

How your agent uses knowledge

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 This article is designated for administrators.

About

Your agent's knowledge is everything you add in the **Knowledge** tab in Agentic Avatar Studio: **media**, **web pages**, and **free text**.

When a user asks a question, the agent finds the relevant information in this knowledge and builds its answer from it (a method called retrieval-augmented generation, or RAG).

How the agent uses each type of knowledge

Each time a user asks a question, the agent looks up the answer in its knowledge. How it does this depends on the type of knowledge.

Type	How the agent uses it	Limits and requirements
Media manager (videos, audio, and documents)	• Reads the text in each file: the captions of videos and audio files, the text of documents, and on-screen text if you order OCR (on-screen text recognition) through REACH, Kaltura's captioning and enrichment service. • Splits the text into short sections and stores them in a search index that matches by meaning, not exact words. For example, a question about "time off" can find a section about "vacation days". • When a user asks a question, searches these sections for the best match.	• New files can take up to 3 hours to process. • Up to 1 GB per file. • Videos and audio files need captions. • Image files aren't supported. • Counts toward your knowledge storage, which depends on your account.

Type	How the agent uses it	Limits and requirements
Web sources	• Reads the page and up to five levels of subpages live, each time a user asks a question. • Answers always reflect the current version of the page. • Reads only text, not images or videos.	• Up to 10 URLs per agent. • Public pages only, not pages behind a login or firewall. • Doesn't count toward storage.
Free text	• Never searched. It's always in front of the agent, the way you remember a fact without looking it up. • The most reliable place for short facts the agent must always get right, such as opening hours or prices.	• Up to 10,000 characters. • Doesn't count toward storage.

Key behaviors

- The agent answers in the user's language, even if your knowledge is in a different language.
- Each agent has its own knowledge. Media, web sources, and free text aren't shared between agents.

Keep answers based on your knowledge

By default, if the agent can't find an answer in its knowledge, it can answer from general AI knowledge. This means it might give answers that aren't based on your content.

To keep answers based on your knowledge:

1. On the **Playbook** tab, go to **Agent role**.
2. Add an instruction such as: "If the information isn't in your knowledge, say that you don't know."
3. Click **Publish**.



To stop the agent from discussing specific subjects, add them as restricted topics on the **Playbook** tab. You can add up to 10.

To add or delete knowledge, see [Add knowledge to your agent](#). To get better answers from your agent, see [Best practices for adding knowledge to your agent](#).
