

Build AI voice agents that protect billable time and complete real work.

RingLogix Agent Studio brings agent design, customer-specific knowledge, structured processes, integrations, telephony, testing, supervision, and analytics into one operating environment.

Handle low-complexity interactions without pulling skilled staff away from the work that needs them.



Protect billable hours.
Let the agent handle intake, routing, status checks, scheduling, lead capture, common questions, and other low-complexity interactions.

Keep skilled staff focused.
When judgment, empathy, or deeper technical work is required, the agent can transfer the call with the conversation context intact.

Four connected product advantages

01

Configure the complete agent

The structured prompt builder breaks the agent configuration into defined sections instead of one long prompt. Assigned tools, knowledge, Playbooks, and browser controls are added into the prompt structure automatically.

02

Answer from the business. Act in its systems.

Ground the agent in customer-specific websites, documents, FAQs, procedures, and direct text. Then connect prebuilt, workflow-based, OpenAPI, MCP, or custom tools that can retrieve data and complete actions.

03

Use flexibility where it helps. Control where it matters.

Begin with a single-prompt agent. Add a deterministic Playbook for exact procedures, then use Conversation Flows when the interaction needs specialized stages, prompts, tools, and internal handoffs.

04

Test without changing the live agent.

Run the agent and its tools before deployment, watch tool execution in real time, save changes as a draft, and deploy only when the updated version is ready to replace the live configuration.

From live call to completed action



Natural conversation where flexibility helps. Controlled execution where precision matters.

Agent Studio reduces setup friction for common use cases while preserving deeper controls for sophisticated deployments. The same platform supports a simple agent, a deterministic procedure, or a multi-stage conversation.

Structured prompt configuration

Instead of treating the prompt as one large story, Agent Studio organizes identity, operating context, responsibilities, boundaries, conversation style, flow, completion, and error recovery into dedicated sections. The platform assembles the prompt and automatically includes assigned tools, knowledge, Playbooks, and browser controls.

Knowledge and integrations

Knowledge can be organized into collections and sourced from URLs, files, or directly entered text. One-click integrations connect supported vendors and install prebuilt tool templates. Existing Make and n8n workflows can be read and converted into tools, while OpenAPI and MCP options support more advanced connections.

Playbooks and Conversation Flows

Playbooks temporarily place the agent under deterministic software control so required questions, branches, safeguards, and exit paths are followed exactly. Conversation Flows coordinate multiple specialized stages on the same call, with control over stage-level prompts, settings, tools, routing, and conversation history.

Testing, deployment, and visibility

Tools can be tested independently with sample parameters and full responses, eliminating uncertainty about whether the tool or agent configuration failed. Agent changes remain in draft until deployment. During live calls, supervisors can view transcripts, watch tools execute, inject guidance, and review recordings, system events, errors, and VoIP diagnostics.

A practical path from simple to advanced

1**SINGLE AGENT**

Focused use case

Prompt + knowledge + tools

2**ADD A PLAYBOOK**

Exact procedure

Branches + safeguards

3**CONVERSATION FLOW**

Multi-stage interaction

Specialized prompts + handoffs



Built to be consumed at the right level.

Templates and structured configuration reduce the floor for getting started. One-click tools remove common integration work. Playbooks, Conversation Flows, custom tools, OpenAPI, MCP, and multi-registration telephony provide the ceiling for advanced builders.

Connect the call to the service desk.



RingLogix Agent Studio connects AI voice agents to the PSA systems where tickets are created, updated, assigned, and tracked. The agent can collect structured information during the call, work with existing ticket records, and place the result into the service desk workflow.

Create cleaner tickets
Collect the same required fields
on every call.

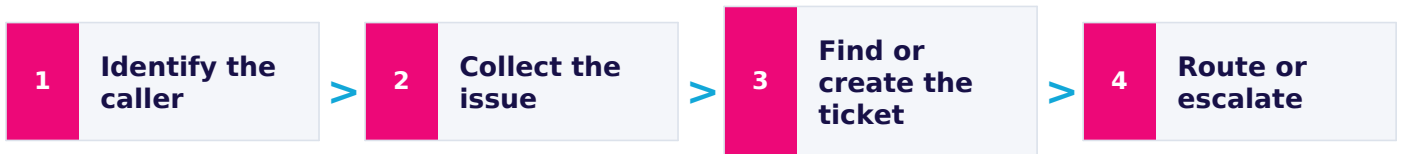
Handle routine updates
Retrieve ticket information
without interrupting the team.

Escalate with context
Pass the issue, caller details, and
summary forward.

Core PSA integrations

ConnectWise PSA	Autotask PSA	HaloPSA	Syncro	SuperOps
Ticketing + workflow	Ticketing + workflow	Ticketing + workflow	Ticketing + workflow	Ticketing + workflow

What happens during the call



More than ticket creation.

The same integration layer can support ticket lookup, status retrieval, contact matching, updates, assignment, escalation, and workflow triggers. Tools can be tested independently before they are added to the agent, helping isolate integration errors from prompt or conversation behavior.

Protect billable time.
Keep skilled staff focused on
higher-value work.

See RingLogix Agent Studio in action
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