

## AUDIRA: DISCOVERY TAGS DICTIONARY

**Version:** 1.0

**Purpose:** Technical reference guide for all discovery tags used in the Audira onboarding and agent configuration system.

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### Overview

Each tag in the Audira discovery system represents a **functional or behavioral dimension** the AI agent must understand and align with before deployment. Tags are used to:

- Trigger dynamic questions
  - Define tone, escalation, and fallback rules
  - Drive integration and logic scope
  - Inform training, RAG, or compliance configuration
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### ◆ Tag Reference Table

#### #intent\_clarity

- **Purpose:** Clarify what the AI is supposed to do (sales, support, booking, etc.)
  - **Triggers:**
    - Vague goals in Fixed Q1 or Q4
    - Conflicting answers about outcome vs. channel
  - **LLM Prompt Hints:**
    - "What would a successful interaction look like for you?"
  - **Impacts:**
    - Use-case composer
    - Simulation logic
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#### #channel\_behavior

- **Purpose:** Define how the AI behaves differently per platform (chat, voice, WhatsApp, etc.)
  - **Triggers:**
    - Multichannel setup from Fixed Q3
  - **LLM Prompt Hints:**
    - "Should the tone or speed vary by channel?"
  - **Impacts:**
    - Response format
    - IVR vs. button UI
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#### #tone\_variation

- **Purpose:** Adapt the tone of voice depending on audience or scenario
  - **Triggers:**
    - Conflicts between audience type and tone (Q2 vs Q5)
  - **LLM Prompt Hints:**
    - "Should the tone change based on user emotion or product type?"
  - **Impacts:**
    - Persona builder
    - Prompt wrapping layer
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#### #fallback\_rules

- **Purpose:** Define what the AI should do when it doesn't know the answer
- **Triggers:**
  - "Unknown", "unsure" phrases in Fixed Q7 or Dynamic Qs
- **LLM Prompt Hints:**
  - "When the AI is unsure, what is the ideal next step?"

- **Impacts:**
    - Simulation scoring
    - Escalation API logic
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## #integration\_scope

- **Purpose:** Identify all required system connections (CRM, calendar, support)
  - **Triggers:**
    - Fixed Q6 mentions named tools (e.g., HubSpot)
  - **LLM Prompt Hints:**
    - "Should the AI be able to update, create, or only read from these systems?"
  - **Impacts:**
    - API config map
    - Validator checks for auth/key presence
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## #training\_data\_source

- **Purpose:** Specify where the agent will learn from (FAQs, policies, brochures)
  - **Triggers:**
    - Fixed Q10 = Yes + uploads or missing specifics
  - **LLM Prompt Hints:**
    - "Do you want the AI to reference these directly in answers?"
  - **Impacts:**
    - RAG indexing
    - File parser activation
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## #compliance\_constraints

- **Purpose:** Flag legal and privacy rules (GDPR, HIPAA, PCI, etc.)

- **Triggers:**
    - Q9 = any compliance flags
  - **LLM Prompt Hints:**
    - "Should the AI avoid collecting or storing PII?"
  - **Impacts:**
    - Validator risk scoring
    - Prompt filters
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### #persona\_control

- **Purpose:** Manage personality traits, memory, greetings, closing, and escalation tone
  - **Triggers:**
    - Q5 tone + Q8 autonomy
  - **LLM Prompt Hints:**
    - "How human-like should the AI feel?"
  - **Impacts:**
    - Prompt generation
    - Session memory toggle
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### #recommendation\_logic

- **Purpose:** Define if and how the AI suggests options to users (products, listings, articles)
- **Triggers:**
  - Use-case composer includes "recommend"
- **LLM Prompt Hints:**
  - "Should the AI rank or prioritize results based on behavior or tags?"
- **Impacts:**

- Search/recommendation modules
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## #booking\_handling

- **Purpose:** Determine logic for scheduling, rescheduling, time rules, and calendar APIs
  - **Triggers:**
    - Booking intent + calendar mention in Q6
  - **LLM Prompt Hints:**
    - "Are there any limits (e.g., no same-day bookings)?"
  - **Impacts:**
    - Calendar integration layer
    - User intent classifier
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## Advanced Extensions (Upcoming)

Future tags to support include:

- #multi\_intent\_handling
  - #agent\_handoff\_method
  - #language\_detection
  - #customer\_segmentation
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**Next Document:** Prompt Chain & LLM Logic Flow