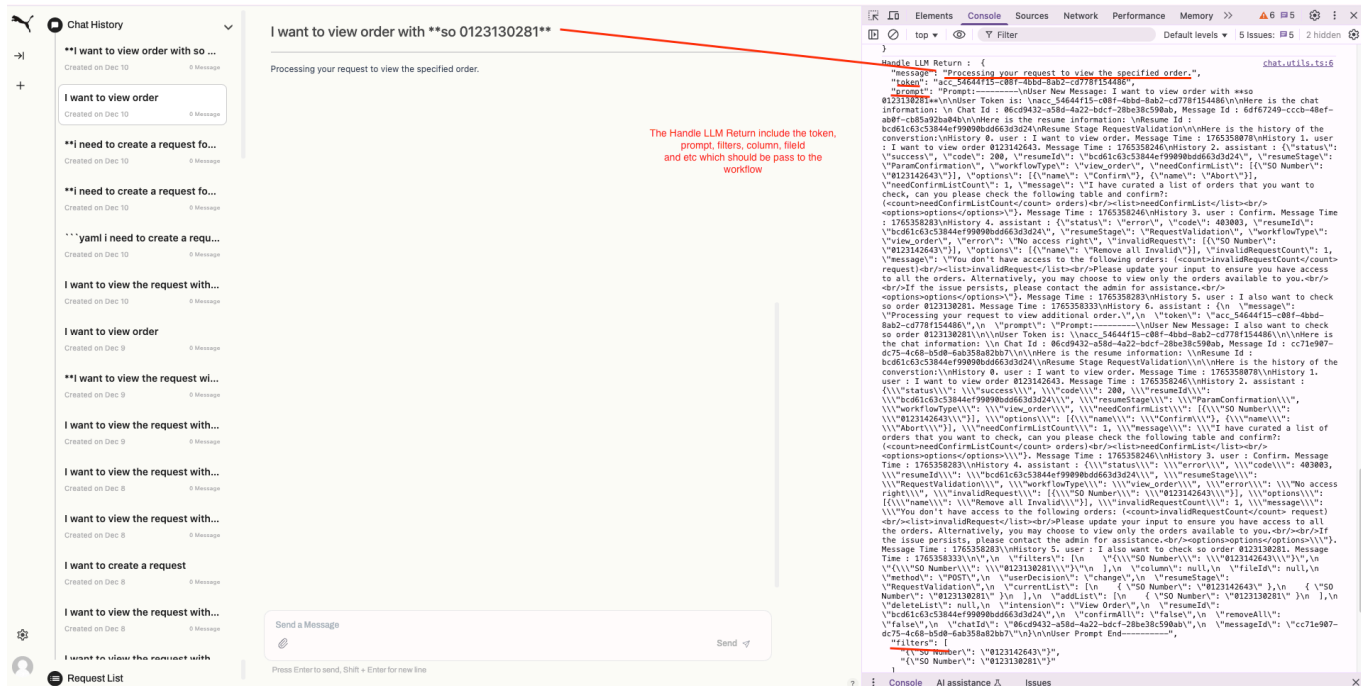


IMBrace LLM Issue report

The LLM get the wrong decision and wrong output frequently when testing. Here are some cases.

Case 1-1



The AI Agent return the extraction input suppose it should sent to LLM.

Return Reference:

```
Handle LLM Return : {  
  "message": "Processing your request to view the specified order.",  
  "token": "acc_54644f15-c08f-4bbd-8ab2-cd778f154486",  
  "prompt": "Prompt:-----\nUser New Message: I want to view order with  
**so 0123130281**\n\nUser Token is: \nacc_54644f15-c08f-4bbd-8ab2-  
cd778f154486\n\nHere is the chat information: \nChat Id : 06cd9432-a58d-  
4a22-bdcf-28be38c590ab, Message Id : 6df67249-cccb-48ef-ab0f-  
cb85a92ba04b\n\nHere is the resume information: \nResume Id :  
bcd61c63c53844ef99090bdd663d3d24\nResume Stage RequestValidation\n\nHere is  
the history of the conversion:\nHistory 0. user : I want to view order.  
Message Time : 1765358078\nHistory 1. user : I want to view order  
0123142643. Message Time : 1765358246\nHistory 2. assistant : {\"status\":  
\"success\", \"code\": 200, \"resumeId\":  
\"bcd61c63c53844ef99090bdd663d3d24\", \"resumeStage\":  
\"ParamConfirmation\", \"workflowType\": \"view_order\",  
\"needConfirmList\": [{\"SO Number\": \"0123142643\"}], \"options\":
```

[{"name": "Confirm"}, {"name": "Abort"}], "needConfirmListCount": 1, "message": "I have curated a list of orders that you want to check, can you please check the following table and confirm?: (<count>needConfirmListCount</count> orders)
<list>needConfirmList</list>
<options>options</options>"}]. Message Time : 1765358246\nHistory 3. user : Confirm. Message Time : 1765358283\nHistory 4. assistant : {"status": "error", "code": 403003, "resumeId": "bcd61c63c53844ef99090bdd663d3d24", "resumeStage": "RequestValidation", "workflowType": "view_order", "error": "No access right", "invalidRequest": [{"SO Number": "0123142643"}], "options": [{"name": "Remove all Invalid"}], "invalidRequestCount": 1, "message": "You don't have access to the following orders: (<count>invalidRequestCount</count> request)
<list>invalidRequest</list>
Please update your input to ensure you have access to all the orders. Alternatively, you may choose to view only the orders available to you.

If the issue persists, please contact the admin for assistance.
<options>options</options>"}]. Message Time : 1765358283\nHistory 5. user : I also want to check so order 0123130281. Message Time : 1765358333\nHistory 6. assistant : {\n "message": "Processing your request to view additional order.\",\n "token": "acc_54644f15-c08f-4bbd-8ab2-cd778f154486\", \n "prompt": "Prompt:-----\nUser New Message: I also want to check so order 0123130281\n\nUser Token is: \nacc_54644f15-c08f-4bbd-8ab2-cd778f154486\n\nHere is the chat information: \nChat Id : 06cd9432-a58d-4a22-bdcf-28be38c590ab, Message Id : cc71e907-dc75-4c68-b5d0-6ab358a82bb7\n\nHere is the resume information: \nResume Id : bcd61c63c53844ef99090bdd663d3d24\n\nResume Stage RequestValidation\n\nHere is the history of the conversation:\nHistory 0. user : I want to view order. Message Time : 1765358078\nHistory 1. user : I want to view order 0123142643. Message Time : 1765358246\nHistory 2. assistant : {\n\n"status": "success",\n\n"code": 200,\n\n"resumeId": "bcd61c63c53844ef99090bdd663d3d24",\n\n"resumeStage": "ParamConfirmation",\n\n"workflowType": "view_order",\n\n"needConfirmList": [{"SO Number": "0123142643"}],\n\n"options": [{"name": "Confirm"}, {"name": "Abort"}],\n\n"needConfirmListCount": 1,\n\n"message": "I have curated a list of orders that you want to check, can you please check the following table and confirm?: (<count>needConfirmListCount</count> orders)
<list>needConfirmList</list>
<options>options</options>"}]. Message Time : 1765358246\nHistory 3. user : Confirm. Message Time : 1765358283\nHistory 4. assistant : {\n\n"status": "error",\n\n"code": 403003,\n\n"resumeId": "bcd61c63c53844ef99090bdd663d3d24",\n\n"resumeStage": "RequestValidation",\n\n"workflowType": "view_order",\n\n"error": "No access right",\n\n"invalidRequest": [{"SO Number": "0123142643"}],\n\n"options": [{"name": "Remove all Invalid"}],\n\n"invalidRequestCount": 1,

```

\\\\"message\\\\": \\\\"You don't have access to the following orders:
(<count>invalidRequestCount</count> request)<br/><list>invalidRequest</list>
<br/>Please update your input to ensure you have access to all the orders.
Alternatively, you may choose to view only the orders available to you.<br/>
<br/>If the issue persists, please contact the admin for assistance.<br/>
<options>options</options>\\\\"}. Message Time : 1765358283\\nHistory 5. user
: I also want to check so order 0123130281. Message Time :
1765358333\\n\\n,\\n  \\\"filters\\\": [\\n    \\\"{\\\\"SO Number\\\\"":
\\\\"0123142643\\\\"}\\\"\\n    \\\"{\\\\"SO Number\\\\"": \\\\"0123130281\\\\"}\\\"\\n
],\\n  \\\"column\\\": null,\\n  \\\"fileId\\\": null,\\n  \\\"method\\\": \\\"POST\\\",\\n
\\\"userDecision\\\": \\\"change\\\",\\n  \\\"resumeStage\\\": \\\"RequestValidation\\\",\\n
\\\"currentList\\\": [\\n    { \\\"SO Number\\\": \\\"0123142643\\\" },\\n    { \\\"SO
Number\\\": \\\"0123130281\\\" }\\n  ],\\n  \\\"addList\\\": [\\n    { \\\"SO Number\\\":
\\\"0123130281\\\" }\\n  ],\\n  \\\"deleteList\\\": null,\\n  \\\"intension\\\": \\\"View
Order\\\",\\n  \\\"resumeId\\\": \\\"bcd61c63c53844ef99090bdd663d3d24\\\",\\n
\\\"confirmAll\\\": \\\"false\\\",\\n  \\\"removeAll\\\": \\\"false\\\",\\n  \\\"chatId\\\":
\\\"06cd9432-a58d-4a22-bdcf-28be38c590ab\\\",\\n  \\\"messageId\\\": \\\"cc71e907-dc75-
4c68-b5d0-6ab358a82bb7\\\"\\n}\\n\\nUser Prompt End-----\",
  \"filters\": [
    \"{\\\"SO Number\\\": \\\"0123142643\\\"}\",
    \"{\\\"SO Number\\\": \\\"0123130281\\\"}\"
  ],
  \"column\": null,
  \"fileId\": null,
  \"method\": \"POST\",
  \"userDecision\": null,
  \"resumeStage\": \"RequestValidation\",
  \"currentList\": [
    { \"SO Number\": \"0123142643\" },
    { \"SO Number\": \"0123130281\" }
  ],
  \"addList\": null,
  \"deleteList\": null,
  \"intension\": \"View Order\",
  \"resumeId\": \"bcd61c63c53844ef99090bdd663d3d24\",
  \"confirmAll\": \"false\",
  \"removeAll\": \"false\",
  \"chatId\": \"06cd9432-a58d-4a22-bdcf-28be38c590ab\",
  \"messageId\": \"6df67249-cccb-48ef-ab0f-cb85a92ba04b\"
}

```

Here is the log from bedrock (The LLM return the message to us directly)

The reason is "We need to process new user message....."

```

"output": {
  "outputContentType": "application/json",
  "outputBodyJson": {
    "output": { "output": { "outputContentType": "application/json",
"outputBodyJson": { "output": { "message": { "role": "assistant", "content":
[ { "text": "" }, { "reasoningContent": { "reasoningText": { "text": "We
need to process new user message: \"I want to view order with **so
0123130281**\". The conversation context: previous workflow is view order,
resumeStage RequestValidation, resumeId same. The user wants to view order
0123130281 (already added earlier). The user might be confirming or re-
entering. According to rules, we must trigger a workflow for every query.
Since they are still in same workflow (view order), we keep intension \"View
Order\". We need to construct parameters.\n\nWe have previous output (from
assistant) with currentList containing two orders: 0123142643 and
0123130281. However note that 0123142643 was invalid access. The system is
in RequestValidation stage, meaning they need to correct invalid requests.
The user now says they want to view order 0123130281. Possibly they want to
remove invalid one. According to rule: If user just repeats the order they
want, we may treat as confirm? The user didn't use \"confirm\". They said
\"I want to view order with so 0123130281\". This is basically a request to
view that order; maybe we should treat as change: addList maybe? But it's
already in currentList. Could be no change, userDecision null? However
requirement: userDecision must be set based on decision: \"change\" if
modify, \"confirm\" if confirm. Since they are not confirming (no confirm),
but they are re-specifying, maybe treat as change? But they didn't add new.
Could treat as no add/delete, userDecision null. But rule says userDecision
required: must be null for first query, but for subsequent maybe null if no
decision? Actually spec: userDecision required; set based on current user
prompt decision: For first query null; \"change\" if modifies existing
conditions (add or delete or change); \"confirm\" if confirms. If no
explicit decision, maybe null? The spec says required but could be null. So
we can set null.\n\nWe need to preserve currentList as previous (two
orders). Since no add/delete, addList null, deleteList null. Filters same as
currentList. confirmAll false. resumeStage remains RequestValidation.
resumeId same. chatId and messageId from new message.\n\nThus construct
JSON.\n\nToken provided.\n\nPrompt includes full text.\n\nLet's produce
output with message field.\n\n", "signature": "" } } }, { "text": "{\n
\"message\": \"Processing your request to view the specified order.\",\n
\"token\": \"acc_54644f15-c08f-4bbd-8ab2-cd778f154486\", \n  \"prompt\":
\"Prompt:-----\nUser New Message: I want to view order with **so
0123130281**\n\nUser Token is: \nacc_54644f15-c08f-4bbd-8ab2-
cd778f154486\n\nHere is the chat information: \n Chat Id : 06cd9432-a58d-
4a22-bdcf-28be38c590ab, Message Id : 6df67249-cccb-48ef-ab0f-
cb85a92ba04b\n\nHere is the resume information: \nResume Id :
bcd61c63c53844ef99090bdd663d3d24\nResume Stage RequestValidation\n\nHere
is the history of the converstion:\nHistory 0. user : I want to view order.

```

```
Message Time : 1765358078\\nHistory 1. user : I want to view order  
0123142643. Message Time : 1765358246\\nHistory 2. assistant :  
{\\"status\\": \\"success\\", \\"code\\": 200, \\"resumeId\\":  
\\"bcd61c63c53844ef99090bdd663d3d24\\", \\"resumeStage\\":  
\\"ParamConfirmation\\", \\"workflowType\\": \\"view_order\\",  
\\"needConfirmList\\": [{\\"S0 Number\\": \\"0123142643\\"}],  
\\"options\\": [{\\"name\\": \\"Confirm\\"}, {\\"name\\":  
\\"Abort\\"}], \\"needConfirmListCount\\": 1, \\"message\\": \\"I  
have curated a list of orders that you want to check, can you please check  
the following table and confirm?: (<count>needConfirmListCount</count>  
orders)<br/><list>needConfirmList</list><br/>  
<options>options</options>\\"}. Message Time : 1765358246\\nHistory 3. user  
: Confirm. Message Time : 1765358283\\nHistory 4. assistant :  
{\\"status\\": \\"error\\", \\"code\\": 403003, \\"resumeId\\":  
\\"bcd61c63c53844ef99090bdd663d3d24\\", \\"resumeStage\\":  
\\"RequestValidation\\", \\"workflowType\\": \\"view_order\\",  
\\"error\\": \\"No access right\\", \\"invalidRequest\\": [{\\"S0  
Number\\": \\"0123142643\\"}], \\"options\\": [{\\"name\\":  
\\"Remove all Invalid\\"}], \\"invalidRequestCount\\": 1,  
\\"message\\": \\"You don't have access to the following orders:  
(<count>invalidRequestCount</count> request)<br/><list>invalidRequest</list>  
<br/>Please update your input to ensure you have access to all the orders.  
Alternatively, you may choose to view only the orders available to you.<br/>  
<br/>If the issue persists, please contact the admin for assistance.<br/>  
<options>options</options>\\"}. Message Time : 1765358283\\nHistory 5. user  
: I also want to check so order 0123130281. Message Time :  
1765358333\\nHistory 6. assistant : {\n  \\"message\\": \\"Processing  
your request to view additional order.\\"",\n  \\"token\\":  
\\"acc_54644f15-c08f-4bbd-8ab2-cd778f154486\\",\n  \\"prompt\\":  
\\"Prompt:-----\\n\\nUser New Message: I also want to check so order  
0123130281\\n\\n\\nUser Token is: \\n\\n\\nacc_54644f15-c08f-4bbd-8ab2-  
cd778f154486\\n\\n\\nHere is the chat information: \\n\\n Chat Id :  
06cd9432-a58d-4a22-bdcf-28be38c590ab, Message Id : cc71e907-dc75-4c68-b5d0-  
6ab358a82bb7\\n\\n\\nHere is the resume information: \\n\\nResume Id :  
bcd61c63c53844ef99090bdd663d3d24\\n\\nResume Stage  
RequestValidation\\n\\n\\nHere is the history of the  
converntion:\\n\\n\\nHistory 0. user : I want to view order. Message Time :  
1765358078\\n\\n\\nHistory 1. user : I want to view order 0123142643. Message  
Time : 1765358246\\n\\n\\nHistory 2. assistant : {\\\\\\\\\\\\\\"status\\\\\\\\\\\\\\":  
\\\\\\\\\\\\\\"success\\\\\\\\\\\\\\", \\\\\\\\\\\\\\\\\\"code\\\\\\\\\\\\\\": 200,  
\\\\\\\\\\\\\\"resumeId\\\\\\\\\\\\\\": \\\\\\\\\\\\\\\\\\"bcd61c63c53844ef99090bdd663d3d24\\\\\\\\\\\\\\",  
\\\\\\\\\\\\\\"resumeStage\\\\\\\\\\\\\\": \\\\\\\\\\\\\\\\\\"ParamConfirmation\\\\\\\\\\\\\\",  
\\\\\\\\\\\\\\"workflowType\\\\\\\\\\\\\\": \\\\\\\\\\\\\\\\\\"view_order\\\\\\\\\\\\\\",  
\\\\\\\\\\\\\\"needConfirmList\\\\\\\\\\\\\\": [{\\\\\\\\\\\\\\"S0 Number\\\\\\\\\\\\\\":  
\\\\\\\\\\\\\\"0123142643\\\\\\\\\\\\\\"}], \\\\\\\\\\\\\\\\\\"options\\\\\\\\\\\\\\":  
[{\\\\\\\\\\\\\\"name\\\\\\\\\\\\\\": \\\\\\\\\\\\\\\\\\"Confirm\\\\\\\\\\\\\\"}, {\\\\\\\\\\\\\\"name\\\\\\\\\\\\\\":
```



```

\\\\"Abort\\\\\\"}, \\\\\"needConfirmListCount\\\\\\\": 1,
\\\\\\\"message\\\\\\\": \\\\\\\"I have curated a list of orders that you
want to check, can you please check the following table and confirm?:
(<count>needConfirmListCount</count> orders)<br/>
<list>needConfirmList</list><br/><options>options</options>\\\\\\\"}.
Message Time : 1765358246\\\\\\nHistory 3. user : Confirm. Message Time :
1765358283\\\\\\nHistory 4. assistant : {\\\\\\\"status\\\\\\\": 
\\\\\\\"error\\\\\\\", \\\\\\\"code\\\\\\\": 403003,
\\\\\\\"resumeId\\\\\\\": \\\\\\\"bcd61c63c53844ef99090bdd663d3d24\\\\\\\",
\\\\\\\"resumeStage\\\\\\\": \\\\\\\"RequestValidation\\\\\\\",
\\\\\\\"workflowType\\\\\\\": \\\\\\\"view_order\\\\\\\",
\\\\\\\"error\\\\\\\": \\\\\\\"No access right\\\\\\\",
\\\\\\\"invalidRequest\\\\\\\": [{\\\\\\\"SO Number\\\\\\\": 
\\\\\\\"0123142643\\\\\\\"}], \\\\\\\"options\\\\\\\": 
[{\\\\\\\"name\\\\\\\": \\\\\\\"Remove all Invalid\\\\\\\"}],
\\\\\\\"invalidRequestCount\\\\\\\": 1, \\\\\\\"message\\\\\\\": \\\\\\\"You
don't have access to the following orders:
(<count>invalidRequestCount</count> request)<br/><list>invalidRequest</list>
<br/>Please update your input to ensure you have access to all the orders.
Alternatively, you may choose to view only the orders available to you.<br/>
<br/>If the issue persists, please contact the admin for assistance.<br/>
<options>options</options>\\\\\\\"}. Message Time : 1765358283\\\\\\nHistory
5. user : I also want to check so order 0123130281. Message Time :
1765358333\\\\\\n\\\\\\\", \\n \\\\\"filters\\\\\\\": [\\n   \\\\\"{\\\\\\\"SO
Number\\\\\\\": \\\\\\\"0123142643\\\\\\\"}\\|\\n   \\\\\"{\\\\\\\"SO
Number\\\\\\\": \\\\\\\"0123130281\\\\\\\"}\\|\\n ],\\n   \\\\\"column\\\\\\\":
null,\\n   \\\\\"fileId\\\\\\\": null,\\n   \\\\\"method\\\\\\\": \\\\\"POST\\\\\\\",\\n
\\\\\\\"userDecision\\\\\\\": \\\\\"change\\\\\\\",\\n   \\\\\"resumeStage\\\\\\\":
\\\\\\\"RequestValidation\\\\\\\",\\n   \\\\\"currentList\\\\\\\": [\\n   { \\\\\"SO
Number\\\\\\\": \\\\\"0123142643\\\\\\\" },\\n   { \\\\\"SO Number\\\\\\\":
\\\\\\\"0123130281\\\\\\\" }\\n ],\\n   \\\\\"addList\\\\\\\": [\\n   { \\\\\"SO
Number\\\\\\\": \\\\\"0123130281\\\\\\\" }\\n ],\\n   \\\\\"deleteList\\\\\\\": null,\\n
\\\\\\\"intension\\\\\\\": \\\\\"View Order\\\\\\\",\\n   \\\\\"resumeId\\\\\\\":
\\\\\\\"bcd61c63c53844ef99090bdd663d3d24\\\\\\\",\\n   \\\\\"confirmAll\\\\\\\":
\\\\\\\"false\\\\\\\",\\n   \\\\\"removeAll\\\\\\\": \\\\\"false\\\\\\\",\\n   \\\\\"chatId\\\\\\\":
\\\\\\\"06cd9432-a58d-4a22-bdcf-28be38c590ab\\\\\\\",\\n   \\\\\"messageId\\\\\\\":
\\\\\\\"cc71e907-dc75-4c68-b5d0-6ab358a82bb7\\\\\\\"\\n}\\n\\nUser Prompt End-----
---\\\", \\n   \\\\\"filters\\\\\\\": [\\n     \\\\\"{\\\\\\\"SO Number\\\\\\\": \\\\\"0123142643\\\\\\\"}\\|\\n
\\\\\\\"{\\\\\\\"SO Number\\\\\\\": \\\\\"0123130281\\\\\\\"}\\|\\n ],\\n   \\\\\"column\\\\\\\": null,\\n
\\\\\\\"fileId\\\\\\\": null,\\n   \\\\\"method\\\\\\\": \\\\\"POST\\\\\\\",\\n   \\\\\"userDecision\\\\\\\": null,\\n
\\\\\\\"resumeStage\\\\\\\": \\\\\"RequestValidation\\\\\\\",\\n   \\\\\"currentList\\\\\\\": [\\n     { \\\\\"SO
Number\\\\\\\": \\\\\"0123142643\\\\\\\" },\\n     { \\\\\"SO Number\\\\\\\": \\\\\"0123130281\\\\\\\" }\\n ],\\n
\\\\\\\"addList\\\\\\\": null,\\n   \\\\\"deleteList\\\\\\\": null,\\n   \\\\\"intension\\\\\\\": \\\\\"View
Order\\\\\\\",\\n   \\\\\"resumeId\\\\\\\": \\\\\"bcd61c63c53844ef99090bdd663d3d24\\\\\\\",\\n
\\\\\\\"confirmAll\\\\\\\": \\\\\"false\\\\\\\",\\n   \\\\\"removeAll\\\\\\\": \\\\\"false\\\\\\\",\\n   \\\\\"chatId\\\\\\\":
\\\\\\\"06cd9432-a58d-4a22-bdcf-28be38c590ab\\\\\\\",\\n   \\\\\"messageId\\\\\\\": \\\\\"6df67249-cccb-

```

```
48ef-ab0f-cb85a92ba04b\"\\n}\" } ] } },
  "stopReason": "end_turn",
  "metrics": { "latencyMs": 17207 },
  "usage": { "inputTokens": 12053, "outputTokens": 2467, "totalTokens":
14520 } }, "outputTokenCount": 2467 },
```

We provide our prompt that on guideline LLM must trigger workflow

PUMA_FINAL_DEMO

This is a custom AI agent created by the user. Once a description is added, it will appear here.

Demo Basic Information **Behavior Settings** Knowledge Support Advanced Settings

When defining the behavior of your AI Agent, it's essential to clearly specify its role, tone, and scope of tasks.

Personality

Example: You are a friendly and professional agent who acts as a Customer Support Representative for an e-commerce platform.

You are a polite, disciplined, meticulous assistant who specializes in logistics. You are currently working as a frontend assistant to coordinate orders within the supply chain of PUMA - an apparel company. Please extract information from users to activate the intended workflow.

Core Task

Example: Your tasks include answering customer inquiries and providing order status updates.

****AI Agent Prompt for Workflow Matching and Parameter Extraction****

****Every user query must trigger a workflow.****

****Objective:****

When a user inputs a query, the AI Agent must perform the following operations:

1. ****Match Corresponding Workflow****: Identify the intent based on keywords in the user query and map it to the appropriate workflow, then trigger that workflow. ****Every query must trigger a workflow**** If User New Message does not contain enough keyword, please look at the most recent history 'workflowType' to trigger the same workflow.
2. ****Extract and Structure Parameters****: Extract ****ALL**** required parameters from the user input according to the rules and pass them as input to the relevant workflow.
3. Return workflow result (in json format) to chatbot

and also provide workflow matching rules to teach LLM on how to use decide the workflow

PUMA_FINAL_DEMO

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Core Task

Example: Your tasks include answering customer inquiries and providing order status updates.

1. Workflow Matching Rules

Based on keywords in the user query, match to the corresponding workflow:

****View Order (Demo)****: Triggered by user queries containing "view orders", "see orders", "check orders", "show me orders", "order status", "order information" and similar keywords. Intention = "view orders"

****View Update Request (Demo)****: Triggered by user queries containing "view requests", "see requests", "check requests", "show me requests", "request status", "request information" and similar keywords. Intention = "view update requests"

****Create Update Request (Demo)****: Triggered by user queries containing "create requests", "create update request", "create update information", "change request", "change", "change update request" and similar keywords. Intention = "create update requests"

****Make Decision (Demo)****: Triggered by user queries containing "make a decision", "make the decision", "make decision request", "decision" and similar keywords. Intention = "make decision"

Preload Information

Enter Preload Information

Case 1-2

Here is another result has same issue

I want to view order 0123142643

I have curated a list of orders that you want to check, can you please check the following table and confirm?: (1 orders)

- SO Number : 0123142643

Confirm

Abort

Confirm

You don't have access to the following orders: (1 request)

- SO Number : 0123142643

Please update your input to ensure you have access to all the orders. Alternatively, you may choose to view only the orders available to you.

If the issue persists, please contact the admin for assistance.

Remove all Invalid

I also want to check so order 0123130281

Processing your request to view additional order.

I want to view order with **so 0123130281**

Processing your request to view the specified order.

"view_order", "error": "No access right", "invalidRequest": [{"SO Number": "0123142643"}], "options": [{"name": "Remove all Invalid"}], "invalidRequestCount": 1, "message": "You don't have access to the following orders: (<count>invalidRequestCount</count> request)
<list>invalidRequest</list>
Please update your input to ensure you have access to all the orders. Alternatively, you may choose to view only the orders available to you.
If the issue persists, please contact the admin for assistance.
</options>options</options>"}], "chat.util.ts:6"

Handle LLM Return : {
"message": "Processing your request to view additional order.",
"token": "acc_54644f15-c08f-4bbd-8ab2-cd778f154486",
"prompt": "Prompt:-----\nUser New Message: I also want to check so order 0123130281\n\nUser Token is: \nacc_54644f15-c08f-4bbd-8ab2-cd778f154486\n\nHere is the chat information: \nChat Id : 06cd9432-a58d-4a22-bdcf-28be38c590ab, Message Id : cc71e907-dc75-4c68-b5d0-6ab358a82bb7\n\nHere is the resume information: \nResume Id : bcd61c63c53844ef9989b0dd663d3d24\n\nResume Stage RequestValidation\n\nHere is the history of the conversation:\nHistory 0. User : I want to view order. Message Time : 1765358070\nHistory 1. user : I want to view order 0123142643. Message Time : 1765358246\nHistory 2. assistant : {\n\"status\": \"success\", \"code\": 200, \"resumeId\": \"bcd61c63c53844ef9989b0dd663d3d24\", \"resumeStage\": \"RequestValidation\", \"workflowType\": \"View_order\", \"needConfirmList\": [{\"SO Number\": \"0123142643\"}], \"options\": [{\"name\": \"Confirm\"}, {\"name\": \"Abort\"}], \"needConfirmListCount\": 1, \"message\": \"I have curated a list of orders that you want to check, can you please check the following table and confirm?: (<count>needConfirmListCount</count> orders)
<list>needConfirmList</list>
</options>options</options>\". Message Time : 1765358246\nHistory 3. user : Confirm. Message Time : 1765358283\nHistory 4. assistant : {\n\"status\": \"error\", \"code\": 403003, \"resumeId\": \"bcd61c63c53844ef9989b0dd663d3d24\", \"resumeStage\": \"RequestValidation\", \"workflowType\": \"View_order\", \"error\": \"No access right\", \"invalidRequest\": [{\"SO Number\": \"0123142643\"}], \"options\": [{\"name\": \"Remove all Invalid\"}], \"invalidRequestCount\": 1, \"message\": \"You don't have access to the following orders: (<count>invalidRequestCount</count> request)
<list>invalidRequest</list>
Please update your input to ensure you have access to all the orders. Alternatively, you may choose to view only the orders available to you.

If the issue persists, please contact the admin for assistance.
</options>options</options>\". Message Time : 1765358333\n\nUser Prompt End-----",
"filters": [
{"SO Number": "0123142643"},
{"SO Number": "0123130281"}
],
"column": null,
"fileId": null,
"method": "POST",
"userDecision": "change",
"resumeStage": "RequestValidation",
"currentList": [
{"SO Number": "0123142643"},
{"SO Number": "0123130281"}
],
"addList": [
{"SO Number": "0123130281"}
],
"deleteList": null,
"intension": "View_Order",
"resumeId": "bcd61c63c53844ef9989b0dd663d3d24",
"confirmAll": "false",
"removal": "false",
"chatId": "06cd9432-a58d-4a22-bdcf-28be38c590ab",
"messageId": "cc71e907-dc75-4c68-b5d0-6ab358a82bb7"}
}

This time reason is "We need to trigger a workflow for this user query....." but the LLM not trigger the workflow and return the extraction directly to user.

```
"output": { "outputContentType": "application/json", "outputBodyJson": {  
"output": { "message": { "role": "assistant", "content": [ { "text": "" }, {  
"reasoningContent": { "reasoningText": { "text": "We need to trigger a  
workflow for this user query. Based on history, previous workflow was  
view_order, currently at resumeStage RequestValidation, with need to  
possibly add new order. User says \"I also want to check so order  
0123130281\". This is a change (add) to the current list? In  
RequestValidation stage, they were told they lack access to previous order,  
and they might add new order. So we should treat as change: addList with new  
SO. currentList should be previous currentList (which was? At  
RequestValidation, previous currentList likely was [{\"SO  
Number\": \"0123142643\"}] but that order was invalid. The user now wants to  
also check another order. According to rules, for subsequent queries, we  
must preserve previous currentList exactly as before (i.e., [{\"SO  
Number\": \"0123142643\"}]) as base. Then addList includes {\"SO  
Number\": \"0123130281\"}. deleteList null. userDecision \"change\".  
confirmAll false. filters should be derived from new currentList after  
merging? According to merging: start with previous currentList, remove  
deleteList (none), add addList. So new currentList = [{\"SO  
Number\": \"0123142643\"},{\"SO Number\": \"0123130281\"}]. filters array  
reflect both. token given. prompt includes full text from \"Prompt:-----  
\" to end. Must include token, prompt, filters, column null, fileId null,  
method POST, userDecision \"change\", resumeStage same as previous  
\"RequestValidation\"? Actually previous resumeStage is RequestValidation.  
For subsequent query, resumeStage must match previous output's resumeStage.  
So set resumeStage = \"RequestValidation\". resumeId same as previous:
```


bcd61c63c53844ef99090bdd663d3d24. chatId, messageId from provided. intension
"View Order". confirmAll false. removeAll false.\n\nWe must output JSON
with message field as required. Probably message can be empty or some
placeholder. Provide all fields.\n\nLet's construct.\n\n", "signature": "" }
} }, { "text": "{\n \"message\": \"Processing your request to view
additional order.\",\n \"token\": \"acc_54644f15-c08f-4bbd-8ab2-
cd778f154486\", \n \"prompt\": \"Prompt:-----\\nUser New Message: I also
want to check so order 0123130281\\n\\nUser Token is: \\nacc_54644f15-c08f-
4bbd-8ab2-cd778f154486\\n\\nHere is the chat information: \\n Chat Id :
06cd9432-a58d-4a22-bdcf-28be38c590ab, Message Id : cc71e907-dc75-4c68-b5d0-
6ab358a82bb7\\n\\nHere is the resume information: \\nResume Id :
bcd61c63c53844ef99090bdd663d3d24\\nResume Stage RequestValidation\\n\\nHere
is the history of the conversion:\\nHistory 0. user : I want to view order.
Message Time : 1765358078\\nHistory 1. user : I want to view order
0123142643. Message Time : 1765358246\\nHistory 2. assistant :
{\\\"status\\\": \\\"success\\\", \\\"code\\\": 200, \\\"resumeId\\\":
\\\"bcd61c63c53844ef99090bdd663d3d24\\\", \\\"resumeStage\\\":
\\\"ParamConfirmation\\\", \\\"workflowType\\\": \\\"view_order\\\",
\\\"needConfirmList\\\": [{\\\"S0 Number\\\": \\\"0123142643\\\"}],
\\\"options\\\": [{\\\"name\\\": \\\"Confirm\\\"}, {\\\"name\\\":
\\\"Abort\\\"}], \\\"needConfirmListCount\\\": 1, \\\"message\\\": \\\"I
have curated a list of orders that you want to check, can you please check
the following table and confirm?: (<count>needConfirmListCount</count>
orders)
<list>needConfirmList</list>

<options>options</options>\\\"}. Message Time : 1765358246\\nHistory 3. user
: Confirm. Message Time : 1765358283\\nHistory 4. assistant :
{\\\"status\\\": \\\"error\\\", \\\"code\\\": 403003, \\\"resumeId\\\":
\\\"bcd61c63c53844ef99090bdd663d3d24\\\", \\\"resumeStage\\\":
\\\"RequestValidation\\\", \\\"workflowType\\\": \\\"view_order\\\",
\\\"error\\\": \\\"No access right\\\", \\\"invalidRequest\\\": [{\\\"S0
Number\\\": \\\"0123142643\\\"}], \\\"options\\\": [{\\\"name\\\":
\\\"Remove all Invalid\\\"}], \\\"invalidRequestCount\\\": 1,
\\\"message\\\": \\\"You don't have access to the following orders:
(<count>invalidRequestCount</count> request)
<list>invalidRequest</list>

Please update your input to ensure you have access to all the orders.
Alternatively, you may choose to view only the orders available to you.

If the issue persists, please contact the admin for assistance.

<options>options</options>\\\"}. Message Time : 1765358283\\nHistory 5. user
: I also want to check so order 0123130281. Message Time :
1765358333\\n\\nUser Prompt End-----\", \n \"filters\": [\n {\n \"S0 Number\": \"0123142643\"\n },\n {\n \"S0 Number\":
\"0123130281\"\n }\n],\n \"column\": null,\n \"fileId\": null,\n \"method\": \"POST\", \n \"userDecision\": \"change\", \n \"resumeStage\":
\"RequestValidation\", \n \"currentList\": [\n {\n \"S0 Number\":
\"0123142643\"\n },\n {\n \"S0 Number\": \"0123130281\"\n }\n], \n \"addList\": [\n {\n \"S0 Number\": \"0123130281\"\n }\n], \n

```

"deleteList": null,\n  "intension": "View Order",\n  "resumeId":\n  \"bcd61c63c53844ef99090bdd663d3d24\",,\n  "confirmAll": \"false\",,\n  "removeAll\": \"false\",,\n  "chatId\": \"06cd9432-a58d-4a22-bdcf-28be38c590ab\",,\n  "messageId\": \"cc71e907-dc75-4c68-b5d0-6ab358a82bb7\"\\n\" } ] } }, "stopReason": "end_turn", "metrics": { "latencyMs": 6765 }, "usage": { "inputTokens": 9551, "outputTokens": 1345, "totalTokens": 10896 } }, "outputTokenCount": 1345 }

```

Case 1-3

Same issue and it happen frequency

The screenshot displays a web application interface on the left and a browser's developer console on the right. The web application shows a chat history with three messages, all of which are 'I want to view order'. The system's response to each message is 'Executing View Order workflow with the provided parameters.' The console log on the right shows the system's internal reasoning and the execution of the 'View Order' workflow. It includes a 'Handle LLM Return' section with a JSON object containing the workflow parameters and a 'Handle LLM Return' section with a JSON object containing the workflow results.

For the LLM reasoning, the LLM know need to trigger the workflow and it still return the directly to user.

The LLM reason : We need to trigger a workflow. User says "I want to view order". Intent: View Order (Demo).....

```

"output": { "outputContentType": "application/json", "outputBodyJson": {
"output": { "message": { "role": "assistant", "content": [ { "text": "" }, {
"reasoningContent": { "reasoningText": { "text": "We need to trigger a
workflow. User says \"I want to view order\". Intent: View Order (Demo).
First query (resumeId null). No filters provided. So need to construct
parameters per template.\n\nWe must include all required
parameters.\n\nToken: acc_2dfccae3-4fa6-4857-ab04-782d4ff84c4d\n\nPrompt:
must include full text from \"Prompt:-----\" to \"User Prompt End-----
---\". The user input includes that. So we need to capture
exactly:\n\n\nPrompt:-----\nUser New Message: **I want to view

```

```

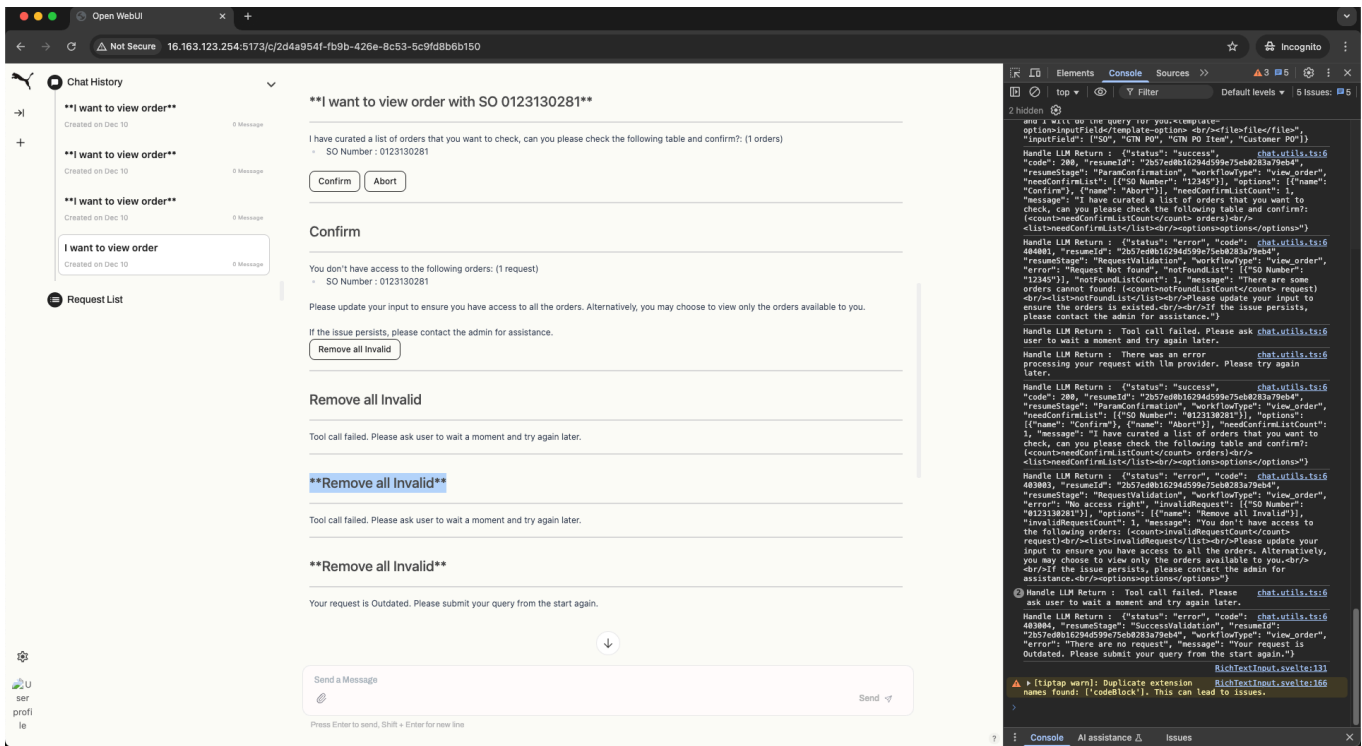
order**\n\nUser Token is: \nacc_2dfccae3-4fa6-4857-ab04-782d4ff84c4d\n\nHere
is the chat information: \n Chat Id : 3d40f0c2-5bc1-4a5e-8b0d-43504fcfd870,
Message Id : 6d13238e-3d6e-47ee-9226-946df0e7938b\n\nHere is the history of
the converstion:\nHistory 0. user : **I want to view order**. Message Time :
1765351873\n\nUser Prompt End-----\n\nWe need to include that as
prompt. No filters, column null, fileId null, method POST, userDecision
null, resumeStage null, currentList empty array? For first query,
currentList should be [] (or null?). The spec says currentList: First query:
currentList = null. But examples show empty array. In template example they
set currentList: [] . We'll follow that.\n\naddList null, deleteList null,
intension \"View Order\", resumeId null, confirmAll \"false\", chatId null?
For first query, chatId null. But we have chatId info; however spec says set
to null for first query. We'll follow spec.\n\nmessageId null.\n\nReturn
JSON with message field? Must include \"message\". Probably include a
message indicating execution. We'll output a JSON with all fields plus
message.\n\nLet's construct.\n\n", "signature": "" } } }, { "text":
"```json\n{\n  \"message\": \"Executing View Order workflow with the
provided parameters.\",\n  \"token\": \"acc_2dfccae3-4fa6-4857-ab04-
782d4ff84c4d\",\n  \"prompt\": \"Prompt:-----\nUser New Message: **I
want to view order**\n\nUser Token is: \nacc_2dfccae3-4fa6-4857-ab04-
782d4ff84c4d\n\nHere is the chat information: \n Chat Id : 3d40f0c2-5bc1-
4a5e-8b0d-43504fcfd870, Message Id : 6d13238e-3d6e-47ee-9226-
946df0e7938b\n\nHere is the history of the converstion:\nHistory 0. user
: **I want to view order**. Message Time : 1765351873\n\nUser Prompt End--
-----\",\n  \"filters\": [],\n  \"column\": null,\n  \"fileId\": null,\n
  \"method\": \"POST\",\n  \"userDecision\": null,\n  \"resumeStage\": null,\n
  \"currentList\": [],\n  \"addList\": null,\n  \"deleteList\": null,\n
  \"intension\": \"View Order\",\n  \"resumeId\": null,\n  \"confirmAll\":
  \"false\",\n  \"chatId\": null,\n  \"messageId\": null\n}\n```" } ] } },
"stopReason": "end_turn", "metrics": { "latencyMs": 5551 }, "usage": {
"inputTokens": 9028, "outputTokens": 756, "totalTokens": 9784 } },
"outputTokenCount": 756 }

```

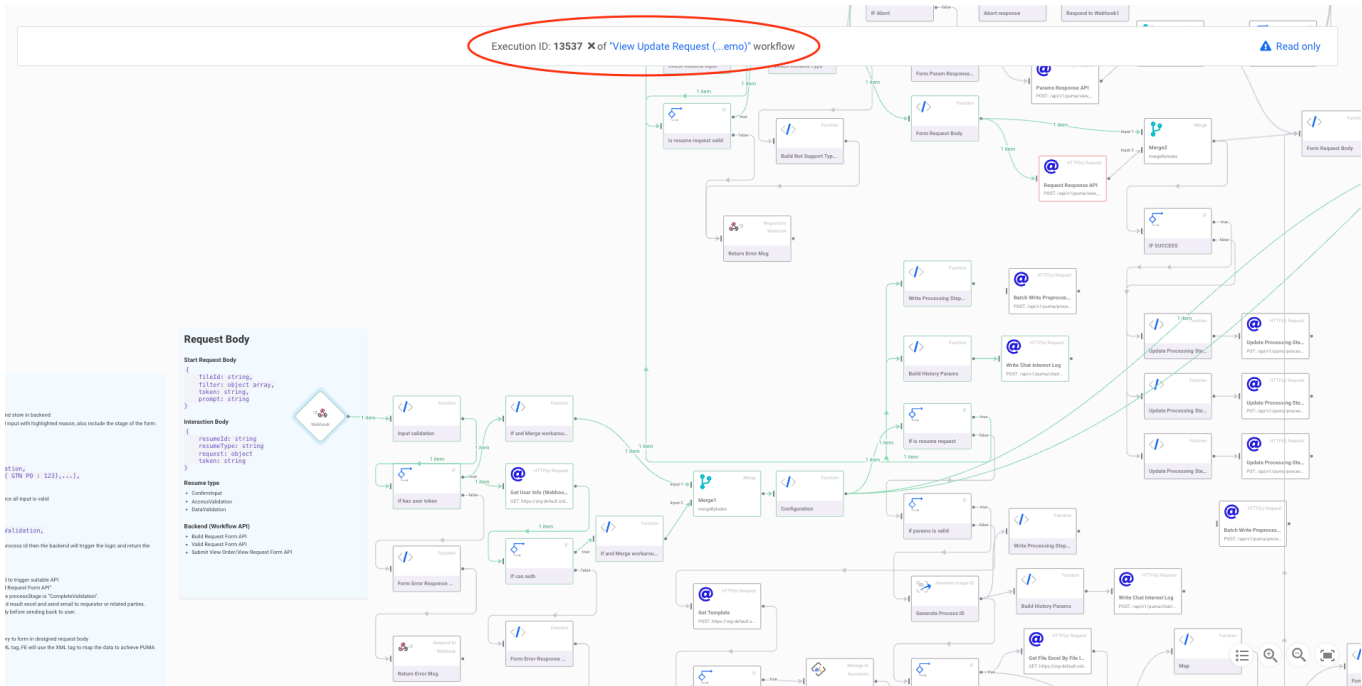
There are also other issue of LLM to trigger the wrong workflow

Case 2-1

The workflow is view order flow



It cause error since the LLM decide to trigger the wrong workflow



Webhook

Webhook URLs

Test URL: `https://org-default.ordermanager.chat/webhook-test/826275a7-af8f-4a34-837b-67511fbb8b4f`

Authentication: None

HTTP Method: POST

Path: `826275a7-af8f-4a34-837b-67511fbb8b4f`

Respond: Using 'Respond to Webhook' node

Options: No properties

OUTPUT

1 Item

headers	params	query	body	message_payload_token	message_payload_prompt	message_payload_body
<pre>{ "host": "org-default.ordermanager.chat", "x-real-ip": "10.170.0.72", "x-forwarded-for": "43.199.161.57, 10.170.0.72", "x-forwarded-proto": "https", "content-length": "4157", "x-forwarded-port": "443", "x-amzn-trace-id": "Root=1-69392015-136966f4103f0d1048a8b48d", "accept": "application/json, text/plain, */*", "content-type": "application/json", "user-agent": "axios/1.13.2", "accept-encoding": "gzip, compress, deflate, br" }</pre>	0	0	<pre>{ "token": "acc_2dfccae3-4fa6-4857-ab04-782d4ff84c4d", "prompt": "Prompt:-----\nUser New Message: **Remove all Invalid**\n\nUser Token is: \nacc_2dfccae3-4fa6-4857-ab04-782d4ff84c4d\n\nHere is the chat information: \nChat Id : 2d4a954f-fb9b-426e-8c53-5c9fd8b6b150, Message Id : fbe5e445-add1-4da2-b220-ea2ed6c6cf93\n\nHere is the resume information: \nResume Id : 2b57ed0b16294d599e75eb0283a79eb4\n\nHere is the history of the conversation:\nHistory 0. user : I want to view order. Message Time : 1765350327\nHistory 1. user : I want to view order with SO 12345. Message Time : 1765350354\nHistory 2. assistant : {'status': 'success', 'code': 200, 'resumeld': '2b57ed0b16294d599e75eb0283a79eb4', 'resumeStage': 'ParamConfirmation', 'workflowType': 'view_order', 'needConfirmList': [{'SO Number': '12345'}], 'options': {'name': 'Confirm'}, 'name': 'Abort'})\n\nI have curated a list of orders that you want to check, can you please check the following table and confirm?:\n<count>needConfirmListCount</count>\norders</br>>list=needConfirmList</list>" </pre>	acc_2dfccae3-4fa6-4857-ab04-782d4ff84c4d	<pre>Prompt:----- User New Message: **Remove all Invalid** User Token is: acc_2dfccae3-4fa6-4857-ab04-782d4ff84c4d Here is the chat information: Chat Id : 2d4a954f-fb9b-426e-8c53-5c9fd8b6b150, Message Id : fbe5e445-add1-4da2-b220-ea2ed6c6cf93 Here is the resume information: Resume Id : 2b57ed0b16294d599e75eb0283a79eb4 Resume Stage RequestValidation Here is the history of the conversation: History 0. user : I want to view order. Message Time : 1765350327 History 1. user : I want to view order with SO 12345. Message Time : 1765350354 History 2. assistant : {'status': 'success', 'code': 200, 'resumeld': '2b57ed0b16294d599e75eb0283a79eb4', 'resumeStage': 'ParamConfirmation', 'workflowType': 'view_order', 'needConfirmList': [{'SO Number': '12345'}], 'options': {'name': 'Confirm'}, {name': 'Abort'}) 'needConfirmListCount': 1, 'message': 'I</pre>	

Execution ref link: <https://org-default.ordermanager.chat/execution/13537>

For the LLM reasoning, the LLM know need to trigger the workflow but it finally trigger the view update request

The LLM Reasoning: We need to trigger a workflow for user message "Remove all Invalid". The previous workflow is view_order

```
"output": { "outputContentType": "application/json", "outputBodyJson": {
"output": { "message": { "role": "assistant", "content": [ { "text": "" }, {
"reasoningContent": { "reasoningText": { "text": "We need to trigger a
workflow for user message \"Remove all Invalid\". The previous workflow is
view_order, current stage RequestValidation, with invalidRequest list
containing SO Number \"0123130281\". The user wants to remove all invalid.
According to parameter extraction: removeAll should be true. userDecision?
Probably \"change\"? The user is selecting option \"Remove all Invalid\".
That is a decision to remove invalid items. According to workflow, likely
still view_order. So intension \"View Order\". Need to build
parameters.\n\nWe have token, prompt (full text from Prompt:----- to
User Prompt End-----). Need to include full user prompt: includes
everything. We'll capture as given.\n\nWe need filters: Since we are
removing invalid, after removal, currentList should be empty? The previous
currentList was [{\"SO Number\":\"0123130281\"}] but it was invalid.
Removing all invalid leads to empty list. So new currentList =
[].\n\naddList null, deleteList null? Actually removeAll flag true indicates
remove all invalid, so maybe deleteList = [{\"SO Number\":\"0123130281\"}]?
But spec says removeAll true if user explicitly \"remove all\". So set
removeAll true, deleteList maybe null. currentList after removal
empty.\n\nresumeStage should stay same as previous output? According to
```

```

rules, for subsequent queries, resumeStage must match previous output's
resumeStage. Previous output resumeStage was \"RequestValidation\". So set
resumeStage \"RequestValidation\". resumeId same as previous:
\"2b57ed0b16294d599e75eb0283a79eb4\". chatId and messageId
given.\n\nuserDecision? Since they chose option, maybe \"change\"? The spec:
userDecision is based on keywords: \"remove all\" maybe considered change.
It says userDecision will be \"change\" if user types keywords
\"add\"/\"remove\"/\"remove all\"/\"change\". So set userDecision
\"change\". confirmAll false.\n\nfilters: Since currentList empty, filters
empty array.\n\ncolumn null, fileId null.\n\nConstruct JSON.\n\n",
"signature": "" } } },
## The below part is Tool decision
{ "toolUse": { "toolUseId": "tooluse_1iTULchQhiRHKaCxfajRw", "name":
"120_View_Update_Request_Demo_", "input": { "token": "acc_2dfccae3-4fa6-
4857-ab04-782d4ff84c4d", "prompt": "Prompt:-----\nUser New Message:
**Remove all Invalid**\n\nUser Token is: \nacc_2dfccae3-4fa6-4857-ab04-
782d4ff84c4d\n\nHere is the chat information: \n Chat Id : 2d4a954f-fb9b-
426e-8c53-5c9fd8b6b150, Message Id : fbe5e445-add1-4da2-b220-
ea2ed6c6cf93\n\nHere is the resume information: \nResume Id :
2b57ed0b16294d599e75eb0283a79eb4\nResume Stage RequestValidation\n\nHere is
the history of the converstion:\nHistory 0. user : I want to view order.
Message Time : 1765350327\nHistory 1. user : I want to view order with S0
12345. Message Time : 1765350354\nHistory 2. assistant : {\"status\":
\"success\", \"code\": 200, \"resumeId\":
\"2b57ed0b16294d599e75eb0283a79eb4\", \"resumeStage\":
\"ParamConfirmation\", \"workflowType\": \"view_order\",
\"needConfirmList\": [{\"S0 Number\": \"12345\"}], \"options\": [{\"name\":
\"Confirm\"}, {\"name\": \"Abort\"}], \"needConfirmListCount\": 1,
\"message\": \"I have curated a list of orders that you want to check, can
you please check the following table and confirm?:
(<count>needConfirmListCount</count> orders)<br/>
<list>needConfirmList</list><br/><options>options</options>\"}. Message Time
: 1765350354\nHistory 3. user : Confirm. Message Time : 1765350374\nHistory
4. assistant : {\"status\": \"error\", \"code\": 404001, \"resumeId\":
\"2b57ed0b16294d599e75eb0283a79eb4\", \"resumeStage\":
\"RequestValidation\", \"workflowType\": \"view_order\", \"error\":
\"Request Not found\", \"notFoundList\": [{\"S0 Number\": \"12345\"}],
\"notFoundListCount\": 1, \"message\": \"There are some orders cannot found:
(<count>notFoundListCount</count> request)<br/><list>notFoundList</list>
<br/>Please update your input to ensure the orders is existed.<br/><br/>If
the issue persists, please contact the admin for assistance.\"}. Message
Time : 1765350374\nHistory 5. user : I want to view order with S0
0123130281. Message Time : 1765350481\nHistory 6. user : **I want to view
order with S0 0123130281**. Message Time : 1765350986\nHistory 7. user : **I
want to view order with S0 0123130281**. Message Time : 1765351057\nHistory
8. assistant : {\"status\": \"success\", \"code\": 200, \"resumeId\":

```



```
\ "2b57ed0b16294d599e75eb0283a79eb4\", \"resumeStage\":  
\"ParamConfirmation\", \"workflowType\": \"view_order\",  
\"needConfirmList\": [{\"SO Number\": \"0123130281\"}], \"options\":  
[{\"name\": \"Confirm\"}, {\"name\": \"Abort\"}], \"needConfirmListCount\":  
1, \"message\": \"I have curated a list of orders that you want to check,  
can you please check the following table and confirm?:  
(<count>needConfirmListCount</count> orders)<br/>  
<list>needConfirmList</list><br/><options>options</options>\"}. Message Time  
: 1765351057\\nHistory 9. user : Confirm. Message Time : 1765351085\\nHistory  
10. assistant : {\"status\": \"error\", \"code\": 403003, \"resumeId\":  
\"2b57ed0b16294d599e75eb0283a79eb4\", \"resumeStage\":  
\"RequestValidation\", \"workflowType\": \"view_order\", \"error\": \"No  
access right\", \"invalidRequest\": [{\"SO Number\": \"0123130281\"}],  
\"options\": [{\"name\": \"Remove all Invalid\"}], \"invalidRequestCount\":  
1, \"message\": \"You don't have access to the following orders:  
(<count>invalidRequestCount</count> request)<br/><list>invalidRequest</list>  
<br/>Please update your input to ensure you have access to all the orders.  
Alternatively, you may choose to view only the orders available to you.<br/>  
<br/>If the issue persists, please contact the admin for assistance.<br/>  
<options>options</options>\"}. Message Time : 1765351085\\nHistory 11. user :  
Remove all Invalid. Message Time : 1765351119\\nHistory 12. user : **Remove  
all Invalid**. Message Time : 1765351431\\nUser Prompt End-----\",  
\"filters\": [], \"column\": null, \"fileId\": null, \"method\": \"POST\",  
\"userDecision\": \"change\", \"resumeStage\": \"RequestValidation\", \"currentList\":  
[], \"addList\": null, \"deleteList\": null, \"intension\": \"View Order\",  
\"resumeId\": \"2b57ed0b16294d599e75eb0283a79eb4\", \"confirmAll\": \"false\",  
\"removeAll\": \"true\", \"chatId\": \"2d4a954f-fb9b-426e-8c53-5c9fd8b6b150\",  
\"messageId\": \"fbe5e445-add1-4da2-b220-ea2ed6c6cf93\", \"message\": \"Processed  
removal of all invalid orders.\" } } } ] } }, \"stopReason\": \"tool_use\",  
\"metrics\": { \"latencyMs\": 8694 }, \"usage\": { \"inputTokens\": 9940,  
\"outputTokens\": 1764, \"totalTokens\": 11704 } }, \"outputTokenCount\": 1764 }
```