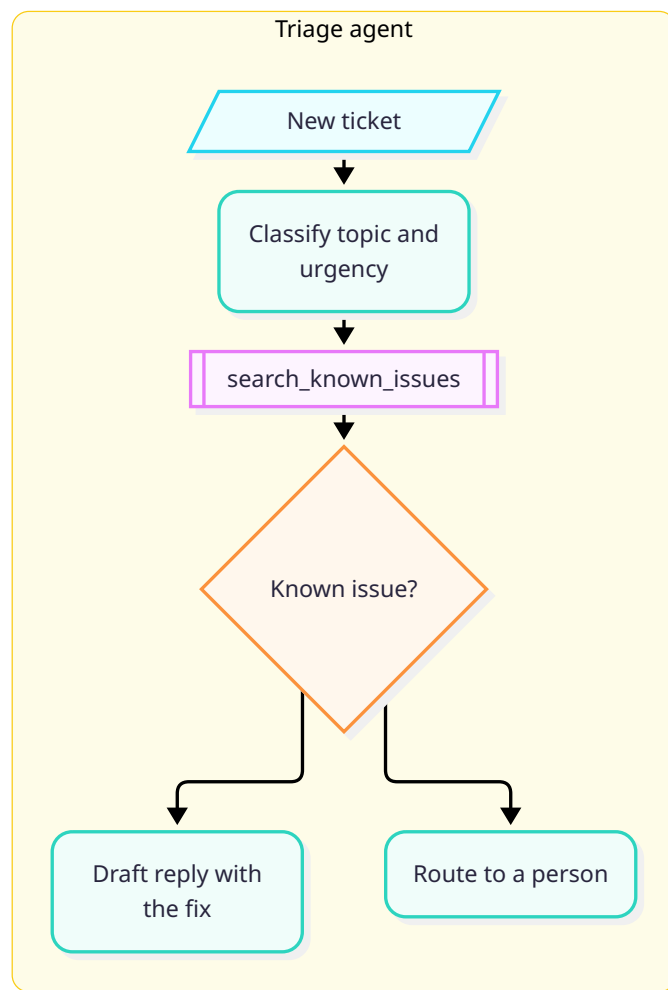


How the triage agent handles a ticket

A software company in Singapore lets an agent sort incoming support tickets before a person reads them. Every step and tool call is in the flow below.



A person approves every drafted reply before it is sent.