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An agent for your customers' frequent questions: prices, opening hours and company rules

Creating AI Agents

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RLX-MZ-KB-3049	v2026.11.28	Mozambique · English

MozOut Mozambique
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An agent for your customers' frequent questions: prices, opening hours and company rules

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The questions a business gets are almost always the same: how much it costs, what time you open, how to pay, whether you need to book. An agent answers those questions at any hour, with the facts you give it. This article builds one in **All in One AI**, from start to finish, for a car repair garage. Swap the texts for your own business.

1. Create the agent

1. On the Agents tab, click Create agent.

2. Name: something like "Website frequent questions". Model: for short answers from given facts, a cheap model is enough, such as `deepseek-ai/deepseek-v4-flash`.

3. Maximum tokens in the reply: a low value, such as 400, is enough for short answers and lowers the credit reservation.

2. The instructions

```
You are the assistant of Rodas Garage.
Answer in English, kindly, in two or three sentences.
Answer only with what is in the knowledge. If the answer is not there, say you do not know and suggest phoning the garage.
Do not give repair quotes: explain that the car needs to be seen first.
Do not promise deadlines or discounts.
```

What else can go in the instructions is in **writing your agent's instructions**.

3. The knowledge

Under Knowledge, choose Write a text. One text per subject, with a clear title, is easier to update later:

Title	What to write
Opening hours	The days and hours you open, and the days you close.
Prices	The services with a fixed price, and the ones that depend on an assessment.
Payments	The payment methods you accept.
Rules	Bookings, guarantees and what happens if the customer does not turn up.
Contacts	Phone, address and support hours.

You can also upload a txt, md, pdf or docx file, up to 10 MB. Each agent holds up to 200 KB of knowledge in total.

4. The tools

For questions like "are you open now?", turn on Date and time: the agent learns the day and time and compares them with the opening hours in the knowledge. The model in the example supports tools. The other tools are not needed here, because everything the agent needs is in the knowledge.

5. Test it and put it to work

In Try it, in Production, ask the questions the way customers ask them, plus one that is not in the knowledge. When the answers are right, copy the id under Use through the API and use it in your **website chat** or in the **WordPress plugin assistant**.

When a price or the opening hours change, update the knowledge the same day.
The agent answers with what is there, even if it no longer applies.

Tell visitors they are talking to an automatic assistant and give them a way to reach a person. See **chatbot or person**.

RECOMMENDED

Want to answer your customers' questions at any hour? See All in One AI.

See All in One AI →

SEE ALSO

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

- Writing your agent's instructions: what it does, its tone and what it must not do
- Putting your agent in your website chat: what your server sends and what it does not
- Chatbot or person: handing a conversation over, and telling visitors it is an AI
- All in One AI

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OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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