

OrdersAgent RAG Sample - Order Lifecycle

Purpose and target agent

This sample PDF is designed for the OrdersAgent in agent_template_backend. It illustrates order lifecycle knowledge for RAG retrieval.

Agent	orders_agent
Primary tool examples	consultar_pedido, consultar_entrega, solicitar_troca, solicitar_devolucao
Recommended namespace	orders_agent or default
Key identifiers	customer_id, order_id, ticket_id

Order lifecycle

An order can move through the states created, paid, picking, shipped, out_for_delivery, delivered, exchange_requested, return_requested and closed. The agent should never skip directly from created to delivered unless the order tool confirms that status.

- created means the order exists but payment may still be pending.
- paid means payment was confirmed and fulfillment can start.
- shipped means the package was handed to the carrier.
- delivered means the carrier confirmed delivery to the customer or destination address.

Exchange and return rule

For exchange and return requests, the OrdersAgent must verify the order status and eligibility before opening a request. If the order has not been delivered, the agent should explain that exchange or return is usually available only after delivery confirmation.

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Business rule:  
If order_status != delivered, do not open exchange or return. Ask the user to wait for  
delivery confirmation or offer delivery tracking.
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Recommended retrieval validation questions

- What does shipped mean in the order lifecycle?
- When can the agent open an exchange request?
- Which status indicates that the package reached the customer?
- Should the agent open a return before delivery?