TypeSafe AI Package

Readme

Version 1.0

02/11/2026

Table of Contents

1. Introduction....3

1.1 Overview....3
1.2 Use Cases....4

2. Requirements & Prerequisites....5

2.1 System Requirements....5
2.2 Prerequisites....5

3. Getting Started....6

3.1 Quick Start....6
3.1.1 Setup....6
3.1.2 Configuration and Use....6

4. Support & FAQs....10

4.1 Support....10
4.2 FAQs....10

Appendix A: Record of Changes....11

Appendix B: References....12

1. Introduction

This document contains all essential information for the user to make full use of this package. It includes a description of the functions and capabilities and step-by-step procedures for setup and configuration of the package.

1.1 Overview

The TypeSafe AI package adds AI decision-making to Automation 360 bots. A bot sends a piece of text, such as an email, a support ticket or the extracted text of a document, to TypeSafe AI together with a question and the answer options or scale to use. TypeSafe AI returns a structured answer that the bot reads and acts on. The answer contains values such as the selected option, a score or a probability, so a bot can route work, apply thresholds and send uncertain cases to a person without parsing free text.

How it works

1. The bot provides an API key, the text to analyze (the state), a question ID, an instruction and the criteria, which are the options or levels to use.
2. The package sends the request to TypeSafe AI over HTTPS.
3. TypeSafe AI returns the answer, and the package passes it back to the bot as a Dictionary.
4. The bot reads values from the Dictionary by key and uses them in If conditions or other actions.

Sample input and output

The Choice action is used here. The values in the output are illustrative.

Input

- **State:** I was charged twice this month and need the duplicate refunded today. Your portal also keeps logging me out.
- **Question ID:** team
- **Instruction:** Which team should handle this email?
- **Criteria:** Billing (charges, refunds, invoices), Technical (login problems, errors, outages), Sales (pricing, upgrades, new purchases), General (anything else)

Output (Dictionary)

```
{
  "answers": {
    "team": {
      "type": "choice",
      "choice": "Billing",
      "confidence": 0.81,
      "probabilities": {
        "Billing": 0.74,
        "Technical": 0.21,
        "Sales": 0.01,
        "General": 0.04
      }
    }
  },
  "model": "jev-latest",
  "usage": { "input_tokens": 60, "output_tokens": 12 }
}
```

1.2 Use Cases

The key use cases include:

- Route emails, support tickets, chats and forms to the right team or queue.
- Rate urgency, risk, sentiment or customer frustration on a scale that you define.
- Check whether a message meets a condition, such as stating a deadline, containing a complaint or mentioning a required clause.
- Decide when a case needs human review by comparing the returned confidence or probability with a threshold.
- Answer several questions about the same text in one call and store the results together.

2. Requirements & Prerequisites

2.1 System Requirements

Enterprise (Cloud deployed) and Community Edition device requirements.
Review the machine hardware specifications, operating system versions, and browser types supported by Automation Anywhere Enterprise for creating and running bots and packages as an Enterprise (Cloud deployed) or Community Edition user on your local machine.

The package requires Control Room build 8750 or later and Bot Agent version 22.11 or later.

2.2 Prerequisites

- An Automation 360 Control Room with Bot Creator access to import and edit bots.
- A TypeSafe AI account and an API key.
- Outbound HTTPS access from the bot runner device to api.typesafe.ai.
- Input in text form. Documents and images must be converted to text before they are passed to an action.
- Optional but recommended: a Credential Vault locker to store the API key.
- Permission to send the text you analyze to TypeSafe AI.

3. Getting Started

3.1 Quick Start

3.1.1 Setup

1. **Get an API key.** Create an API key in your TypeSafe AI account by following the current TypeSafe AI instructions. Keep the key private and do not store it in bot files.
2. **Store the key in Credential Vault (recommended).** Create a locker, a credential and an attribute as shown in the Credential Vault table in the next section, and give the bot runner user access to the locker.
3. **Check network access.** Make sure the bot runner devices can reach api.typesafe.ai over HTTPS.
4. **Get the package and the sample bot.** Download the TypeSafe AI package and its sample bot from the Bot Store into your Control Room. The package actions then appear in the Bot editor under TypeSafe AI.

3.1.2 Configuration and Use

For Packages:

The package contains four actions: Choice, Score, Noul and Evaluate. Add an action to a bot, fill in its inputs and assign the returned value to a Dictionary variable with subtype Any. All actions use the same API key, model name and timeout inputs.

Credential Vault

Store the API key in Credential Vault and select it in the API key input of each action.

Locker Name	Credentials Name	Attribute Name	Value
Locker_TypeSafeAI	Credential_TypeSafeAI	APIKey	The TypeSafe AI API key (mark the attribute as secured)

Inputs common to all actions

INPUT VARIABLES: Inputs common to all actions				
Input	**Type**	**Mandatory**	**Purpose**	**Example Input**
API key	Credential	Yes	The TypeSafe AI API key. Use a Credential Vault credential or a secure variable.	Credential_TypeSafeAI
Model name	Text	No	The TypeSafe AI model to use. If left empty, the package uses jev-latest.	jev-latest
State	Text	Yes	The text to analyze, such as an email body or ticket text.	$sContent$

INPUT VARIABLES: Inputs common to all actions				
Input	**Type**	**Mandatory**	**Purpose**	**Example Input**
Connect timeout	Number	No	Time allowed to open the connection, in milliseconds. Must be 0 or higher. The default is 30000.	30000
Read timeout	Number	No	Time allowed to wait for the response, in milliseconds. Must be 0 or higher. The default is 30000.	30000

Action-specific inputs

INPUT VARIABLES: Choice, Score and Noul actions				
Action	**Input**	**Type**	**Mandatory**	**Purpose and example**
Choice	Question ID	Text	Yes	Name under which the answer is returned. Example: team
Choice	Instruction	Text	Yes	The question to decide. Example: Which team should handle this email?
Choice	Criteria	List	Yes	The options to choose from, each with a name and a description. Up to 255 options. Example: Billing - charges, refunds, invoices.
Score	Question ID	Text	Yes	Name under which the answer is returned. Example: frustration
Score	Instruction	Text	Yes	What to rate. Example: How frustrated is the customer?
Score	Criteria	List	Yes	The ordered levels of the scale, each with a name and a description. Between 2 and 10 levels. Example: Calm, Frustrated, Angry.
Noul	Question ID	Text	Yes	Name under which the answer is returned. Example: hasDeadline
Noul	Instruction	Text	Yes	The yes/no question. Example: Does the customer ask for action by a specific time?
Noul	Criteria	List	No	Name and description that explain what counts as yes. Example: Yes - answer yes only if the customer states a date or time.

INPUT VARIABLES: Evaluate action			
Input	**Type**	**Mandatory**	**Purpose**
Include yes/no question	Checkbox	No	Adds a yes/no question. Shows the question ID, instruction and criteria inputs.
Include choice question	Checkbox	No	Adds a choice question. Shows the question ID, instruction and options inputs.
Include score question	Checkbox	No	Adds a score question. Shows the question ID, instruction and levels inputs.

Select at least one question type. Evaluate asks all selected questions about the same state in one call. The limits for options and levels are the same as for the Choice and Score actions.

Output

Each action returns a Dictionary. Read values with the dictionary key notation, for example $dChoiceAnswer{answers}{team}{confidence}$. In the notation, team is the question ID that you set in the action.

OUTPUT VARIABLES: Keys in the returned Dictionary			
Key	**Type**	**Returned by**	**Purpose**
answers{question ID}{type}	Text	Choice	The question type.
answers{question ID}{choice}	Text	Choice	The selected option.
answers{question ID}{confidence}	Number	Choice	Confidence in the answer, between 0 and 1.
answers{question ID}{probabilities}{option}	Number	Choice	Probability of each option, between 0 and 1.
answers{question ID}{score}	Number	Score	The position on the scale.
answers{question ID}{noul}	Number	Noul	Probability that the answer to the yes/no question is yes, between 0 and 1.
model	Text	All actions	The model that produced the answer.
usage{input_tokens}, usage{output_tokens}	Number	All actions	Token counts for the request.

Evaluate returns one entry under answers for each selected question, using the question IDs that you entered. Responses can contain further fields, depending on the question type.

Sample bot

The package ships with a sample bot named TypeSafe AI Package. It triages a customer email in four stages: Choice selects the team, Score rates the customer's frustration, Noul checks whether the customer states a deadline, and Evaluate asks all three questions in one call. Each response is converted to JSON and shown in a message box, and the confidence, score and probability values are read into Number variables that the bot compares in If actions.

INPUT VARIABLES: Sample bot				
Variable Name	**Type**	**Mandatory**	**Purpose**	**Example Input**
sApiKey	Text	Yes	The TypeSafe AI API key used by the actions. Set it before you run the bot.	Your own API key or Credential Vault value
sContent	Text	Yes	The email text to analyze.	I was charged twice this month and need the duplicate refunded today.

OUTPUT VARIABLES: Sample bot				
Variable Name	**Type**	**Mandatory**	**Purpose**	**Example Output**
dChoiceAnswer	Dictionary	Yes	Response of the Choice action.	answers{team}{choice}
dScoreAnswer	Dictionary	Yes	Response of the Score action.	answers{frustration}{score}
dNoulAnswer	Dictionary	Yes	Response of the Noul action.	answers{hasDeadline}{noul}
dEvaluateAnswer	Dictionary	Yes	Response of the Evaluate action with all three questions.	answers{team}, answers{frustration}, answers{hasDeadline}
nConfidence, nScore, nNoul	Number	Yes	Values read from the responses and compared in If actions.	0.81

Run the sample bot

1. Open the TypeSafe AI Package bot in the Bot editor.
2. Set the sApiKey variable to your TypeSafe AI API key, or replace the variable with a Credential Vault credential in each action. Do not save a real key as the default value of the variable.
3. Optionally, replace the text in sContent with your own sample text.
4. Optionally, change the options, levels, instructions or model name in the actions to match your own scenario.
5. Run the bot. Four message boxes appear in order, showing the responses of Choice, Score, Noul and Evaluate.
6. Review the responses, then reuse the actions and the dictionary key notation in your own bots.

4. Support & FAQs

4.1 Support

Free bots are not officially supported. You can get access to Community Support through the following channels:

- You can get access to community support, connecting with other Automation Anywhere customers and developers on the Community in the Developers Forum.
- Automation Anywhere also provides a Product Documentation portal which can be accessed for more information about our products and guidance on Automation 360.

4.2 FAQs

What kind of input can I send?

The actions accept text. Convert documents and images to text first, for example with Document Automation or an OCR action, and pass the extracted text as the state.

What does confidence mean?

Confidence describes how concentrated the probabilities are across the options. A high value does not guarantee that the answer is correct, so review decisions in sensitive processes.

How do I send uncertain answers to a person?

Read the confidence or probability value into a Number variable and compare it with a threshold in an If action, for example confidence of 0.80 or higher. Send lower values to a review queue or a human task.

Can I ask several questions about the same text?

Yes. Use the Evaluate action to ask yes/no, choice and score questions in one call. The answers are returned together in one Dictionary.

Which errors can the actions return?

The actions report a missing or invalid API key, an account that is not permitted to use the model, an exceeded rate limit, a TypeSafe AI internal error, an unsuccessful HTTP status, a connection failure to api.typesafe.ai, a timeout, an empty state, and invalid inputs such as too many options, too few or too many score levels, or a negative timeout. Use Try/Catch to handle them in your bot.

Where does my data go?

The state, instructions and criteria are sent to TypeSafe AI over HTTPS and are handled under TypeSafe AI's terms and privacy practices. Send only data that you are permitted to share with that service.

Should I review AI-generated decisions?

Yes. Review AI-generated results before you use them in customer-facing materials, external communications or official records.

For questions relating to the Control Room: See the Automation 360 FAQs.

Appendix A: Record of Changes

This table lists the versions of this package and the reason for each version.

No.	Version Number	Date of Change	Author	Notes
1	1.0	02/11/2026	Automation Anywhere	Initial release of the TypeSafe AI package with the Choice, Score, Noul and Evaluate actions and a sample bot.

Appendix B: References

No.	Topic	Reference Link
1	Guidance: Building basic Automation 360 bots	Click here
2	Guidance: Building Automation 360 packages	Click here
3	Community Developers Forum	Click here
4	Automation Anywhere University	Click here