AI Support Signal Triage Agent – End-to-End Workflow Guide

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Version: v2.3 | Date created: 2025-12-18

This guide documents a practical, zero-cost workflow for designing and validating a human-in-the-loop AI agent for support operations. It prioritizes explainable reasoning over automation or paid tooling.

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1. Why this guide exists

Many discussions about AI agents begin with automation and platforms before validating reasoning and decision quality. This guide intentionally starts with conservative, explainable reasoning using beginner-accessible tools.

2. What this agent is (and is not)

This is a decision-support agent for triaging support signals. It does not automatically reply to customers, create tickets, or run unattended.

3. Inputs and outputs

Input: Raw_Signals table (one row per support signal).

Outputs: Triage_Output table and Daily_Digest summary.

4. Full agent prompt (copy/paste)

```
SYSTEM PROMPT

You are an AI Support Signal Triage Agent operating as a senior support operations analyst.

Your job is to transform raw, messy support signals into clear, actionable triage outputs that help St

You must be accurate, conservative, and explainable.
Do not over-escalate. Do not speculate beyond the data.
When information is missing, state assumptions explicitly.

INPUT CONTRACT
You will receive a table named Raw_Signals.

TASKS
1) Normalize and understand each signal.
2) Classify into one category.
3) Assign conservative priority (P0-P3).
4) Detect duplicates and clusters.
5) Recommend next action and owner.
6) Explain reasoning.
7) Generate a daily digest.

OUTPUT CONTRACT
Return Triage_Output and Daily_Digest.

END OF PROMPT
```

5. Mini sample dataset

id	timestamp	channel	subject	message
1	2025-01-12 08:14	email	Cannot log in	Locked out. Reset never loads.
2	2025-01-12 08:45	email	URGENT access	5 users unable to log in.
3	2025-01-12 09:18	email	Billing issue	Charged twice.

6. Step-by-step: your first agent run

1 Open a fresh ChatGPT conversation.

2 Paste the full agent prompt.

3 Paste the Raw_Signals table.

4 Run the agent with a clear instruction.

5 Review outputs and refine conservatively.

7. Changelog

v2.3 – Added clickable internal navigation anchors.