

# Update record

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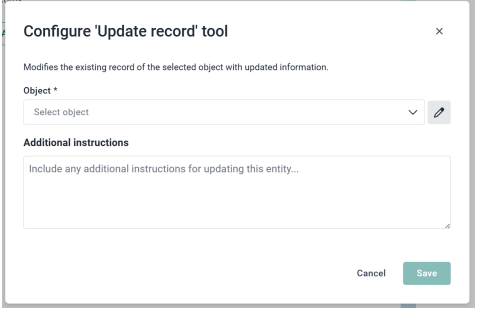
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The **Update Record** tool enables a RediAI Agent to update existing records within RediNow. This tool is useful when you want the agent to modify fields on a record based on user input or contextual data gathered during a conversation.

## Adding an tool to an Agent

To add the **Update Record** tool to a RediAI Agent:

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



The screenshot shows a dialog box titled "Configure 'Update record' tool" with a close button (X) in the top right corner. Below the title, a description reads: "Modifies the existing record of the selected object with updated information." The dialog contains two main sections: "Object \*" and "Additional instructions". The "Object \*" section features a dropdown menu with the placeholder text "Select object" and a small edit icon (pencil) to its right. The "Additional instructions" section has a text area with the placeholder text "Include any additional instructions for updating 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 that the agent should be able to update (e.g. Task, Incident, Customer).
2. **Provide Additional Instructions (Optional):** Enter any guidance or context you want the agent to consider when performing updates. This may include field preferences, validation instructions, or update conditions.
3. Click **Save** to finish adding the tool.