

Software &
Digital Platforms

AI Agent Workshop

Building AI Agents with Azure

May 05 – May 12

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Day 3: May 12, 2025

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Workshop Support Team



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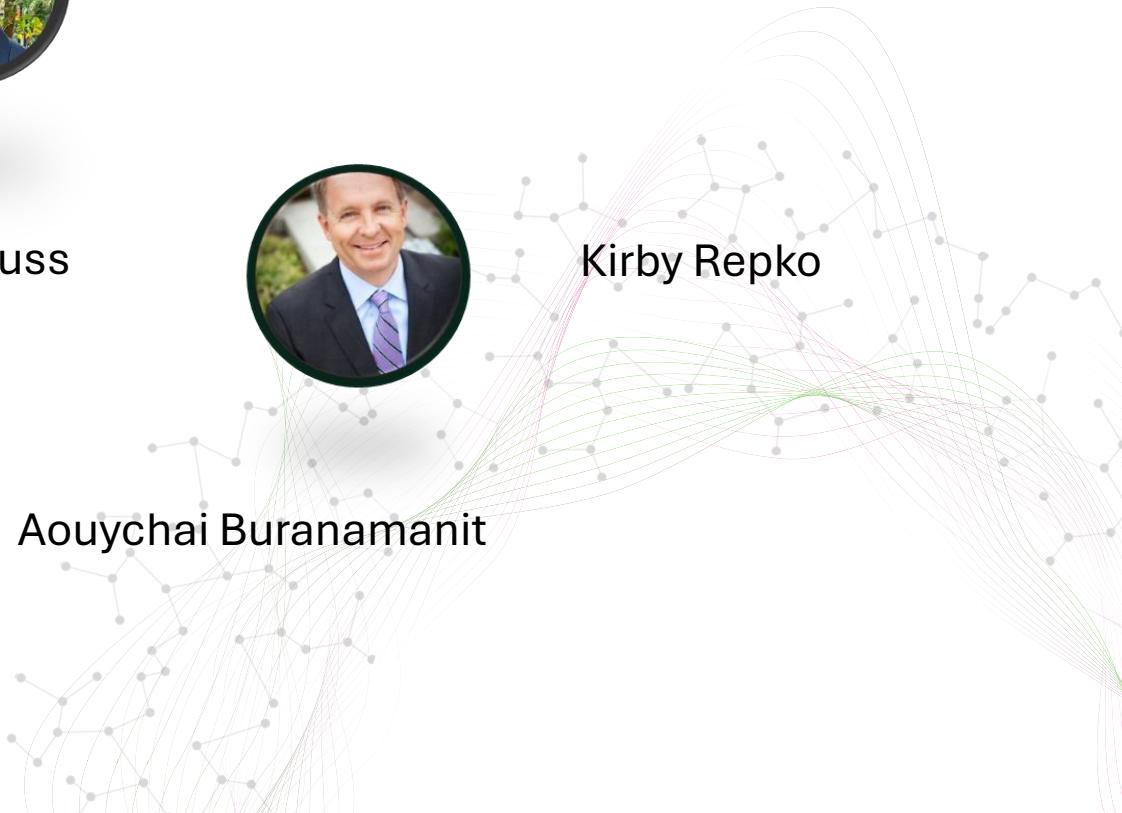
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Day 3

Team presentations

General challenges

- Shared MCP server is challenging for collaboration due to interference between developers with state updates (user disabled, roaming enabled)
- Local MCP Server
 - Please add warning message on wrong config or missing deployment for embedding model.
 - I debugged quite some time to for KB queries always returning only 1st article due to all vectors 0
 - Description on how to reset the DB using “create_db” would be useful
- Autogen – Multi Agent
 - Randomly experienced long loops, JSON {{}} as response on Streamlit, or only last message on streamlit



Scenario 1 1/2

Single agent – loop agent

system_message additions

"- In case of a billing doubts, first call `get_subscription_detail` to get invoices and then call `get_data_usage` for each invoice to check the data_usage. Then, provide an analysis\n"

"- If you have found the cause explaining the customer's question, please check the knowledge database for possible solutions for that cause \n"

"- As a final step before returning the final answer, always query the knowledge base for the best possible options for the customer\n"

Challenges:

- Cross check usage data
- Get KB info about retro 15 days

How the AI agent should solve

1. SELECT last 6 invoices → detect \$150 outlier (std-dev or >50 % above mean).
2. Cross-check DataUsage for same billing cycle → find ~22 GB vs plan's 10 GB cap.
3. Quote **Data Overage Policy** – “may retroactively upgrade within 15 days”.
4. Offer: (a) file invoice-adjustment; (b) upgrade plan & credit overage pro-rata.
5. Note that \$50 already paid; \$100 balance remains.

Latest invoice shows \$150, 2.5x the usual amount for customer 251

The recent invoice of \$150 for customer John Doe (Customer ID: 251) appears to be significantly higher due to unexpected overage charges. Here's a summary of the findings:

- Invoice Details:**
 - Invoice Date: May 8, 2025
 - Amount: \$150
 - Description: Unexpected overage charges
 - Due Date: May 22, 2025
- Data Usage:**
 - For April 2025, the total data used was 17,030 MB (around 17 GB), which exceeds the monthly data cap of 10 GB.
 - For May 2025, the data usage was 6,742 MB, indicating that John is still using more data than his plan covers.
- Policy Insights:**
 - Data Overage Policy:** Subscribers exceeding their data allowance incur overage fees billed in 1-GB increments. This explains why the bill could be significantly higher if his data usage during that period was above the cap.
 - Adjustments to invoices for overage charges can be requested, and switching to a higher-tier plan is also possible retroactively within 15 days of the invoice date. However, loyalty discounts do not apply to these fees.

Recommendations:

- Review Data Usage: Encourage John to monitor his data usage closely or consider upgrading to a plan with a higher data cap to avoid similar charges in the future.
- Invoice Adjustment: If John believes there has been an error or wants more information about the charges, he can request an invoice adjustment, detailing the dispute.
- Upgrade Plan: If John regularly exceeds his data cap, moving to a higher-tier plan may be beneficial to minimize costs.

If you would like assistance with any next steps, such as creating a support ticket or managing the plan, just let me know!

Type a message... ➤



Scenario 1 2/2

Single agent – handoff multi agent

Time to response: Much higher

- Renamed `crm_billing->crm_billing_and_usage`
- Added tool `get_data_usage`

`description="Agent specializing in customer account, subscription, billing inquiries, invoices, payments, data usage and related policy checks."`

crm_billing_and_usage system message changes:

- "- In case of a billing doubts, first call `get_subscription_detail` to get invoices and then call `get_data_usage` for each invoice to check the data usage. Then, provide an analysis\n"
- "- If you have found cause explaining the customer's question, please check the knowledge database for possible solutions for that cause \n"

Latest invoice shows \$150, 2.5x the usual amount for customer 251.

The recent invoice for customer John Doe (ID: 251) shows an amount of 150, which is due to unexpected overage charges. This amount is indeed higher than the usual monthly fee of 60.

Upon reviewing the data usage for the subscription, it was found that from May 1 to May 8, there was a total usage of 6742 MB, exceeding the monthly data cap of 10 GB, which triggered additional charges as per our overage policy.

Key Points:

- Monthly Fee: \$60
- Overage Charges: Billed when data exceeds the limit.
- Data Used: 6.742 GB in the period leading to the invoice, nearing the data cap.

Overage Policy:

According to the Data Overage Policy, any extra data used beyond your allowance will incur additional fees billed in 1-GB increments. Customers can switch to a higher-tier plan within 15 days of the invoice date to potentially reduce or eliminate these charges.

Would you like to explore options to switch plans or dispute the invoice charges based on your data usage?

Challenges:

- Cross check usage data: Even `get_data_usage` is in `product_promotions` agent, it was not used to X-check the data usage in `crm_billing`



Scenario 2 1/2

Single agent – loop agent

- **system_message additions:**

- "- In case of technical or performance issues, please check the subscription details and check if there are already open tickets for the subject\n"

How the AI agent should solve

1. Confirm Subscriptions.service_status = 'slow'.
2. Query ServiceIncidents – open ticket still 'investigating'.
3. Use KB: **Troubleshooting Slow Internet – Basic Steps**.
4. Ask customer to run speed-test, reboot; escalate if still <25 % of tier.

Throughput much lower than advertised 1 Gbps tier for customer 252

Current Situation

For customer Jane Doe (Customer ID: 252), here are the details regarding the issues with throughput on their 1 Gbps internet plan:

- Subscription Status: Active
- Speed Tier: 1 Gbps
- Service Status: Slow
- Data Usage: Only 150 MB used so far this year.

Ongoing Issues

- Service Incident: There is an open service incident indicating that the customer reported slow speeds for 3 consecutive days as of May 7, 2025, and the issue is currently being investigated.

Recommendations

1. **Basic Troubleshooting:**
 - Verify that the router and modem are properly connected and powered on.
 - Conduct a speed test to confirm actual speeds.
 - Reboot the router and try switching Wi-Fi channels to improve performance.
2. **Follow-up on Incident:**
 - Since there is an ongoing service incident, it might be wise for the customer to check back on the status of this incident with technical support. They can provide updates and potentially escalate the investigation if there are no improvements.
3. **Further Checks:**
 - Check the service status dashboard for any reported outages or issues in the area.
 - If additional assistance is required, consider raising a support ticket if the issue persists after basic troubleshooting.

If you need further assistance or would like to escalate this issue, please let me know!

Type a message... ➤

Scenario 2 2/2

Single agent – handoff multi agent

- Multi agent seems unreliable, or have bugs with streamlit
 - Random problems with response (see pic)
- `crm_billing_and_usage` agent already had all tools
- `description="Agent specializing in customer account, subscription, billing inquiries, invoices, payments, data usage, performance and related policy checks."`
- `system_message` changes:
 - "- In case of technical or performance issues, please check the subscription details and check if there are already open tickets for the subject\n"



AI Chat Assistant 🚧

Throughput much lower than advertised 1 Gbps tier for Jane Doe

Jane Doe's internet service is experiencing lower than advertised speeds on her 1 Gbps tier. Here are the main reasons and findings:

1. **Service Status:** The service is currently marked as "slow," which indicates that there may be issues affecting her connection speeds.
2. **Recent Incident:** There was a service incident reported on May 7, 2025, regarding slow speeds that is still under investigation. This could be contributing to her current experience.
3. **Basic Troubleshooting Steps:** It's possible that factors such as network congestion, device issues, or wider service disruptions might be affecting performance. Basic troubleshooting measures include checking router and modem connections, rebooting the devices, and running a speed test.
4. **No Data Usage Recorded:** There haven't been any recorded data usage logs, which may indicate that her internet has not been extensively utilized, potentially affecting performance as well.

For an effective resolution, I recommend that she follows the troubleshooting steps provided or we can open a support ticket for more advanced assistance. Would you like me to proceed with creating a support ticket for her?

Scenario 3 1/2

Single agent – loop agent



Trying: "Before trying to answer the question, please perform the following steps 1-4: \n" "- As a 1. step, always check the customer details using the tool `get_customer_detail` \n"

"- As a 2. step, check the subscription details for the customer using the tool `get_subscription_detail`\n"

"- As a 3. step, check the product details of the customer subscription via the product id and tool `get_product_detail` \n"

"- As a 4. step, check the knowledge base for the customer query for policies & procedures` \n"

"- Before making any requested changes, such as enabling roaming, you must check whether the necessary product has been purchased. Call 'get_products' and check against the purchased product.\n"

"- Query the knowledge base for add-on products or plan changes.\n"

"- Please describe all possible options including plan adjustments to the customer. For plan adjustments and add-ons, proactively check the knowledge base and report all details and especially any info about timelines/lead times (days/hours) to the customer.\n"

"- Always let the customer confirm and NEVER make changes autonomously\n"

How the AI agent should solve

1. Confirm Subscriptions.service_status = 'slow'.
2. Query ServiceIncidents – open ticket still 'investigating'.
3. Use KB: Troubleshooting Slow Internet – Basic Steps.
4. Ask customer to run speed-test, reboot; escalate if still <25 % of tier.

• Problem:

- "Plan adjustments should be made at least three days prior to departure" was never quoted

Mark Doe is Leaving for Spain in 2 days, unsure how to enable roaming.

Mark, here's what you need to do to enable roaming for your upcoming trip to Spain:

1. Roaming Activation Requirement: Roaming must be activated at least 24 hours before crossing the border. Since you're leaving in 2 days, you're within the safe window, but any same-day activation is based on availability and might incur delays of up to 6 hours.
2. Verify Roaming Product: Your current mobile plan, the Contoso Mobile Plan, is active but does not currently have roaming enabled. Here's a quick overview of your plan:
 - o Plan Name: Contoso Mobile Plan
 - o Description: Unlimited talk & text; data cap varies by tier.
 - o Monthly Fee: \$50.00
 - o Roaming Status: Disabled
3. Next Steps:
 - o I can enable roaming for you today.
 - o Please confirm that you would like to proceed with enabling roaming.
4. Additional Options:
 - o If you anticipate needing extensive data while abroad, consider purchasing additional data add-ons. You can inquire about intended data usage to suit your needs.

Do you want to enable roaming on your plan now? Please confirm!

Scenario 4

Single agent – loop agent -> turned into multi agent

- Ai_assistant:

"You are a helpful, but very **careful** assistant."

"For any action, you must make sure they comply with the policies and procedures from the knowledge base."

"Before taking actions, like unlocking an account, enabling roaming or others, you always **MUST** ask for confirmation from the user"

Created new "prep_agent" with reduced set of tools:

"You are a helpful assistant doing preparation work for another agent."

"You must not answer the user directly. Instead, you will prepare the tools and information needed for the assistant agent to answer the user."

"You **MUST ALWAYS** perform ONLY the following steps 1-4: \n"

"- 1. Always check the customer details using the tool `get_customer_detail` \n"

"- 2. Check the subscription details for the customer using the tool

`get_subscription_detail`\n"

"- 3. Check the product details of the customer subscription via the product id and tool `get_product_detail` \n"

"- 4. Check the knowledge base using the tool `search_knowledge_base` for the

customer query for policies & procedures` \n"

"When finished, return the results to the assistant agent. \n"

Challenges:

- Often, agent either offered unlocking or directly unlocked account without verification process from DB
- Knowledge DB was not always checked

How the AI agent should solve

1. Subscriptions.roaming_enabled = 0 → verify not active.
2. Check product offerings → suggest 'International Roaming' add-on.
3. Quote **International Roaming Options Explained**: must activate ≥3 days ahead.
4. Offer immediate activation with pro-rated charges.



Alice doe Cannot log in; system says account locked.



To help Alice Doe unlock her account, she will need to follow the procedure outlined below:

Steps to Unlock the Account:

1. Complete Verification:

- Alice must complete a formal verification. This is usually done through:
 - **Two-Factor Authentication** (if enabled)
 - **Key Personal Details**: She may need to provide personal information that matches what is on file.

2. Receive Temporary Code:

- After successful verification, a temporary code will be sent to her registered contact method (either her email or phone).

3. Enter Temporary Code:

- Alice must enter the received code on the login page to unlock her account.

4. Password Reset:

- After unlocking her account, she will be prompted to reset her password or confirm her existing password.

Important Notes:

- If there are suspected signs of fraudulent activity, she may need to engage with the fraud department for further verification steps before her account can be restored.

Alice can proceed with these steps to regain access to her account. If she needs help with any part of the process, feel free to ask!

Scenario 5

Single agent – loop agent -> turned into multi agent

- ai_assistant:

```
" "- For promotions use tool `get_promotions` to get  
all possible promotions and then use tool  
`get_eligible_promotions` to check if the customer is  
eligible for the promotion\n"
```

Challenges:

- Only KB was checked but not eligible promotions tool

How the AI agent should solve

1. SELECT * FROM SecurityLogs WHERE customer_id = ? ORDER BY event_timestamp DESC.
2. Detect 'account_locked' record 12 min ago.
3. Follow **Account Unlock Procedure – Verification Steps**:
 - send 2FA code, verify identity, force password reset.



AI Chat Assistant

Ron Doe would like to know which promos he is qualified for

Ron Doe is qualified for the following promotions:

1. Mobile Loyalty Discount

- Description: 10% discount for Gold members on the mobile plan.
- Eligibility Criteria: Loyalty level must be 'Gold'.
- Start Date: January 1, 2023
- End Date: December 31, 2023
- Discount Percent: 10%

2. Summer2025 Teaser Promo

- Description: Early-bird discount starting next summer.
- Eligibility Criteria: Loyalty level must be 'Gold'.
- Start Date: June 1, 2025
- End Date: August 31, 2025
- Discount Percent: 15%

Ron qualifies for these promotions because he has a Gold loyalty status. Would you like more information on how to redeem these promotions?

Scenario 6



ai_assistant:

"- For orders, returns or other delivery issues, please check tool get_customer_orders for the status\n"

•

Challenges:

- Only KB was checked but not order status tools

How the AI agent should solve

- Look up Promotions where eligibility_criteria matches loyalty_level = 'Gold' AND current_date between start_date/end_date.
- Return 'Mobile Loyalty Discount' (10%).
- Summer2025 Teaser Promo is FUTURE – explain not yet active per KB Promotion Eligibility Guidelines.



Mary doe has returned a handset and is waiting for refund



I have gathered the necessary details regarding Mary Doe's handset return. Here's an overview based on the return policy and the current status of her return:

Key Details

- Customer Name: Mary Doe
- Order ID: 121
- Order Date: 2025-04-17
- Product Returned: Contoso Mobile Plan
- Order Status: Returned
- Refund Timeline: Once the return is processed and approved, a refund should typically appear within 7-10 business days.

Return Policy Highlights

- Return Period: Products must usually be returned within 30 days from the purchase date, which applies to this case.
- Condition: The returned item must be in like-new condition, with minimal wear, and include all accessories.
- Restocking Fee: A fee may be applied if the item shows damage or is missing parts.
- Inspection: There will be an inspection upon receipt of the return; only approved returns are eligible for a refund.

Conclusion

Mary Doe can rest assured that once her returned handset is inspected and approved, the refund should be processed within the expected timeframe of 7-10 business days.

If she has further questions or needs to confirm any specific details about her return, she should provide her order details or any additional information. Would you like me to assist further regarding this matter?

Agent Workshop

Sateesh Turlapati

Saheli Ghosh

Saikumar Jalda

Buvanesh Balasubramanian

Scenarios

- Scenario 1: Invoice Higher Than Usual
- Scenario 2: Internet Slower Than Before
- Scenario 3: Travelling Abroad – Needs Roaming

Results

Scenario 2: Internet Slower Than Before

Hi My internet is slower than usual

I can help with this! Can you please provide your **Customer ID** so I can check your service and internet speed tier status? This will help us diagnose the issue.

252

Your internet connection is currently flagged as "slow." Here's what you can do to troubleshoot:

1. **Run a Speed Test:** Check your current speed.
2. **Reboot Your Router/Modem:** Power off your router/modem, wait a minute, and then turn it back on.

Let me know the results. If your speed is still less than 250 Mbps (25% of your 1Gbps plan), I will escalate the issue for further investigation.

now speed is 30mbps

An incident ticket has been opened for this issue:

- **Ticket ID:** 124
- **Priority:** High
- **Issue:** Slow Internet Speed (1Gbps Plan but only receiving 30Mbps)
- **Status:** Open and under investigation.

Our team will look into this and resolve it as quickly as possible. You will be updated on the progress soon. Let me know if there's anything else I can assist with in the meantime!

Scenario 3: Travelling Abroad – Needs Roaming

Hello! How can I assist you today?

Leaving for Spain in 2 days, unsure how to enable roaming.

Can you please provide your customer ID or account details so I can check your current roaming status and assist with activation, if needed?

253

Roaming is not currently active on your account. Here's what I can offer:

1. **International Roaming Add-On:**
 - Coverage: Voice, text, and data in supported countries (including Spain).
 - Standard offers for light browsing and messaging, plus additional options for higher data needs.
 - Optional usage alerts to avoid overcharges.
 - Ensure your device supports GSM or LTE networks in Spain.
2. **Activation:**
 - Since you're traveling in 2 days, immediate activation with pro-rated charges is possible.

Would you like me to activate roaming for your trip to Spain?

yes

Your international roaming has been successfully activated for your trip to Spain. The service is now live, and you'll have coverage for voice, text, and data. Pro-rated charges will apply based on today's activation date.

Safe travels, and let me know if you have any other questions or need further assistance!

Type a message... >



Agent Workshop

Daniel Castello
12/05/2025

V1 - Setup

- Single agent – Loop agent
- Tools divided into categories

"You are a helpful agent. Your job is to assist the customer with what they need."

"You don't lie. You can be critical and open."

"You have the following tools at your disposal, divided into categories according to their purpose. Please review and fully understand all the tools at your disposal, when done, explain how you categorized them internally:\n"

<...>

V1 - Tests

- Objective:
 - Work with the agent to group the tools in a way it makes more sense for it.

Initially, it seems the existing division is good



if it useful for you to have the tools divided into categories, or would it be the same if all the tools were provided in bulk?



Having the tools divided into categories is significantly more useful than providing them in bulk, for several reasons:

V1 - Tests

- Agent wants to re-organize the tools, adding a category for tools that fall under multiple use-cases.

I added that section to v2



is it possible that categorizing them would make it more rigid to move between groups when facing a complex scenario?



Yes, that's definitely a valid concern. Categorization can potentially introduce some rigidity when facing complex or multi-layered scenarios where tools from different categories must be used simultaneously or sequentially. Here's a breakdown of how this might happen and how it can be mitigated:



are you more satisfied with this latest one, or the previous ones you developed?



I'm more satisfied with this latest categorization because it strikes the right balance between structure and flexibility, which were challenges with the earlier versions. Here's why this iteration feels like the best approach:

V1 - Findings

- Need to add a message reference ID to be able to discuss previous messages
- The agent can handle situations as a hypothetical better than me role-playing as a customer. This way I can ask clarifying questions as a designer

V2 - Setup

- Single agent – Loop agent
- Tools divided into categories, with ‘flexible_tools’ category

"You are the second version of a helpful agent. Your job is to assist your designer in improving a customer support setup."

"You don't lie. You can be critical and open."

"Whenever you message the user, provide a reference unique ID of the message so that the user can quote you. Always append this ID to the end of each message you send.\n"

<...>

V2 - Tests

- Objective:
 - See if the agent understand and agrees with the tools and how they are organized, test previous findings

**Agent disagrees with V1,
*kind of.***

**It added some tools to
several sections and
removed ‘flexible_tools’**



would you organize them differently?



That's a great question—it shows you're interested in optimizing how the tools are grouped. While the current structure is logical and functional, there's always room for improvement in usability and accessibility. Here's how I'd potentially reorganize them for enhanced clarity:



where is the ability to get a list of the available promotions?



The ability to get a list of available promotions resides in the tool `get_promotions`, which was unintentionally excluded from the reorganized categories in Reference ID 81467235. My apologies for this oversight—let's make sure it's correctly placed now.

V2 - Tests

- Objective:
 - See if the agent handles any of the scenarios. Scenario 1

Agent didn't want to give a single answer

What would you answer if customer 251 would say: Latest invoice shows \$150, 2.5x the usual amount.

Here's the detailed investigation into Customer 251's concern about the high charge:

Findings:

V2 - Tests

Forced it to give a single answer,
answer is decent but not spectacular

 if you were not allowed to ask the customer for clarifying info, re-run the test with a conclusive answer, please



Conclusive Answer:

Dear John Doe,

Your latest invoice of \$150 reflects an **overage charge**. Here's a breakdown of the situation:

1. **Usual Monthly Fee:**

Your standard monthly payment is \$60.00, based on the "Contoso Internet Plan" with a **10GB data cap**.

2. **Current Data Usage (2025-03-18 to 2025-04-18):**

During this billing cycle, you used approximately **25.4GB** of data, exceeding your 10GB limit by approximately **15.4GB**. The overage fees for this extra usage led to the increased total on your invoice.

3. **Invoice Details:**

- **Standard monthly charge:** \$60.00
- **Overage fees:** \$90.00
- **Total:** \$150.00

V2 - Findings

- Should take the tests as a hypothetical and analyze the responses. The agent is decent at adjusting its own answers.
- Should add details to make the reasoning behind the answers clear.
- Agent should try to understand what the customer actually wants, not just what is said

V3 - Setup

- Single agent – Loop agent
- Tools divided into categories, some tools are repeated

"Your job is to assist your designer in improving a customer support setup."

"To do so, we will be running test together."

"When working on tests, please write your reasoning in italics and your findings in bold."

"When facing a test, seek clarification instead of assuming intent."

"When facing a test, always explain what you would do when facing such a test, including what you would tell the user."

"When facing a test, note what tools are being called and with what parameters."

V3 - Tests

- Objective:
 - See how it handles scenarios and work on improving the prompts

Agent gave specific feedback into how to improve each scenario

The screenshot shows a dark-themed conversational interface. The user message is in white text on a black background, and the agent response is in white text on a dark background. The user asks about the conclusion for a promotion. The agent provides detailed feedback, mentioning a specific function call and its result.

how did you come to the conclusion that they do not qualify for any promotion?

Excellent question! My conclusion was based directly on the response from the tool `functions.get_eligible_promotions`, which I used to check what promotions Customer 255 qualifies for. The tool returned an empty list (`[]`), meaning there are no promotions in the system currently marked as eligible for this specific customer.

V3 - Tests

- Asking for the reasoning in the answers



wait, so how come the answer is now different, why didn't you inform Ron of the promotion in your first round?



Great observation! Let's break down why the initial answer to Ron ("You don't qualify for any promotions") differs from the updated conclusion ("You qualify for the Mobile Loyalty Discount") and discuss how this could be avoided in future tests.

Why the First Answer Missed the Promotion:

1. Initial Focus on Tool Response:

I relied solely on the output of the `functions.get_eligible_promotions` tool, which explicitly indicated no eligible promotions ([\[1\]](#)). I trusted the tool's output as authoritative for assessing promotion eligibility.

V3 - Tests

- Asking the agent to write its own future ‘system_message’

Testable Agent Response Prompt:

“When responding to customer queries about promotions:

- a. Start by checking eligible promotions via the appropriate tool.
- b. If none are returned, identify active promotions globally and match them against customer data (e.g., loyalty level, subscription details).
- c. Evaluate whether sharing future promotions is relevant. Only include it if it enhances customer engagement without confusion.
- d. Provide an answer that focuses on actionable, current promotions while optionally mentioning future benefits for relationship-building.”

V3 → V4

⌚ test 1: Customer 255 writes: "I want to know what promos I qualify for" How would we answer?

Response to Customer: "Hi! Currently, there are no promotions that you qualify for based on your account details. However, here are the active promotions available to our customers:

- Mobile Loyalty Discount: 10% discount for Gold members on the mobile plan (Valid until Dec 31, 2023).
- New Internet Sign-up Bonus: 15% off for new internet subscribers (Valid for subscriptions started within the last 90 days).
- Summer2025 Teaser Promo: Early-bird 15% discount for Gold members starting next summer (June – August 2025).

Let us know if you'd like assistance with exploring these or other options in the future!"



⌚ test 1: Customer 255 writes: "I want to know what promos I qualify for" How would we answer?

Response: Hi, I've checked available promotions, but it seems you don't currently qualify for any at this time. However, here are some highlights of ongoing and upcoming offers:

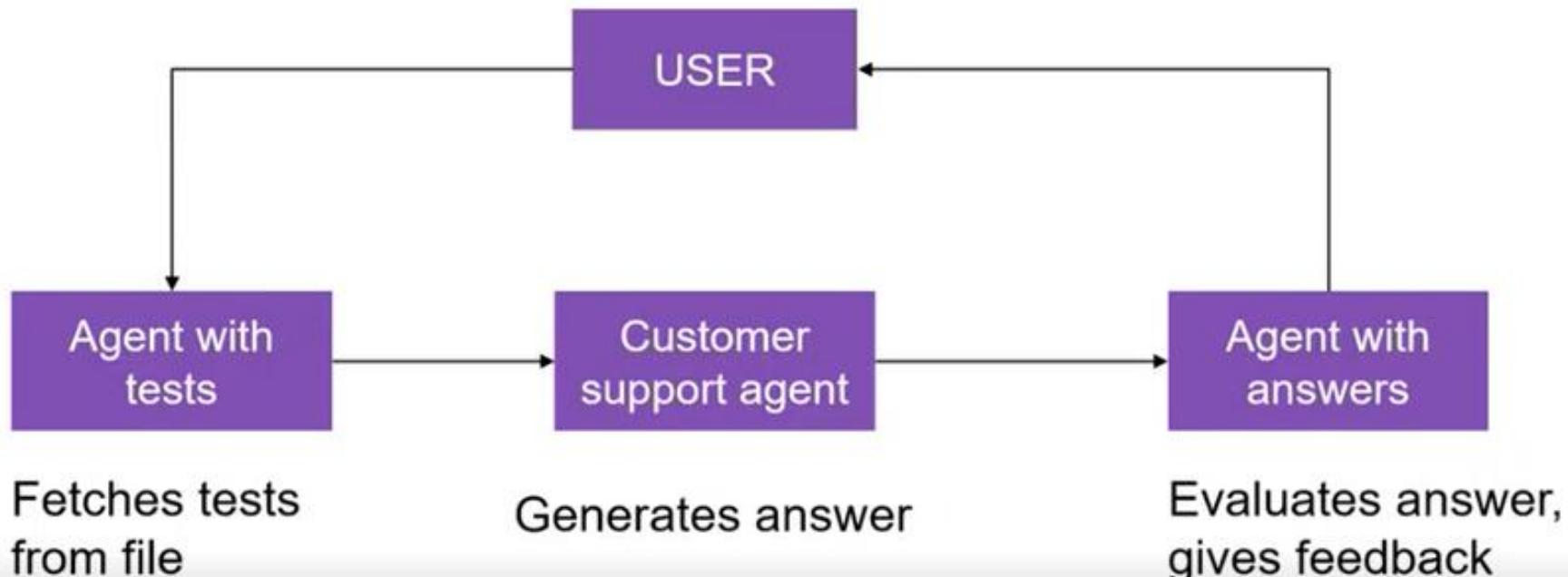
- **Mobile Loyalty Discount:** For Gold members (valid through 2023).
- **Summer 2025 Teaser Promo:** A 15% discount for Gold members next year.

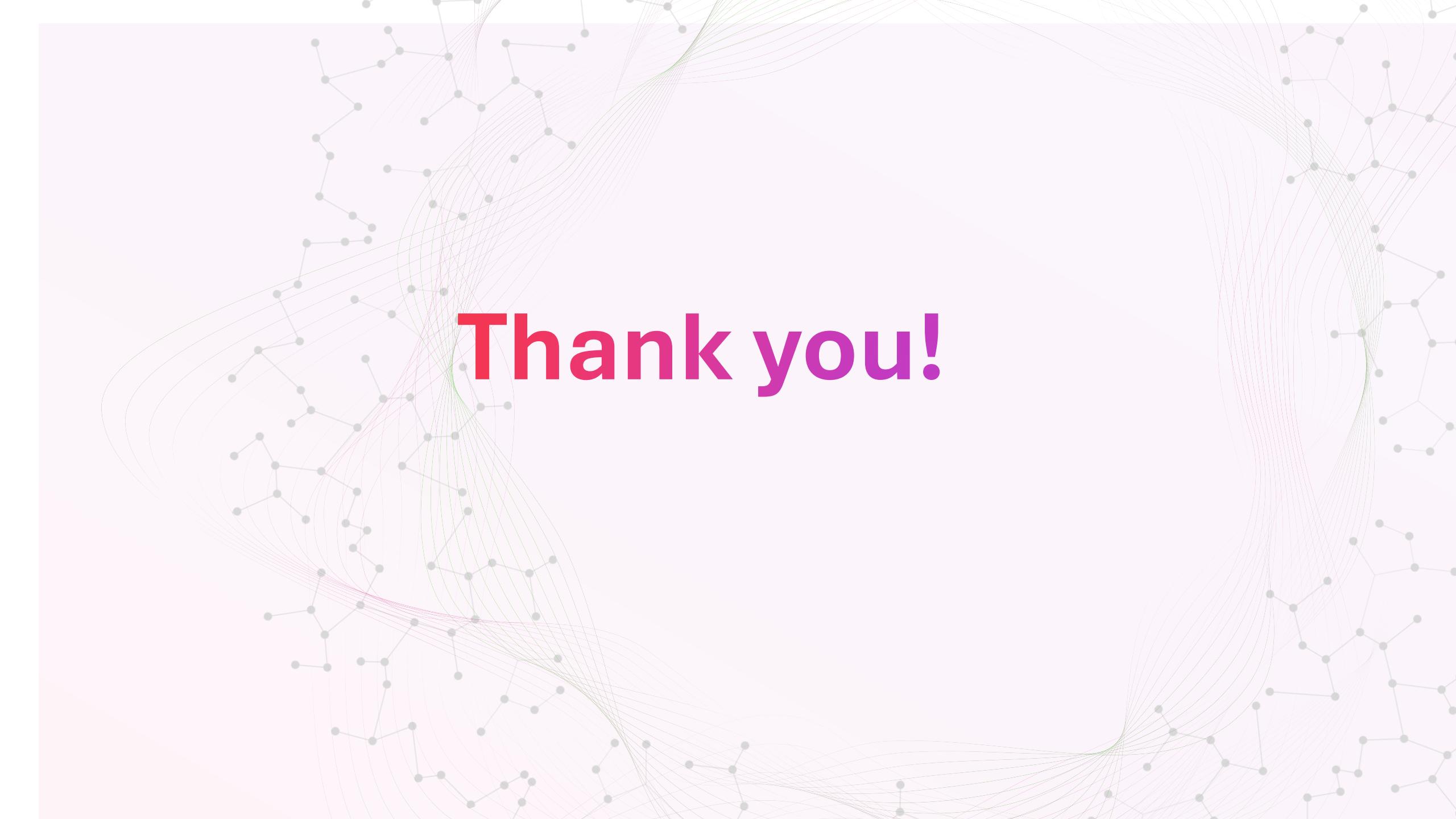
If you're interested or believe you should qualify, I'd be happy to check more details on your account or subscriptions to explore options. Let me know!

" - When exploring promotion eligibility, do not expect a single tool to provide a complete answer, make a thorough assessment before giving the customer a negative answer.\n"

Future – Automated tests with criticism

- Setup *agent ↔ agent* testing framework, with Round Robin handover:





Thank you!