

# Create record

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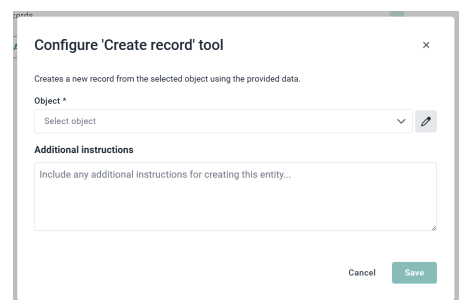
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The **Create record** tool allows a REDI AI Agent to create new records for a specified object within REDI Now. This tool is useful when you want the agent to assist users by capturing input and automatically generating new records during a conversation.

## Adding a tool to an Agent

To add the **Create record** tool to a REDI AI Agent:

1. Open the **Agent Builder**.
2. From the left-hand menu, navigate to the **Tools** section.
3. Click **Add Tool**.
4. Click **Create record** from the list of available tool types. The **Configure 'Create record' tool** dialog will appear.



The screenshot shows a dialog box titled "Configure 'Create record' tool" with a close button (X) in the top right corner. Below the title, there is a subtitle: "Creates a new record from the selected object using the provided data." The main content area is divided into two sections. The first section, labeled "Object \*", contains a dropdown menu with the text "Select object" and a small edit icon (pencil) to its right. The second section, labeled "Additional instructions", contains a text area with the placeholder text "Include any additional instructions for creating this entity...". At the bottom right of the dialog, there are two buttons: "Cancel" and "Save".

## Configuring the tool

1. **Select Object:** Choose the object type for which you want the agent to create records (e.g. User Task, Incident, Customer).
2. Provide **Additional instructions (Optional):** Enter any guidance or context you want the agent to consider when using this tool. This may include phrasing, tone, or specific fields to prioritise.
3. Click **Save** to finish adding the tool.