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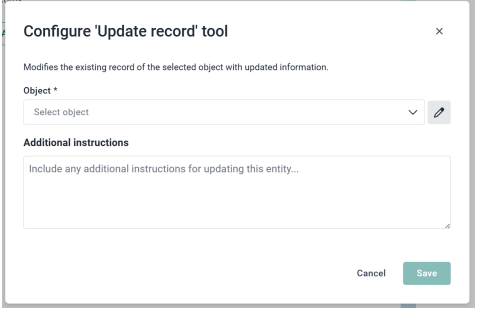
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The **Update Record** tool enables a ReadiAI Agent to update existing records within ReadiNow. This tool is useful when you want the agent to modify fields on a record based on user input or contextual data gathered during a conversation.

Adding an tool to an Agent

To add the **Update Record** tool to a ReadiAI 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.

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.