Mozout

Generated on 27/11/2026 09:59

KNOWLEDGE BASE · PUBLIC DOCUMENT

Your AI agent's knowledge: what to add and how to keep each answer cheap

All in One AI

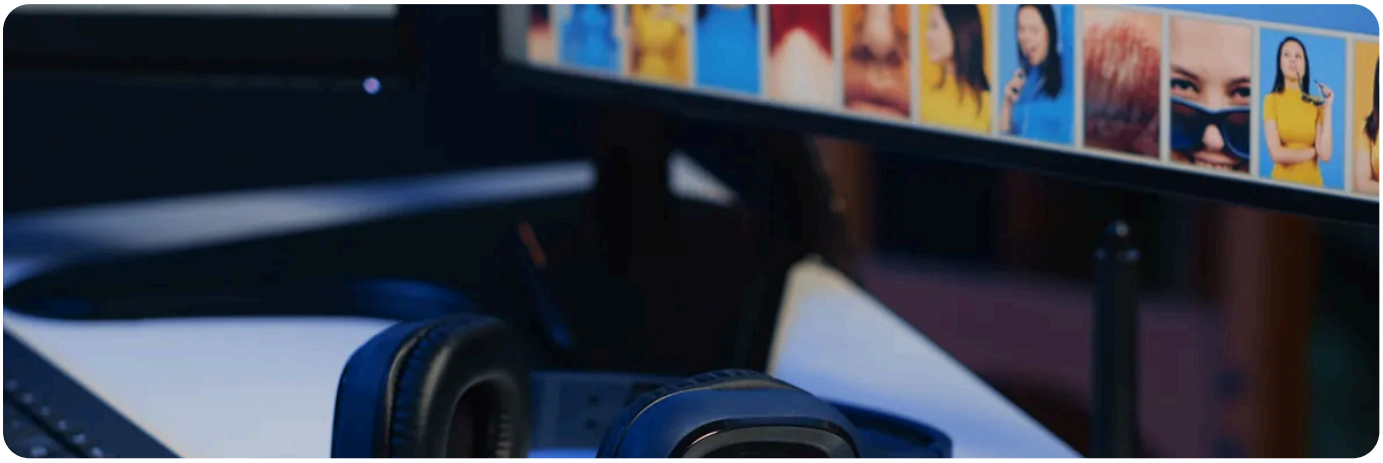
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-2885	v2026.11.26	Mozambique · English

MozOut Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.mozout.co.mz/knowledgebase/2885

Your AI agent's knowledge: what to add and how to keep each answer cheap

All in One AI Created on **November 26, 2026** 2 min read



Knowledge is your own text that the agent reads before answering: prices, opening hours, frequently asked questions, company rules. Without it, the agent only knows what the model already knew. And what it does not know, it may make up with full confidence. See **how to check an AI answer**.

How to add it

1. In **All in One AI**, in the Agents tab, open the agent and go to **Knowledge**.
2. Choose **Write a text**, with a title and the text, or **Upload a file** in txt, md, pdf or docx, up to 10 MB.
3. We keep only the text from the file. A scanned PDF, which is just an image, has no text to read.

Each agent holds up to **200 KB** of knowledge in total. When a text is out of date, delete it. Deleting cannot be undone.

Why short texts cost less

The instructions and the knowledge go with **every** request, as a system message. They count as input tokens, and you pay for them on each answer. An agent with a lot of knowledge pays for all that text even when someone only asks for the opening hours. Before answering, Try it shows the maximum cost of the answer, instructions and knowledge included. To see how tokens are counted, read **tokens explained**.

Worth adding	Better left out
Prices, opening hours, contacts and delivery areas	Long texts presenting the company
The questions customers ask, with the right answer	The same text in two different versions
What the agent may promise and what it may not	Customer data, passwords and keys

Instructions or knowledge?

The instructions say **how** to answer: tone, language, limits. The knowledge says **what**: the facts. Keeping them apart lets you change a price without touching anything else.

Update the knowledge when a price or opening hours change.
The agent answers with what is there, even if it no longer applies.

The whole knowledge goes with every request. That works well for a few pages of facts. For thousands of pages of documents you need a different approach, explained in **AI that answers from your own documents**.

RECOMMENDED

Want an agent that answers with your own business facts? Visit the AI agents page.

See AI agents →

SEE ALSO

- **Creating an AI agent in All in One AI, step by step**
- **What an AI agent costs, and how to test it without spending**
- **AI that answers from your own documents: RAG explained**
- **Tokens explained: how AI model APIs are counted**
- **AI agents in All in One AI**

Mozout

MozOut Mozambique

RLX Holdings, S.A. · Group RLX Holdings

TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@mozout.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.mozout.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-MZ-KB-2885 · v2026.11.26 · Generated on 27/11/2026 09:59