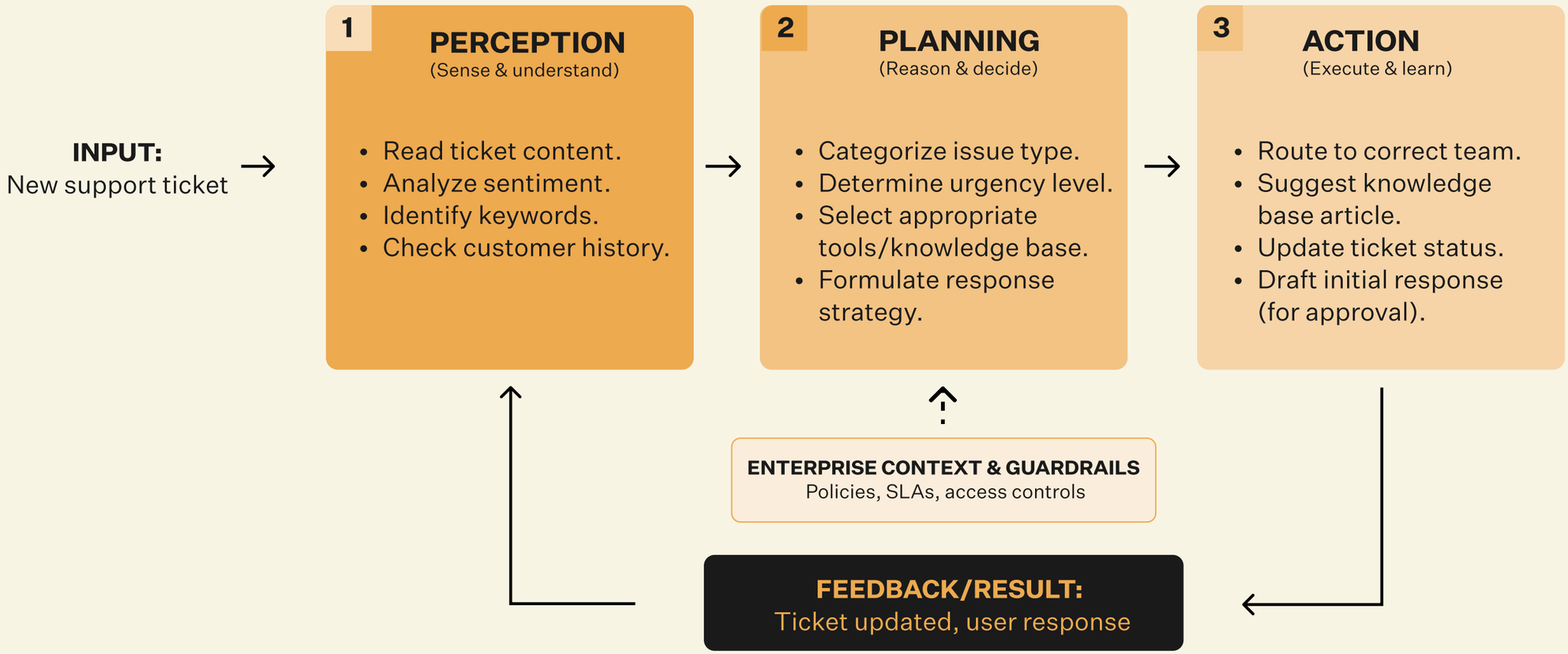AI agent perception-planning-action loop: ticket triage example