

## Multi-Step Workflows

1. User asks about medication, wants to know details and availability, then reserves it.

Customer Message	Agent Tool Call	Agent Response
<b>Tell me about Acamol</b>	get_medication_info(medication_name="Acamol", language="en")	Provides detailed medication info (ingredients, dosage, warnings)
<b>Is it in stock?</b>	check_stock_availability(medication_name="Acamol")	"Yes, 150 units available"
<b>Reserve 2 boxes for me, user_003</b>	check_user_allergies (user_id="user_003", medication_name="Acamol", language="en") check_prescription_requirement(medication_name="Acamol")	No allergies and no prescription needed, ask to confirm
<b>Yes</b>	reserve_medication(user_id="user_003", medication_name="Acamol", quantity=2)	Reservation confirmation with ID (e.g., res_12345)

2. User wants to know about his active prescriptions, asks how to use it, and check availability.

Customer Message	Agent Tool Call	Agent Response
<b>Can you tell me about my prescriptions?</b>	—	"Please provide your user ID so I can access your prescriptions."
<b>I'm user_001</b>	get_user_prescriptions(user_id="user_001", language="en")	Provides prescription details: Augmentin, dosage, active ingredients
<b>Can you tell me how to use Augmentin?</b>	get_medication_info(medication_name="Augmentin", language="en")	Provides usage instructions, warnings, dosage info

3. User wants to know which medications contain Ibuprofen, and make sure with the agent if he is allergic to this.

Customer Message	Agent Tool Call	Agent Response
<b>What medications</b>	search_by_active_ingredient(ingredient="Ibuprofen")	Lists medications containing

<b>contain Ibuprofen?</b>		Ibuprofen (Nurofen, dosage, stock, warnings)
<b>Am I allergic to this?</b>	—	" I provide medication information, not medical advice. Please consult a pharmacist or doctor."
<b>User_005</b>	check_user_allergies(user_id="user_005", medication_name="Ibuprofen", language="en")	Confirms no recorded allergy