

Dashboard

Bots

Agents

Knowledge Bases

Retrieval Profiles

MCP Servers

A2A Registry

Skills

Prompt Templates

Channels

Policies

Conversations

Executions

Workflows

Buckets

Store

Chat

Settings

Agents / HR Assistant / Chat

Acme Corp

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HR Assistant

ACTIVE

gpt-4o-mini

RAG enabled



How many carry-over leave days can I keep at year end?



You can carry over up to 5 unused annual leave days into the next calendar year. Anything above 5 days lapses on 31 December unless your manager files an exception.

[1] Leave Policy v4.2

[2] Employee Handbook

[3] HR FAQ

What about unpaid sabbatical after 3 years?



I don't have that in the linked knowledge bases — the Leave Policy and Handbook don't cover sabbaticals. I'd suggest asking HR directly rather than guessing.

No matching passages

Message HR Assistant

Send

Retrieval for this turn

Chunks injected

3

Bases searched

2

Latency

412 ms

Similarity 0.91

Leave Policy

You can carry over up to 5 unused annual leave days into the next calendar year. Any...

Similarity 0.88

Employee Handbook

You can carry over up to 5 unused annual leave days into the next calendar year. Any...

Similarity 0.84

Employee Handbook

You can carry over up to 5 unused annual days into the next calendar year. Anything...

Knowledge bases

Leave Policy — READY — 1,240 vectors

Employee Handbook — READY — 8,902 vectors



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Internal Ops MCP

CONNECTED

Streamable HTTP https://mcp.internal.acme.example/v1

Test connection

Refresh tools

Overview Tools Resources Agents using this

Tool	Description	Risk	Status	Last called
create_ticket	Open a support ticket in the internal tracker	MEDIUM	AVAILABLE	4 min ago
lookup_order	Fetch an order by id	LOW	AVAILABLE	12 min ago
refund_order	Issue a refund against an order	HIGH	AVAILABLE	never
post_status	Post a status update to the ops channel	LOW	AVAILABLE	1 h ago
close_ticket	Close an existing ticket	MEDIUM	DEPRECATED	3 d ago

Live tool loop — run exec_7f31c

- 1 Model call — 4 tools offered
- 2 Tool call — create_ticket {"summary":"Checkout 500 on retry","priority":"high"}
- 3 Tool result — {"ticket":"OPS-4821"}
- 4 Model call — final answer
- 5 Complete — 2 tool calls, 1,842 tokens

Iteration 2 of 5 max



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Bots / Customer Support Bot / Routing

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Customer Support Bot

ACTIVE

ASSISTANT

3 agents linked

Routing

Routing strategy

INTELLIGENT

Default agent

General Support Agent

SINGLE

ROUND_ROBIN

CUSTOM

Below the confidence threshold, messages fall back to the default agent.

Linked agents

Agent	Priority	Trigger keywords	Intent patterns	Runs	Last run
Billing Agent	10	invoice, refund, charge, receipt	^billing.*, .*payment failed.*	1,284	2 min ago
Technical Support Agent	20	error, crash, 500, timeout	.*not working.*	3,910	40 s ago
General Support Agent	90	—	—	612	6 min ago

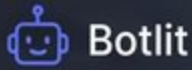
Recent routing decisions

"my invoice is wrong again" to Billing Agent — 0.94
keyword match 0.94

"checkout throws a 500" to Technical Support Agent — 0.88
pattern match 0.88

"can someone help me" to General Support Agent — —
fallback, below threshold

"refund for order 4821" to Billing Agent — 0.97
keyword match 0.97



Botlit

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A2A Registry / Connections

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Agent-to-agent

New connection

Connections

Registry entries

Messages

From agent	To agent	Direction	Trust level	Status	Delegations
General Support Agent	Billing Agent	OUTBOUND	INTERNAL	ACTIVE	412
General Support Agent	Technical Support Agent	OUTBOUND	INTERNAL	ACTIVE	890
Billing Agent	Refunds Agent	OUTBOUND	VERIFIED_PUBLISHER	ACTIVE	57
Partner Triage Agent	General Support Agent	INBOUND	UNVERIFIED	BLOCKED BY POLICY	0

Delegation trace — msg_a41b8

- depth 0 · **General Support Agent** — 'customer disputes invoice 4821'
 - depth 1 · **Billing Agent** — resolved invoice, needs refund authority
 - depth 2 · **Refunds Agent** — refund of 149.00 approved, ref RF-2290
 - depth 3 · **Refunds Agent** to turn to **Billing Agent** — REJECTED: cycle detected in delegation chain

Depth limit 3 · 3 delegations · 6,204 tokens total · 5.1 s



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Member Data Protection

CONTENT

ACTIVE

Workspace

Edit

Deactivate

Configuration

- ☒ **PII detection**
Blocks SSN, credit-card and email shapes

Blocked keywords

diagnosis code, member id, policy number

Blocked patterns (regex)

```
\bMRN-?\d{6}\b  
\b\d{3}-\d{2}-\d{4}\b
```

Also active in this workspace

Agent Rate Limit — RATE_LIMIT — 30 requests / minute — **ACTIVE**

Daily Token Budget — BUDGET — 250,000 tokens / day — **ACTIVE**

Recent enforcement

09:41 · **Input blocked** · pii:ssn
Member Support Agent

09:38 · **Output blocked**
blocked_keyword: member id
replaced with refusal

09:12 · **Rate limit** · 31 runs in 60 s
Member Support Agent

08:55 · **Budget**
251,400 of 250,000 tokens today
Claims Agent



I can't share that response — it was blocked by this workspace's content policy.



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Executions >

Acme Corp. ▾

🔍 HR Assistant



Executions

Every agent, app and workflow run

Runs
4,182

Tokens
6.24 M

Cost
\$41.87

p95 latency
2.4 s

All

Completed

Failed

Timed out

Cancelled

Running

📅 Last 24 hours ▾

Run ↑	Type	Agent	Status	Duration	Tokens	Cost	Model	Started
exec_7f31c	CHAT	HR Assistant	COMPLETED	1.2 s	1,842	\$0.012	gpt-4o-mini	09:41
exec_7f2ab	CHANNEL	Billing Agent	COMPLETED	2.8 s	3,410	\$0.031	claude-sonnet	09:40
exec_7f29e	CHAT	Technical Support Agent	FAILED	0.4 s	0	\$0.000	gpt-4o-mini	09:39
exec_7f284	WORKFLOW	Onboarding Bot	COMPLETED	11.6 s	8,902	\$0.104	gpt-4o	09:36
exec_7f271	A2A	Refunds Agent	COMPLETED	3.1 s	2,220	\$0.019	claude-sonnet	09:34

exec_7f31c

COMPLETED

Duration
1.2 s

Tokens
1,842

Cost
\$0.012

Input 1,410 · Output 432 · Tool calls 2 · RAG chunks 3

Model
gpt-4o-mini via OpenAI (workspace key)

Input

How many carry-over leave days can I keep at year end?

Output

You can carry over up to 5 unused annual leave days...



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- AI Operations** 4
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Findings

All (4)

High (2)

Cost

Grounding

Reliability

HIGH

Failure rate up 34% on Client A Support Agent

Evidence

18 of 53 runs FAILED since version v12 was published 14 h ago (baseline 3%)

Recommender: Roll back to v11

Accept

Dismiss

HIGH

Cost per run tripled on Onboarding Bot

Evidence

\$0.031 to \$0.104 average over 24 h after model changed to gpt-4o

Recommender: Downshift to gpt-4o-mini

Accept

Dismiss

MEDIUM

Grounding decay on Client C Handbook Agent

Evidence

41% of runs retrieved 0 chunks (was 6%)
Lower similarity threshold to 0.72

Accept

Dismiss

LOW

Knowledge base stuck INDEXING for 7 h

Evidence

Client D Product Docs — 0 of 2,140 documents embedded

Recommender: Rebuild index

Accept

Dismiss

Describe a bot

A bot that answers HR policy questions from our handbook and escalates payroll issues to a human

Draft it

Proposed draft — nothing is live

- ☐ Bot app: HR Assistant (DRAFT) Approve
- ☐ Agent: Policy Answer Agent (DRAFT) Approve
- ☐ Agent: Payroll Escalation Agent (DRAFT) Approve
- ☐ Link: routing INTELLIGENT, 2 agents Approve
- ☐ Knowledge base: Employee Handbook (existing) Approve
- ☐ Model: gpt-4o-mini (registered) Approve

Approve entities individually. Nothing is published until you do.