FORM 01 OF 10 · CONVERSATIONAL AGENTS

Answering agent

It answers questions from knowledge you have approved and shows the source. It changes nothing in any system.

NOT WHEN	USE IT WHEN
The person must then go and do the task by hand every time. That is the sign you need an acting agent.	**People need answers from policies, manuals, contracts or product documents.**

IT NEEDS

A defined set of sources, the same reading rights as the person asking, an answer that cites what it relied on, and the ability to say that the documents are silent.

EXAMPLE

A staff assistant that answers a question on leave policy and links the paragraph it used.

BUILD IT ON KATONIC

01 New agent, **Answer & assist**, then **Search your docs**. Choose **Start blank** and **Continue to build**.

02 **Identity.** Give a display name and a one-sentence description. Pick the **Owner team**: it is required, and it decides who can see, use, edit and publish the agent.

03 **Behavior.** Write the system prompt, or use **Generate from Identity & template**. Pick a **Model tier**: Fast, Balanced or Smart. The gateway picks the model, so the prompt stays portable.

04 **Knowledge.** Under **Pick knowledge bases**, attach the ones this agent may read.

05 **Guardrails.** Pick a **Guardrail profile**. Without one the page warns that the agent “will publish ungoverned”.

06 **Test.** Add a test prompt and choose **Run**. The draft runs live, with a trace of each step.

07 **Deploy.** Check the **Pre-flight** list, then **Publish**. The agent is reachable in the Work Room.

ALSO CALLED Knowledge agent, retrieval agent, question-and-answer assistant.

One of ten forms in “Types of AI agents”. KATONIC.AI/RESOURCES/WHITE-PAPERS/TYPES-OF-AI-AGENTS