



Advanced conversation configuration

Purpose

Four settings pages tune the conversation engine underneath the flows: Intents controls what the assistant recognizes, LLM Prompts customizes the classifier prompts, Capabilities switches whole behaviors on or off, and Engine Behavior sets timing and clarification defaults.

Prerequisites

- A tenant role with conversation management permission; members without it do not see these four sidebar items at all.
- Changes on these pages affect the live assistant, so treat every Save as a production change.

Steps

1 Step 1

Ringle

Demo Auto Shop
@demo-autoshop

OVERVIEW

- Dashboard
- Analytics

CONVERSATIONS & AI

- Blueprints
- Experiments
- Intents**
- LLM Prompts
- Capabilities
- Engine Behavior

TEST DRIVE

- Text Chat
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Demo Owner ☐ * [Log Out](#)

Intents

System Intents (14) Custom Intents (0)

Navigation

Intent	Display Name	Description	Interruption	Enabled	Actions
confirm	Confirm	User agrees or says yes		☒	Edit
deny	Deny	User disagrees or says no		☒	Edit
provide_name	Provide Name	Customer is sharing their name		☒	Edit
goodbye	Goodbye	Customer is ending the conversation		☒	Edit

Support

Intent	Display Name	Description	Interruption	Enabled	Actions
transfer_agent	Transfer to Agent	User wants to talk to a person	Yes	☒	Edit
do_not_call_back	Do Not Call Back	Customer is explicitly telling us not to call them again...	Yes	☒	Edit

Booking

Intent	Display Name	Description	Interruption	Enabled	Actions
cancel_appointment	Cancel Appointment	Customer wants to cancel or reschedule an appointment...		☒	Edit
book_appointment	Book Appointment	Customer wants to schedule a service appointment		☒	Edit
check_availability	Check Availability	Customer wants to know open appointment times		☒	Edit

Capture

Intent	Display Name	Description	Interruption	Enabled	Actions
provide_vehicle	Provide Vehicle	Customer is describing their vehicle		☒	Edit

Action: Click Intents under Conversations & AI in the sidebar.

✓ **What you should see:** Two tabs appear: System Intents (the built-in catalog, count shown in the tab label, 14 in the Demo Auto Shop tenant) and Custom Intents. System intents are grouped by category; the demo tenant shows Navigation, Support, Booking, Capture, and Fallback. Each table shows the intent name, display name, description, a yellow "Yes" chip when the intent can interrupt the current flow, an Enabled switch, and a pencil to customize. The catalog is tenant specific, so the exact intents and categories vary by tenant. The Custom Intents tab lists tenant-defined intents with a Create Intent button.

2 Step 2

The screenshot shows the Ringle Intents management interface. A dialog box titled "Customize: book_appointment" is open, allowing customization of the "book_appointment" intent. The dialog contains a "Custom Description" field with the text "Customer wants to schedule a service appointment" and a "Custom Examples" field with the text "I need to book an appointment", "schedule a service", "can I bring my car in", and "book me in for an oil change". The dialog has "Cancel" and "Save" buttons. The background interface shows a list of intents categorized into Navigation, Support, Booking, and Capture. The "book_appointment" intent is highlighted in the Booking category.

Intent	Display Name	Description	Interruption	Enabled	Actions
confirm	Confirm	User agrees or says yes		☒	
deny				☒	
provide_name				☒	
goodbye				☒	
Support					
transfer_agent			Yes	☒	
do_not_call_back			Yes	☒	
Booking					
cancel_appointment	Cancel Appointment	Customer wants to cancel or reschedule an appoi...		☒	
book_appointment	Book Appointment	Customer wants to schedule a service appointment		☒	
check_availability	Check Availability	Customer wants to know open appointment times		☒	
Capture					
provide_vehicle	Provide Vehicle	Customer is describing their vehicle		☒	

Action: Click the pencil on a system intent, for example `book_appointment`. Review the dialog. Then click Cancel.

What you should see: The "Customize: book_appointment" dialog (the title names whichever intent you opened) has a Custom Description field ("Used in LLM classification prompts") and a Custom Examples field with one utterance per line ("Sample utterances for this intent"). Saving stores a tenant override, and a Reset to default action then appears on the row. Cancel leaves the catalog untouched.

3 Step 3

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Dashboard

Analytics

CONVERSATIONS & AI

Blueprints

Experiments

Intents

LLM Prompts

Capabilities

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LLM Prompts

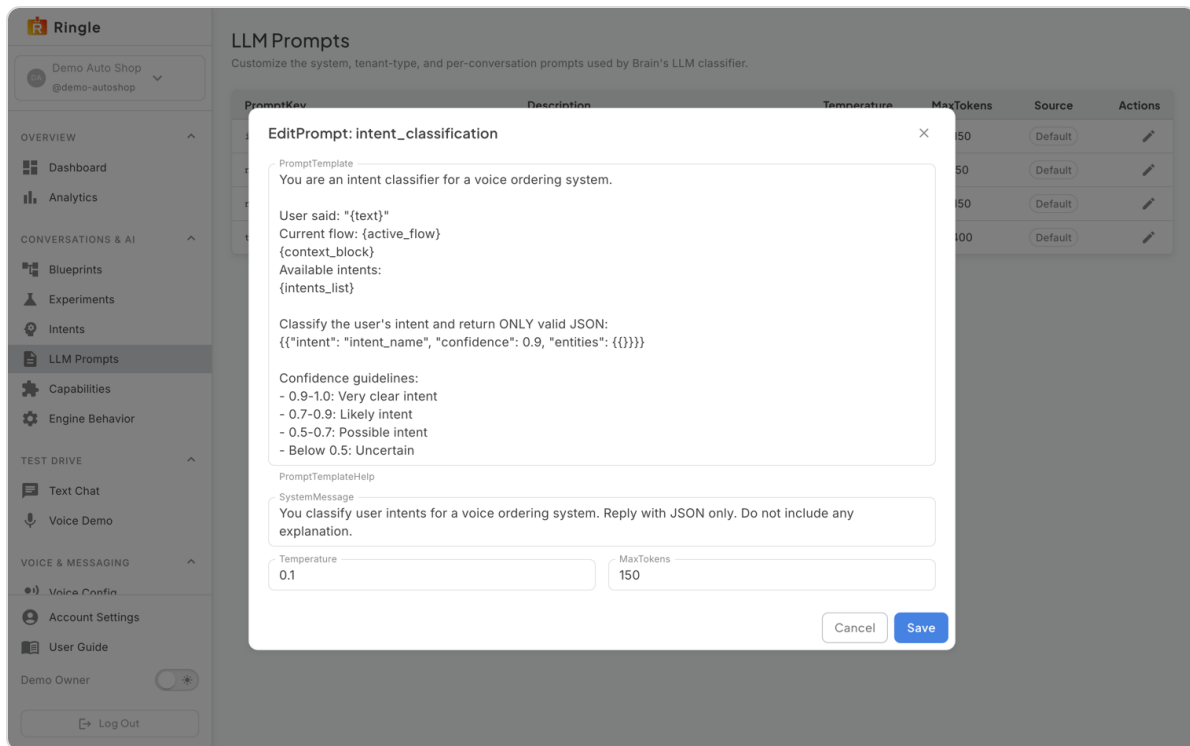
Customize the system, tenant-type, and per-conversation prompts used by Brain's LLM classifier.

PromptKey	Description	Temperature	MaxTokens	Source	Actions
intent_classification	NLU Tier 2 unified intent classification + routing...	0.1	150	Default	
name_extraction	Extracts caller personal name from utterance	0.1	50	Default	
nlu_classification	NLU Tier 2 system message (nlu_pipeline_llm...	0.1	150	Default	
tts_formatting_layer_cartesia_sonic3	Cartesia Sonic-3 SSML naturalization layer appl...	0.4	400	Default	

⚡ **Action:** Click LLM Prompts in the sidebar.

✓ **What you should see:** A table lists each prompt used by the assistant's language-model classifier. Each row shows the prompt key (such as `intent_classification`), a description, its temperature and max tokens, a Source chip (Default, or a warning chip once overridden), and an edit pencil. Prompts cannot be created or deleted, only overridden and reset.

4 Step 4



⚡ Action: Click the pencil on a prompt. Review the dialog. Then click Cancel.

✓ What you should see: The edit dialog shows the full prompt template with its placeholders (like {text} and {intents_list}), the system message, and number fields for Temperature and MaxTokens. Saving stores only the fields you changed as a tenant override. Cancel changes nothing.

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Step 5

The screenshot shows the Ringle dashboard for the 'Demo Auto Shop' tenant. The left sidebar contains a navigation menu with sections: OVERVIEW (Dashboard, Analytics), CONVERSATIONS & AI (Blueprints, Experiments, Intents, LLM Prompts, Capabilities, Engine Behavior), TEST DRIVE (Text Chat, Voice Demo), and VOICE & MESSAGING (Voice Config, Account Settings, User Guide). The 'Capabilities' section is selected. The main content area is titled 'Capabilities' and includes a description: 'Capabilities are reusable units of conversation behavior (ordering, returns, helpdesk escalation). Enable or disable them per tenant.' Below this is a table with the following data:

Name	DisplayName	Priority	Channels	Source	Enabled	Actions
goodbye	Goodbye	50		Default	☒	
booking	Booking	60		Default	☒	
transfer	Transfer to Agent	80		Default	☒	
greeting	Greeting	100		Default	☒	

At the bottom of the sidebar, there is a 'Demo Owner' toggle switch and a 'Log Out' button.

Action: Click Capabilities in the sidebar.

What you should see: A table lists every conversation capability for the tenant. The Demo Auto Shop tenant shows goodbye, booking, transfer, and greeting; the set is tenant specific, so an ecommerce tenant lists different capabilities such as wismo, return, and subscription. Each row shows its display name, priority, channel chips where the capability is restricted to specific channels (blank when it runs on all), a Source chip, an Enabled switch, and an edit pencil. The edit dialog holds the capability's entry, exit, and resume prompts plus a JSON config block. Like prompts, capabilities can be overridden and reset but not created or deleted.

6 Step 6

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Demo Owner ☐ *

Log Out

Conversation Settings

Tune the tenant conversation settings that the Edge API exposes directly.

General ? Clarification

Dead Air Threshold (ms) 500 TTS First Chunk Threshold 1200 Welcome Start Threshold 700

☒ Treat welcome message as bot speech

☒ Enable latency events

Global DTMF Overrides (JSON)

```
{
  "0": {
    "action": "transfer_call"
  }
}
```

Save general settings

⚡ Action: Click Engine Behavior in the sidebar.

✓ What you should see: The page (headed "Conversation Settings") opens on the General tab. It has three timing fields in milliseconds: Dead Air Threshold, TTS First Chunk Threshold, and Welcome Start Threshold. It also has switches for "Treat welcome message as bot speech" and "Enable latency events", a Global DTMF Overrides JSON block (for example mapping key 0 to a transfer), and a "Save general settings" button.

7 Step 7

The screenshot shows the Ringle application interface. On the left is a sidebar with a navigation menu. The main content area is titled 'Conversation Settings' and has a subtitle 'Tune the tenant conversation settings that the Edge API exposes directly.' There are two tabs: 'General' and 'Clarification', with 'Clarification' being the active tab. The 'Clarification' tab contains three checked checkboxes: 'Always ask about modifiers', 'Always clarify ambiguous matches', and 'Enable upsell prompts'. Below these are three input fields: 'Prompt Tone' with the value 'suggestive', 'Max Variations' with the value '4', and 'Max Modifiers' with the value '4'. A blue button labeled 'Save clarification settings' is at the bottom right of the settings area.

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Conversation Settings

Tune the tenant conversation settings that the Edge API exposes directly.

General Clarification

- ☒ Always ask about modifiers
- ☒ Always clarify ambiguous matches
- ☒ Enable upsell prompts

Prompt Tone: suggestive

Max Variations: 4

Max Modifiers: 4

Save clarification settings

⚡ Action: Switch to the Clarification tab.

✓ What you should see: The tab holds the clarification behavior for ordering conversations. It has switches for “Always ask about modifiers”, “Always clarify ambiguous matches”, and “Enable upsell prompts”, a Prompt Tone text field, Max Variations and Max Modifiers number fields, and a “Save clarification settings” button.

Troubleshooting

- Some column headers and dialog labels appear as run-together names such as “PromptKey”, “MaxTokens”, or “DisplayName”: a known cosmetic gap (missing translations); the controls work normally.
- These sidebar items are missing: your role lacks conversation management permission. Ask a tenant owner to adjust your role.

- “Global DTMF overrides must be valid JSON.”: the JSON block failed to parse; fix the syntax and save again. The Capabilities config field validates the same way.
- You cannot find a Reset to default action: it only appears on rows that carry a tenant override; rows still on the platform default have nothing to reset.

Notes

- Routes: `/settings/intents` , `/settings/llm-prompts` , `/settings/capabilities` , and `/settings/engine-behavior` , under the Conversations & AI sidebar group. Source components: `pages/settings/IntentsManagementPage.jsx` , `pages/settings/LlmPromptsManagementPage.jsx` , `pages/settings/CapabilitiesManagementPage.jsx` , and `pages/settings/ConversationSettingsPage.jsx` in the portal app.
- Access is gated at the sidebar by the `conversations.manage` permission; platform admins always see the items. Nothing on the pages themselves is platform-admin-only, so every member who can open them gets the same controls.
- System intents, LLM prompts, and capabilities all follow the same override model: the platform default stays intact, your edits become a tenant override marked by the Source chip, and Reset to default removes the override. Only custom intents support create and delete.
- The captures were taken in the Demo Auto Shop tenant, signed in as the tenant owner, so the pages show that tenant’s intents and capabilities. Another demo tenant lists a different catalog.