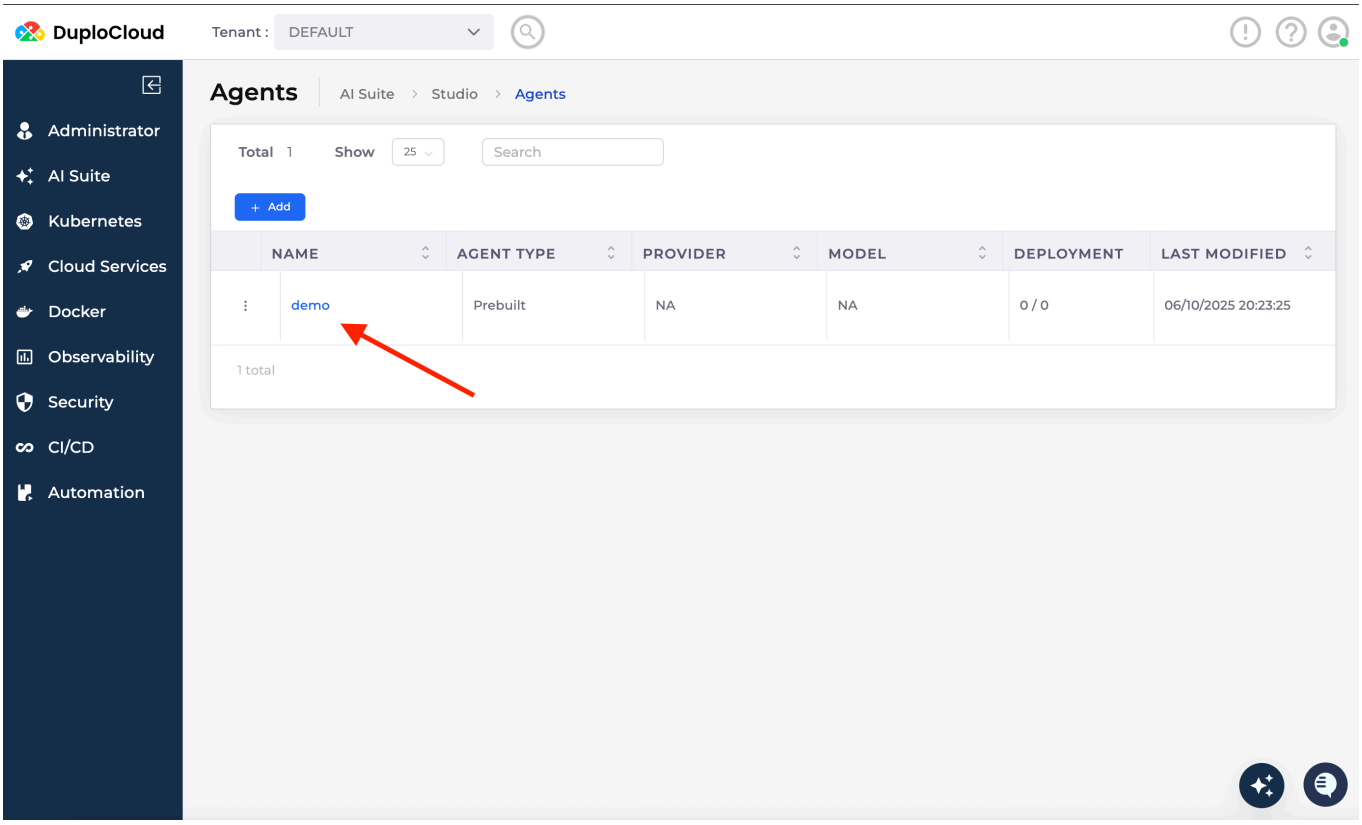
Environment Variables - This is where you set your environment variables. These variables will be set for your container. It's very important to **toggle the "Mandatory" to on**, otherwise the environment

variables won't be set in your containers environment.

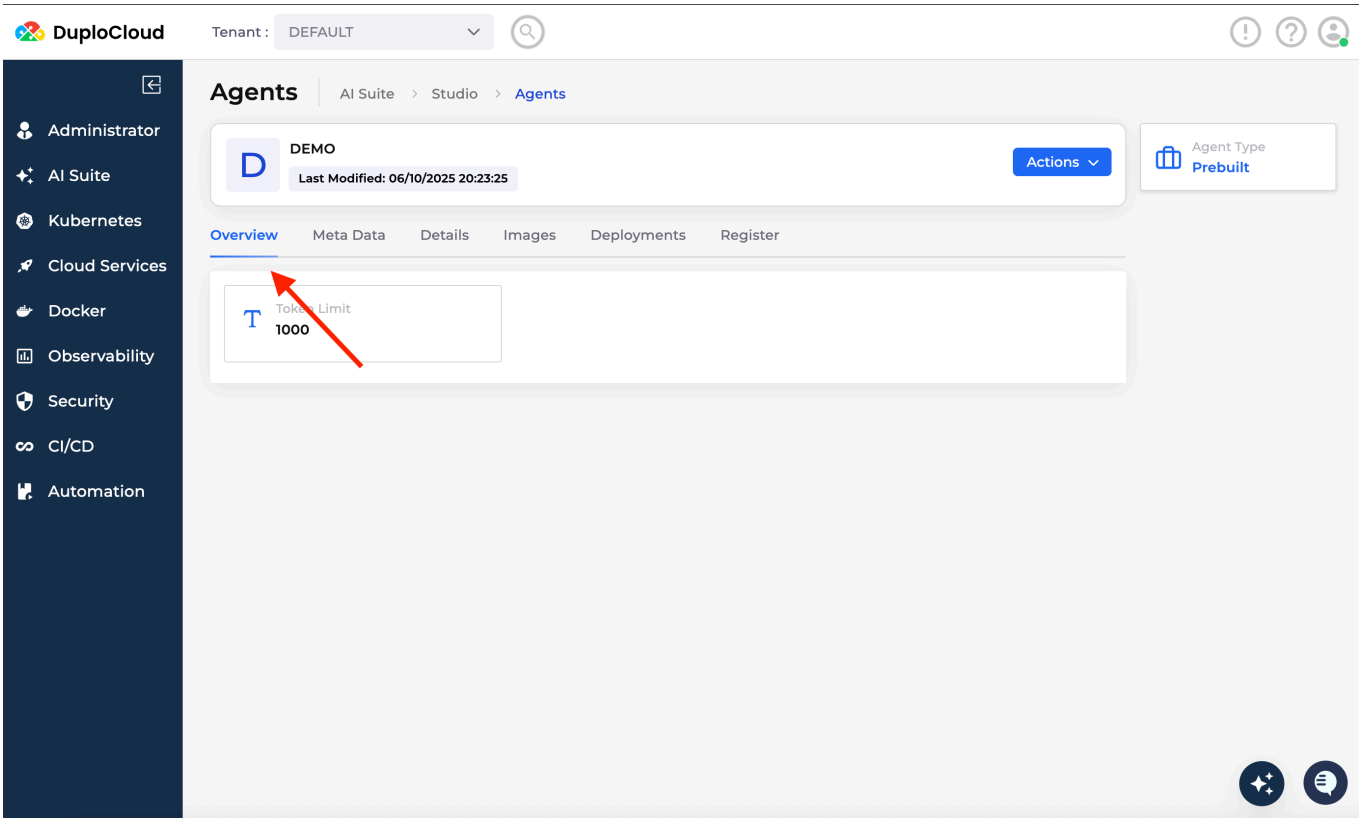


Once all the values are set, click the **Submit** button to create your Agent Definition.

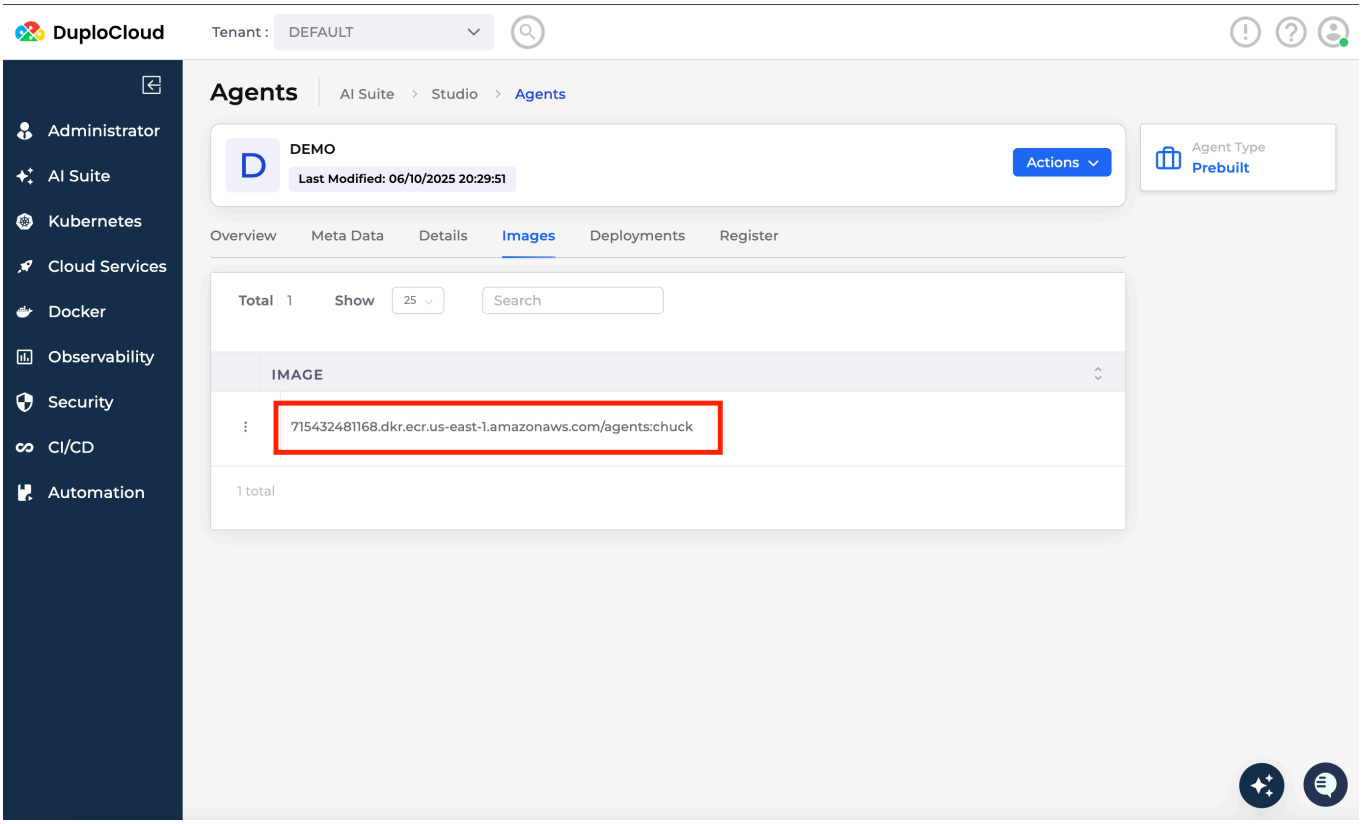
After you create your Agent Definition, you'll be taking back to the Agent view, where you'll find new agent in the list.



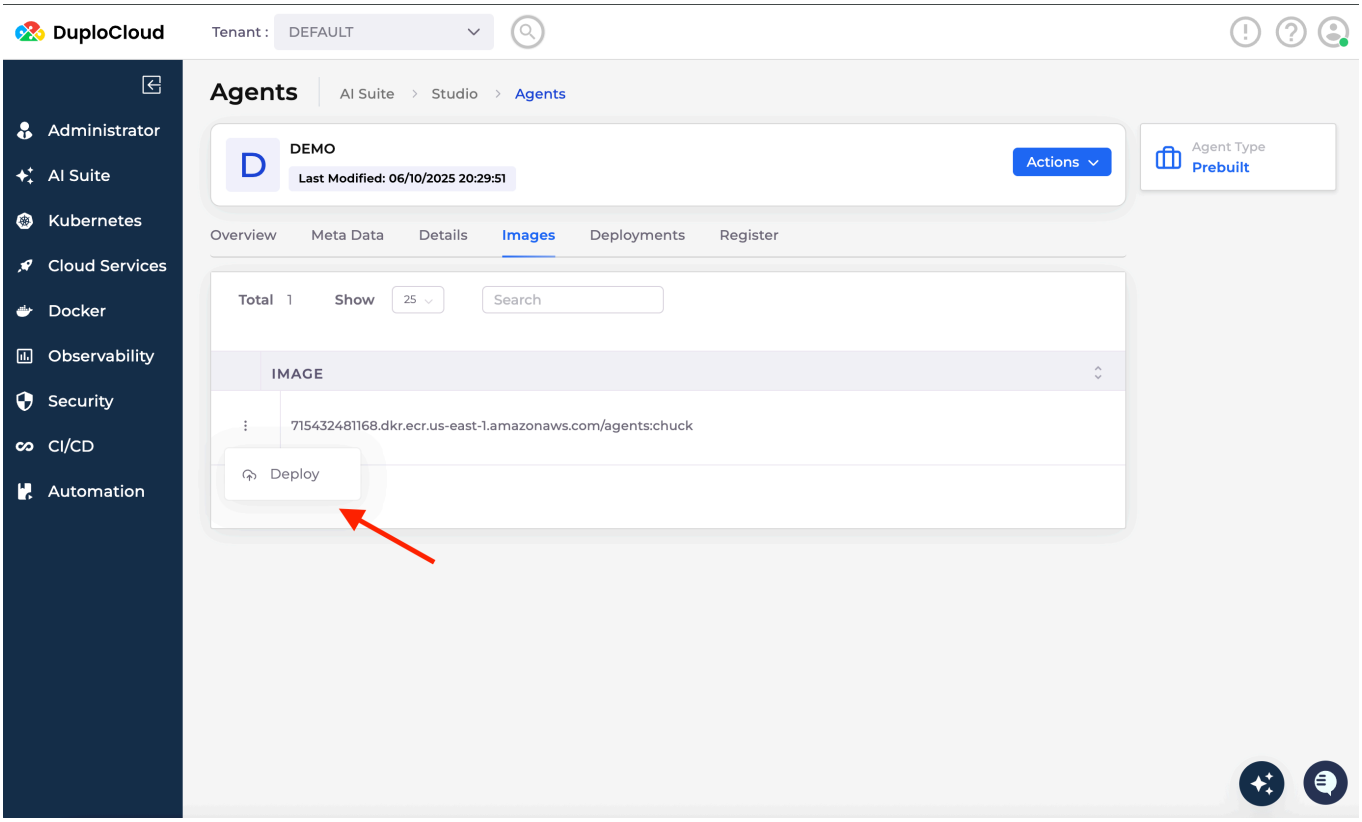
Click on the name of your newly created agent. This takes your to the Agent Details view, and on the Overview tab. The other tabs, are Meta Data, Details, Images, Deployments, and Register.



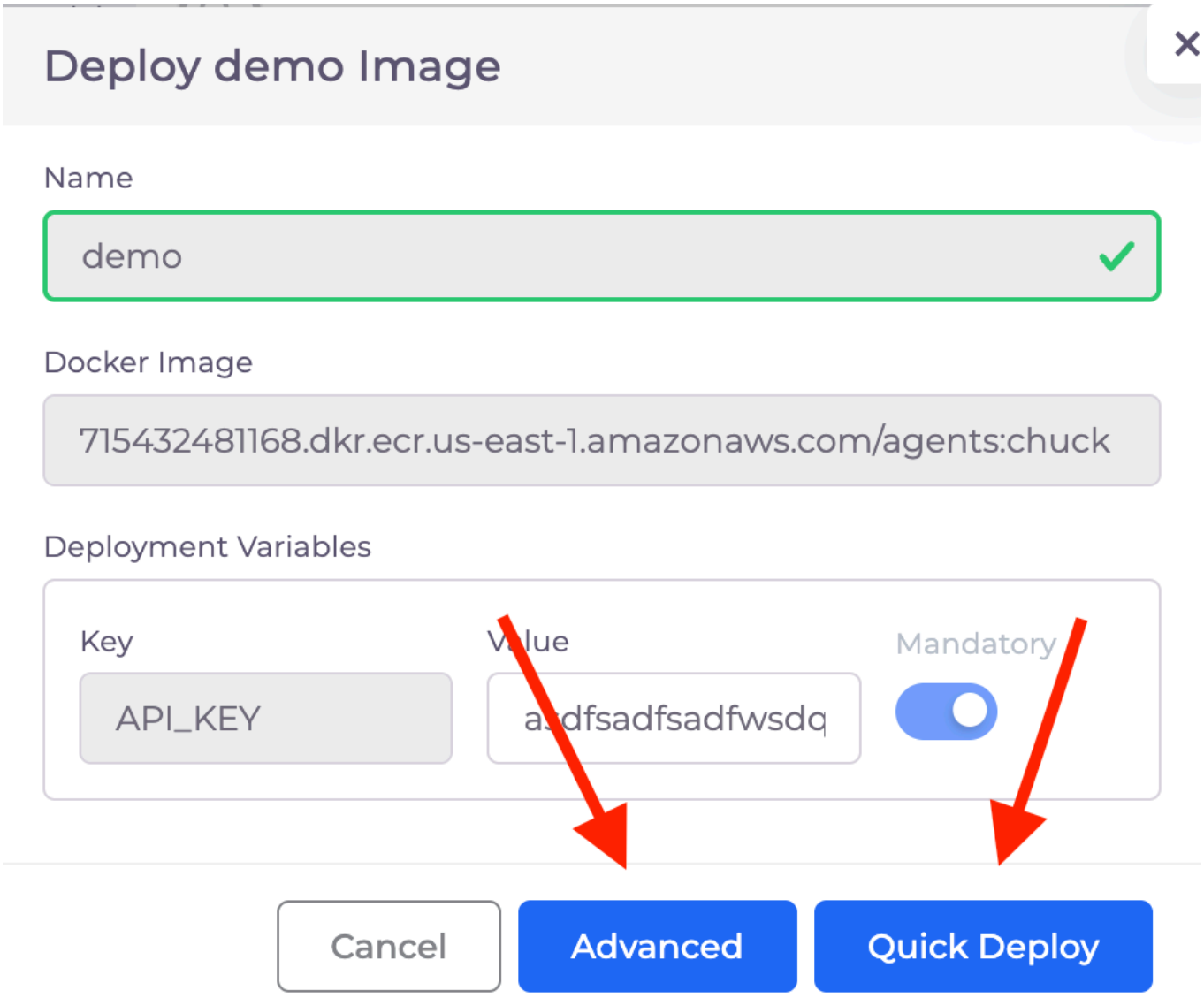
Click on the Images tab, you'll see the image you added when creating the Agent Definition.



Click on the 3 vertical dots to the left of the image name, you'll see a menu with "Deploy" as an option, click it.

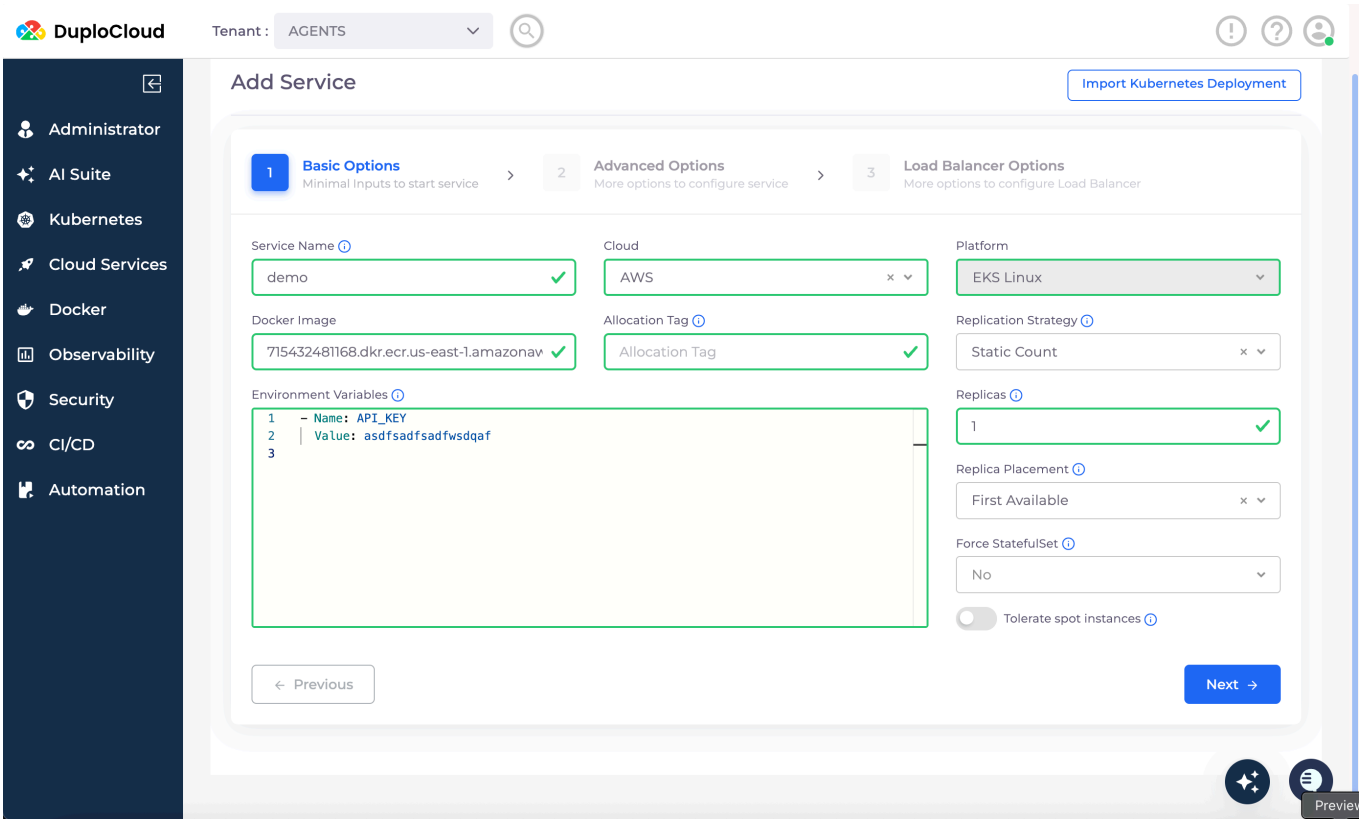


This will bring up a modal with values set during the Agent Definition creation. If this is your first time running the Agent, select **Advanced**. If you've already successfully ran your agent, click **Quick Deploy**.

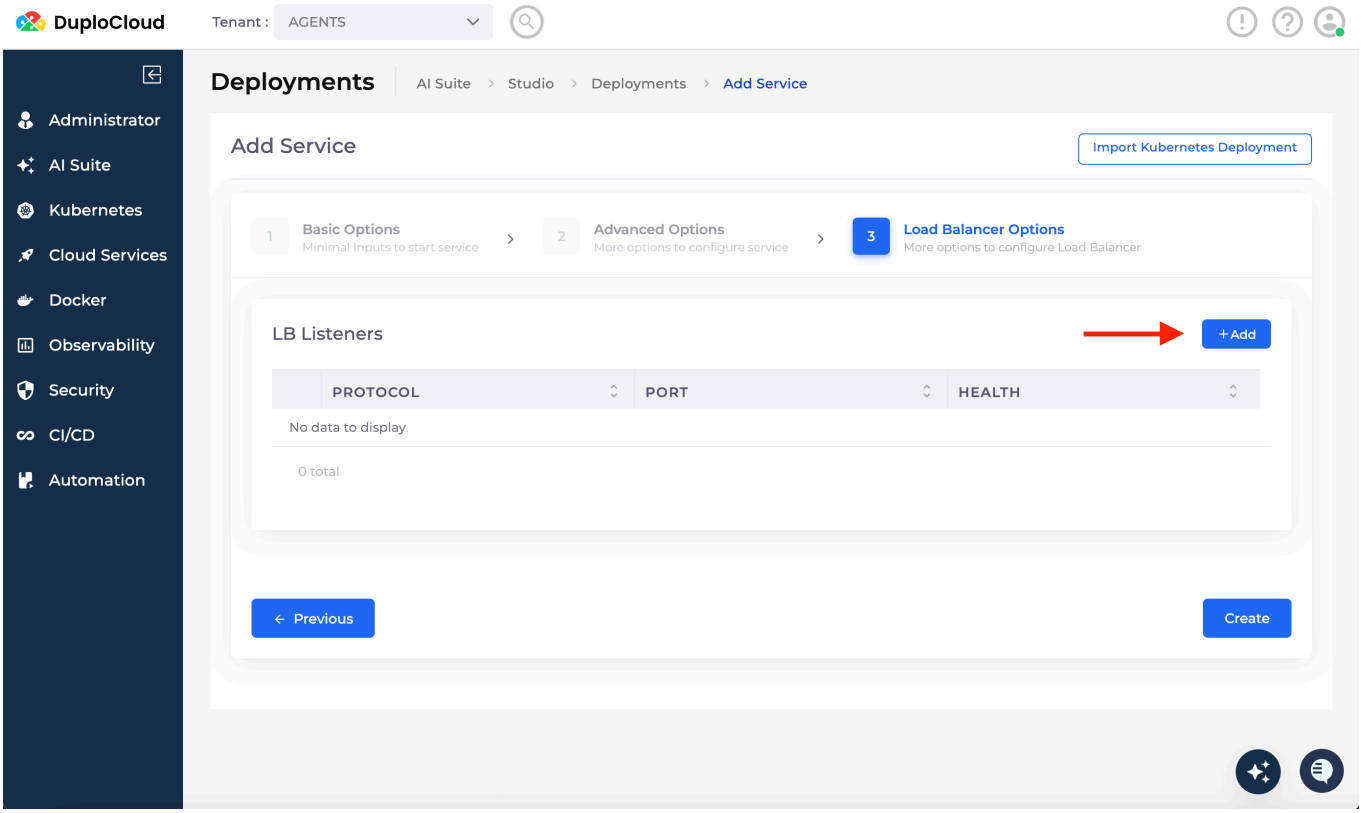


Running your Agent for the First Time.

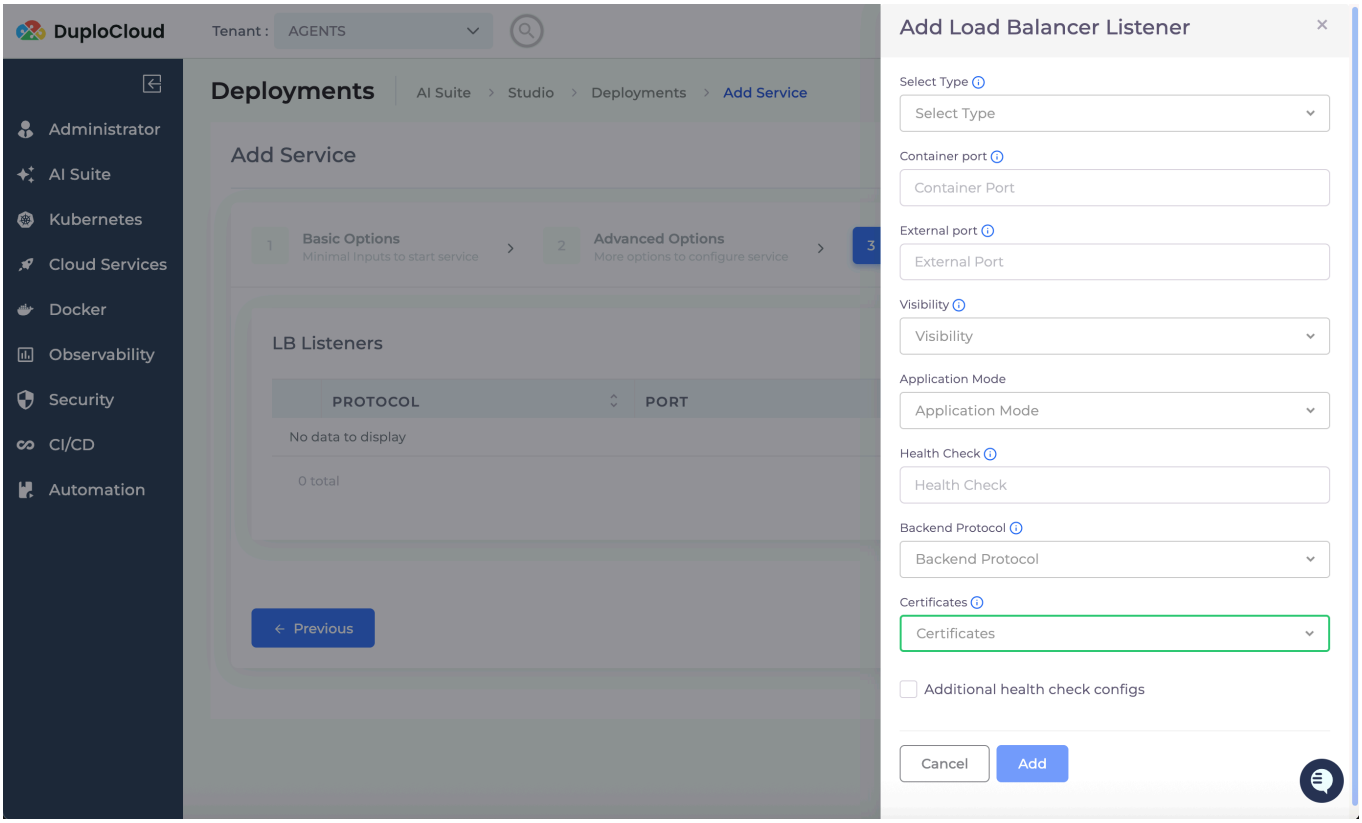
This is your first time running your agent, we need to configure your load balancer. After clicking the Advanced button you're taken to the Add Service view.



We need to **click the next button twice** until we get to the **Load Balance Options view.** Once on the Load Balancer Option Step, **click the add button on the right of the page**.



This will open a slider on the right of the page where you can add the LB (Load Balancer) Listener.



Let's start filling in the Add Load Balancer Listener form:

Select Type - There are two types: Application LB, Network LB, Classic, Target Group Only, and Health. For this tutorial, select **Application LB.**

Container port - This is what port your container is on. When we created the Agent Definition we set a port. This port must match it, otherwise when we use the HelpDesk agent we won't be able to connect to our Agent. The value we used on the Add Agent definition screen was **8001**, so we'll use that same value on this screen.

External port - This is what port the Load Balancer will listen to for traffic to pass it onward to the container. We'll use port **443** (SSL port).

Visibility - This is whether to let the entire world access it or just our internal network. We'll select just our **internal network**.

Application Mode - There are two options: Docker Mode and Native App. Since we're deploying a docker image, select **Docker Mode**.

Health Check - This is the endpoint for your health check.
We'll use **/health**, but you can use whatever endpoint you've configured.

Backend Protocol - This is what protocol for the Load Balancer to use when talking to the container. Previously we used **http**, we'll use it again otherwise they won't connect, we need to match the

protocols.

Protocol Policy - **Don't change** this value.

Certificates - This is your SSL certificate. **There should already be one configured, select it.**

Additional health check configs - We won't be using these settings, so you can ignore it.

Here is a filled out form:

Application LB

Container port

8001

External port

443

Visibility

Internal Only

Application Mode

Docker Mode

Health Check

/health

Backend Protocol

HTTP

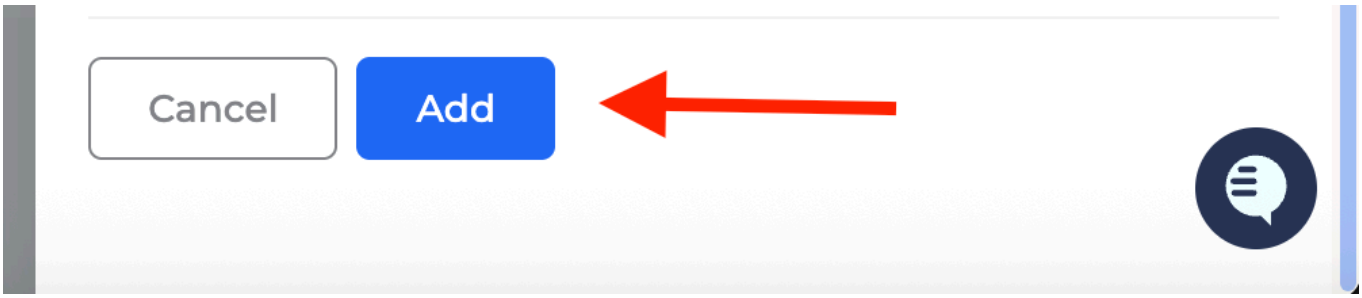
Protocol Policy

HTTP1

Certificates

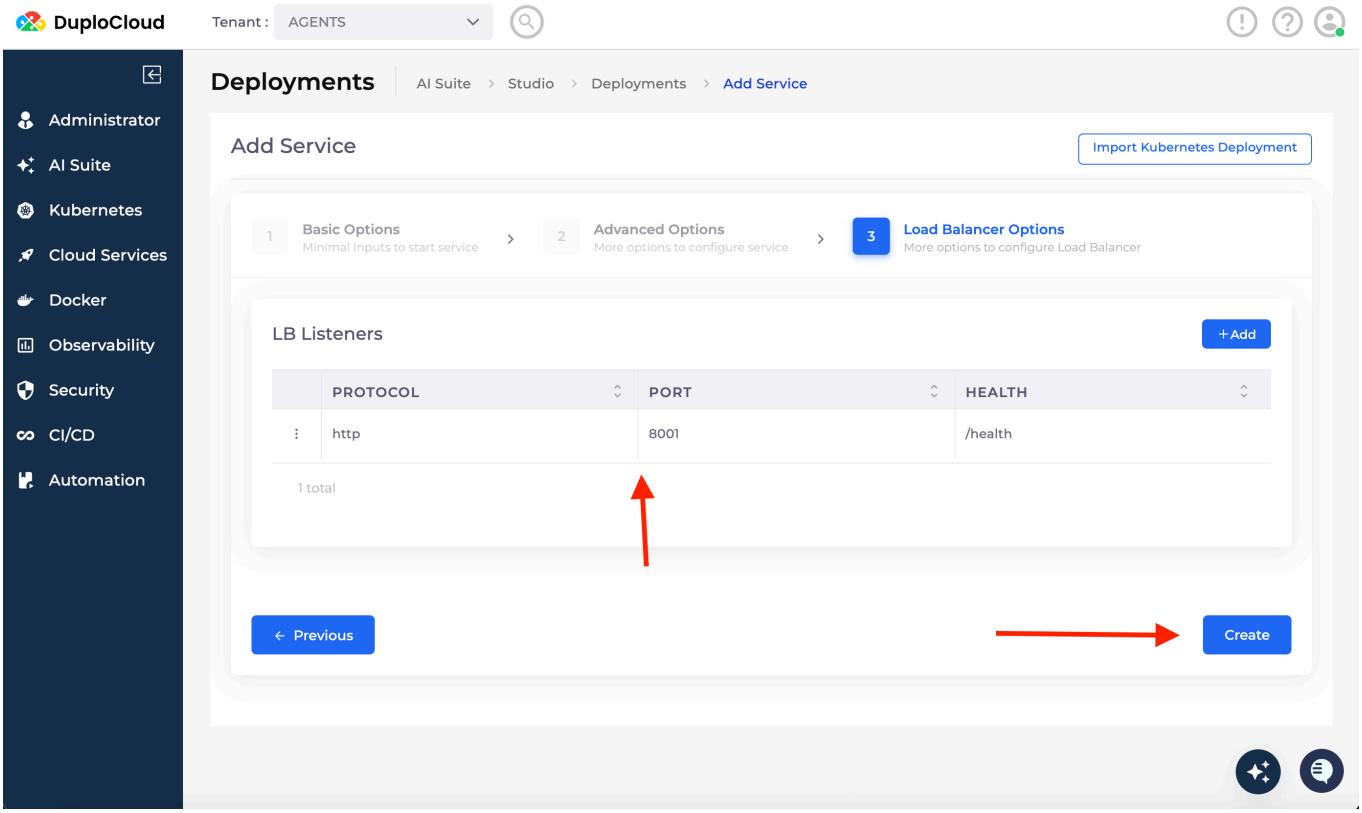
duplo-default/.workshop05.duploworkshop.com

Additional health check configs

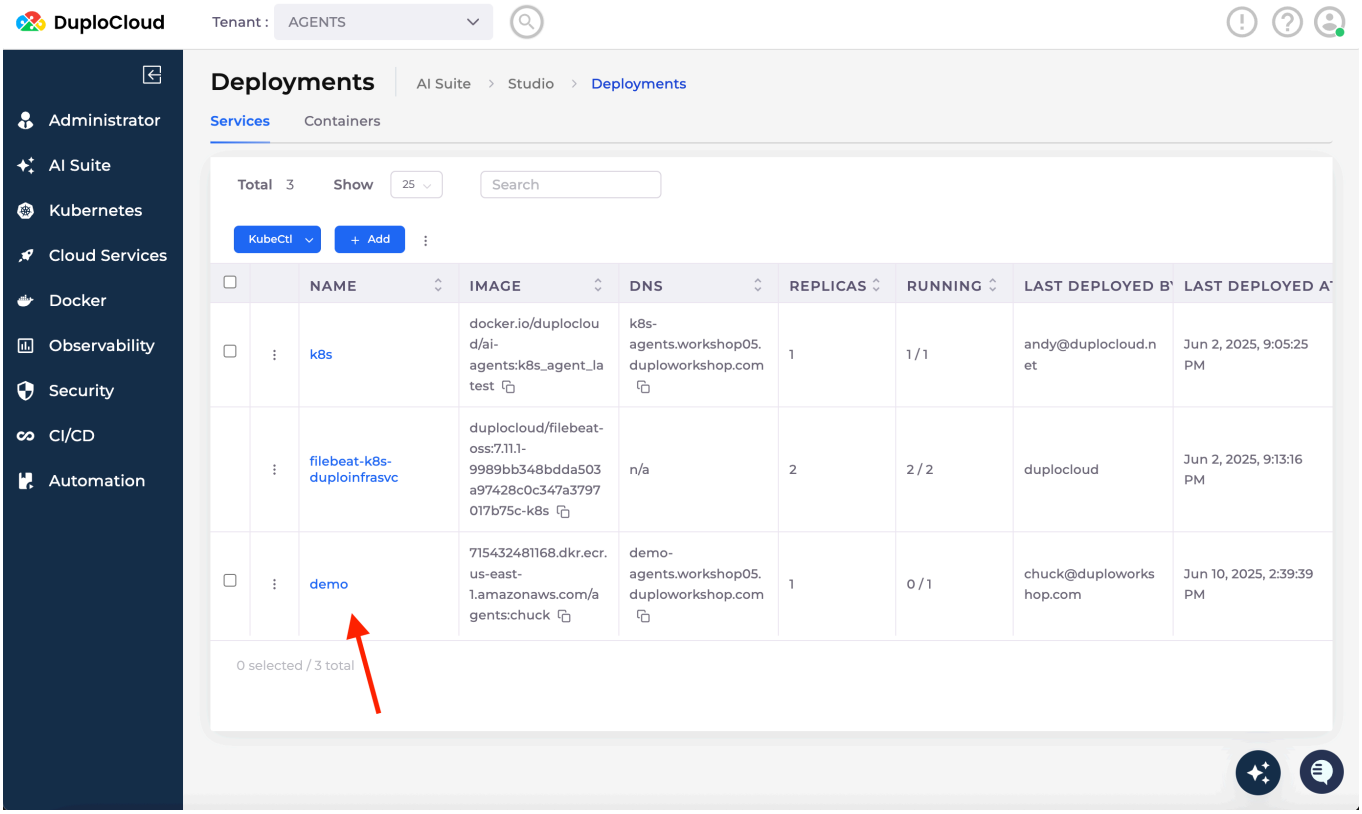


Click the **Add** button to add your LB Listener.

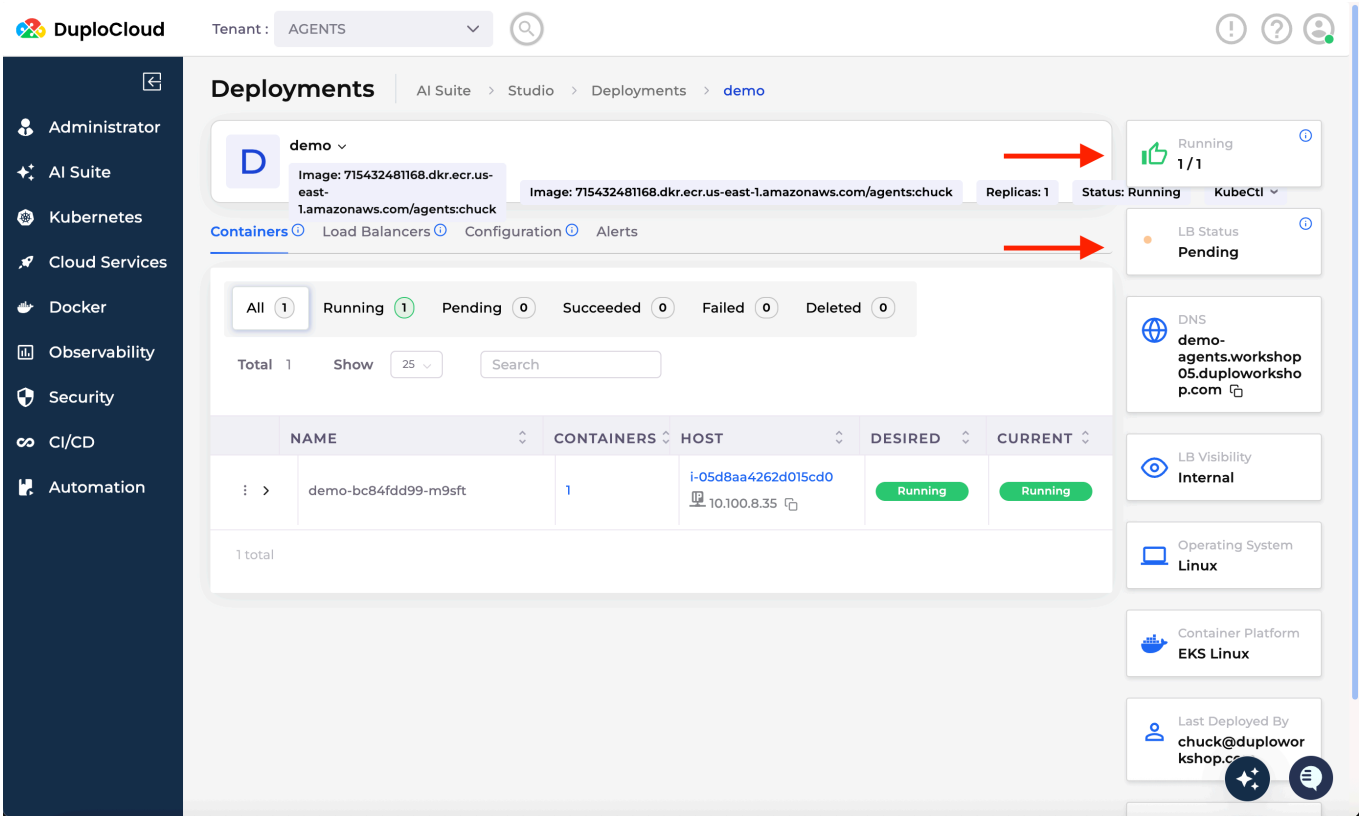
Your LB listener will be listed in the grid. **Click the Create Button** to finish configuring your deployment.



You are taken to the Deployment view, where your deployment is listed. **Click the name of your deployment.**

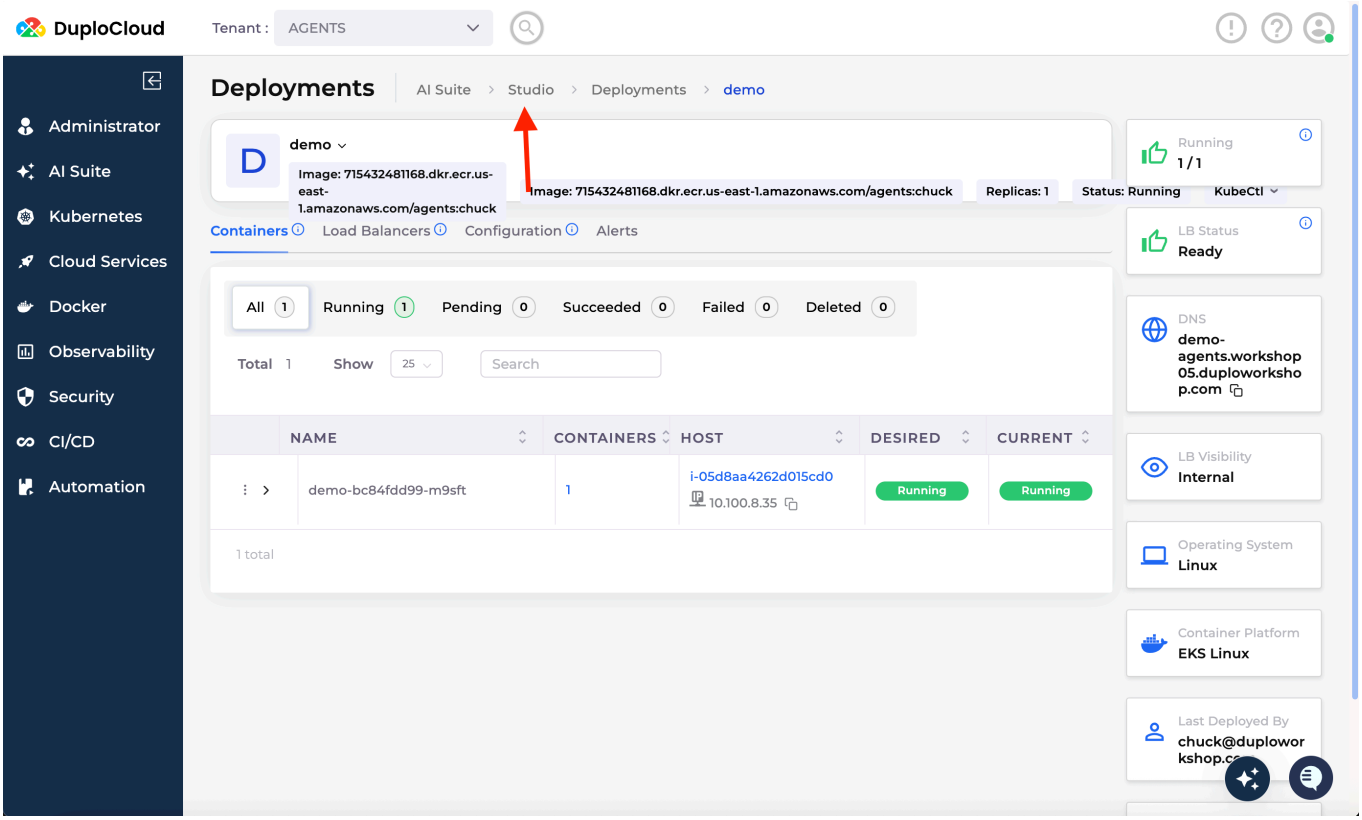


Clicking the deployment name takes you to the Deployment page.

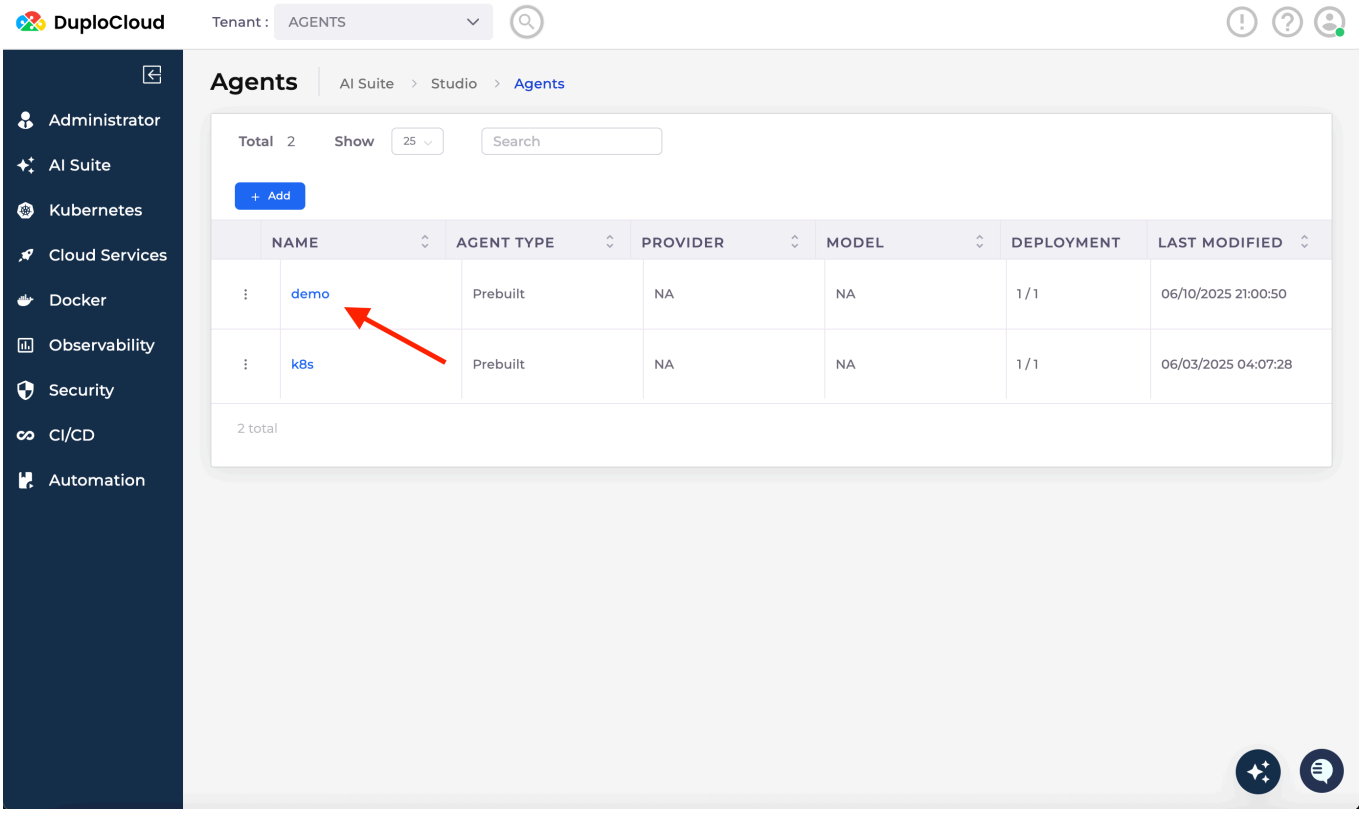


This lists your deployment and it's status. When your agent is deployed. **The Running (upper right corner) will be green and the LB Status will be green and say "Ready".**

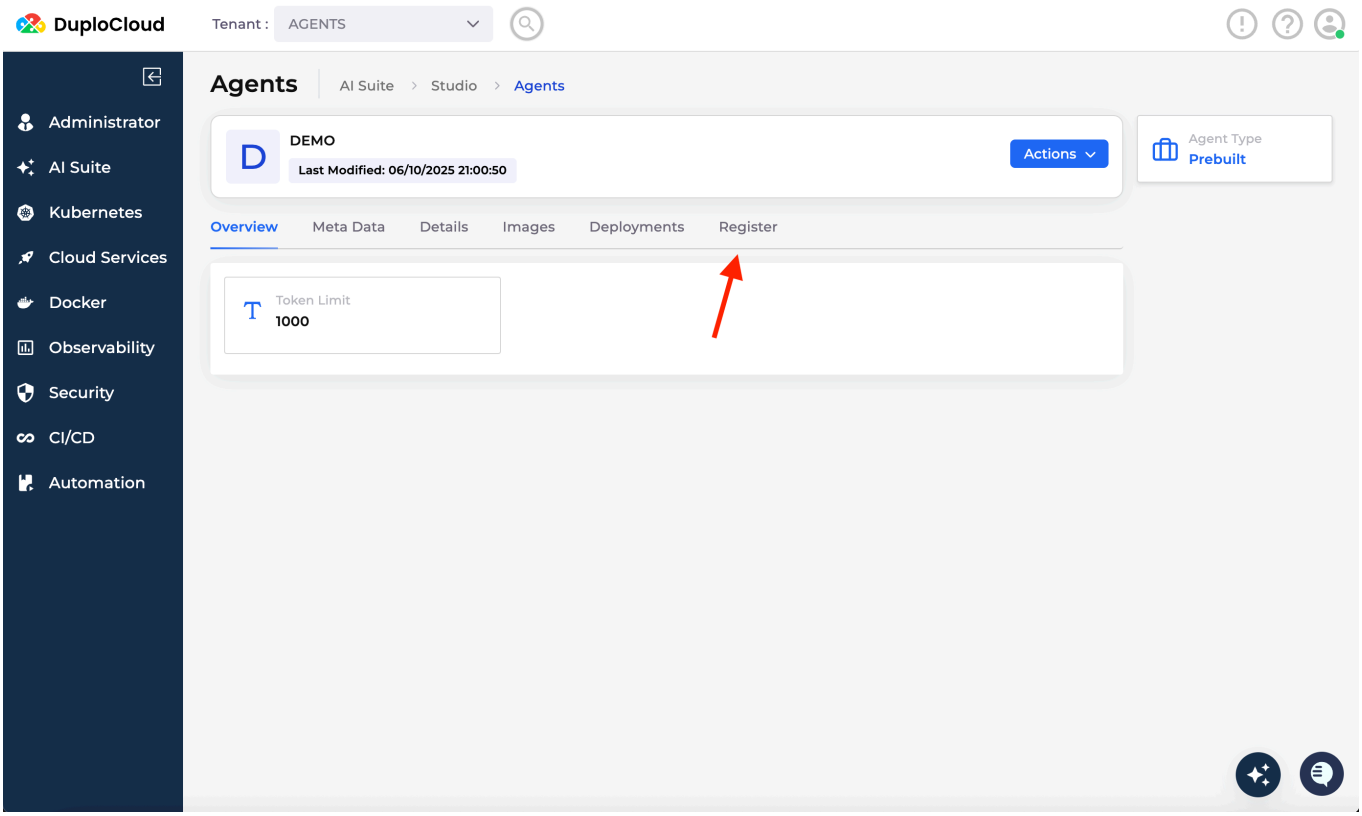
Once everything is green, then we need to register a chat agent so we can use HelpDesk. To do that, we need to click on the **Studio link in the breadcrumbs.**



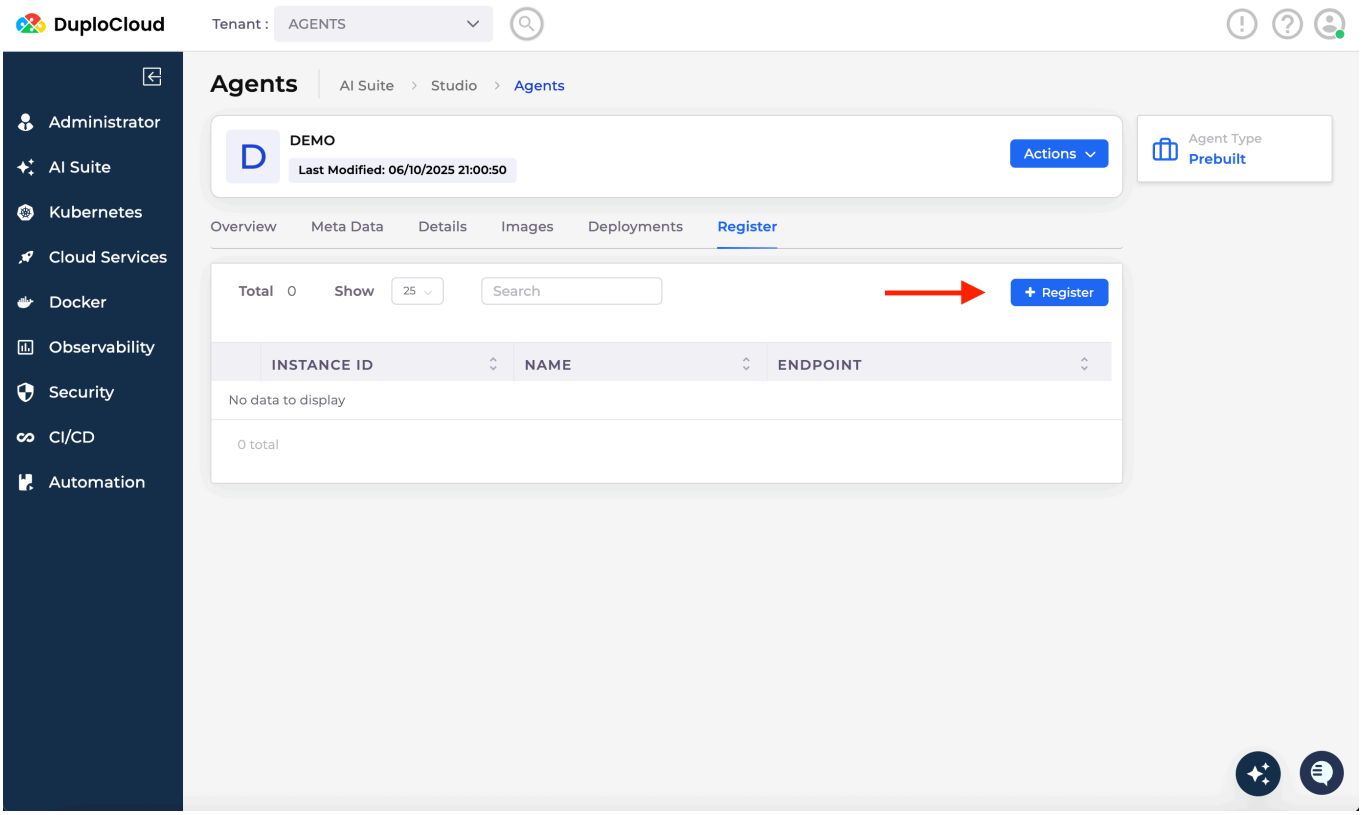
This brings us to the list of agents. Find our agent and click on the name.



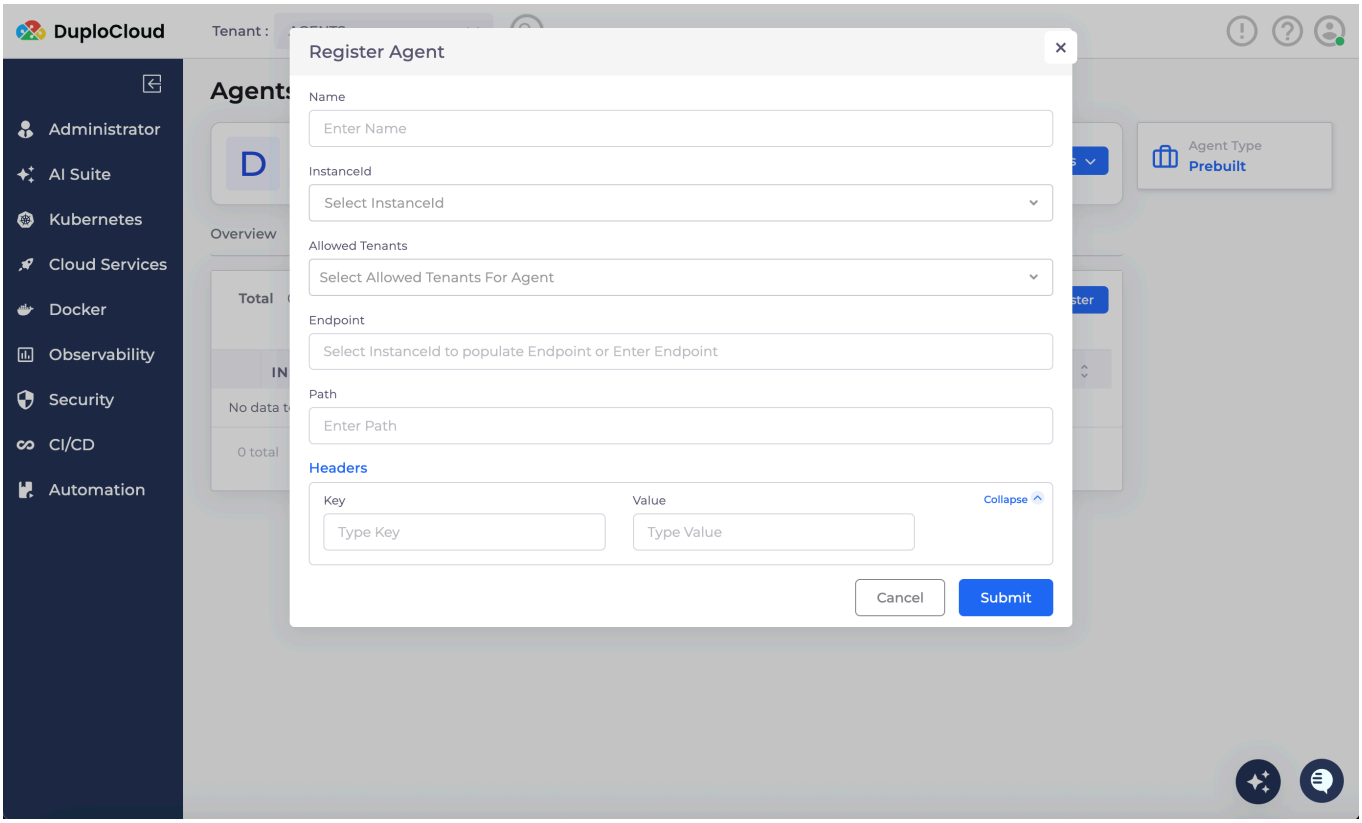
Clicking the name brings us back to the Agent Detail page. To register a chat agent, we need to select the register tab.



Clicking the Register tab brings us to the Register view, where we add a HelpDesk agent. Click the Register button just above the grid on the right.



This opens up the Register Agent modal.



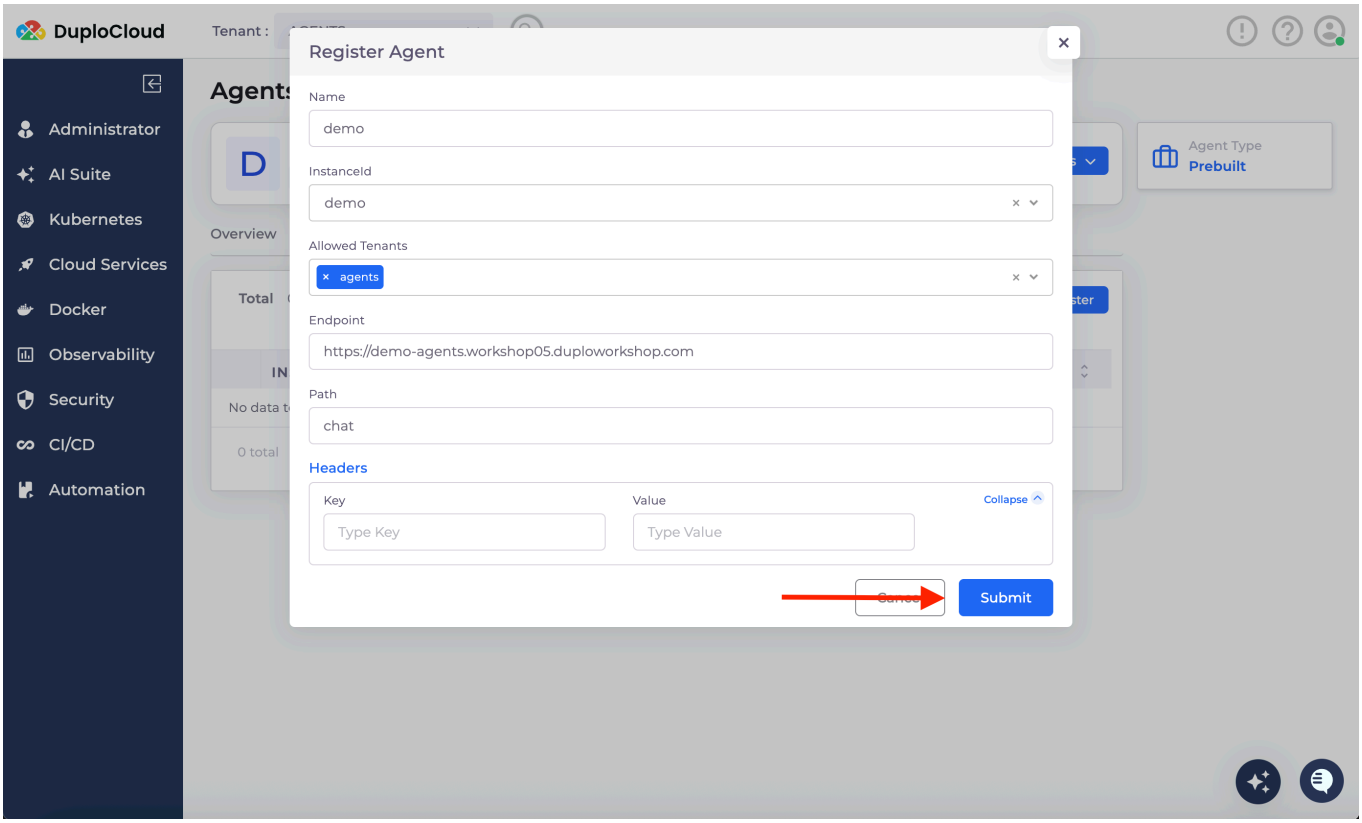
Name - this is the name of your registered agent and is what will display in the HelpDesk UI. We only have one agent, so to keep things simple I'm calling it **demo**.

Instance Id - This is the **name of the instance we deployed**, when you select the dropdown, your instance will be there. **Select it.**

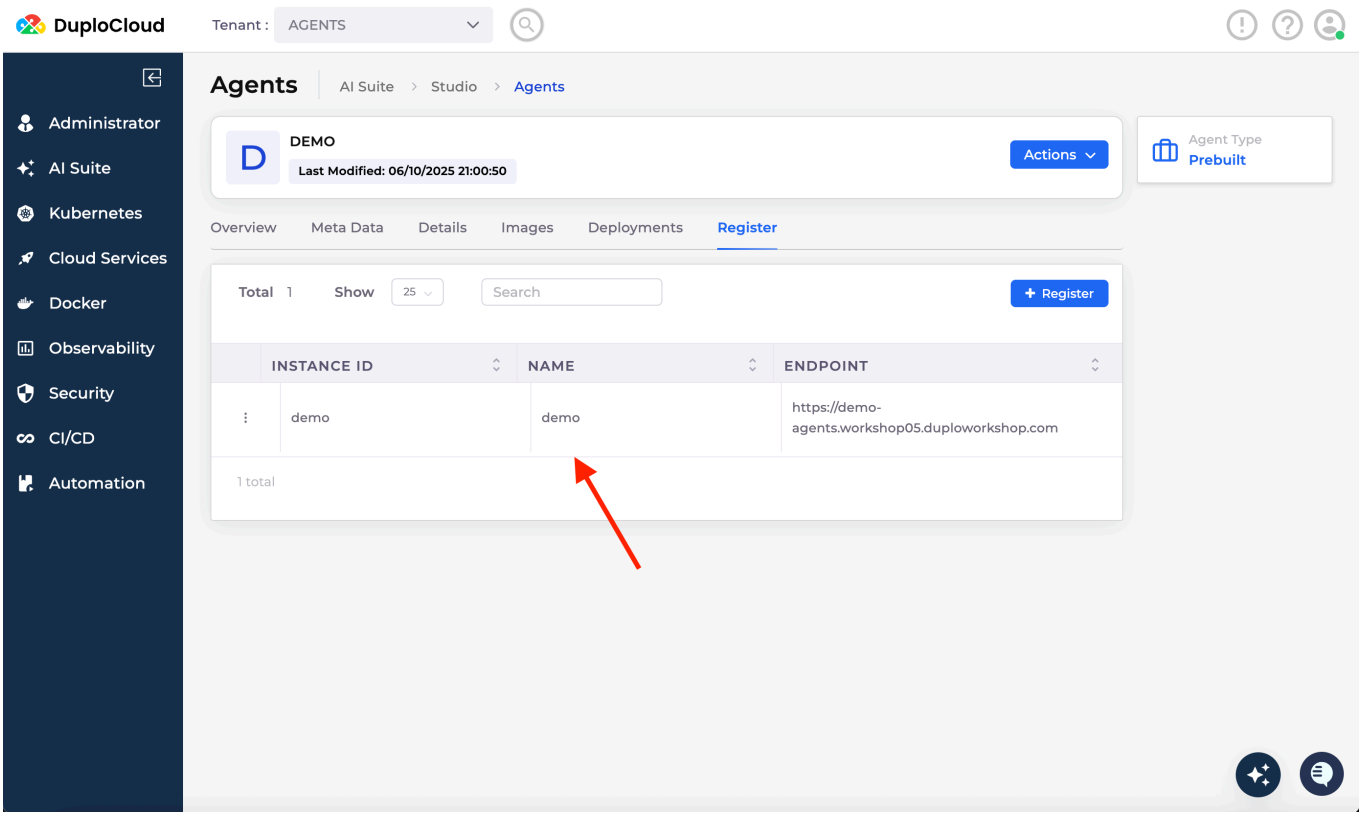
Allowed Tenants - This is what Tenant is allowed to connect to your agent. We're working in the Agents tenant, so we'll select **Agents**.

Endpoint - This is the endpoint that you created in your Agent to receive and respond to Agent requests.
Our Agent listens for requests on **chat** (no forward slash, it's appended by the system).

Click the Submit button and now you've registered your agent with HelpDesk!

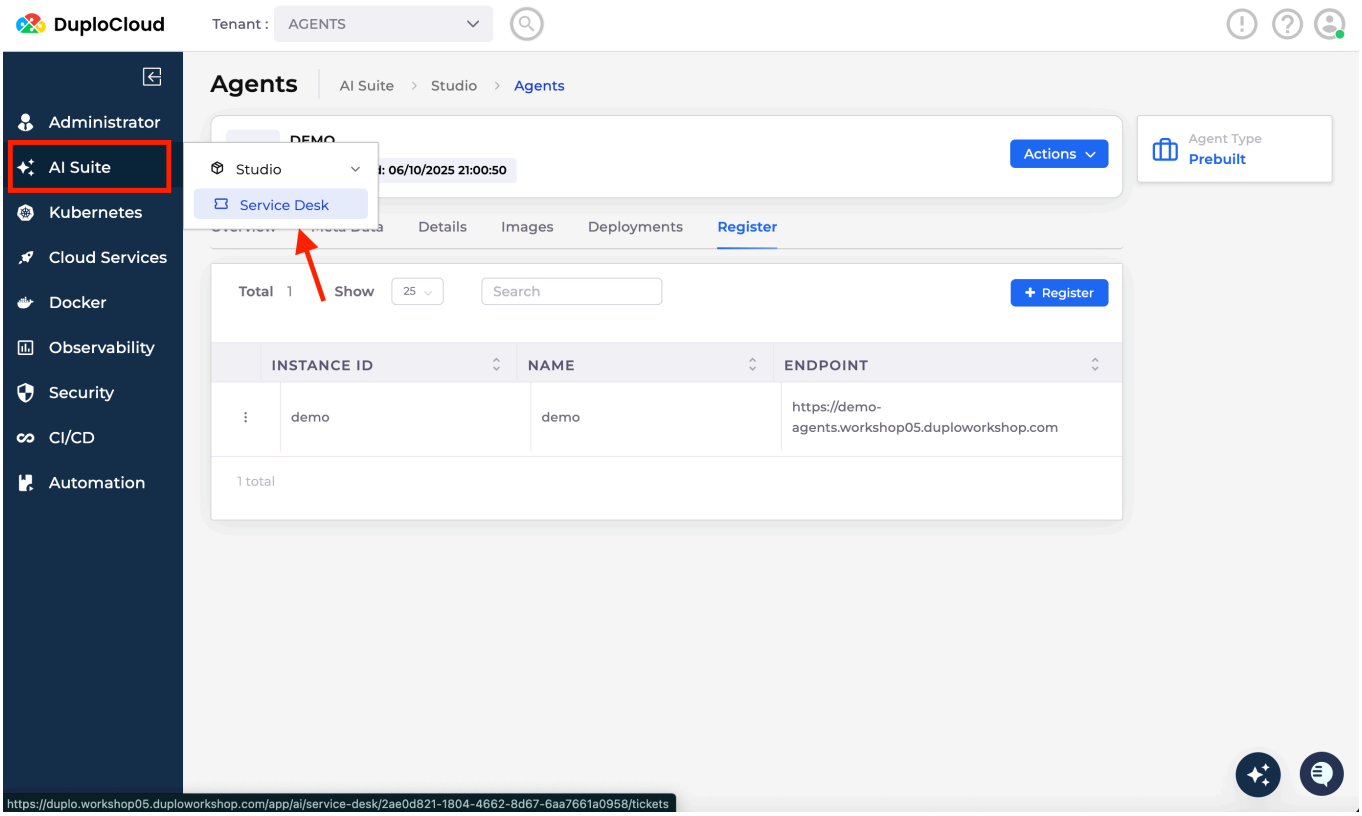


This brings you back to the Agents page on the Register Tab. Now you registered Agent is listed in the grid.

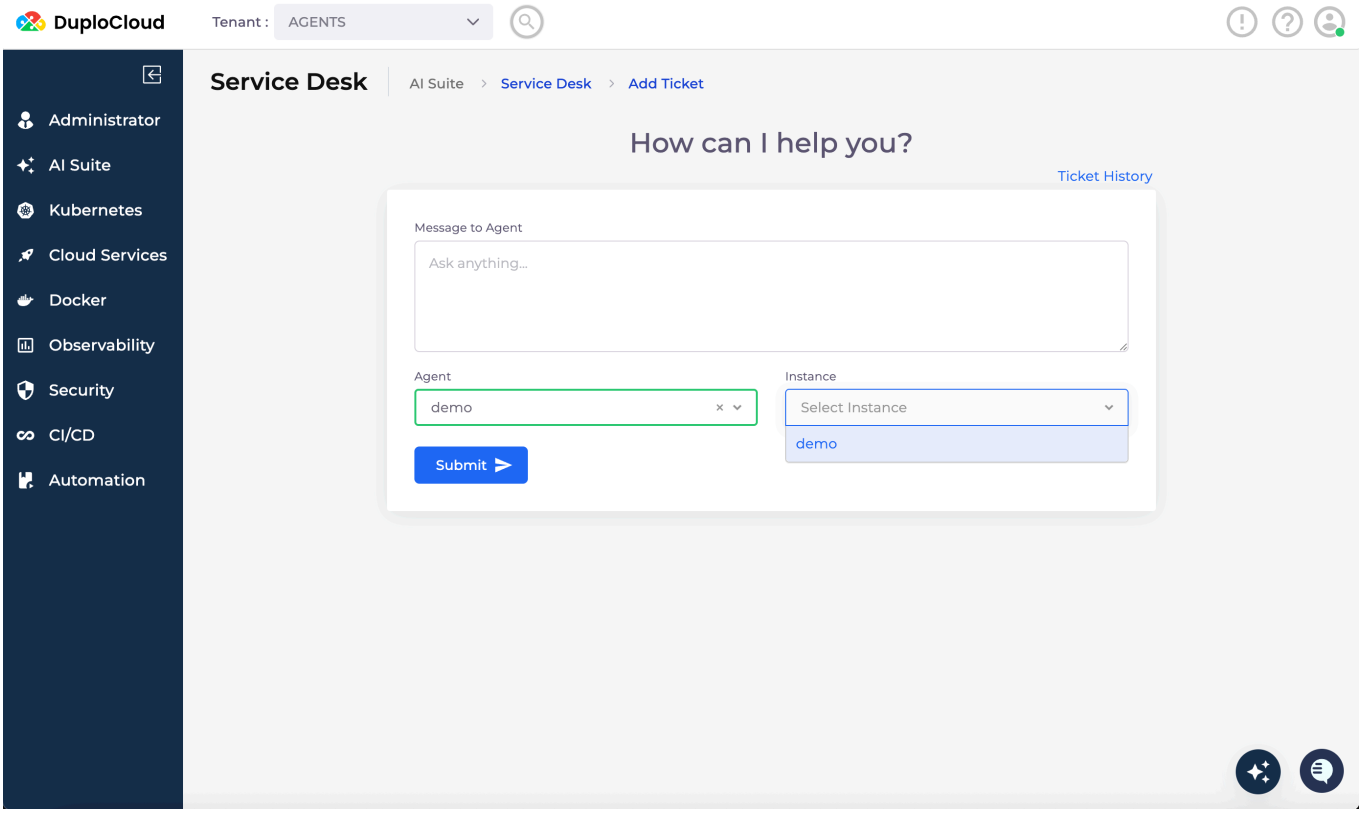


We've completed all the steps to create an Agent in HelpDesk. Next we need to test our HelpDesk Agent. We do that by selecting AI Suite, which opens a menu, at the bottom of the screen is

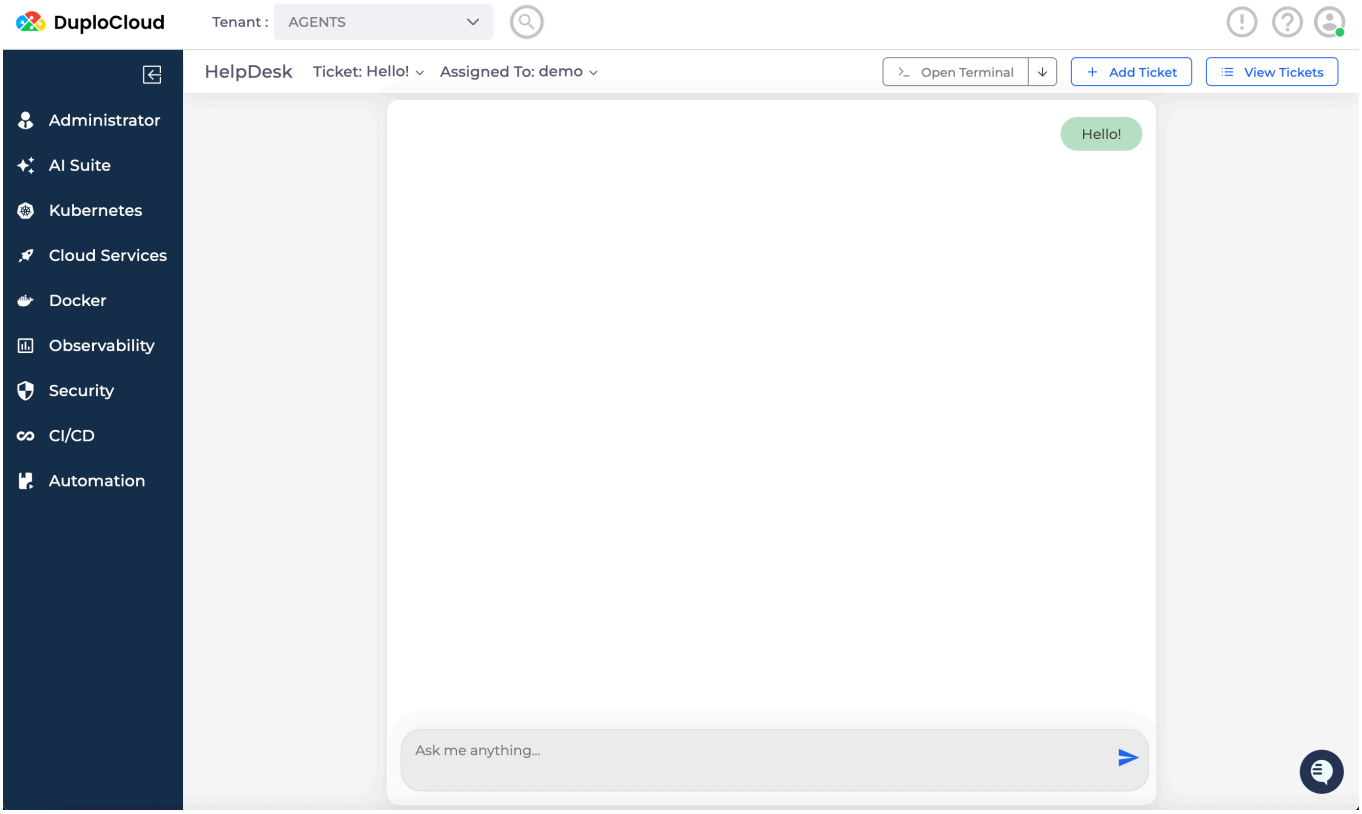
"HelpDesk". Click it.



This opens the HelpDesk interface. There are two dropdowns, each one should have a value called "demo", select it in each dropdown. Add a message and click the submit button.



Clicking Submit takes your to the chat interface where you can interact with your agent.


DuploCloud
Tenant :
AGENTS
HelpDesk
Ticket: Hello!
Assigned To: demo
Open Terminal
Add Ticket
View Tickets
Administrator
AI Suite
Kubernetes
Cloud Services
Docker
Observability
Security
CI/CD
Automation
Hello!
Ask me anything...