

ERROR HANDLING & FALLBACK LOGIC IN MISSION-CRITICAL NODES

Systems fail. APIs go down. LLMs hallucinate. A high-function node is defined by how it handles these failures.

GRACEFUL DEGRADATION

If an API call to your CRM fails, our nodes don't crash. They trigger a **Fallback Logic** block that captures the user's data locally and notifies your team via Slack or SMS that a manual sync is required.

THE NLU SAFETY NET

When an agent doesn't understand a user's intent, it doesn't loop forever. After two failed attempts, the node automatically escalates to a human agent or offers a structured button-based menu to get the conversation back on track.