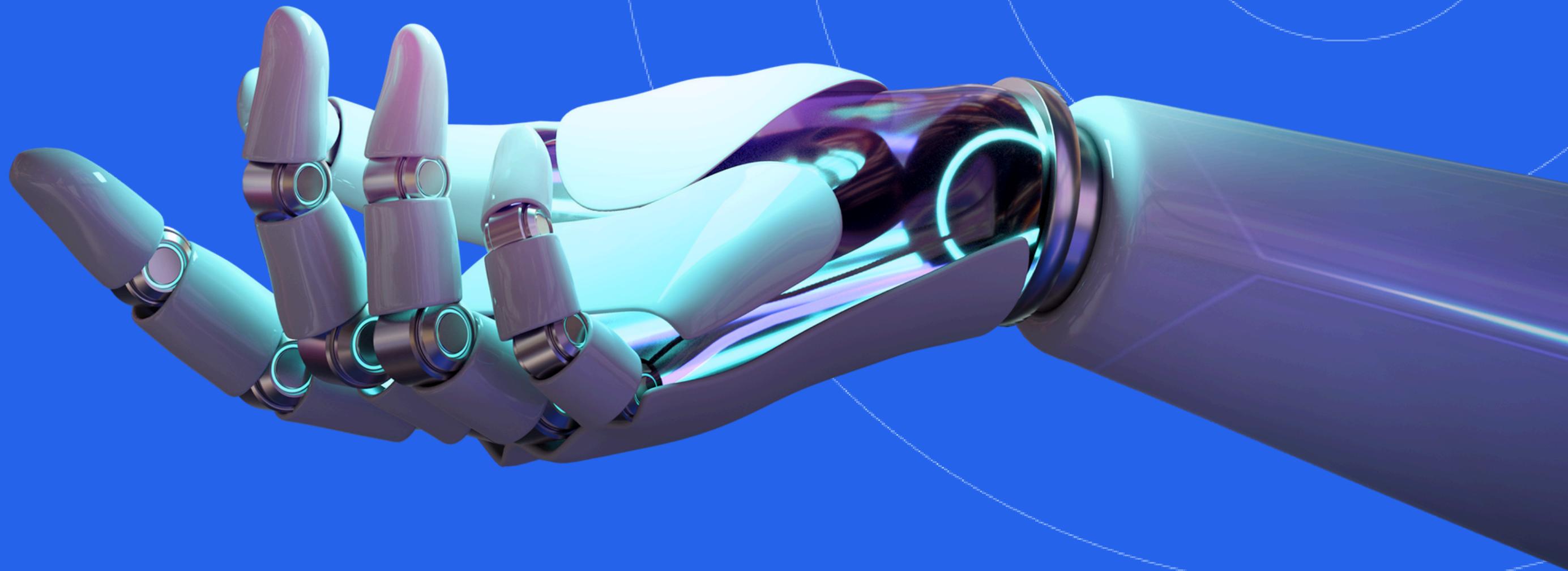


# AutonomousCX

## 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

The screenshot displays the StateSet AI Platform interface for managing computer use agents. At the top, a header bar shows the agent name "Auto-Close Agent" and its status as "Computer Use Agent" and "Active". It includes "Update" and "Deactivate" buttons. Below the header is a navigation bar with links: Overview, Responses, Workflows, Training, Knowledge, Sources, Memories, Analytics, Logs, and Settings.

Key configuration parameters shown include:

- Model Provider: Anthropic
- Model Name: claude-3-5-sonnet-20241022
- Temperature: 0.2
- Top P: .08
- Max Tokens: 1024

The main content area is divided into several sections:

- Overview:** Contains a "Goal" section stating "Auto-close tickets in the browser" and an "Instructions" section providing detailed guidelines for the agent's role as a Customer Experience Agent.
- Agent Attributes:** A circular radar chart showing the agent's performance across three dimensions: Helpful (value 16), Effective (value 16), and Efficient (value 16).
- Agent Rules:** A section titled "Defined behavior constraints and operational guidelines" containing four rules:
  - 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 Functions:** A section titled "Available operations and capabilities for this agent" containing one function:
  - auto-close:** System Function

# 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 DROPODOWN OPTIONS.

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

[AUTO\_CLOSE] > TOOL OUTPUT [TOOLU\_01R31Z27QKHU7RSCVFHQ4QP]: MOUSE MOVED TO X=1350, Y=570

### PERFORMING ACTION: LEFT\_CLICK

[AUTO\_CLOSE] > TOOL OUTPUT [TOOLU\_01WCYTFPUGRUELGNJBZBD8]: PERFORMED LEFT\_CLICK

### PERFORMING ACTION: SCREENSHOT

[AUTO\_CLOSE] TOOK SCREENSHOT SCREENSHOT\_TOOLU\_01WT7EYMAWDWBDJQHDGJPDTTE.PNG  
HTTP REQUEST: POST HTTPS://API.ANTHROPIC.COM/V1/MESSAGES?BETA=TRUE "HTTP/1.1  
200 OK"

[AUTO\_CLOSE] ASSISTANT: I SEE A DROPODOWN 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 SCRENSHOT\_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"