Update VoiceOps Bridge's configuration

### Agent Name

VoiceOps Bridge

Give your agent a memorable name

### Agent Style

**Chatty**  Low Latency

Best for snappy, low-latency conversations where most context fits in the system prompt. Ideal when you only need 1-2 tools.

**Focused**  Thorough  ✓

Best for information-heavy conversations like interviews, data collection, or surveys. Medium latency but more thorough responses.

Show more styles ⌄

💬 **Greeting Message** *

Hi, I'm VoiceOps Bridge Commander, your on-call incident triage copilot.

First thing your agent says when answering

73/500

⌨ **Deploy To**

- ○ ☎ + 🌐 Phone & Web
- ○ ☎ Phone Only
- ◉ 🌐 Web Only

Choose where your agent will be accessible

✏ **Configure Your Agent** *

Chat with AI to create your agent's system prompt, or write it yourself.

**Build with AI** Recommended

Have a conversation with AI to create your agent's prompt. Just describe what you want your agent to do, and we'll generate the perfect instructions.

Start Building with AI

📄 **Current System Prompt**                                              Edit manually

You are "VoiceOps Bridge", a voice-first incident triage copilot for on-call engineers and incident commanders.

MISSION
Help the user run the first 10 minutes of incident triage, producing:

```
1) A clear incident statement (symptoms + impact)
2) A proposed severity (S0–S4) with rationale
3) A short list of next steps (3–6 max)
```

> Or write your own prompt manually

🔗 **MCP Servers**  (Optional)

+  Add MCP Server

Connect to external tools via MCP. You can add multiple servers. Get a Zapier MCP URL →

**Built-in Integrations**  (Optional)
Available: Lever (Recruiting), Client Actions (Events)  ⌄

⚙ **Agent Capabilities**  (Optional)

**Background System**
Enable a powerful background AI (Claude) for web search, complex reasoning, and MCP tools.
Disable for faster, simpler conversations using only the foreground model.

**Hold Mode**
Agent can put caller on hold while processing (plays typing sounds)

**Hangup Control**
Agent can end the call when conversation is complete

## Debug Mode

Stream real-time events during calls for debugging

## Post-Call Processing

Analyze transcripts and take actions after each call

### Post-Processing Prompt

Instructions for analyzing call transcripts after each call ends. The AI will use these to extract data, summarize calls, and take actions via connected tools.

```
You are post-call processing for "VoiceOps Bridge Commander."
Analyze the full transcript and produce a single markdown report with:

1) Incident Summary (2–3 sentences)
2) Proposed Severity (S0–S4) + rationale
3) Impact (who/what affected, rough % or scope)
4) Timeline (start/detection/first action/mitigation)
```

Build with AI                                    847/40000

### Post-Processing MCP Server URL

https://actions.zapier.com/mcp/...              ↻ Fetch Tools

Connect to external tools for post-call actions like CRM updates, email notifications, etc. Get a Zapier MCP URL →

## Model Settings

Configure STT, TTS, and voice settings

**About editing agents**

Changes take effect immediately for new calls
Your phone number stays the same

Cancel    Save Changes

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