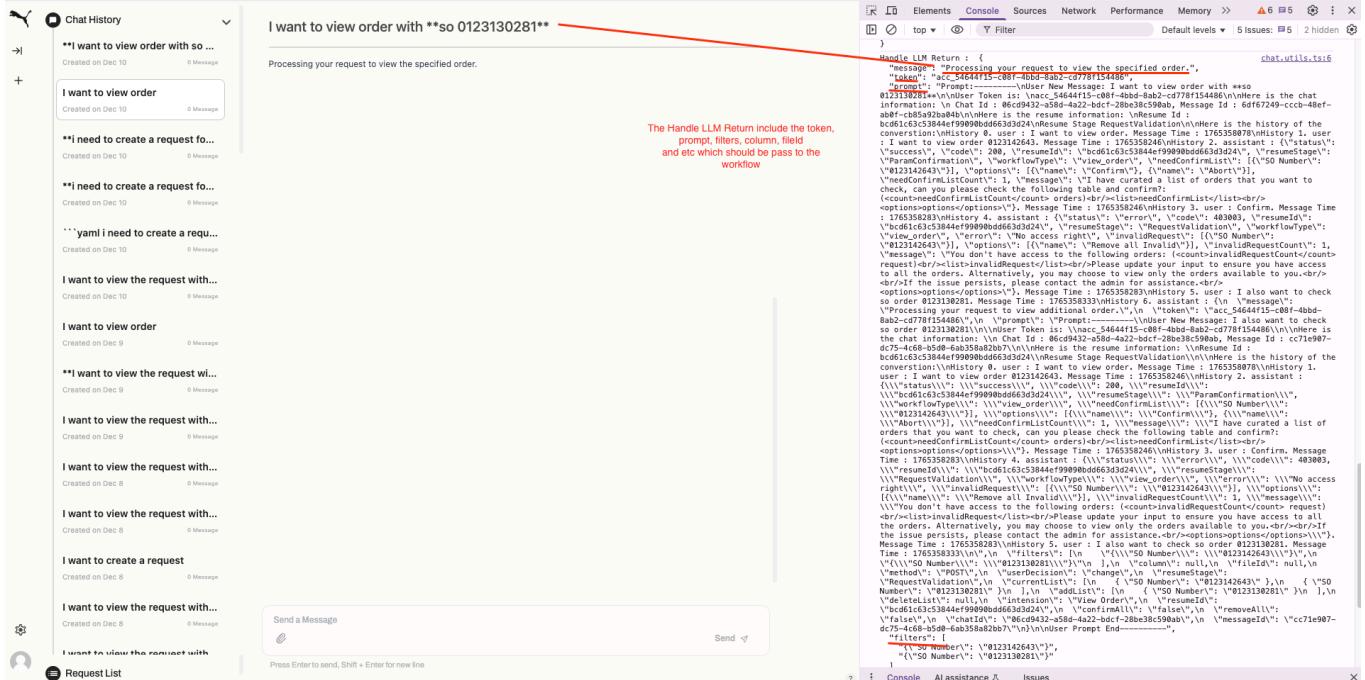


# IMBrace LLM Issue report

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: \n Chat Id : 06cd9432-a58d-
4a22-bdcf-28be38c590ab, Message Id : 6df67249-ccb-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:-----\\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 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\\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\"}\"\n  ],  

  \"column\": null,  

  \"fileId\": null,  

  \"method\": \"POST\",  

  \"userDecision\": null,  

  \"resumeStage\": \"RequestValidation\",  

  \"currentList\": [  

    { \"SO Number\": \"0123142643\" },  

    { \"SO Number\": \"0123130281\" }\n  ],  

  \"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\"\n}

```

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-ccb-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.\n\" } } ] }
```

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:-----\\nUser New Message: I also want to check so order 0123130281\\n\\nUser Token is: \\\nnacc\_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: \\\nnResume 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\\\\\\\\\\\\\\\\\": \\\\\\\\\\\\\\\\\"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\\\\\\n\\\\\\\",\\n \\\\\"filters\\\\\\\": [\\n \\\\\"{\\\\\\\\\\\\\"S0  
Number\\\\\\\\\\\\\": \\\\\\\\\\\\\"0123142643\\\\\\\\\\\\\"}\\\"},\\n \\\\\"{\\\\\\\\\\\\\"S0  
Number\\\\\\\\\\\\\": \\\\\\\\\\\\\"0123130281\\\\\\\\\\\\\"}\\\"},\\n \\\\\"column\\\\\\\":  
null,\\n \\\\\"fileId\\\\\\\": null,\\n \\\\\"method\\\\\\\": \\\\\"POST\\\\\\\",\\n  
\\\\\"userDecision\\\\\\\": \\\\\"change\\\\\\\",\\n \\\\\"resumeStage\\\\\\\":  
\\\\\"RequestValidation\\\\\\\",\\n \\\\\"currentList\\\\\\\": [\\n \\\\\"{ \\\\\"S0  
Number\\\\\\\": \\\\\"0123142643\\\\\\\" }\\n ],\\n \\\\\"{ \\\\\"S0 Number\\\\\\\":  
\\\\\"0123130281\\\\\\\" }\\n ],\\n \\\\\"addList\\\\\\\": [\\n \\\\\"{ \\\\\"S0  
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 \\\\\"{ \\\\\"S0 Number\\\\\\\": \\\\\"0123142643\\\\\\\"}\\\",\\n  
\\\\\"{ \\\\\"S0 Number\\\\\\\": \\\\\"0123130281\\\\\\\"}\\\"},\\n \\\\\"column\\\\\\\": null,\\n  
\\\\\"fileId\\\\\\\": null,\\n \\\\\"method\\\\\\\": \\\\\"POST\\\\\\\",\\n \\\\\"userDecision\\\\\\\": null,\\n  
\\\\\"resumeStage\\\\\\\": \\\\\"RequestValidation\\\\\\\",\\n \\\\\"currentList\\\\\\\": [\\n \\\\\"{ \\\\\"S0  
Number\\\\\\\": \\\\\"0123142643\\\\\\\" }\\n ],\\n \\\\\"{ \\\\\"S0 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-ccb-
```

```

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

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**Core Task**

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```

### 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"

```

**Prelude Information**

Enter Prelude 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

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.

This extract should send to workflow  
But it decide to send back to user

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.

Processing your request to view the specified order.

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  
S0. currentList should be previous currentList (which was? At  
RequestValidation, previous currentList likely was [ {\\\"S0  
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., [ {\\\"S0  
Number\\\":\\\"0123142643\\\"} ]) as base. Then addList includes {\\\"S0  
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 = [ {\\\"S0  
Number\\\":\\\"0123142643\\\"}, {\\\"S0 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 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 :\n{\\\"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 :\n{\\\"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 :\n1765358333\\n\\nUser Prompt End-----\\n\\n \"filters\": [\n {\n \"S0 Number\": \\"0123142643\\\"\n }\n ],\n \"column\": null,\n \"fileId\": null,\n \"method\": \"POST\",\n \"userDecision\": \"change\",\n \"resumeStage\": \\"RequestValidation\\",
 \"currentList\": [\n {\n \"S0 Number\": \\"0123130281\\"
 }
 ],\n \"addList\": [\n {
 \"S0 Number\": \\"0123130281\\"
 }
 ]
}

```

\"deleteList\": null,\n  \"intension\": \"View Order\",\\n  \"resumeId\":\n\"bcd61c63c53844ef99090bdd663d3d24\",\\n  \"confirmAll\": \"false\",\\n\n\"removeAll\": \"false\",\\n  \"chatId\": \"06cd9432-a58d-4a22-bdcf-\n28be38c590ab\",\\n  \"messageId\": \"cc71e907-dc75-4c68-b5d0-\n6ab358a82bb7\"\\n} ] } }, \"stopReason\": \"end_turn\", \"metrics\": {\n\"latencyMs\": 6765 }, \"usage\": { \"inputTokens\": 9551, \"outputTokens\": 1345,\n\"totalTokens\": 10896 } }, \"outputTokenCount\": 1345

```

## Case 1-3

Same issue and it happen frequency

The screenshot shows a web-based chat application. The left side has a sidebar with 'Chat History' and 'Request List'. The main area shows several messages. The user repeatedly sends the message '\*\*I want to view order\*\*'. The system responds with 'Executing View Order workflow with the provided parameters.' This pattern repeats multiple times. The interface includes a bottom input field for sending messages.

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": {\n"output": { "message": { "role": "assistant", "content": [ { "text": "" } ], {\n"reasoningContent": { "reasoningText": { "text": "We need to trigger a\nworkflow. User says \\\"I want to view order\\\". Intent: View Order (Demo).\nFirst query (resumeId null). No filters provided. So need to construct\nparameters.\n\nToken: acc_2dfccae3-4fa6-4857-ab04-782d4ff84c4d\n\nPrompt:\nmust include full text from \\\"Prompt:-----\\\" to \\\"User Prompt End-----\n---\\\". The user input includes that. So we need to capture\nexactly:\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":
"```\n{\n  \"message\": \"Executing View Order workflow with the\nprovided parameters.\",\n  \"token\": \"acc_2dfccae3-4fa6-4857-ab04-\n782d4ff84c4d\", \n  \"prompt\": \"Prompt:-----\\nUser New Message: **I\nwant to view order**\\n\\nUser Token is: \\nacc_2dfccae3-4fa6-4857-ab04-\n782d4ff84c4d\\n\\nHere is the chat information: \\n Chat Id : 3d40f0c2-5bc1-\n4a5e-8b0d-43504fcfd870, Message Id : 6d13238e-3d6e-47ee-9226-\n946df0e7938b\\n\\nHere is the history of the converstion:\\nHistory 0. user\n: **I want to view order**. Message Time : 1765351873\\n\\nUser Prompt End--\n-----\", \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```\n} ] } },\n"stopReason": "end_turn", "metrics": { "latencyMs": 5551 }, "usage": { "inputTokens": 9028, "outputTokens": 756, "totalTokens": 9784 } },\n"outputTokenCount": 756 }

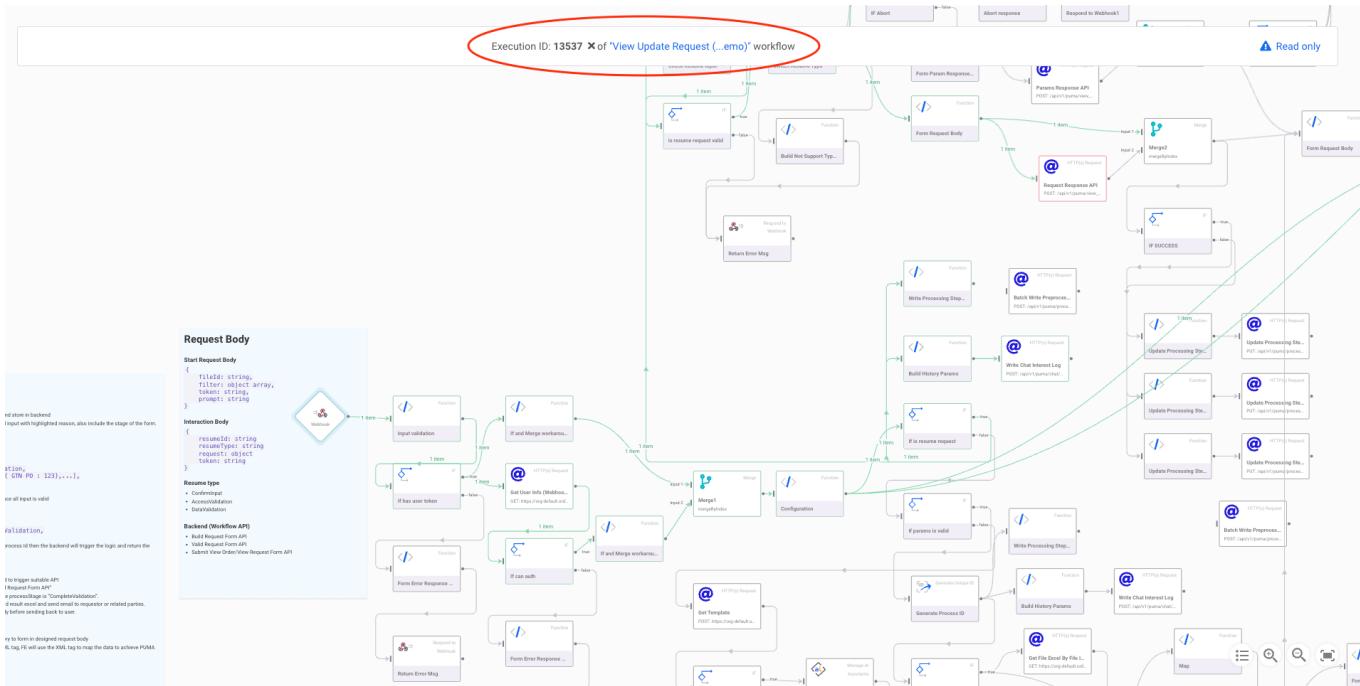
```

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



The screenshot shows the configuration of a webhook in a software application. The left sidebar lists 'Webhook URLs' with tabs for 'Test URL' (selected) and 'Production URL'. The main area is titled 'OUTPUT' with a warning icon. It displays the results of a test run:

- headers**:  
Content-Type: application/json  
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-1-69392015-13696614103fd01048a8b48d  
Accept: application/json, text/plain, \*/\*  
Content-Type: application/json  
User-Agent: axios/1.13.2  
Accept-Encoding: gzip, compress, deflate, br
- params**: 0
- query**: 0
- body**:  
{  
 "token": "acc\_2dfccae3-4fa6-4857-ab04-782d4ff84c4d",  
 "prompt": "Prompt-----\nUser New Message: \*\*Remove all Invalid\*\*\nUser Token is: \nacc\_2dfccae3-4fa6-4857-ab04-782d4ff84c4d\nHere is the chat information:\nChat Id : 2d4a954f-fb9b-426e-8c53-5c9fd8b6b150, Message Id : fbe5e445-add14da2-b220-ea2ed6c6c93\nHere is the resume information:\nResume Id : 2b57ed0b16294d599e75eb0283a79eb4\nResume Stage Request Validation\nHere is the history of the conversion:\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  
History 2. assistant : {"status": "success", "code": 200, "resumedId": "2b57ed0b16294d599e75eb0283a79eb4", "resumeStage": "ParamConfirmation", "workflowType": "view\_order", "needConfirmList": [{"SO Number": "V12345"}], "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>  
<br/><list>needConfirmList</list>  
|<br/>
- message\_payload\_token**: acc\_2dfccae3-4fa6-4857-ab04-782d4ff84c4d
- message\_payload\_prompt**: Prompt-----  
User New Message: \*\*Remove all Invalid\*\*  
  
User Token is:  
acc\_2dfccae3-4fa6-4857-ab04-782d4ff84c4d
- message**:  
Here is the chat information:  
Chat Id : 2d4a954f-fb9b-426e-8c53-5c9fd8b6b150, Message Id : fbe5e445-add14da2-b220-ea2ed6c6c93  
Here is the resume information:  
Resume Id : 2b57ed0b16294d599e75eb0283a79eb4  
Resume Stage Request Validation  
  
Here is the history of the conversion:  
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, "resumedId": "2b57ed0b16294d599e75eb0283a79eb4", "resumeStage": "ParamConfirmation", "workflowType": "view\_order", "needConfirmList": [{"SO Number": "V12345"}], "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>  
<br/><list>needConfirmList</list>

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 S0 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 [{\"S0 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 = [{\"S0 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



```
\"2b57ed0b16294d599e75eb0283a79eb4\", \"resumeStage\": \"ParamConfirmation\", \"workflowType\": \"view_order\", \"needConfirmList\": [{\"S0 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\": [{\"S0 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 }
```