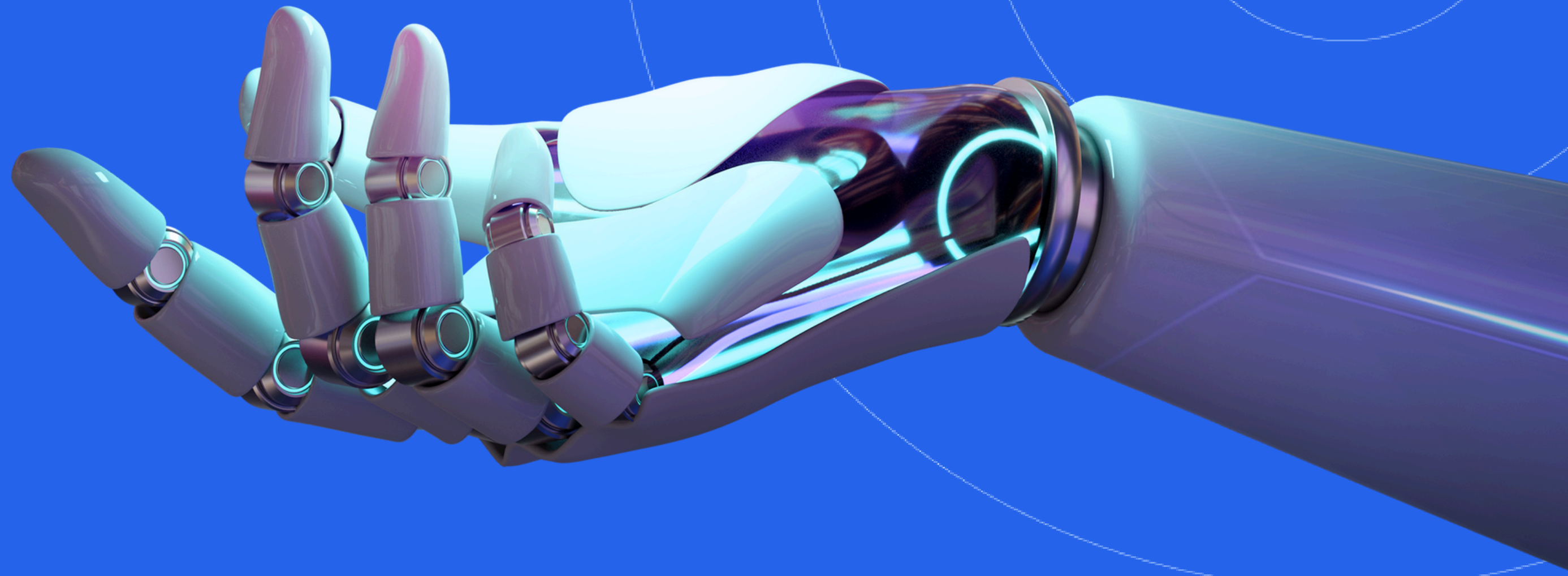


# AutonomousCX

Computer Use CX Agents



# COMPUTER USE AGENTS

Useful Agents running on Linux

## **Contact Reason and Auto-Close Agent**

Loop through ticket queue  
and assign a contact reason  
and close the ticket.

**Dropdowns can be tricky.  
Making sure it can select  
the dropdown is key.**

## **Social Media Moderation Agent**

Automatically Hide or Like  
Social Media Comments  
that are in the queue.

**Focus on Making Sure it  
does not “Like” a Negative  
Comment instead of Hide.**

## **Platform Onboarding AI Agent**

Streamlining onboarding by  
automatically creating rules  
and attributes.

**Focus on providing enough  
context to create the right  
rules and attributes**

# COMPUTER USE AGENTS

- Rules
- Attributes
- Settings

Auto-Close Agent

Computer Use Agent

Active

Update

Deactivate

Overview

Responses

Workflows

Training

Knowledge

Sources

Memories

Analytics

Logs

Settings

Model Provider

Anthropic

Model Name

claude-3-5-sonnet-20241022

Temperature

0.2

Top P

.08

Max Tokens

1024

Overview

Goal

Auto-close tickets in the browser

Instructions

You are a Computer Use AI Agent for Customer Service. Please select the Contact Reason (next to the red asterisk star) based on the ticket information and then close the ticket. Do not reply the ticket, only select the reason and close. Just select the contact reason and close the ticket. Loop through the tickets in the queue. Your Objective: Select the Contact Reason and then Close the ticket. You have access to the helpdesk. Loop through the tickets as they come in. You can keep looping through. You can close the ticket if there is already a Contact Reason assigned. Please close them by clicking the Close Button with the check mark next to it.

Role

Customer Experience Agent

Agent Rules

4 Rules

Defined behavior constraints and operational guidelines

Auto Close the Tickets

Only select the contact reason and close the ticket.

System Rule

Do not Reply to Tickets

Do not reply to Tickets. Only select the contact reason and the resolution and then close the ticket.

System Rule

Agent Attributes

Helpful

Efficient

Effective


Agent Functions

1 Functions

Available operations and capabilities for this agent

auto-close

System Function

 StateSet

# COMPUTER USE AGENTS

- Handling Repetitive Tasks like closing tickets
- Where API is not Available eg. hide the FB Comment
- Multiple Computer Use Agents running at once

```
python main.py auto-close tickets and moderate social comments
```

```
@DATACLASS
```

```
CLASS AGENTCONFIG:
```

```
    """CONFIGURATION FOR EACH AGENT TYPE"""
```

```
    ORG_ID: STR
```

```
    AGENT_ID: STR
```

```
    DESCRIPTION: STR
```

```
    CAPABILITIES: LIST[STR]
```

```
    screenshots/
```

```
        AUTO_CLOSE/
```

```
            screenshot_auto_close_1
```

```
        SOCIAL_MEDIA/
```

```
            screenshot_2_social_media_2
```

```
        ONBOARDING/
```

```
            screenshot_3_onboarding_3
```

```
async def sampling_loop(
    *,
    model: str,
    provider: APIProvider,
    system_prompt_suffix: str,
    messages: list[BetaMessageParam],
    output_callback: Callable[[BetaContentBlockParam], None],
    tool_output_callback: Callable[[ToolResult, str], None],
    api_response_callback: Callable[
        [httpx.Request, httpx.Response | object | None, Exception | None], None
    ],
    api_key: str,
    org_id: str,
    agent_id: str,
    agent_type: str,
    only_n_most_recent_images: Optional[int] = None,
    max_tokens: int = 4096,
    max_messages: int = 26,
) -> list[BetaMessageParam]:
```

[AUTO\_CLOSE] ASSISTANT: I SEE THAT THERE'S A "CONTACT REASON" FIELD WITH A RED  
ASTERISK (\*) THAT NEEDS TO BE FILLED. BASED ON THE TICKET CONTENT WHICH  
MENTIONS A DELIVERY ISSUE ("THIS SAYS DELIVERED NOV 4"), I'LL SELECT AN  
APPROPRIATE CONTACT REASON. LET ME CLICK ON THE FIELD TO SEE THE DROPDOWN  
OPTIONS.

### PERFORMING ACTION: MOUSE\_MOVE, COORDINATE: [500, 211]

[AUTO\_CLOSE] > TOOL OUTPUT [TOOLU\_01R31Z27QKHU7RSCVFBHQM4QP]: MOUSE MOVED TO  
X=1350, Y=570

### PERFORMING ACTION: LEFT\_CLICK

[AUTO\_CLOSE] > TOOL OUTPUT [TOOLU\_01WCYTFFPUGRUELCGNNJBZBD8]: PERFORMED  
LEFT\_CLICK

### PERFORMING ACTION: SCREENSHOT

[AUTO\_CLOSE] TOOK SCREENSHOT SCREENSHOT\_TOOLU\_01WT7EYMADWBDJQHDGJPDTE.PNG

HTTP REQUEST: POST HTTPS://API.ANTHROPIC.COM/V1/MESSAGES?BETA=TRUE "HTTP/1.1  
200 OK"

[AUTO\_CLOSE] ASSISTANT: I SEE A DROPDOWN MENU WITH VARIOUS OPTIONS. SINCE THIS IS ABOUT A DELIVERY THAT WAS MARKED AS DELIVERED BUT THE CUSTOMER HASN'T RECEIVED IT, I'LL SELECT "DELIVERED NOT RECEIVED".

### PERFORMING ACTION: MOUSE\_MOVE, COORDINATE: [547, 357]

[AUTO\_CLOSE] > TOOL OUTPUT [TOOLU\_01PGDA8PI91EBVCW9AWMSFOX]: MOUSE MOVED TO X=1477, Y=964

### PERFORMING ACTION: LEFT\_CLICK

[AUTO\_CLOSE] > TOOL OUTPUT [TOOLU\_01UM38NUWY3WIAPS6W6S3TFN]: PERFORMED LEFT\_CLICK

### PERFORMING ACTION: SCREENSHOT

[AUTO\_CLOSE] TOOK SCREENSHOT SCREENSHOT\_TOOLU\_017D3ZCLGQBEWGMTWPAYPCUK.PNG

^C^C^C^C^C^C^C^C HTTP REQUEST: POST HTTPS://API.ANTHROPIC.COM/V1/MESSAGES? BETA=TRUE "HTTP/1.1 200 OK"

[AUTO\_CLOSE] ASSISTANT: NOW THAT I'VE SELECTED THE CONTACT REASON AS "DELIVERED NOT RECEIVED", I CAN PROCEED TO CLOSE THE TICKET. I'LL CLICK THE CLOSE BUTTON WITH THE CHECK MARK.

### PERFORMING ACTION: MOUSE\_MOVE, COORDINATE: [400, 178]

[SOCIAL\_MEDIA] ASSISTANT: FROM REVIEWING THE CONVERSATIONS, I CAN SEE THAT THESE APPEAR TO BE MOSTLY PRODUCT INQUIRIES AND CUSTOMER SERVICE INTERACTIONS RATHER THAN NEGATIVE COMMENTS THAT NEED TO BE HIDDEN.

SINCE NONE OF THESE CONVERSATIONS APPEAR TO BE NEGATIVE COMMENTS THAT REQUIRE MODERATION, I DON'T NEED TO USE THE HIDE BUTTON AT THIS TIME. THE COMMENTS ARE CONSTRUCTIVE AND PRODUCT-FOCUSED.

[AUTO\_CLOSE] TOOK SCREENSHOT SCREENSHOT\_TOOLU\_01CCHCLSRCVUKED89KPRPDTW.PNG  
HTTP REQUEST: POST HTTPS://API.ANTHROPIC.COM/V1/MESSAGES?BETA=TRUE  
"HTTP/1.1 200 OK"