GenerativeAgent®   ASAPP

Don't let the lack of APIs stall your AI agent deployment

Most enterprise APIs weren't designed for AI—they assume a human developer who knows the quirks, parameters, and authentication requirements. Most AI vendors require you to rebuild existing APIs to work with their AI agent. This is where ASAPP takes a different approach.

What makes GenerativeAgent different

A unique, built-in API transformation layer lets GenerativeAgent work with your APIs as-is.

Plug-in, not patchwork

Use your existing APIs as-is—no new endpoints, no dev work, no re-architecture.

Declarative by design

You define the outcome. The system handles how to get there— transformations, calls, authentication, and error handling included.

Built for real-world complexity

Supports sophisticated auth flows, layered workflows, and version-controlled connections across your backend systems.

No-code setup, power-user flexibility

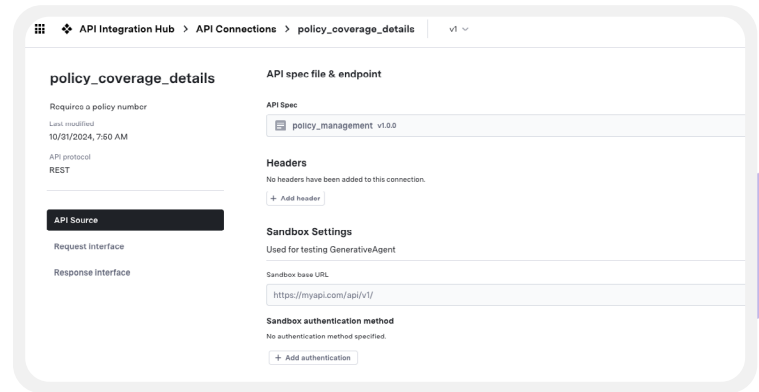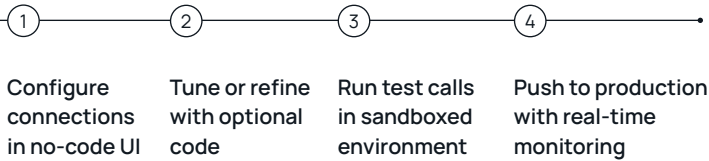Business users can configure workflows without engineering. Technical teams can fine-tune calls as needed.

Safe, observable, and scalable

Test in sandbox environments, monitor in real time, and iterate confidently with built-in logging and control.

Use cases where the API transformation layer shines

- Connect to multiple systems (CRM, billing, shipping) and automate tasks like refunds or itinerary updates
- Handle API changes or additions without starting from scratch
- Deploy full workflows across customer channels without touching a line of code

How the API transformation tool works

1. Configure connections in no-code UI
2. Tune or refine with optional code
3. Run test calls in sandboxed environment
4. Push to production with real-time monitoring

API Integration Hub > API Connections > policy_coverage_details   v1

policy_coverage_details
Requires a policy number
Last modified
10/31/2024, 7:50 AM
API protocol
REST

API Source
Request interface
Response interface

API spec file & endpoint
API Spec
policy_management v1.0.0

Headers
No headers have been added to this connection.
+ Add header

Sandbox Settings
Used for testing GenerativeAgent
Sandbox base URL
https://myapi.com/api/v1/

Sandbox authentication method
No authentication method specified.
+ Add authentication

No API? Use HILA™ to get started sooner

You might have a use case for GenerativeAgent that lacks a necessary API altogether. No problem. With ASAPP's innovative Human-in-the-Loop (HILA) workflow, you can still launch the use case – and realize value. In place of the missing API, GenerativeAgent asks a human advisor in your contact center for the information or action it needs – and then continues with the rest of the use case itself.

Learn more about HILA

Stop adapting your systems to AI—let AI adapt to your systems

Take the next step

Book a demo to explore ASAPP's generative AI solutions in action:

www.asapp.com/get-started
hello@asapp.com
+1 (646) 386-8639

Self-guided product tour:
www.asapp.com/product-tours

Talk to GenerativeAgent:
www.asapp.com/talk-to-genagent

About ASAPP

ASAPP is an artificial intelligence solution provider committed to solving the toughest problems in customer service. Because we automate what was previously impossible to automate, our AI-native® solutions deliver more than efficiency gains. They redefine the role of AI in the contact center and lay the groundwork for businesses to reimagine their customer experience delivery for the age of AI. Leading enterprises rely on ASAPP's generative and agentic AI solutions to dramatically expand contact center capacity and transform their contact centers from cost centers into value drivers.

aws PARTNER Generative AI Software Competency

AI ARTIFICIAL INTELLIGENCE EXCELLENCE AWARD 2023

AICPA SOC

PCI DSS COMPLIANT

Trusted by

American Airlines

dish

Astound Broadband

jetBlue

EY