AUDIRA: AGENT ONBOARDING FRAMEWORK (v1.0)

🔷 Overview

This document defines the full onboarding discovery framework used to configure Audira agents across any industry. It is structured in three progressive layers:

1. 10 Fixed Questions
2. 10 Discovery Tags
3. 15 Deep-Dive Questions (conditional)

Each layer feeds the next and ensures that by completion, the AI agent is fully configured to operate as a brand-aligned team member.

⬤ 10 FIXED QUESTIONS

These static, consultant-grade questions form the core input for Audira's discovery engine.

#	Question	Purpose
1	What is the core problem you want the AI agent to solve for your business?	Clarifies use case
2	Who is your primary audience or user interacting with this AI?	Defines tone & context
3	Which channel(s) will the AI agent operate on?	Determines channel logic
4	What business outcomes do you want the AI to drive?	Links to KPI expectations
5	What tone or personality should your AI agent reflect?	Shapes language model behavior
6	Are there any critical workflows or systems the agent must integrate with?	Maps integration needs
7	How should the agent handle unknowns or sensitive topics?	Controls fallback logic

#	Question	Purpose
8	Do you want the agent to follow a fixed script, be dynamic, or a mix?	Defines autonomy level
9	What kind of data privacy or compliance rules should we consider?	Enables security controls
10	Do you already have materials (FAQs, scripts, tone guides) we can use to train the AI?	Supports training setup/RAG

🌍 10 DISCOVERY TAGS

These are the internal dimensions Audira must fully understand before agent deployment.

Tag	Description
#intent_clarity	Defines the exact function of the agent (e.g. sales, support, booking)
#channel_behavior	Details logic/behavior per channel (e.g. chat vs. voice)
#tone_variation	Controls tone across audience, intent, and time
#fallback_rules	Defines how unknowns and errors are handled
#integration_scope	Specifies all APIs or systems to be connected
#training_data_source	Lists content sources (FAQs, PDFs, CRMs) used for agent training
#compliance_constraints	Flags legal, security, and geographic restrictions (e.g. GDPR)
#persona_control	Determines persona, greeting, memory, escalation style
#recommendation_logic	Controls if/how the agent suggests products/services
#booking_handling	Specifies booking logic, calendar rules, timezones

Each tag is derived from a combination of fixed question answers and dynamic logic.

❓ 15 DEEP-DIVE QUESTIONS

Triggered if:

- Required tag(s) are missing

- Conflicts in tone, logic, or compliance arise

- Agent needs to operate in a high-complexity or regulated industry

#	Deep-Dive Question	Primary Tag(s) Addressed
1	What specific user actions do you want the AI to perform before escalating to a human?	#intent_clarity, #fallback_rules
2	Should the AI guide users step-by-step or let them lead the conversation?	#persona_control, #channel_behavior
3	How should the agent behave with repeat users?	#persona_control, #memory_management
4	Provide 3 examples of user questions the agent must answer well.	#training_data_source, #intent_clarity
5	What phrases or topics must the AI never use?	#tone_variation, #compliance_constraints
6	What workflows should the AI not touch?	#integration_scope, #compliance_constraints
7	Are there different agent behaviors during off-hours?	#fallback_rules, #booking_handling
8	Should the AI upsell/cross-sell based on user behavior?	#recommendation_logic
9	Should the AI support multiple languages or dialects?	#channel_behavior, #tone_variation
10	How should the agent respond to vague questions like "Can you help me?"	#fallback_rules, #persona_control

#	Deep-Dive Question	Primary Tag(s) Addressed
11	Will the agent need to create or modify CRM entries?	#integration_scope
12	How should emotionally charged or complaint scenarios be handled?	#tone_variation, #fallback_rules
13	Are there time-based constraints on bookings?	#booking_handling
14	What is the redirect flow when the user is outside AI scope?	#fallback_rules, #intent_clarity
15	Are there external rules (HIPAA, PCI) that must be enforced?	#compliance_constraints

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✅ Completion Logic

Audira agent onboarding is considered complete when:

- All 10 tags are fulfilled via answers, documents, or API discovery

- The agent passes simulation testing (tone, fallback, routing)

- agent_config.json and Agent Blueprint.pdf are generated

If not complete, the user is guided to:

- Upload missing materials

- Answer remaining deep-dive questions

- Review simulation outcomes

Next Document: Discovery Tags Dictionary