



The background features several overlapping circles and shapes in light blue, red, orange, and yellow. The text is centered in a dark blue, bold font.

**Building agents does not
need to be hard**

Ben Maraney

Principal Engineer (AI Engineering)

FORTER



bigpanda

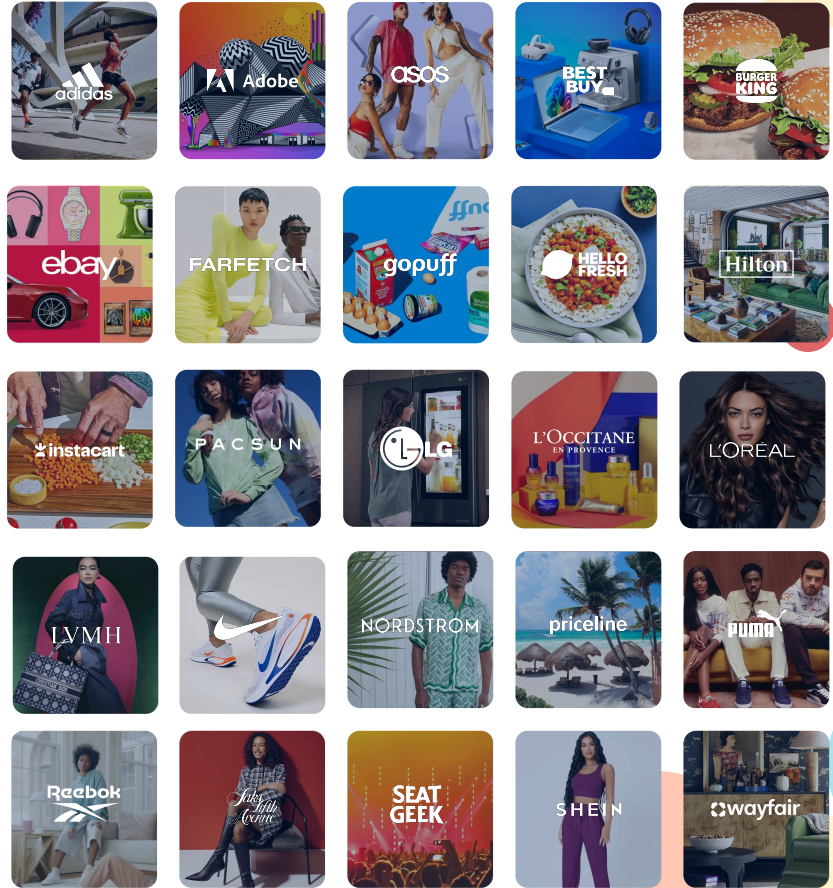
Klarna

I ❤️ QCon (especially the
hallway conversations)



FORTER

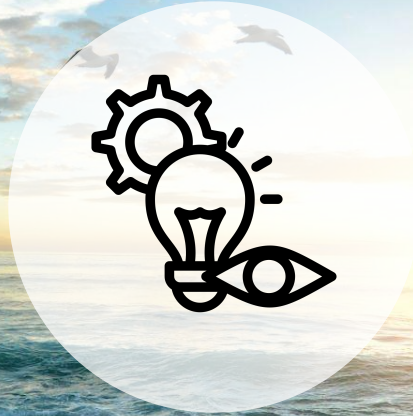
- Identity-driven fraud and payments decisions.
- 2B+ identities - data governance and security matters (a lot!)
- Decisions must be real-time.
- Requires deep understanding of customers and fraudsters - so our analysts are essential.



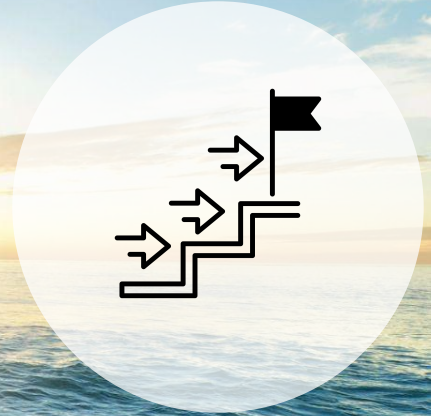





**Hand-on
experience**



**Develop
intuition**



**Plan for the
future**

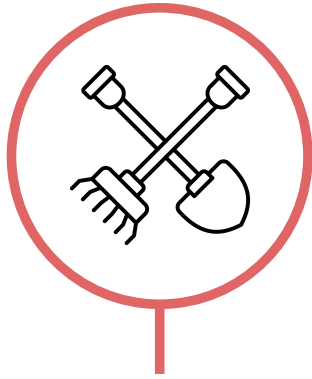


**All of R&D
(including the
analysts!)**

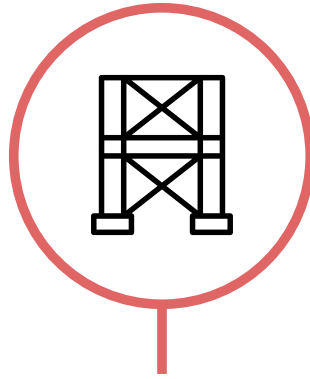
**IN JUST
OVER A
MONTH**



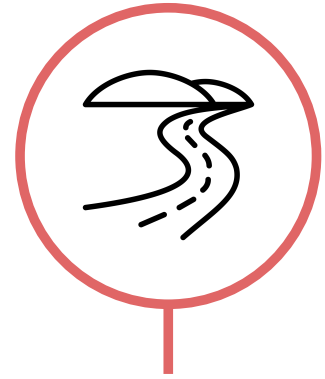
What's the minimum we need?



Tools



Framework



**No
Roadblocks**



01

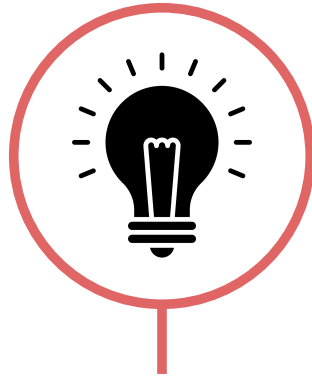
Tools



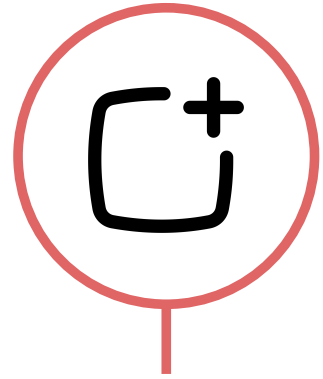
Tools



Find



Understand



Create

Tool Discovery

247 tools available

Browse and discover AI-powered tools for your workflow

Search tools, categories, or descriptions...

- AI Assistant
- Observability
- Argo
- Asana
- Infrastructure
- Confetti
- Utility
- Data
- Elasticsearch
- Finout
- Google
- GitHub
- Development
- Jira
- Rugatka
- Monitoring
- Slack
- Velma

SORT BY **A-Z** Most used Most connected

aira-investigate v1.0.0
AI Assistant

Have a conversation with AIRA using the investigate API. This tool allows you to send messages to AIRA and receive responses.

AI Assistant

159 | 181 [Details](#) [Execute](#)

alertmanager-alert-groups v1.0.0
Observability

Query alert groups from Alertmanager to get alerts organized by their grouping rules. Alert groups show how many alerts are in each group.

Observability

86 | 238 [Details](#) [Execute](#)

alertmanager-alerts-query v1.0.0
Observability

Query alerts from Alertmanager to get current alert status and information. Supports filtering by alert state (active, pending, resolved).

Observability

918 | 238 [Details](#) [Execute](#)

argo-get-cron-workflow v1.0.0
Argo

Get detailed information about a specific Argo Cron Workflow by name. Internally we call this service Rattata.

Argo

68 | 249 [Details](#) [Execute](#)

argo-get-workflow v1.0.0
Argo

Get detailed information about a specific Argo Workflow by name. Internally we call this service Rattatask.

Argo

37,743 | 249 [Details](#) [Execute](#)

argo-get-workflow-logs v1.0.0
Argo

Fetch logs from an Argo Workflow. Returns structured JSON with log entries. Supports filtering by pod, grep.

Argo

701 | 249 [Details](#) [Execute](#)

NAVIGATE

Home

Explore

Playground

MCP Access

Connections

Usage Analytics

Audit Logs

Docs

Swagger UI

ReDoc

OpenAPI Spec

ADMIN

Users

Analytics

Headers

System Health

MCP Access

Create secure connections for

Personal Connections

Asana librechat ke
c26v1En*****

CREATED
04/09/2025

asana:read asana:write

TOKEN SOURCES All Personal

Librechat Asana
dannLn3b*****

CREATED
04/09/2025

asana:read asana:write

TOKEN SOURCES All Personal

Copilot
80j3xsp0*****

CREATED
20/01/2026

glean:agents glean:read

TOKEN SOURCES All Personal

Create New Connection



Name your connection, pick permissions, and you're done

Connection Name

PR Performance Impact

Expires In

1 year

Token Sources

Personal OAuth Personal OAuth Personal OAuth Personal OAuth Personal OAuth Personal OAuth

Owners (optional)

ben.maraney@forter.com

Search teams or users...

PERMISSIONS

By Tool

By Scope

Clear all

Select all

3 scopes

Search scopes...

Asana 2

asana:read

asana:write

Aws 1

aws:read

Bedrock 2

bedrock:read

bedrock:write

TOOLS ENABLED

1 PII

5 tools

github-list-pull-requests

github-pull-request-read

slack-dm-user

slack-send-message

snowflake-query

Cancel

3 scopes · 5 tools

Create Connection

Create New Connection

Name your connection, pick permissions, and you're done

Connection Name

PR Performance Impact

Expires In

180 days

Token Sources ^



GitHub



Personal OAuth



Layla GitHub App



Slack



Personal OAuth



Claude AFK mode connector

Owners (optional)



ben.maraney@forter.com



Search teams or users...

PERMISSIONS

By Tool

By Scope

Clear all

Select all

3 scopes

Cancel

3 scopes - 5 tools



Create Connection



Connection Created Successfully



Choose your AI tool and follow the setup instructions.



VSCode Copilot

GitHub Copilot



IntelliJ Copilot

JetBrains IDEs



Claude Code

Anthropic CLI



Other

Any MCP Client

Connection Details



Copy All as JSON

Use these values to configure any MCP-compatible client

SERVER URL

`https://toolchain.secretinternaldomain.com/mcp/v1/rpc`



AUTHORIZATION HEADER

`Bearer qeEzut0ps3CretRed4ctedForQcon_uYv0R6w`



CONTENT-TYPE

`application/json`



Setup Instructions

- 1 Configure your MCP client with the URL and headers above
- 2 Test by listing available tools

name: "glean-get-document"

category: "Data"

description: |

Retrieve the full content of a specific document from Glean using its document ID.

Examples:

- {"document_id":

"GDRIVE_1DzDikRqtkd0VLkOj_nr8PMvuIAaom0kgndfkF4nUhAI"} - Retrieve a Google Drive document

- {"document_id": "CONFLUENCE_123456789"} - Get Confluence page content

version: "1.0.0"

executor_type: "execute_tool"

executable_path: "./glean_get_document.py"

requires_user_id: false

pii_sensitive: false

```
input_schema:
  type: "object"
  properties:
    document_id:
      type: "string"
      description: "The unique identifier of the document to retrieve
(required)"
      examples:
        - "GDRIVE_1DzDikRqtkd0VLkOj_nr8PMvuIAaom0kgndfkF4nUhAI"
        - "CONFLUENCE_123456789"
      required: ["document_id"]

required_permissions:
  - "glean:read"
```

Toolchain: Tools Available Over Time



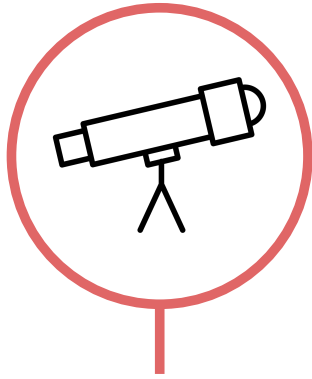


Our in-house MCP was very
high ROI

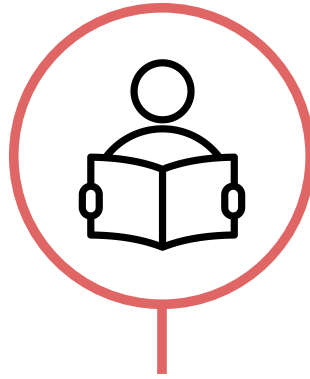
A large, disorganized pile of various clothing items, including jackets, sweaters, and shoes, is shown against a dark background. The items are in various colors and states of wear. A semi-transparent yellow rectangular box is overlaid in the center of the image, containing the text "RAG is hard" in a bold, dark blue, sans-serif font. The lighting is dramatic, highlighting the textures and colors of the fabric.

RAG is hard

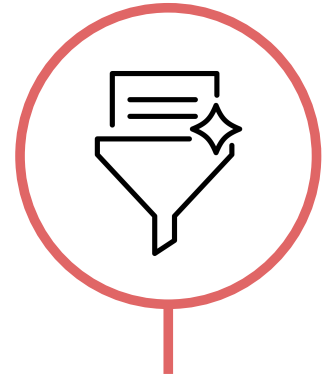
We used Glean



Search



Read



Summarise



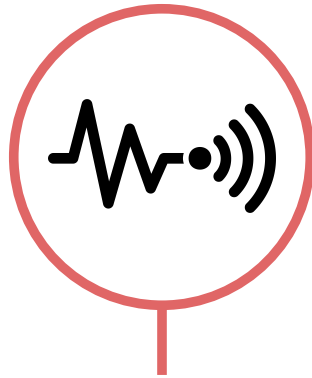
02

Platform

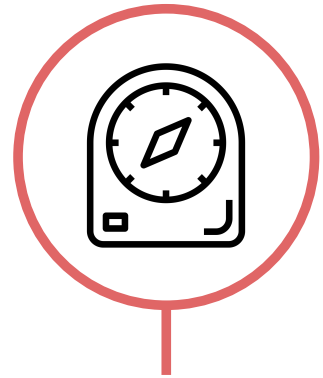
How should it run?



Chat

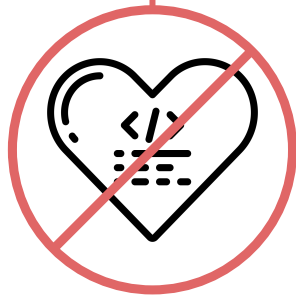


Trigger

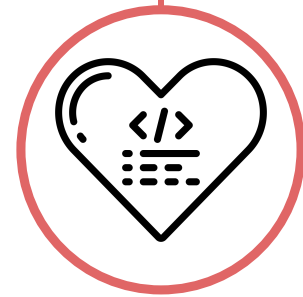


Schedule

Chat agents



No Code



Code-based



Claude Sonnet 4.5 (Bedrock)

Search models...

Claude 4.5 Haiku (Bedrock)

Claude Sonnet 4.5 (Bedrock)

Claude 4.5 Opus (Bedrock)

My Agents >

Today

AI Sprint Documentation See

Previous 7 days

Agentic Sprint Document Se

January

SSO Confluence Documenta

2025

Fraud Detection Decline Ana

Zra Calls and Document Ids

Retrieving Missing GitHub Fi

GitHub File Retrieval Attempt

Forter Email Team Mapping

Drive Folder Search Request

9snail Glean Search Results

Glean AI Document Search

Blean Documents in Glean

Mysterious Google Drive Fol

Unique Decline Calculations

Roel Mishori's Organizational

Resident Developer Agent

Ben Maraney



Welcome to Forter LibreChat! Enjoy your experience.

Message AWS Bedrock



MCP Servers v



- Today
- 🌀 AI Sprint Documentation Se
- Previous 7 days
- 🌀 Agentic Sprint Document Se
- January
- 🌀 SSO Confluence Documenta
- 2025
- 🌀 Fraud Detection Decline Ana
- 🌀 Zra Calls and Document Ids
- 🌀 Retrieving Missing GitHub Fi
- 🌀 GitHub File Retrieval Attempt
- 🌀 Forter Email Team Mapping
- 🌀 Drive Folder Search Request
- 🌀 9snail Glean Search Results
- 🌀 Glean AI Document Search
- 🌀 Blean Documents in Glean
- 🌀 Mysterious Google Drive Fol
- 🌀 Unique Decline Calculations
- 🌀 Roei Mishori's Organizationa
- 🌀 Resident Recorder Agent
- BM Ben Maraney

🌀 **Welcome to Forter LibreChat! Enjoy your experience.**

Message AWS Bedrock

📎 🔗 **tc-glean** 📄

🎤 ⬆

- tc-dali 🌀
- ✓ tc-glean
- tc-jira 🌀
- tc-o11y 🌀
- tc-rattatask 🌀
- tc-rugatka 🌀
- tc-sites 🌀
- tc-slack 🌀

- 🔍 9snail Glean Search Results
- 🔍 Glean AI Document Search
- 🔍 Blean Documents in Glean
- 🔍 Mysterious Google Drive Fol
- 🔍 Unique Decline Calculations
- 🔍 Roei Mishori's Organizational
- 🔍 Incident-Responder-Agent b
- 🔍 Forter Repository Commit Ar
- 🔍 AI Engineering Support Reque
- 🔍 AI Sprint Support Channel O
- 🔍 Monicore Enricher: Who's W
- 🔍 Strands Agents Dependenci
- 🔍 Drive Document Retrieval Re
- 🔍 Ben Maraney's Producti ...
- 🔍 Tomato Epsom Salt Care Gui
- 🔍 Google Drive Folder Details
- 🔍 Zoom Recordings API Reque
- 🔍 Zoom Meetings Dashboard
- 🔍 Nike Pull Request Update



AWS Bedrock

🗨 Thoughts ▾

✔ Ran glean-search ▾

Now let me get the full content and summarize the top 3 most important documents:

✔ Ran glean-summarize ▾

Based on the AI Sprint documents, here are the 5 key bullet points for each of the top 3 most important documents:

1. AI Sprint (September 2025) - Confluence Page (Main Overview)

- **Sprint Timeline:** 2-week initiative starting September 7th, 2025, focused on building production-ready AI agents
- **Transformational Goal:** Moving from using AI as a tool to collaborating with it as a teammate across Forter R&D
- **Production Focus:** Teams will build and deploy agents that are ready for actual business use, not just prototypes
- **Company-Wide Initiative:** Involves the entire R&D organization in a concentrated effort to advance AI capabilities
- **Defining Moment:** Positioned as a pivotal step in Forter's AI transformation journey

2. AI Sprint and Beyond - Tech Arch [Rolling Doc] - Google Drive Document

- **Technical Infrastructure:** Comprehensive platform architecture including Agent Execution Environment and centralized MCP Server (ToolChain)
- **Security Framework:** OAuth 2.0 authentication, least privilege access controls, and secure system integration

Message AWS Bedrock

🔗 🗨 MCP Servers ▾

🗨 ⬆

- 🔗 9snail Glean Search Results
- 🔗 Glean AI Document Search
- 🔗 Blean Documents in Glean
- 🔗 Mysterious Google Drive Fol
- 🔗 Unique Decline Calculations
- 🔗 Roei Mishori's Organizationa
- 🔗 Incident-Responder-Agent H
- 🔗 Forter Repository Commit Ar
- 🔗 AI Engineering Support Requ
- 🔗 AI Sprint Support Channel O
- 🔗 Monicore Enricher: Who's W
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- 🔗 Ben Maraney's Producti ...
- 🔗 Tomato Epsom Salt Care Gui
- 🔗 Google Drive Folder Details
- 🔗 Zoom Recordings API Reque
- 🔗 Zoom Meetings Dashboard
- 🔗 Nike Pull Request Update

BM Ben Maraney



AWS Bedrock

🗉 Thoughts ▾

👉 Ran glean-search ^

Assistant sent this info to tc-glean

```
{
  "query": "AI sprint",
  "limit": 10,
  "sort_by": "relevance"
}
```

Result

```
{
  "query": "AI sprint",
  "results": [
    {
      "title": "AI Sprint (September 2025)",
      "datasource": "confluence",
      "url": "https://forter.atlassian.net/wiki/spaces/ENG/pages/2074804235",
      "content": "Starting September 7th, Forter R&D is launching a 2-week AI Sprint dedicated to building and deploying production-ready AI agents. This sprint is a defining step in moving us from using AI as a tool to collaborating with it as a teammate.",
      "document_id": "CONFLUENCE_page_2074804235",
      "type": "page",
      "owner": "Or Zarchi",
      "status": "current",
      "updated": "2025-09-07T10:30:45Z",
    }
  ]
}
```

Now let me get the full content and summarize the top 3 most important documents:

Message AWS Bedrock

📎 🗉 MCP Servers ▾ 🗣️ ⬆️

Welcome to Forter LibreChat! Enjoy your experience.

Message AWS Bedrock



MCP Servers



Create Agent



Name*

Optional: The name of the agent

Description

Optional: Describe your Agent here

Category*

General

Instructions

Variables

The system instructions that the agent uses

Model*

Select a model

Capabilities

File Context (OCR) ?

Upload File Context

Agent must be created before uploading files for File Context



Welcome to Forter LibreChat! Enjoy your experience.

Message AWS Bedrock



MCP Servers



Model *

Select a model

Capabilities

File Context (OCR) ?

Upload File Context

Agent must be created before uploading files for File Context.

Artifacts

Enable Artifacts ?



Include shadcn/ui components instructions ?



Custom Prompt Mode ?



File Search

Enable File Search ?

Upload for File Search

Agent must be created before uploading files for File Search.

Tools + Actions

Add Tools

Add Actions

Support Contact

Name

Support contact name

Email

support@example.com

Advanced

Librechat Tradeoffs

The good

Very **quick** and **easy**
to experiment

Tool usage and
thinking clearly
visible

The bad

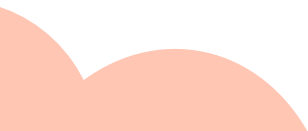
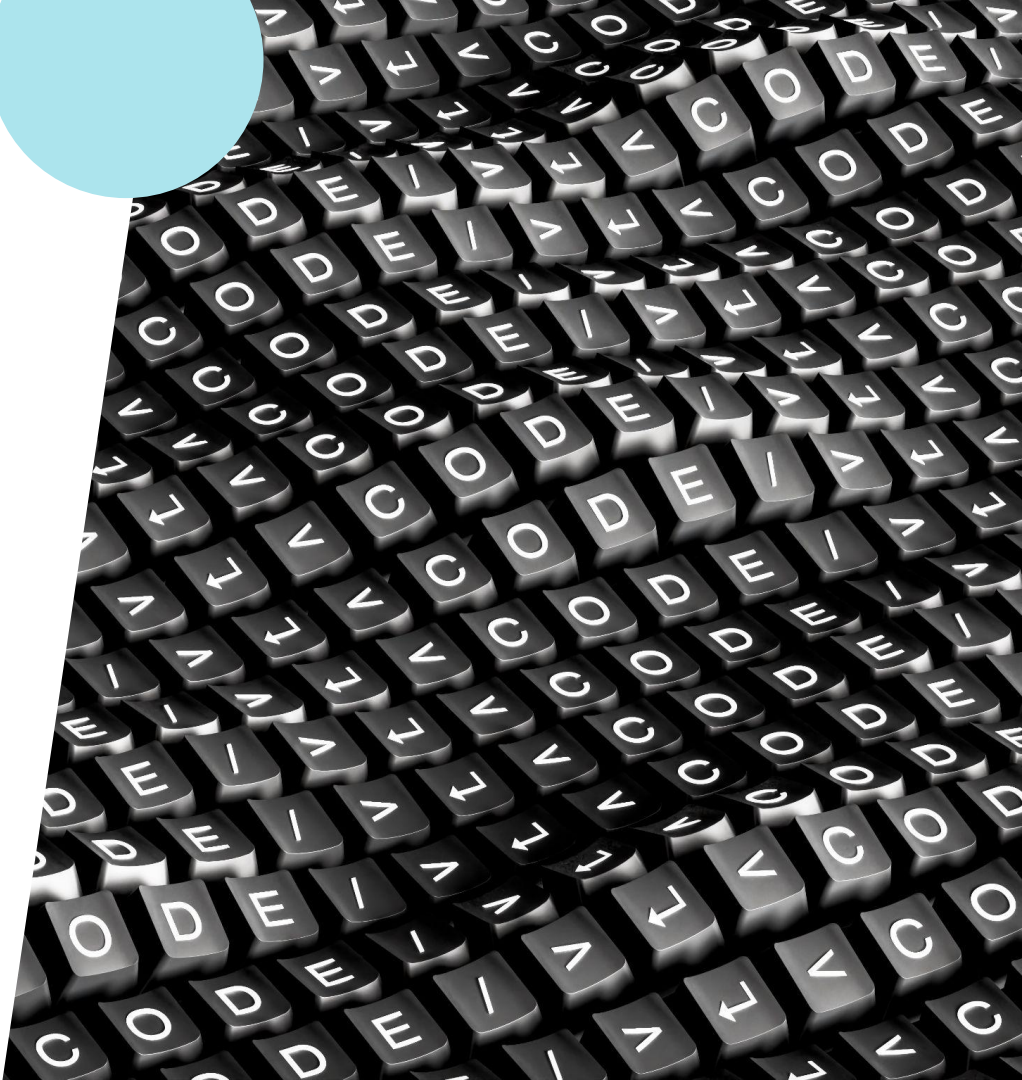
Flakey MCP
integration

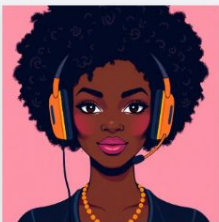
No source control

Limited
customizability



Template repo





Penny

Your AI Billing Agent

🌟 New Chat

 Profile

Select your role:

I am a... 

 Recent Chats



👋 Hi Ben Maraney!

I'm Penny, your Billing Assistant!

Try asking me:

- What was the billing of session `0073-659065088` ?
- Can you tell me what's the billing bucket of transaction `981750-0c141e58a843b150365b0bc01cc0c18abc0ae9f6` and why does it get this billing bucket?
- Please outline billing configuration of Fiverr?
- How much did you refund Kickscrew in the June 2025 invoice due to cancelled transactions?
- What was the logic used to calculate the last invoice approval rate incentive/penalty
- Can you read the contract and point out the billing configurations I need to pay attention to for customer name: "Chewy" and check if it is aligned with our Database configuration
- Did we cover the claims of transaction `0005-507eb2dd8a8ca2330c70` ?

Ask Penny about Billing data...





I am a...

Developer

Analyst

Finance

BI

Product

CS

I am a... 

open

 Recent Chats



👋 Hi Ben Maraney!

I'm Penny, your Billing Assistant!

Try asking me:

- What was the billing of session `0073-659065088` ?
- Can you tell me what's the billing bucket of transaction `981750-0c141e58a843b150365b0bc01cc0c18abc0ae9f6` and why does it get this billing bucket?
- Please outline billing configuration of Fiverr?
- How much did you refund Kickscrew in the June 2025 invoice due to cancelled transactions?
- What was the logic used to calculate the last invoice approval rate incentive/penalty
- Can you read the contract and point out the billing configurations I need to pay attention to for customer name: "Chewy" and check if it is aligned with our Database configuration
- Did we cover the claims of transaction `0005-507eb2dd8a8ca2330c70` ?

Ask Penny about Billing data...



Template Repo Tradeoffs

The good

Source control

Completely
customizable

The bad

Slower setup

Slower development
cycles

Jumping ahead to now





Identity
Name & description

Brain
Model & prompt

Personality Optional
Welcome & suggestions

Tools Optional
Toolchain & MCP

User Form Optional
Input fields

Access Optional
Visibility & permissions

Review
Confirm & deploy

Agent Identity

Give your agent a name and description

Agent Name *

my_agent

ⓘ Lowercase letters, numbers, and underscores only. Minimum 3 characters. This will be part of the agent's URL. Cannot be changed after creation.

Display Name *

My Agent

The friendly name shown to users

Description *

A brief description of what this agent does...

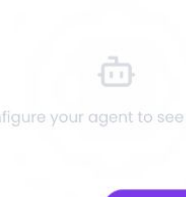
Explain what your agent helps with, in one or two sentences

< Cancel



Next >

Your Agent



Configure your agent to see a preview

How can you help me?

Hi! I'm Your Agent. How can I help you today?

Type a message...



Home

Marketplace

AI Tool Tracker

AI Roadmap

Action Reviews

AGENTS

Agent Builder

Agent Schedules

Agent Builder
Leaderboard

Builder Leaderboard

APPS

All Apps

Shortcuts

Feedback

Ben Maraney
User

< Back to Agents

Identity
Name & description

Brain
Model & prompt

Personality Optional
Welcome & suggestions

Tools Optional
Toolchain & MCP

User Form Optional
Input fields

Access Optional
Visibility & permissions

Review
Confirm & deploy

Facilitates creative brainstorming
sessions

You are a helpful assistant that...

The instructions that define your agent's behavior, personality, and capabilities

Model *

Claude Sonnet 4.5
Balanced speed and intelligence

Claude Sonnet 4.6
Balanced speed and intelligence

Claude Haiku 4.5
Fastest, most cost-effective

Temperature Optional

Slider for Temperature, value: 0.70

Precise

Creative

Max Tokens Optional

Input field for Max Tokens, value: 4096

Maximum response length

< Back

Next >

LIVE PREVIEW

Your Agent



Configure your agent to see a preview

How can you help me?

Hi! I'm Your Agent. How can I help you today?

Type a message...



< Back to Agents

Identity
Name & description

Brain
Model & prompt

Personality Optional
Welcome & suggestions

Tools Optional
Toolchain & MCP

User Form Optional
Input fields

Access Optional
Visibility & permissions

Review
Confirm & deploy

Personality & Welcome

Customize the first impression users get

Optional

Chat Input Placeholder

Ask me anything...

Custom placeholder text in the chat input box

Welcome Message

Title

Welcome to My Agent!

Subtitle

Your AI-powered assistant

Message Body

I'm here to help you with...

Quick-Start Suggestions

Pre-built prompts users can click to get started

+ Add

No suggestions yet. Add some to help users get started.

< Back

Skip

Next >

LIVE PREVIEW

Your Agent



Configure your agent to see a preview



How can you help me?



Hi! I'm Your Agent. How can I help you today?


Type a message...



AI Hub  

- Home
- Marketplace
- AI Tool Tracker
- AI Roadmap
- Action Reviews
- AGENTS
 - Agent Builder**
 - Agent Schedules
 - Agent Builder Leaderboard
 - Builder Leaderboard
- APPS
 - All Apps

Shortcuts Feedback

 **Ben Maraney**
User

< Back to Agents

- Identity** (Info icon)
Name & description
- Brain** (Info icon)
Model & prompt
- Personality** (Checkmark icon) Optional
Welcome & suggestions
- Tools** (Key icon) Optional >
- User Form** (Form icon) Optional
Input fields
- Access** (Shield icon) Optional
Visibility & permissions
- Review** (Eye icon)
Confirm & deploy

Tools & Integrations Optional

Give your agent access to external tools via Toolchain (MCP)

Enable Toolchain


Connect your agent to MCP tools like Jira, Slack, databases, and more

Select Integrations

- Aira** Incident response assistant
- Aws**
- Bedrock** AWS AI model access >
- Dali** Lightstream Dali service
- Databricks** Data engineering jobs
- Elasticsearch** Search & analytics
- Glean** Enterprise search & knowledge >
- Hamatoyoshi**

LIVE PREVIEW


Your Agent Tools



















Configure your agent to see a preview









How can you help me?

Hi! I'm Your Agent. How can I help you today?

Type a message... 



-  Home
-  Marketplace
-  AI Tool Tracker 
-  AI Roadmap 
-  Action Reviews 
- AGENTS** 
- Agent Builder**
-  Agent Schedules
-  Agent Builder Leaderboard 
-  Builder Leaderboard
- APPS** 
- All Apps
- Shortcuts
- Feedback
-  **Ben Maraney**
User


-  **Identity**
Name & description
-  **Brain**
Model & prompt
-  **Personality** Optional
Welcome & suggestions
-  **Tools** Optional
Toolchain & MCP
-  **User Form** Optional
Input fields
-  **Access** Optional 
Visibility & permissions
-  **Review**
Confirm & deploy

Access Control

Configure who can see and use this agent


Visibility

Control who can see and use this agent



Public



Visible to everyone in the organization




Private

Only visible to specified users and groups


LIVE PREVIEW


 **Your Agent** 




Configure your agent to see a preview

How can you help me?

 Hi! I'm Your Agent. How can I help you today?

Type a message... 

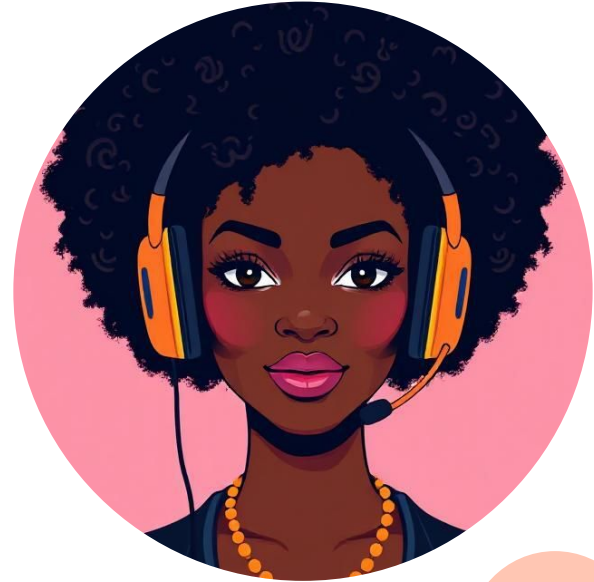


The background is white with several colorful decorative elements: a large light blue shape in the top-left corner, a red circle at the top center, a yellow circle in the top-right, a red circle on the right side, a red circle on the left side, an orange circle in the bottom-left, and a cluster of orange, yellow, and light blue circles in the bottom-right.

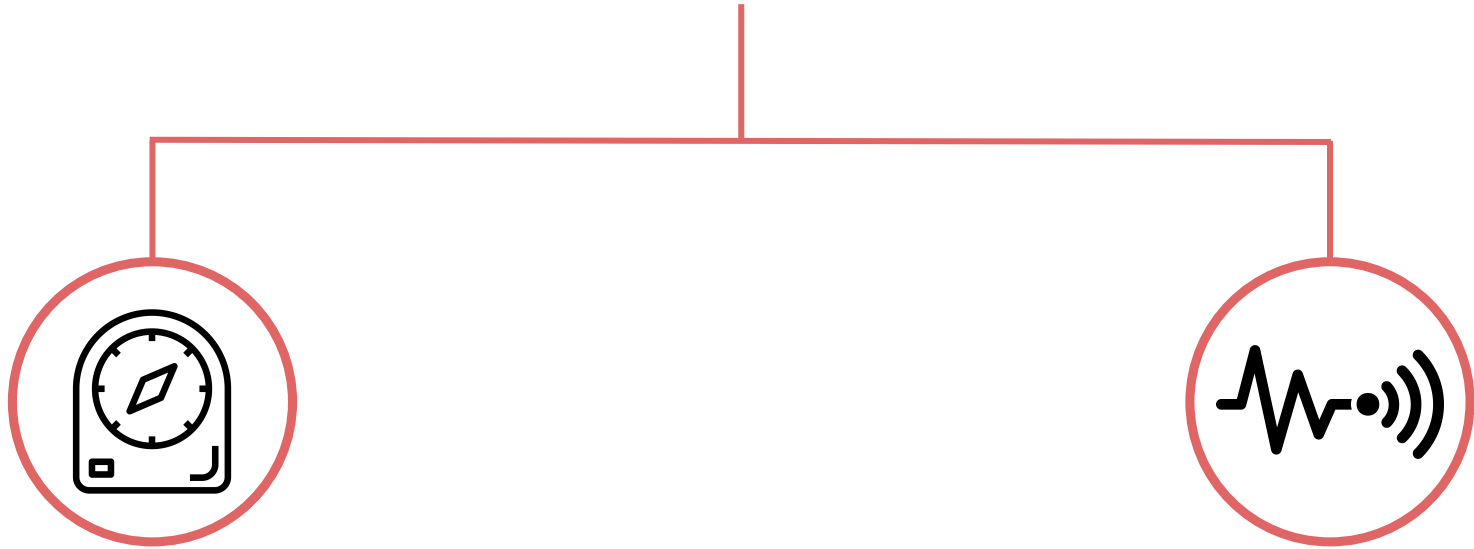
**What did people
build?**



System experts



- **Non-interactive agents**



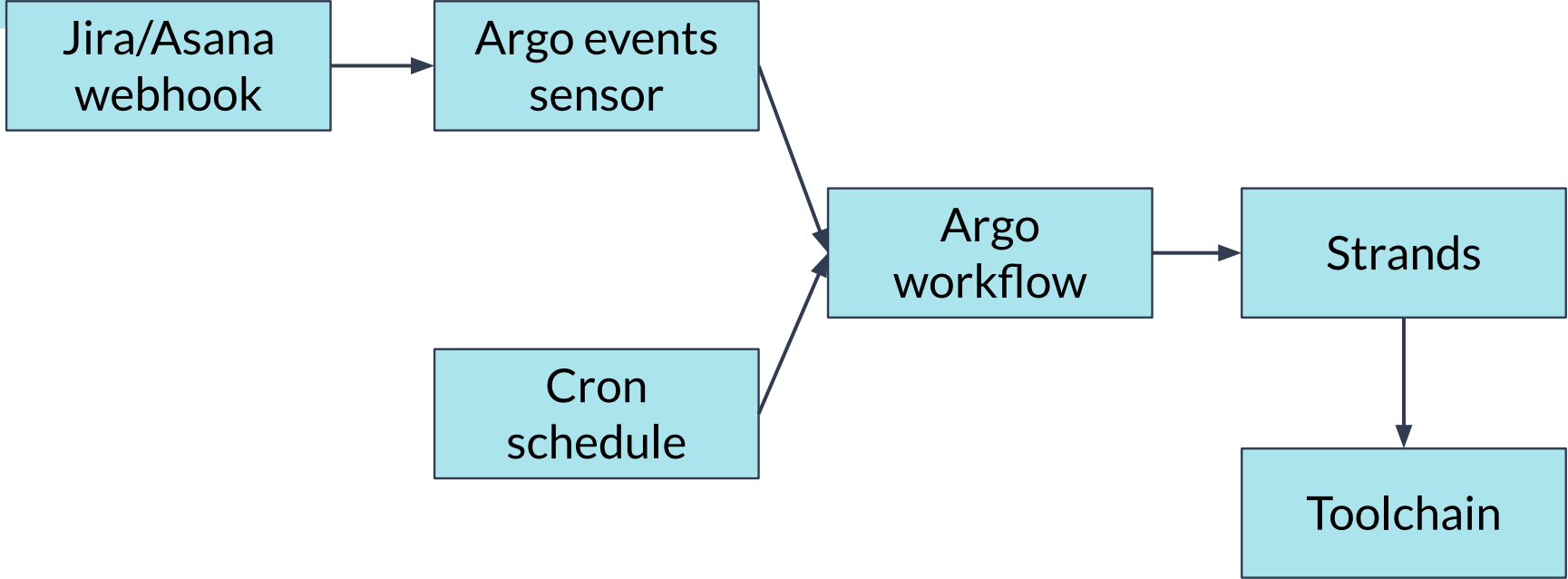
Time-based

Triggered



STRANDS AGENTS





Scaffolding





```
# Create agent with custom system message
./scaffold create fraud-detector \
  --system "Analyze transaction patterns to detect fraudulent activity. Use Snowflake to query"
  --scopes "snowflake:read,jira:write"

# Navigate to generated agent and configure
cd fraud-detector/
cp .env.example .env
# Edit .env and set your TOOLCHAIN_API_KEY

# Test your agent
python agent.py
```



Readme

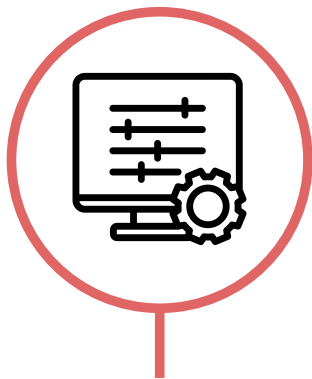
-  **Local Development and Testing**
-  **Writing Effective System Messages**
-  **Example System Messages**
-  **Common System Message Mistakes**

A close-up photograph of a complex scaffolding structure made of metal pipes. The pipes are heavily rusted and show signs of significant wear and tear. The structure is composed of numerous vertical and diagonal poles connected by horizontal cross-braces. The background is slightly blurred, showing more of the scaffolding and some green foliage at the bottom right.

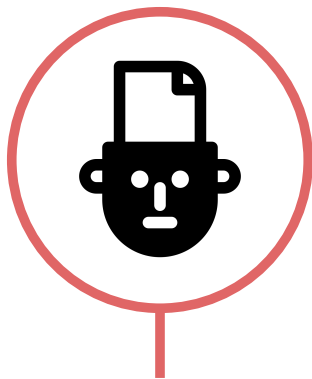
**Scaffolding did
not pass the test
of time**



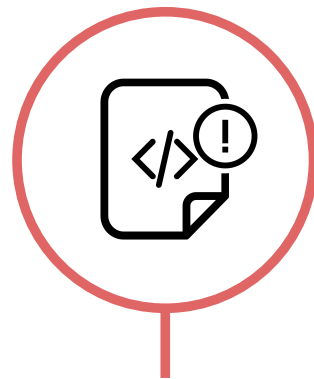
What did people build?



**Onboarding
configuration**



**Merchant
context**



**Code change
alert detector**



AI-powered Incident Response Agent



Evals can look easy

Relevance

Safety

Coherence

Conciseness

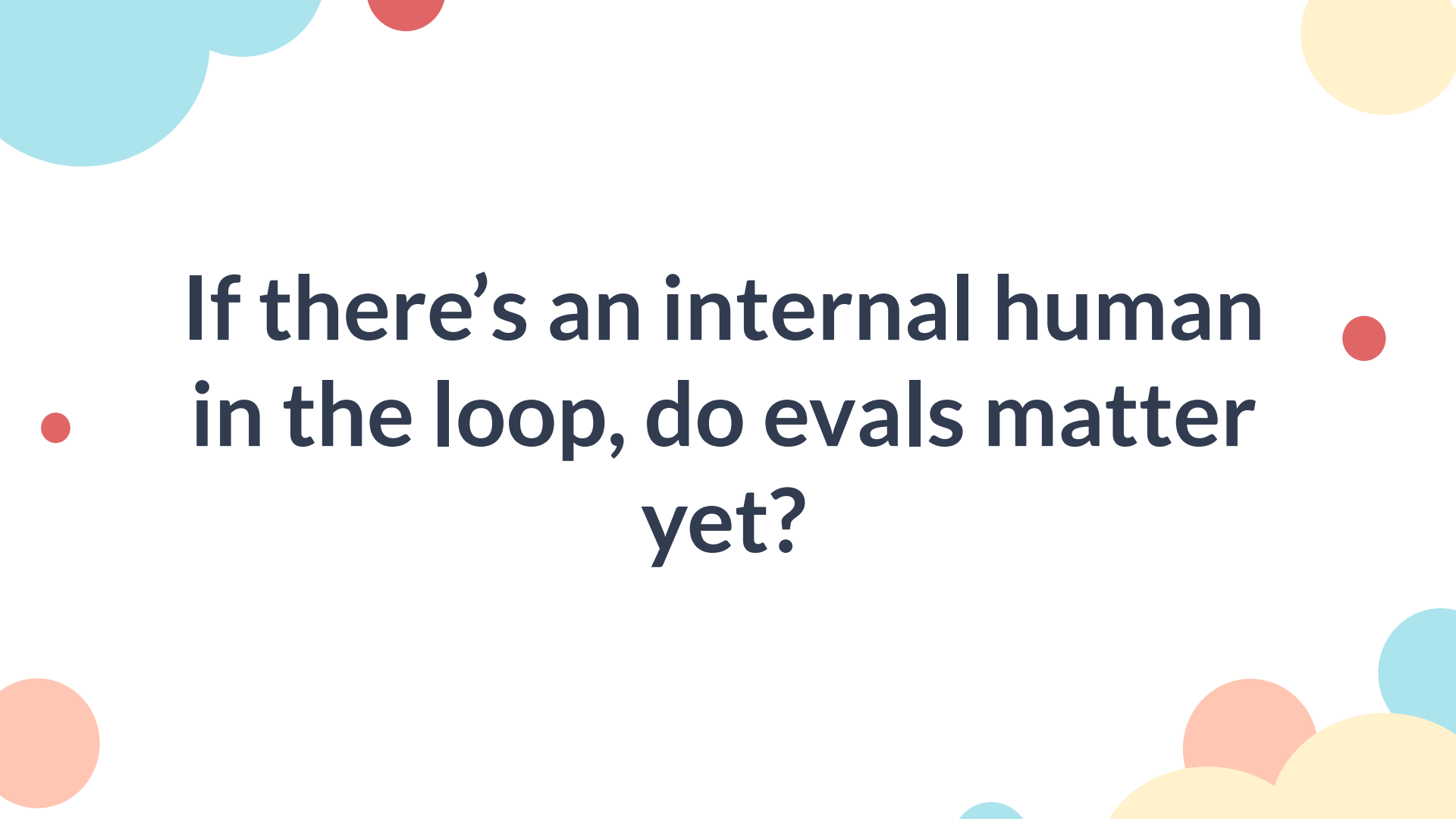
Good evals are hard

**Answer
Correctness**

Tool Correctness

**Context
Relevance**

Faithfulness



**If there's an internal human
in the loop, do evals matter
yet?**

The background is white with several decorative elements: a yellow circle on the left, a red circle in the top right, a blue circle in the top right, a red circle in the bottom left, and a large blue shape in the bottom right.

03

No Roadblocks

**Make the low friction path as wide
as you can**



AI is Scary!

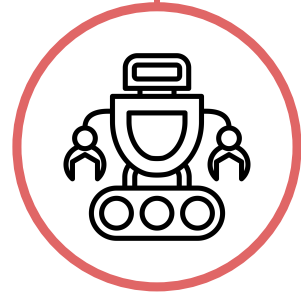
**We must
approve every
use case**



Legal Concerns



**What happens
to the data?**



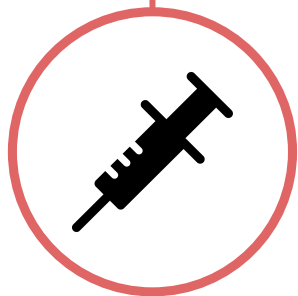
**What does the
agent do?**

AI is Scary!

**We must
approve every
use case**



Security Concerns



Prompt Injection



Access Control

AI is Expensive!

**We are pulling
the plug**



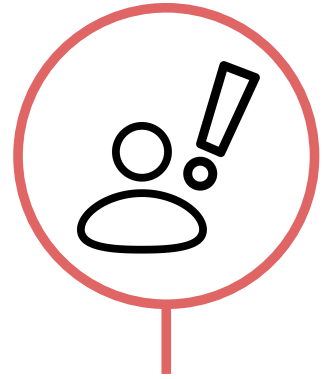
The money part



**Set
expectations**



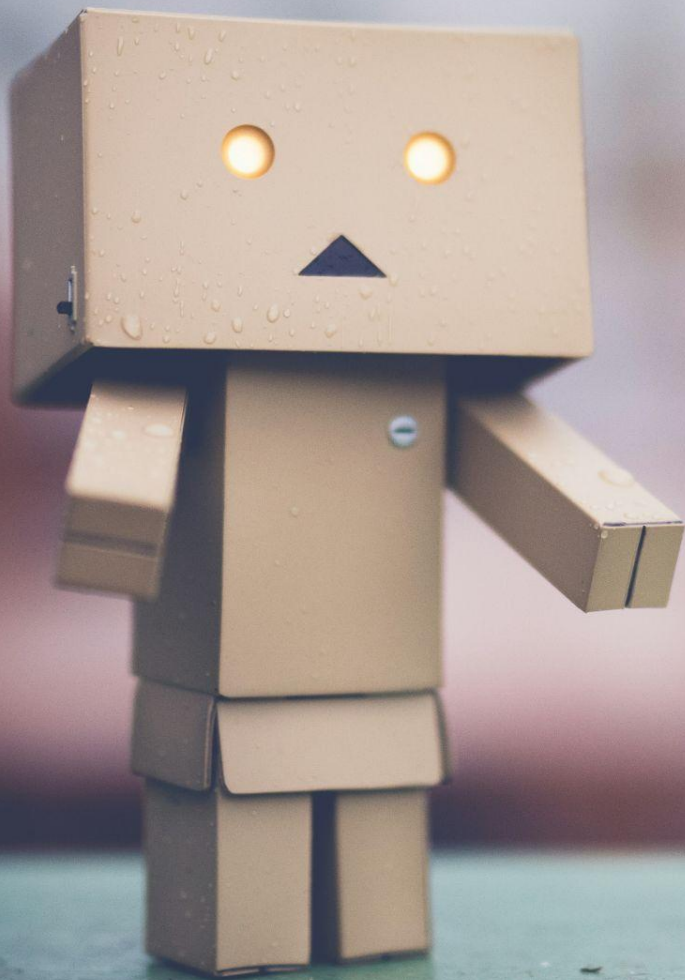
**Make it
visible**



**Be
proactive**



Training



Teach the basics



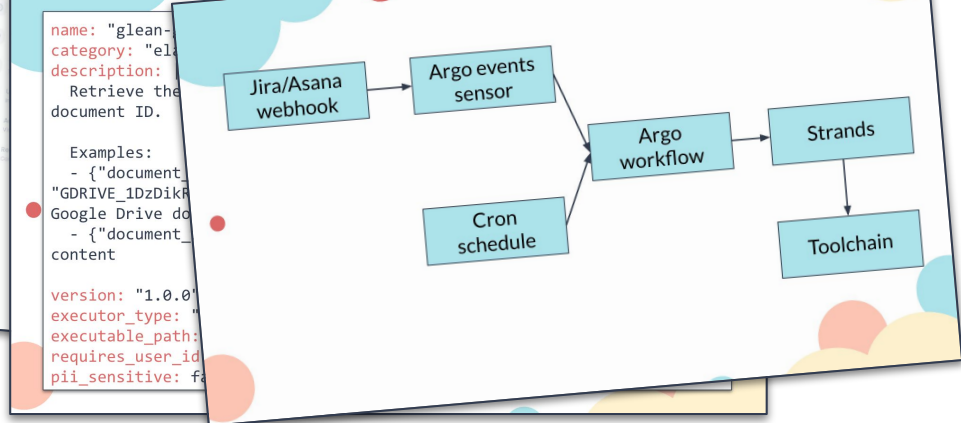
Teach about your platform

How should it run?

Chat Trigger Schedule

This section features three red-outlined circular icons. The first contains a speech bubble icon and is labeled 'Chat'. The second contains a pulse line icon and is labeled 'Trigger'. The third contains a clock icon and is labeled 'Schedule'. The background is white with light blue and yellow decorative shapes.

The screenshot shows the 'AI Hub' interface with a sidebar menu. The 'Agent Builder' section is highlighted, showing options for 'Agent Schedules', 'Agent Builder Leaderboard', and 'Builder Leaderboard'. The user profile 'Ben Moroney' is visible at the bottom.



**Hold their
hands**





04

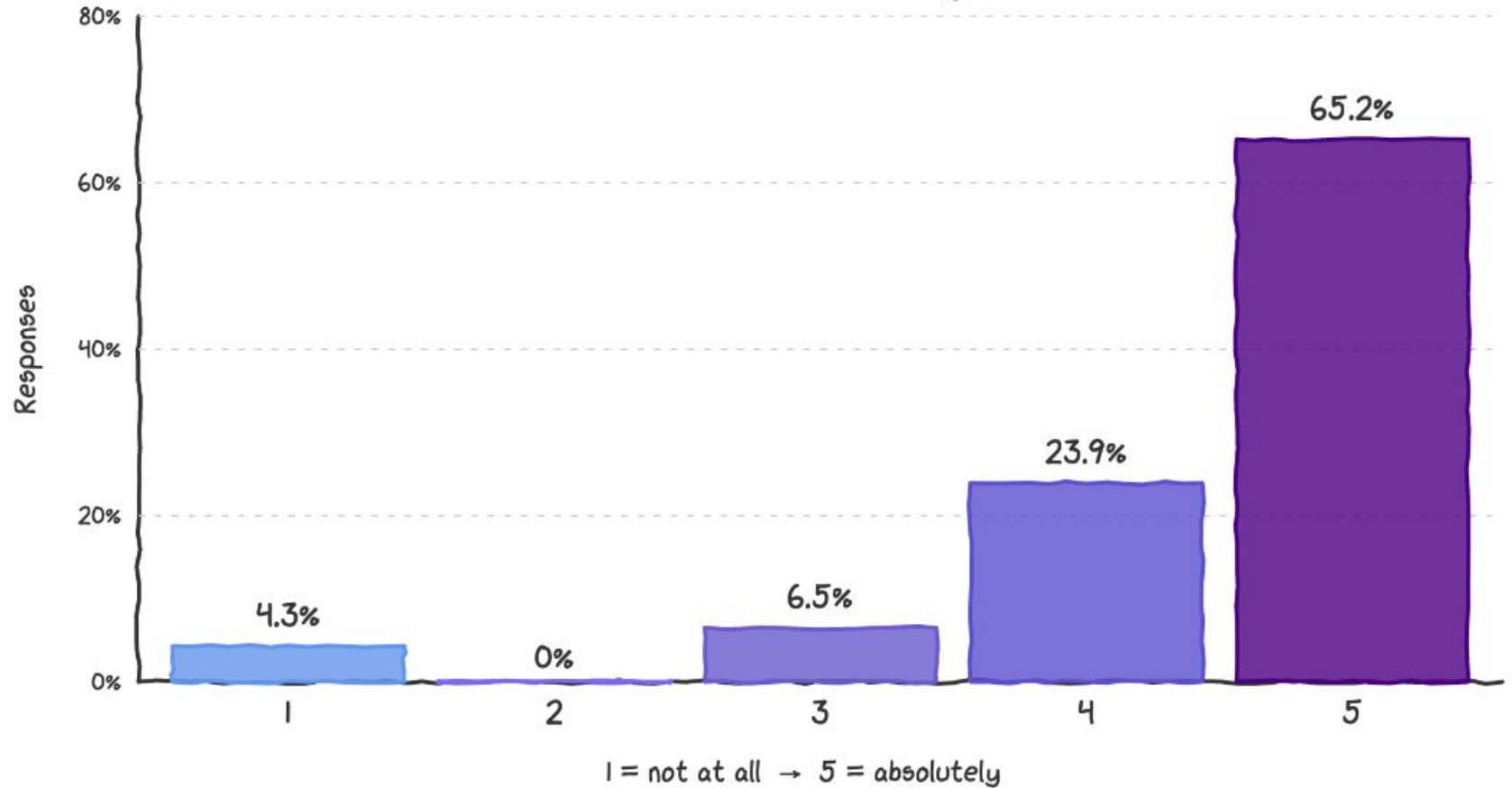
Conclusions





How did it go?

Has the sprint made you more likely to use or build AI tools and agents?





**Really useful
agents**

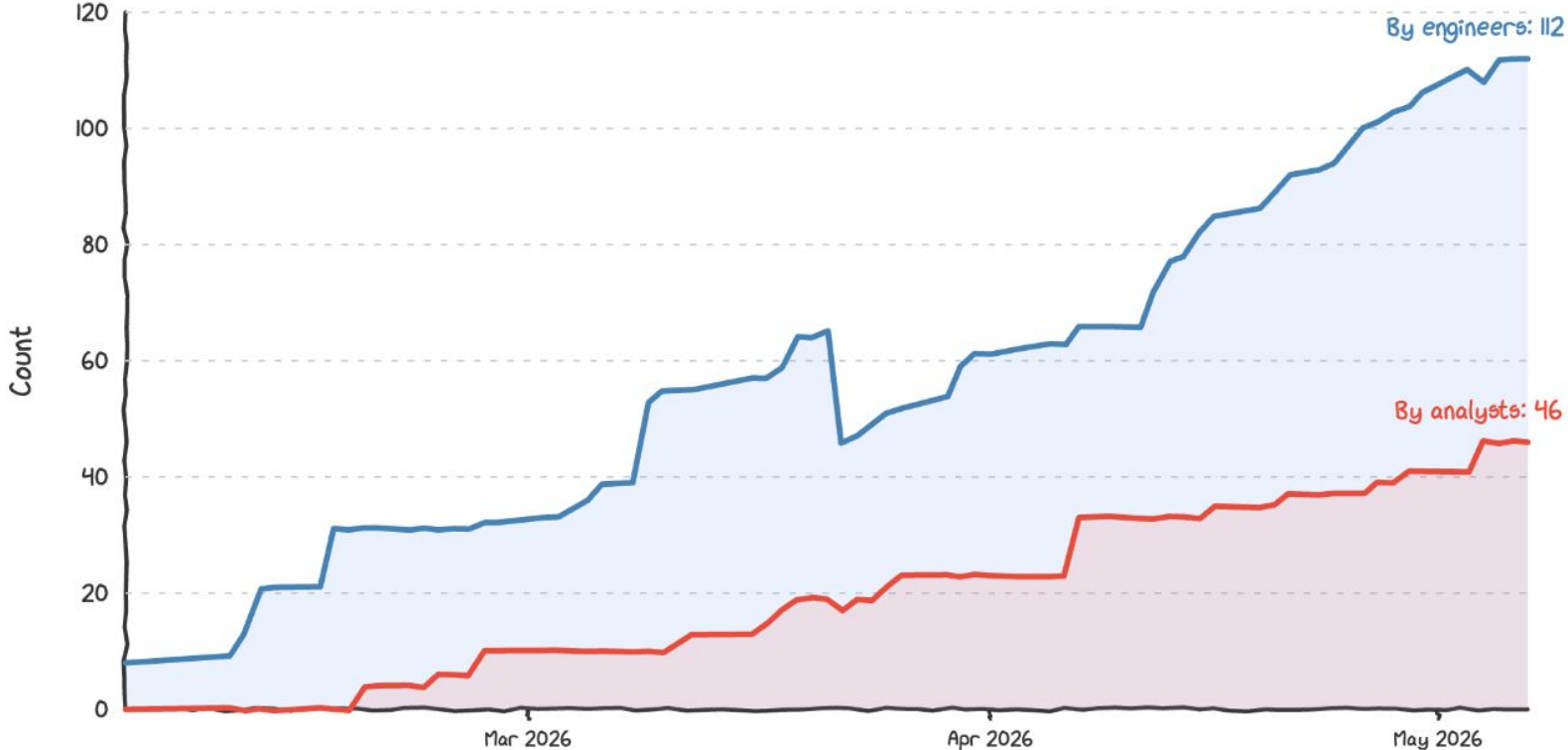


**Management
confidence**



**Agentic
products**

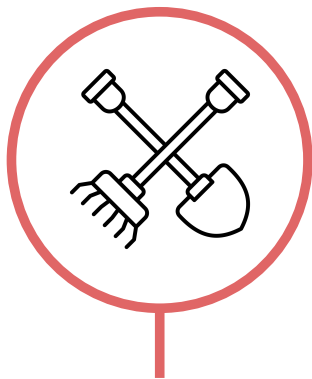
Claude Code Skills & Plugins Over Time



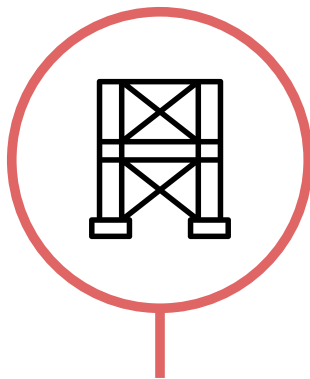


**You can and should make it
easy to build agents**

Recap



Tools



Framework



**No
Roadblocks**



13 Key Takeaways

(And a shareable recording)



<https://blog.forter.dev/qcon>



Thanks!