FORM 02 OF 10 · CONVERSATIONAL AGENTS

Acting agent

It answers and also carries out the request through tools: the actions it has been given, such as looking up a record, making a booking or raising a ticket.

NOT WHEN	USE IT WHEN
Every request follows the same steps. A form and a fixed workflow will do it for less.	**The request ends in an action, and the steps vary with what the person says.**

IT NEEDS

Only the tools the job requires, the permissions of the person it acts for, confirmation before anything that cannot be undone, and a handover to a person when it is stuck.

EXAMPLE

A service agent that finds the order, explains the delay and books the replacement.

BUILD IT ON KATONIC

01 New agent, **Answer & assist**, then **Answer questions**. Start blank.

02 Fill **Identity** and **Behavior** as in tutorial 1.

03 **Tools, Connected servers.** Choose **Pick tools** on a server and select only the tools the job needs. The page says: “Write actions get an approval gate by default.”

04 **Tools, Function tools.** Turn on any built-in tool the agent should use: Date & Time, Calculator, Code Interpreter, File Reader. Web Search and HTTP Request show as unavailable where the deployment does not allow them.

05 **Guardrails.** Pick a profile.

06 **Test**, then **Deploy** and **Publish**.

ALSO CALLED Task agent, service agent, assistant with tools.

One of ten forms in “Types of AI agents”. KATONIC.AI/RESOURCES/WHITE-PAPERS/TYPES-OF-AI-AGENTS