

# Build AI agents for every idea.


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Enterprises trust Syllable AI for remarkable performance.


## Syllable Console


# Prompt Editor


- Easy to use
- Supports popular Large Language Models (LLMs)
- Includes pre-built templates to help you get started quickly


 Syllable

WORKSPACES


 Agents


 Campaigns


 Sessions


 Dashboards


RESOURCES


 Prompts


 Tools


 Messages

 Languages

 Channels

 Directory

 Data Sources

 Batches

← Agent Prompt 112 agents

Configuration

Prompt name

Agent Prompt

Prompt description (optional)

This prompt is for handling customer queries, complaints, and FAQs.

Model provider

OpenAI

Model

GPT-4.1

Tools

general\_information

get\_current\_datetime

hangup

answer\_FAQs

ticket\_tracker

issue\_ticket

refund\_policy

Prompt

For guidance around writing prompts, see [Docs](#).

↔ Compare diff

1. Role and Scope

// Define agent's role and scope.

2. Critical Guidelines

// Write instructions for critical use cases, like emergency escalations.

3. Communication Guidelines

// Write instructions for communication, like turn-taking, silence, empathy.

Confidential

2

## Syllable Console

# Production

- Built for scale**

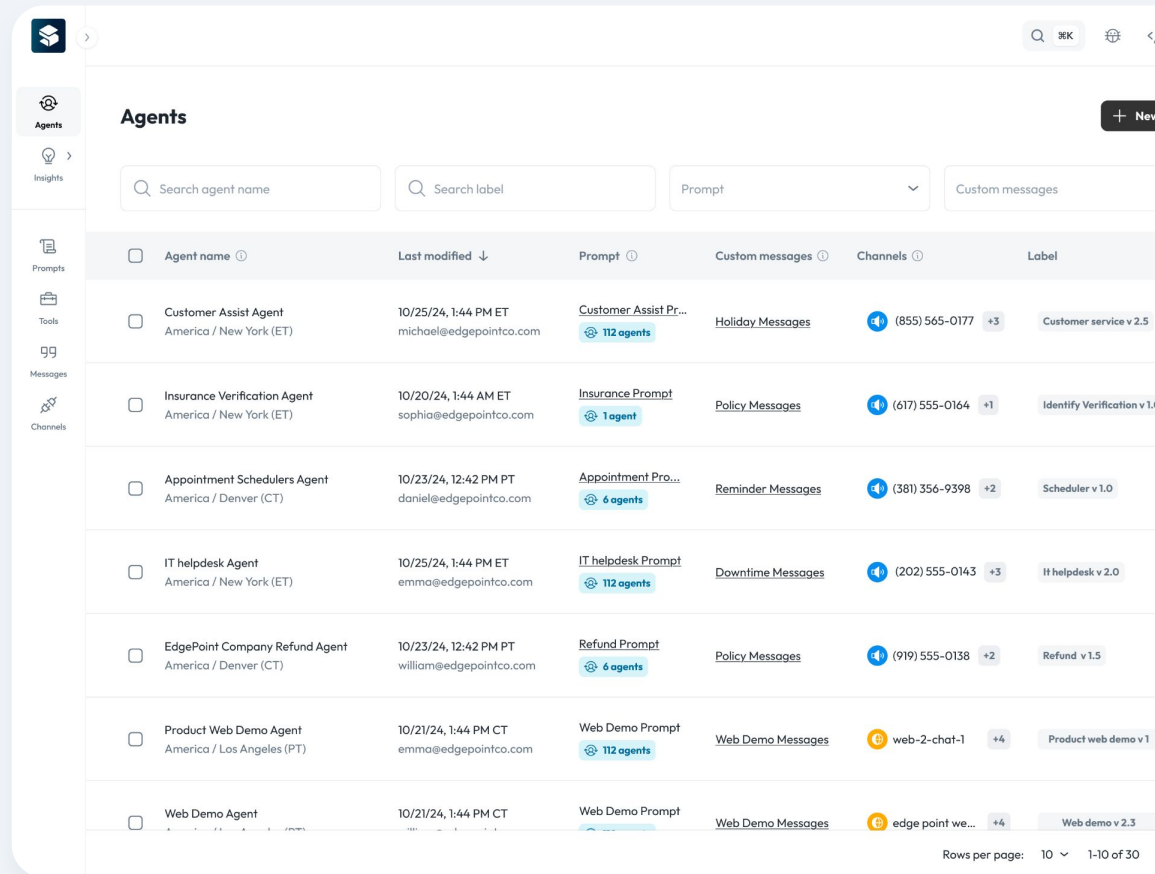
Deploy and manage hundreds of AI agents with ease

- Monitor, report, and track**

Real-time monitoring and alerting.  
Track agent responses and conversion success.

- Continuous improvement**

Integrated analytics identify interaction and issues, supported by labeled test calls for accurate optimization and insights.



<input type="checkbox"/>	Agent name ⓘ	Last modified ↓	Prompt ⓘ	Custom messages ⓘ	Channels ⓘ	Label
<input type="checkbox"/>	Customer Assist Agent America / New York (ET)	10/25/24, 1:44 PM ET michael@edgepointco.com	Customer Assist Pr... 112 agents	Holiday Messages	(855) 565-0177 +3	Customer service v 2.5
<input type="checkbox"/>	Insurance Verification Agent America / New York (ET)	10/20/24, 1:44 AM ET sophia@edgepointco.com	Insurance Prompt 1 agent	Policy Messages	(617) 555-0164 +1	Identify Verification v 1.0
<input type="checkbox"/>	Appointment Schedulers Agent America / Denver (CT)	10/23/24, 12:42 PM PT daniel@edgepointco.com	Appointment Pro... 6 agents	Reminder Messages	(381) 356-9398 +2	Scheduler v 1.0
<input type="checkbox"/>	IT helpdesk Agent America / New York (ET)	10/25/24, 1:44 PM ET emma@edgepointco.com	IT helpdesk Prompt 112 agents	Downtime Messages	(202) 555-0143 +3	IT helpdesk v 2.0
<input type="checkbox"/>	EdgePoint Company Refund Agent America / Denver (CT)	10/23/24, 12:42 PM PT william@edgepointco.com	Refund Prompt 6 agents	Policy Messages	(919) 555-0138 +2	Refund v 1.5
<input type="checkbox"/>	Product Web Demo Agent America / Los Angeles (PT)	10/21/24, 1:44 PM CT emma@edgepointco.com	Web Demo Prompt 112 agents	Web Demo Messages	web-2-chat-1 +4	Product web demo v 1.0
<input type="checkbox"/>	Web Demo Agent	10/21/24, 1:44 PM CT	Web Demo Prompt	Web Demo Messages	edge point we... +4	Web demo v 2.3

Rows per page: 10 1-10 of 30

## Syllable Console

## Safety & Awareness

- **Safety**

Ensure dialog safety with auto-generated conversation summaries that highlight potential issues for quick review.

- **Validation**

Ensure LLM interactions align with company policies by reviewing detailed transcripts and tool responses to prevent harmful content.

- **Compliance**

Robust security with data encryption, audit logs, SOC 2 and HIPAA compliance, global privacy adherence, and secure infrastructure featuring threat monitoring, penetration testing, and resilient multi-region hosting.

### Security you can trust



### Seamless EHR integration



## Syllable Console

## Pricing

- Syllable Trial**

Free tier for evaluation of the Syllable Platform offering the same capabilities as Syllable Scale

- Syllable Scale**

Designed for elastic scaling of AI agents without limits on concurrency or failover.

- Syllable Enterprise**

Adds single-tenant isolation, multi-cloud support, and enterprise-level support.

	Syllable Trial	Syllable Scale	Syllable Enterprise
Concurrent capabilities	Unlimited	Unlimited	Unlimited
Tenancy	Multi-tenant	Multi-tenant	Single-tenant
Multi-cloud	No	No	AWS, Azure
Multi-region failover	Yes	Yes	Yes
Support	Forums	8 AM-8 PM EST Support tickets 4-hour response	24x7 Account Manager 1-hour response
PSTN integration	Yes	Yes	Yes
SIP Integration (w/ TLS)	Yes	Yes	Yes
Large Language Support	Multiple	Multiple	Multiple
Speech-to-text	Google, OpenAI	Google, OpenAI	Google, OpenAI
Custom Tools	No	Yes	Yes
Platform Fee Minute	110 minutes free; 10 minutes per call	\$0.04	\$0.06
Platform Fee Per Hour	N/A	\$2.40	\$3.60

## Syllable Console

## Syllable Docs

- API reference
- SDK reference
- Quickstart guides

The top screenshot shows the Syllable documentation website. The main heading is "How Syllable works". The text below it states: "Syllable's AI agents are custom built to your business. Built on top of large language models (LLMs), an agent receives its instructions and behavior from a prompt. Prompts have access to tools, which allow agents to perform tasks by interacting with data sources and APIs. Your users interact and converse with agents through channels like web chat or voice."

The bottom screenshot shows the "Agent List" page. The heading is "Agent List" with the subtext "List the existing agents". There is a search bar with the text "GET /api/v1/agents/" and a "Try it" button. Below this, there are sections for "Authorizations" and "Query Parameters". The "Query Parameters" section includes a table with the following parameters:

Parameter	Type	Default	Required
page	integer	1	no
limit	integer	25	no

The "Query Parameters" section also includes a description: "The page number from which to start (0-based)".

On the right side of the bottom screenshot, there is a code editor showing a Python SDK example. The code is as follows:

```
import os
from syllable_sdk import SyllableSDK, models

with SyllableSDK(
    api_key=os.getenv("SYLLABLESDK_API_KEY_HEADER"),
) as ss_client:
    res = ss_client.agents.list(page=0, limit=25, search_fields=models.AgentProperties.NAME,
                              search_field_values={
                                  "some object name",
                              }, start_datetime="2023-01-01T00:00:00Z", end_datetime=None)
    # Handle response
```

Below the code editor, there is a JSON response showing the structure of the data returned by the API:

```
{
  "items": [
    {
      "name": "Weather agent",
      "description": "Agent for answering questions about weather",
      "label": "Information",
      "labels": [
        "Information",
        "Weather"
      ],
      "type": "ca.v1",
      "prompt_id": 1,
      "custom_message_id": 1,
      "language_group_id": 1,
      "timezone": "America/New_York",
    }
  ]
}
```

# Resources

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Website: [syllable.ai](https://syllable.ai)

Demo: [syllable.ai/showcase](https://syllable.ai/showcase)

Syllable Console: [syllable.cloud](https://syllable.cloud)

Syllable Docs: [docs.syllable.ai](https://docs.syllable.ai)