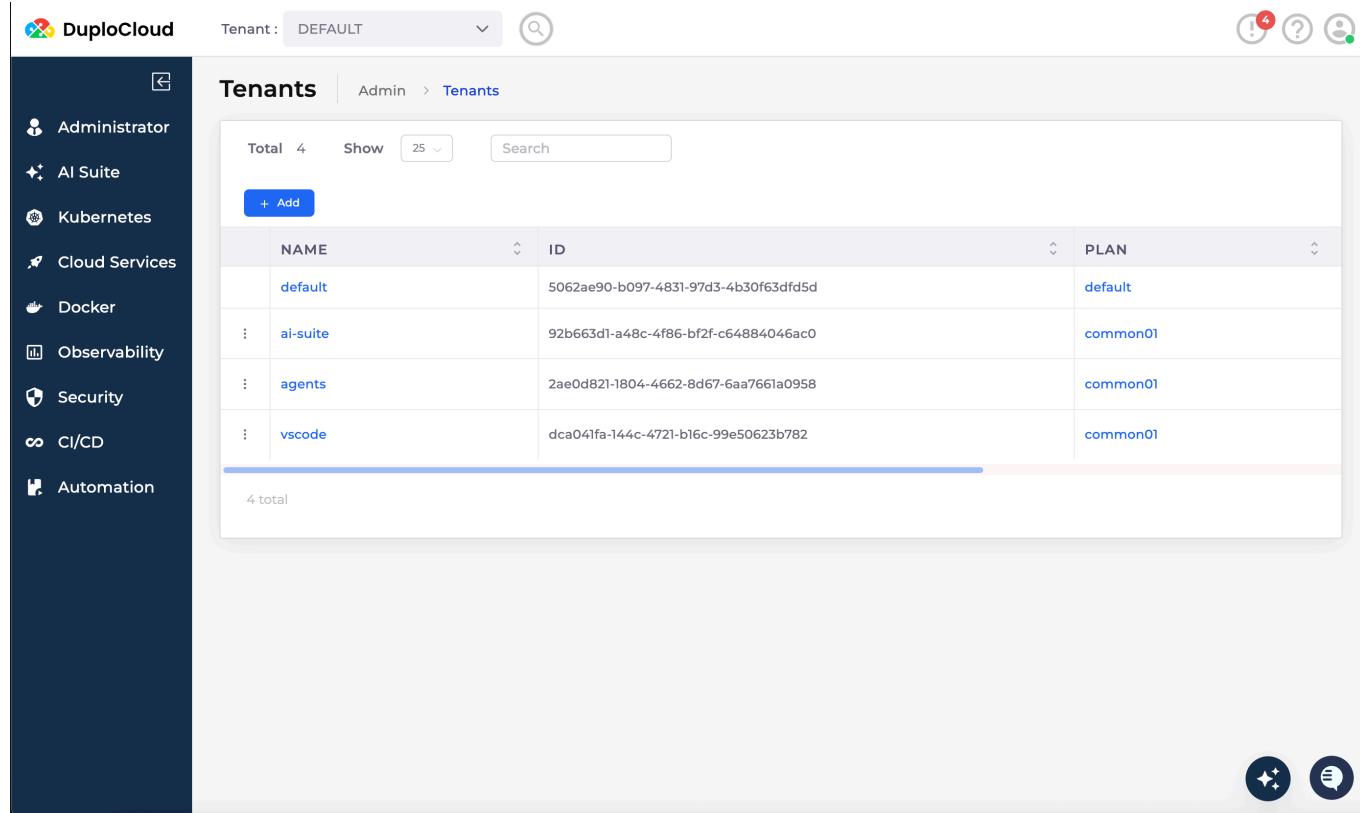


Adding a Prebuilt-Agent in AI Studio

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 sign in.

Once signed you should be on the tenant page.



The screenshot shows the DuploCloud tenant management interface. On the left is a dark sidebar with navigation links: Administrator, AI Suite, Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation. The main area is titled "Tenants" and shows a list of four tenants: default, ai-suite, agents, and vscode. Each tenant entry includes its name, ID, and plan. The "default" tenant has an ID of 5062ae90-b097-4831-97d3-4b30f63dfd5d and is on the "default" plan. The "ai-suite" tenant has an ID of 92b663d1-a48c-4f86-bf2f-c64884046ac0 and is on the "common01" plan. The "agents" tenant has an ID of 2ae0d821-1804-4662-8d67-6aa7661a0958 and is on the "common01" plan. The "vscode" tenant has an ID of dca041fa-144c-4721-b16c-99e50623b782 and is on the "common01" plan. There are buttons for "+ Add" and "Search". The top right corner shows a user icon with a red notification badge containing the number 4.

NAME	ID	PLAN
default	5062ae90-b097-4831-97d3-4b30f63dfd5d	default
ai-suite	92b663d1-a48c-4f86-bf2f-c64884046ac0	common01
agents	2ae0d821-1804-4662-8d67-6aa7661a0958	common01
vscode	dca041fa-144c-4721-b16c-99e50623b782	common01

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.

The screenshot shows the DuploCloud tenant interface. On the left, a sidebar lists various services: Administrator, AI Suite (highlighted with a red box), Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation. The main area is titled "Tenants" under "Admin > Tenants". A sub-menu for "Studio" is open, showing "Agents" (highlighted with a red arrow). The main table displays four agents with columns for ID and PLAN. A search bar at the top right shows "25" and a magnifying glass icon.

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

The screenshot shows the DuploCloud Agents interface. The left sidebar is identical to the previous screen. The main area is titled "Agents" under "AI Suite > Studio". A sub-menu for "Agents" is open, showing "+ Add" (highlighted with a red arrow). Below it is a table with columns: NAME, AGENT TYPE, PROVIDER, MODEL, DEPLOYMENT, and LAST MODIFIED. The message "No data to display" is shown above the table, which has a total of 0 entries. A search bar at the top right shows "25" and a magnifying glass icon.

This opens up the Add Agent Definition view.

The screenshot shows the DuploCloud AI Suite interface. On the left is a dark sidebar with various icons and labels: Administrator, AI Suite, Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation. The main area has a header "Agents" with a back arrow, and a breadcrumb "AI Suite > Studio > Agents". Below this is a sub-header "Add Agent Definition" with a note "Enter Agent Definition values here." To the right of the sub-header are several input fields:

- Name**: A text input field with placeholder "Enter Agent Name".
- Agent Type**: A dropdown menu currently set to "Dynamic".
- Prompt**: A text input field with placeholder "Enter Prompt".
- Tools**: A dropdown menu with placeholder "Select Tools".
- Provider**: A dropdown menu with placeholder "Select Provider".
- Temperature**: A text input field with value "0".
- Token Limit**: A text input field with value "1000".

Below these fields is a link "Knowledge Sources". At the bottom right are two buttons: "Cancel" and "Submit". To the right of the main content area is a sidebar titled "Agent Definition" containing a list of items: Name, Agent Type, Prompt, Tools, Provider, Model, Temperature, Token Limit, Knowledge Source, and Meta Data. The "Agent Type" item is highlighted with a blue border.

We need to fill it out.

Name - This is the name of your agent.

For us, we'll 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.

The screenshot shows the DuploCloud AI Suite interface with the 'Agents' section selected. On the left, a sidebar lists various services: Administrator, AI Suite, Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation. The main area is titled 'Add Agent Definition' and contains fields for 'Name' (set to 'Demo'), 'Agent Type' (set to 'Prebuilt'), 'Docker Image' (with a placeholder 'Enter Docker Image'), 'Base64 Docker Registry Credential (Optional)' (with a placeholder 'Enter Base64 Docker Registry Credential'), 'Port' (with a placeholder 'Enter Port'), 'Protocol' (set to 'http'), 'Token Limit' (set to '1000'), and 'Environment Variables' (a table with columns 'Key', 'Value', and 'Mandatory'). A right-hand sidebar titled 'Agent Definition' lists optional parameters: Name, Agent Type, Docker Image, Base64 Docker Registry Credential, Port, Protocol, Token Limit, Environment Variables, and Meta Data. At the bottom right are 'Cancel' and 'Submit' buttons, along with preview and back/forward navigation icons.

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.

Environment Variables

Key	Value	Mandatory
API_KEY	asdfsadfsadfwasdqaf	<input checked="" type="checkbox"/>  

Meta Data

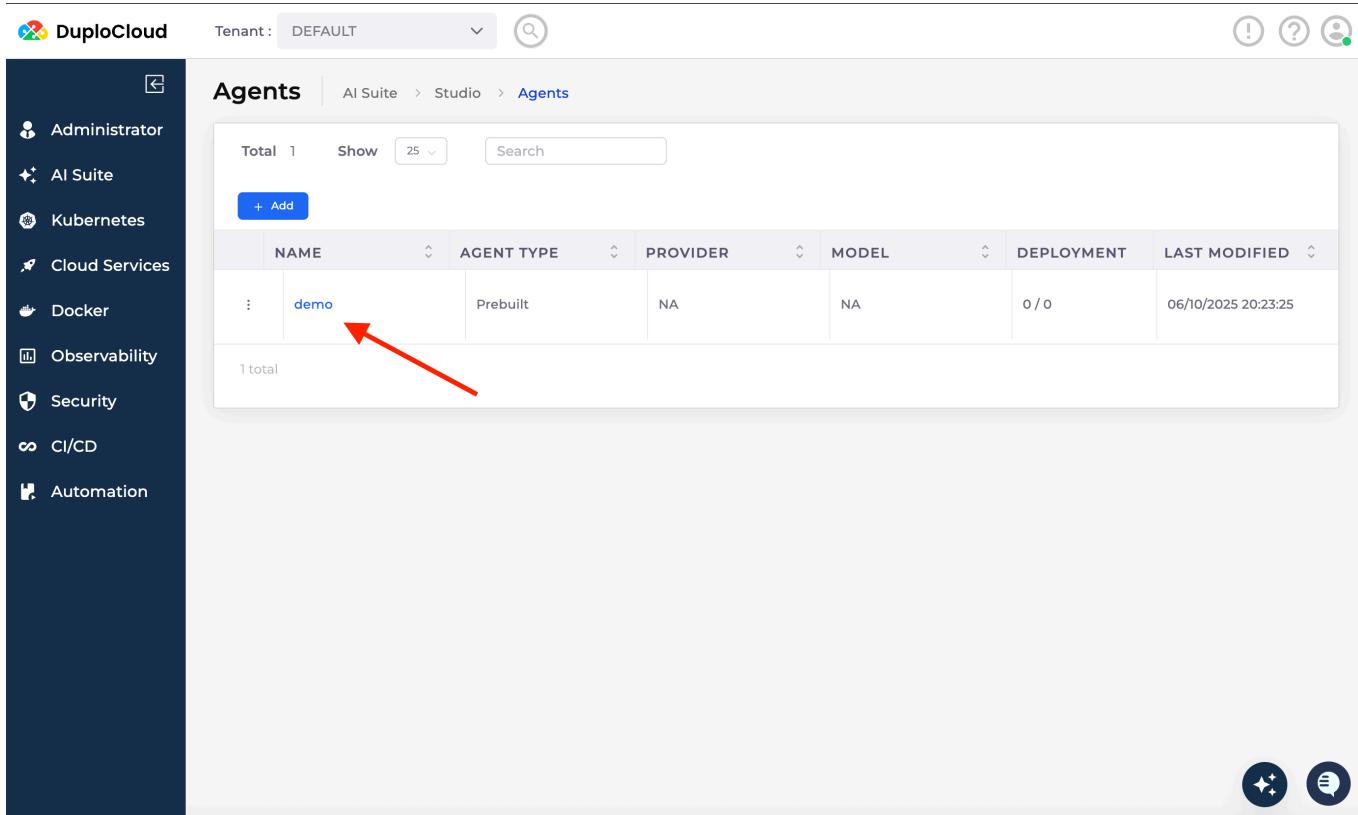
Key	Value
Type Key	Type Value

[Collapse ^](#)

[Cancel](#) [Submit](#)

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.



The screenshot shows the DuploCloud interface. On the left is a sidebar with icons for various services: Administrator, AI Suite, Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation. The main area is titled "Agents" and shows a table with one row. The table columns are NAME, AGENT TYPE, PROVIDER, MODEL, DEPLOYMENT, and LAST MODIFIED. The single entry is "demo" (NAME), Prebuilt (AGENT TYPE), NA (PROVIDER), NA (MODEL), 0 / 0 (DEPLOYMENT), and 06/10/2025 20:23:25 (LAST MODIFIED). A red arrow points to the "demo" entry in the NAME column.

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

The screenshot shows the DuploCloud interface for managing agents. On the left is a dark sidebar with various service icons. The main area is titled 'Agents' and shows a card for 'DEMO' agent, last modified on 06/10/2025 at 20:23:25. A red arrow points to the 'Token Limit' field, which is set to 1000. Other tabs like 'Meta Data', 'Details', 'Images', 'Deployments', and 'Register' are visible. A status bar at the bottom right shows connectivity and message icons.

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

This screenshot shows the 'Images' tab for the 'DEMO' agent. It lists one image entry: '715432481168.dkr.ecr.us-east-1.amazonaws.com/agents:chuck'. This image was added during the creation of the agent definition. The 'Images' tab is highlighted in blue, while other tabs like 'Overview', 'Meta Data', 'Details', 'Deployments', and 'Register' are greyed out. A red box highlights the image name '715432481168.dkr.ecr.us-east-1.amazonaws.com/agents:chuck'. The sidebar and status bar are identical to the previous screenshot.

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.

The screenshot shows the DuploCloud interface for managing agents. On the left, a sidebar lists various services: Administrator, AI Suite, Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation. The main area is titled 'Agents' and shows a single agent named 'DEMO'. The 'Images' tab is selected, displaying a table with one row. The table has columns for IMAGE, URL, and Actions. The URL column shows the value: 715432481168.dkr.ecr.us-east-1.amazonaws.com/agents:chuck. Below the table is a 'Deploy' button, which is highlighted with a red arrow pointing towards 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**.

Deploy demo Image

X

Name

demo



Docker Image

715432481168.dkr.ecr.us-east-1.amazonaws.com/agents:chuck

Deployment Variables

Key

API_KEY

Value

asdfsadfsadfwasdq

Mandatory



Advanced

Quick Deploy

Cancel

Advanced

Quick Deploy

Cancel

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.

The screenshot shows the DuploCloud web interface with a dark sidebar on the left containing navigation links: Administrator, AI Suite, Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation.

The main area is titled "Add Service" and includes a search bar and a "Import Kubernetes Deployment" button.

The process is divided into three steps:

- Basic Options**: Minimal inputs to start service. Fields include:
 - Service Name: demo
 - Docker Image: 715432481168.dkr.ecr.us-east-1.amazonaws.com
 - Environment Variables:
 - Name: API_KEY
 - Value: asdfsadfsadfwasdqaf
- Advanced Options**: More options to configure service. Fields include:
 - Cloud: AWS
 - Allocation Tag: Allocation Tag
- Load Balancer Options**: More options to configure Load Balancer. Fields include:
 - Platform: EKS Linux
 - Replication Strategy: Static Count
 - Replicas: 1
 - Replica Placement: First Available
 - Force StatefulSet: No
 - Tolerate spot instances: Toggled on

At the bottom are "Previous" and "Next" buttons, and a "Preview" button in the bottom right corner.

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**.

The screenshot shows the DuploCloud AI Suite interface for managing deployments. On the left sidebar, there are several navigation items: Administrator, AI Suite, Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation. The main header indicates the tenant is set to 'AGENTS'. The top navigation bar includes a search icon and three status icons (yellow exclamation mark, grey question mark, green person). The current page is 'Deployments' under 'AI Suite > Studio > Deployments > Add Service'. A blue button on the right says 'Import Kubernetes Deployment'. The main content area is titled 'Add Service' and contains three tabs: 'Basic Options' (Minimal Inputs to start service), 'Advanced Options' (More options to configure service), and 'Load Balancer Options' (More options to configure Load Balancer). The 'Load Balancer Options' tab is selected and highlighted in blue. Below it, the 'LB Listeners' section displays a table with columns: PROTOCOL, PORT, and HEALTH. A red arrow points to a blue '+ Add' button on the right side of this section. At the bottom of the page, there are 'Previous' and 'Create' buttons.

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

The screenshot shows the DuploCloud web interface. On the left is a sidebar with various service icons: Administrator, AI Suite, Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation. The main area is titled 'Deployments' and shows a 'Add Service' process. Step 1: Basic Options (Minimal Inputs to start service). Step 2: Advanced Options (More options to configure service). Step 3: LB Listeners. This step displays a table with columns 'PROTOCOL' and 'PORT'. A message says 'No data to display' and shows '0 total'. Below the table is a 'Previous' button. To the right of the main area is a large 'Add Load Balancer Listener' dialog box. The dialog has several input fields:

- Select Type: A dropdown menu labeled 'Select Type'.
- Container port: A dropdown menu labeled 'Container Port'.
- External port: A dropdown menu labeled 'External Port'.
- Visibility: A dropdown menu labeled 'Visibility'.
- Application Mode: A dropdown menu labeled 'Application Mode'.
- Health Check: A dropdown menu labeled 'Health Check'.
- Backend Protocol: A dropdown menu labeled 'Backend Protocol'.
- Certificates: A dropdown menu labeled 'Certificates'.

At the bottom of the dialog are 'Cancel' and 'Add' buttons, and a small circular icon with a dollar sign.

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:

3

Application LB

x v

Container port i

8001



External port i

443



Visibility i

Internal Only

x v

Application Mode

Docker Mode

x v

Health Check i

/health



Backend Protocol i

HTTP

x v

Protocol Policy i

HTTP1

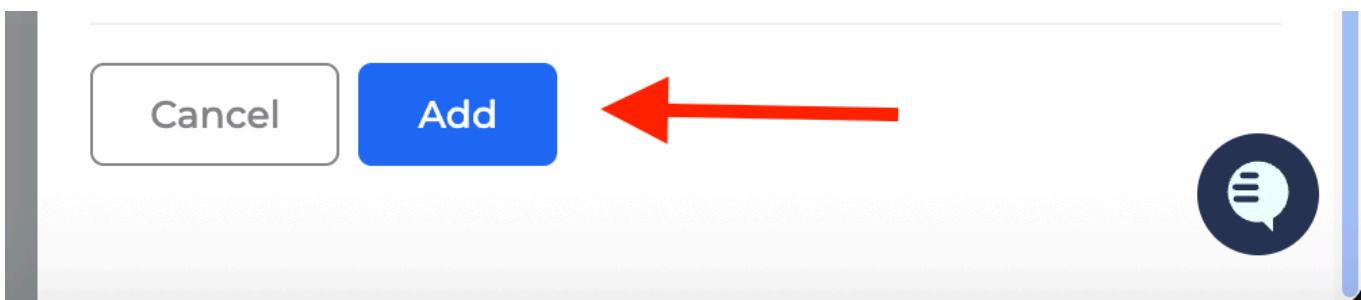
x v

Certificates i

duplo-default/workshop05.duploworkshop.com

x v

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.

A screenshot of the DuploCloud 'Add Service' wizard. On the left is a sidebar with icons for Administrator, AI Suite, Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation. The main area shows the 'Deployments' path. The current step is 'Load Balancer Options'. It displays an 'LB Listeners' table with one row: PROTOCOL (http), PORT (8001), and HEALTH (/health). A red arrow points upwards from the table towards the 'Create' button at the bottom right. Another red arrow points to the right from the 'Create' button. The 'Create' button is located at the bottom right of the wizard.

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

DuploCloud Tenant: AGENTS

Deployments AI Suite > Studio > Deployments

Services Containers

Total 3 Show 25 Search

KubeCtl + Add :

	NAME	IMAGE	DNS	REPLICAS	RUNNING	LAST DEPLOYED B	LAST DEPLOYED A
⋮	k8s	docker.io/duplocloud/ai-agents:k8s_agent_latest	k8s-agents.workshop05.duploworkshop.com	1	1/1	andy@duplocloud.net	Jun 2, 2025, 9:05:25 PM
⋮	filebeat-k8s-duploinfrasvc	duplocloud/filebeat-oss:7.11.1-9989bb348bdda503a97428c0c347a3797017b75c-k8s	n/a	2	2/2	duplocloud	Jun 2, 2025, 9:13:16 PM
⋮	demo	715432481168.dkr.ecr.us-east-1.amazonaws.com/agents:chuck	demo-agents.workshop05.duploworkshop.com	1	0/1	chuck@duploworks hop.com	Jun 10, 2025, 2:39:39 PM

0 selected / 3 total

Clicking the deployment name takes you to the Deployment page.

DuploCloud Tenant: AGENTS

Deployments AI Suite > Studio > Deployments > demo

Containers Load Balancers Configuration Alerts

All 1 Running 1 Pending 0 Succeeded 0 Failed 0 Deleted 0

Total 1 Show 25 Search

	NAME	CONTAINERS	HOST	DESIRED	CURRENT
⋮	demo-bc84fdd99-m9sft	1	i-05d8aa4262d015cd0 10.100.8.35	Running	Running

1 total

D demo

Image: 715432481168.dkr.ecr.us-east-1.amazonaws.com/agents:chuck

Replicas: 1 Status: Running KubeCtl

Running 1/1

LB Status Pending

DNS demo-agents.workshop05.duploworkshop.com

LB Visibility Internal

Operating System Linux

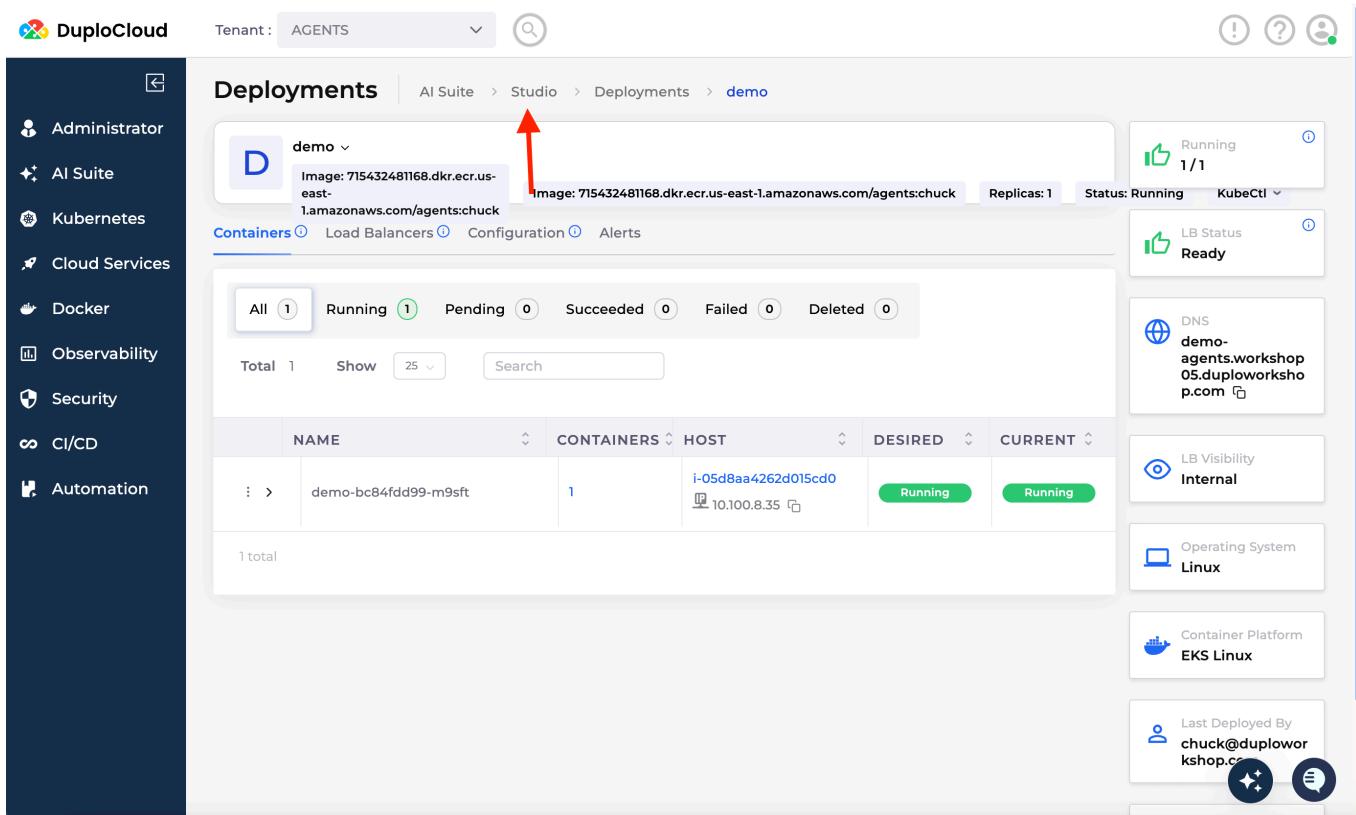
Container Platform EKS Linux

Last Deployed By chuck@duploworks hop.com

Star Chat

This lists your deployment and its 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**.



The screenshot shows the DuploCloud interface. On the left, a sidebar lists various services: Administrator, AI Suite, Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation. The main area is titled "Deployments" and shows a container named "demo". The container details are as follows:

- Image: 715432481168.dkr.ecr.us-east-1.amazonaws.com/agents:chuck
- Replicas: 1
- Status: Running
- KubeCtl

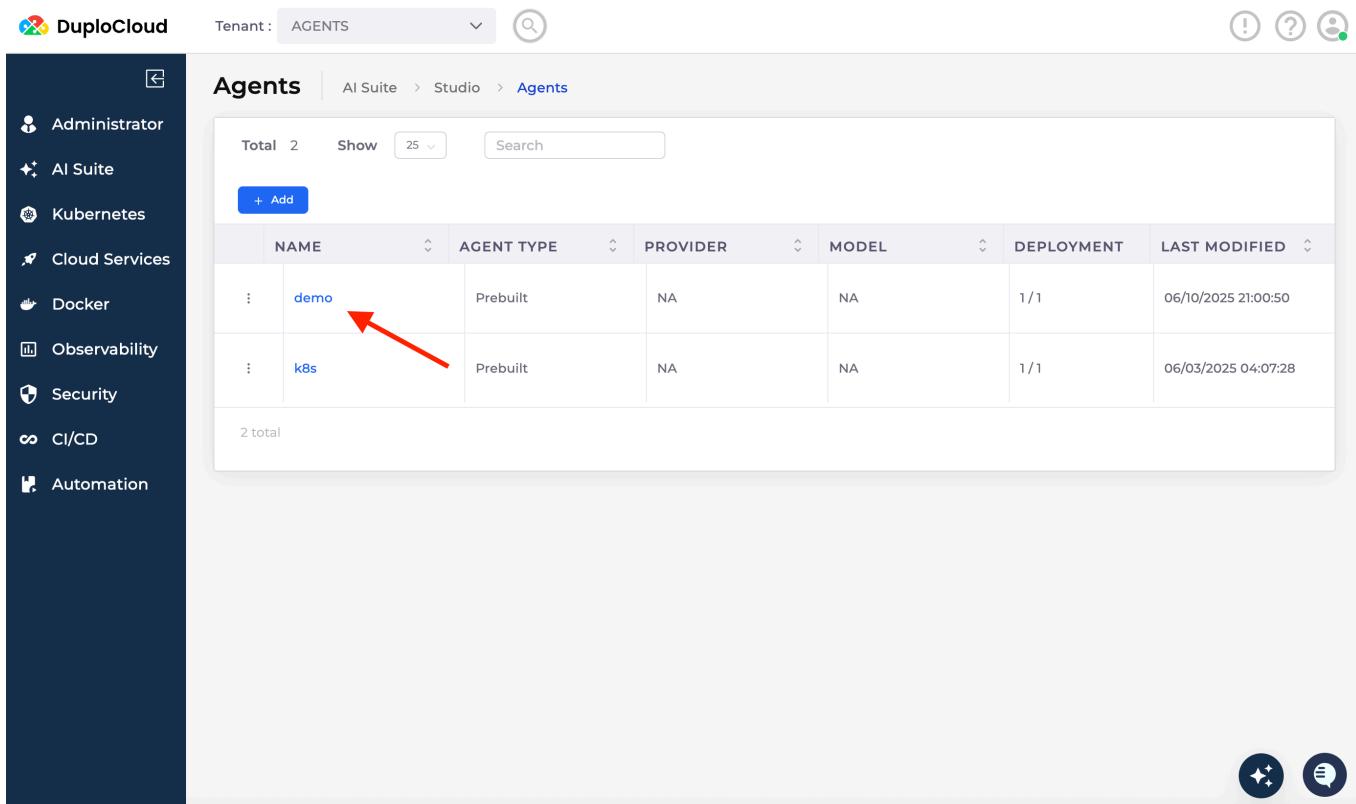
Below the container details, there is a table showing the current state of the deployment:

	NAME	CONTAINERS	HOST	DESIRED	CURRENT
...	demo-bc84fdd99-m9sft	1	i-05d8aa4262d015cd0 IP 10.100.8.35	Running	Running

On the right side of the interface, there are several status cards:

- Running 1/1
- LB Status Ready
- DNS demo-agents.workshop.05.duploworkshop.com
- LB Visibility Internal
- Operating System Linux
- Container Platform EKS Linux
- Last Deployed By chuck@duplameworkshop.com

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



The screenshot shows the DuploCloud interface. On the left, a sidebar lists various services: Administrator, AI Suite, Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation. The main area is titled "Agents" and shows a list of two agents:

	NAME	AGENT TYPE	PROVIDER	MODEL	DEPLOYMENT	LAST MODIFIED
...	demo	Prebuilt	NA	NA	1/1	06/10/2025 21:00:50
...	k8s	Prebuilt	NA	NA	1/1	06/03/2025 04:07:28

A red arrow points to the "demo" agent in the list.

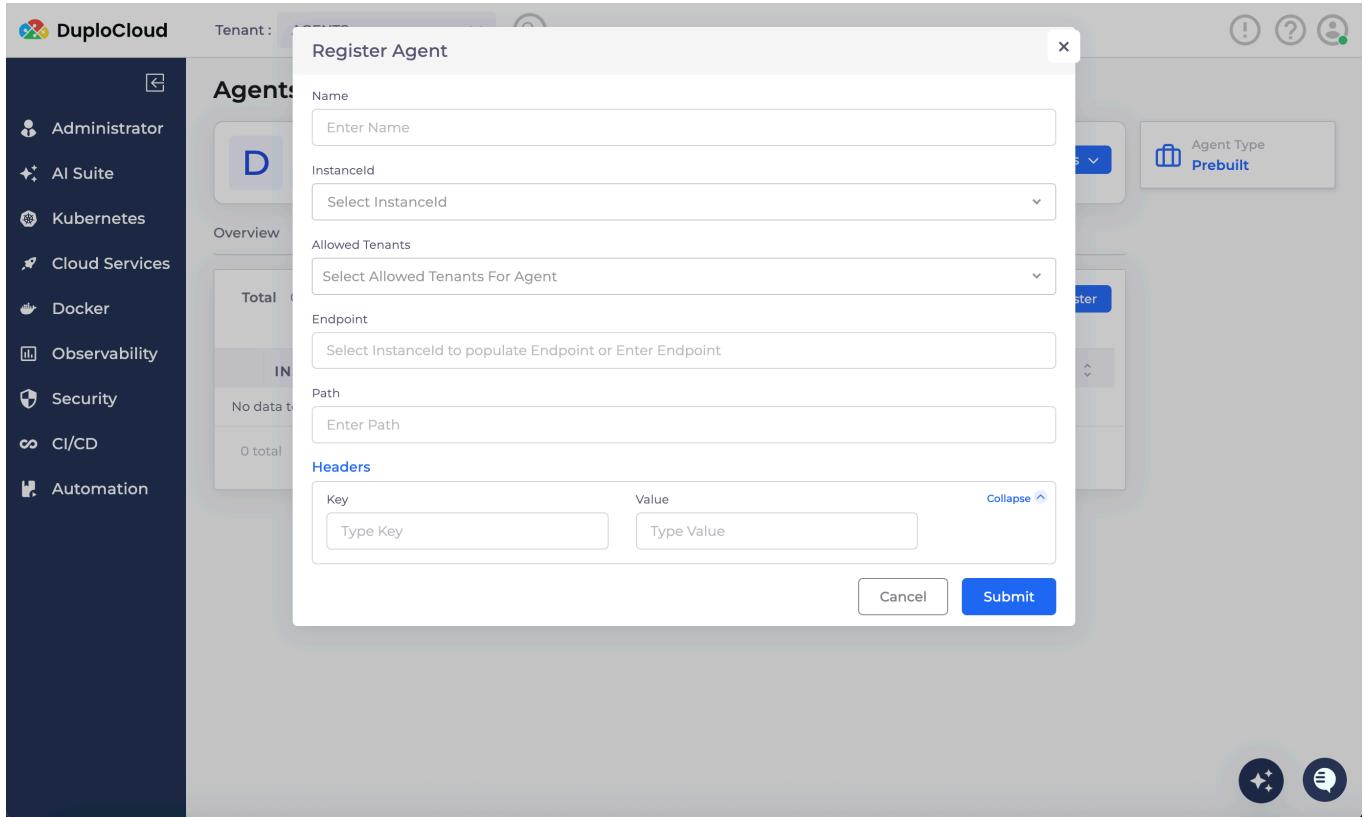
Clicking the name brings us back to the Agent Detail page. To register a chat agent, we need to select the register tab.

The screenshot shows the DuploCloud interface for managing agents. On the left is a sidebar with various service icons: Administrator, AI Suite, Kubernetes, Cloud Services, Docker, Observability, Security, CI/CD, and Automation. The main area is titled 'Agents' and shows a single agent named 'DEMO' last modified on '06/10/2025 21:00:50'. There are tabs for Overview, Meta Data, Details, Images, Deployments, and Register. The 'Register' tab is currently selected. A red arrow points to the 'Register' button located above the registration grid. The grid itself is empty, showing 'No data to display'. A status bar at the bottom indicates '0 total'. On the right side, there's a 'Actions' dropdown and an 'Agent Type Prebuilt' indicator.

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.

The screenshot shows the 'Register' view for the 'DEMO' agent. The interface is similar to the detail view but with a focus on adding new agents. The 'Register' tab is selected. A red arrow points to the '+ Register' button, which is highlighted in blue. Above the table, there are filters for 'Total 0', 'Show 25', and a 'Search' input field. The registration table has columns for 'INSTANCE ID', 'NAME', and 'ENDPOINT'. The message 'No data to display' is shown below the table. The bottom status bar shows '0 total'.

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**.

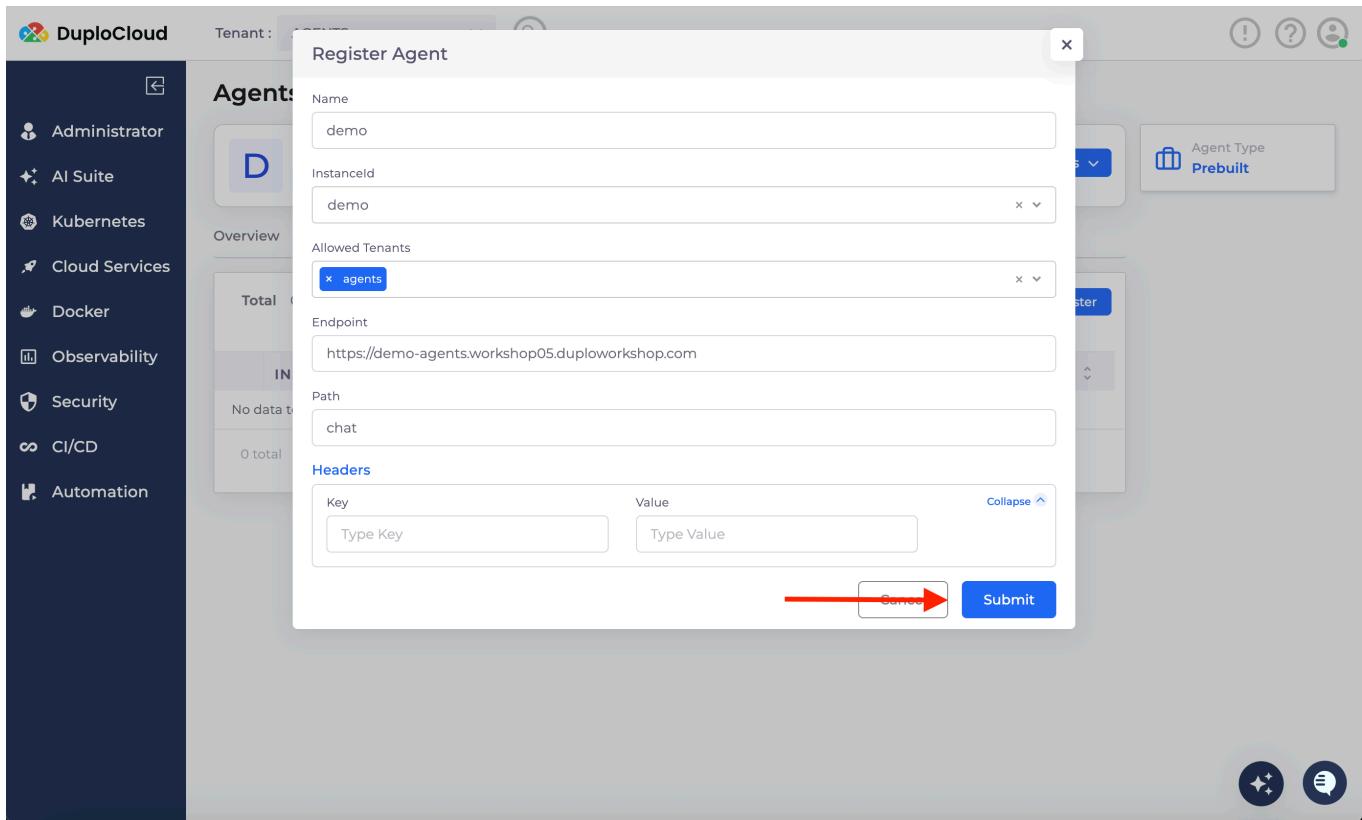
Instance Id - This is the **name of the instance we deployed**, when you select the dropdown, your instance will be there. **Select it**.

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 your registered Agent is listed in the grid.

The screenshot shows the DuploCloud interface with the 'Agents' tab selected. The page displays a table of registered agents. One row is highlighted with a red arrow pointing to it:

INSTANCE ID	NAME	ENDPOINT
demo	demo	https://demo-agents.workshop05.duploworkshop.com

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.

The screenshot shows the DuploCloud AI Suite Agents interface. On the left sidebar, the 'AI Suite' option is highlighted with a red box and an arrow pointing to it from below. The main content area is titled 'Agents' and shows a table with one instance registered. The table has columns for INSTANCE ID, NAME, and ENDPOINT. The single entry is 'demo' with the endpoint 'https://demo-agents.workshop05.duploworkshop.com'. At the top right, there is a box indicating 'Agent Type Prebuilt'. Below the table is a 'Register' button. The URL in the browser bar is <https://duplo.workshop05.duploworkshop.com/app/ai/service-desk/2ae0d821-1804-4662-8d67-6aa7661a0958/tickets>.

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.

The screenshot shows the DuploCloud Service Desk Add Ticket interface. The left sidebar includes the 'Service Desk' option. The main area has a title 'How can I help you?' and a 'Ticket History' link. A modal window is open for 'Message to Agent', containing a text input field 'Ask anything...' and a 'Submit' button. Below the modal are two dropdowns: 'Agent' set to 'demo' and 'Instance' set to 'Select Instance' with 'demo' listed. The URL in the browser bar is <https://duplo.workshop05.duploworkshop.com/app/ai/service-desk/2ae0d821-1804-4662-8d67-6aa7661a0958/tickets>.

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



- Administrator
- AI Suite
- Kubernetes
- Cloud Services
- Docker
- Observability
- Security
- CI/CD
- Automation

HelpDesk Ticket: Hello! Assigned To: demo

Open Terminal

+ Add Ticket

View Tickets

Hello!

Ask me anything...

