Mozout

Generated on 28/11/2026 21:13

KNOWLEDGE BASE · PUBLIC DOCUMENT

Putting your agent in your website chat: what your server sends and what it does not

Agents Through the API

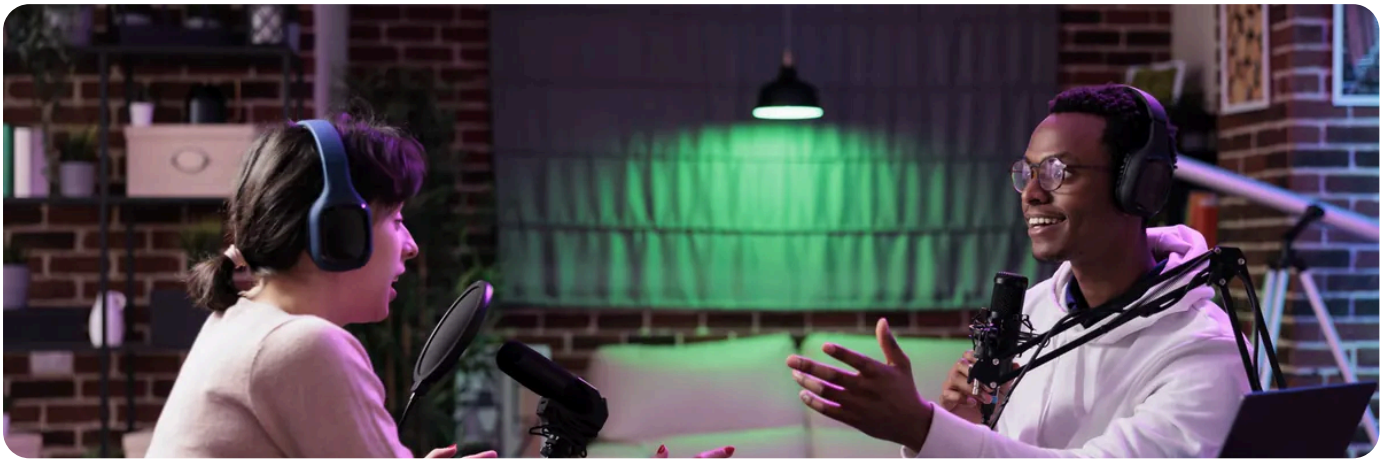
CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-9264	v2026.11.28	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/9264

Putting your agent in your website chat: what your server sends and what it does not

Agents Through the API Created on **November 28, 2026** 3 min read



For the agent to talk to the visitors on your website, the path is always the same: the browser talks to your server, and your server talks to the API. The browser never calls the API directly. Your website's pages could not do it anyway: browsers can only call the API from our documentation.

The path of a message

1. The visitor types in the chat, and the browser sends the message to your server.
2. Your server adds the earlier messages of the conversation and calls `POST /v1/chat/completions`, with the key and `agent/...` in `model`.
3. The agent adds its instructions and knowledge, uses its tools if it needs them, and answers.
4. Your server sends only the text of the answer back to the browser.

What your server sends, and what it does not

Sends	Does not send
`model`, with `agent/` and the agent id	The instructions: the agent adds them itself
The conversation messages, with `role` `user` and `assistant`	The knowledge: it also goes on its own
`max_tokens`, if you want shorter answers than the agent's	The key to the browser: it stays on the server only

Sends	Does not send
The key, in the `Authorization: Bearer` header	Data the agent does not need, such as passwords or card numbers

The request body looks like this:

```
{
  "model": "agent/7c1e9a42-b35d8f06-a2c4e719-5d0b3f8e",
  "messages": [
    { "role": "user", "content": "Do you deliver on Saturdays?" },
    { "role": "assistant", "content": "Yes, from 9 am to 1 pm." },
    { "role": "user", "content": "And how much does it cost?" }
  ],
  "max_tokens": 400
}
```

Each chat request stands on its own. For the agent to know what was already said, your server sends the earlier messages with each request. More messages mean more input tokens, so send only the latest ones: the MozOut WordPress plugin, for example, sends the last 10.

Keeping the spending under control

1. Set a limit of messages per visitor and per day on your server. Each message spends credits.
2. Set `max_tokens`: it caps the answer and the credit reservation.
3. Use a key just for the chat, with `ai:read` and `ai:write`, and the server IP on its IP list.
4. If something goes wrong, pause the agent in **All in One AI**: requests then get `409 agent_paused` and the agent stops answering.

With WordPress

The MozOut WordPress plugin already follows this path for you. In the Model or agent field, type `agent/` and the id. The plugin's instructions are set aside, because the agent brings its own. See **the AI assistant in the WordPress plugin**.

> **Never put the key in your website's JavaScript or in a mobile app.**
> Whoever finds it spends your credits. If that happens, see **what to do, in the right order**.

Write your program with a `sandbox_` key: the agent answers "Resposta de teste (sandbox)." and spends nothing. Switch to the `prod_` key when the chat is ready.

RECOMMENDED

Want your agent chatting on your website? See All in One AI.

See All in One AI →

SEE ALSO

- **Adding an AI chat assistant to your website: the options**
- **The AI assistant in our WordPress plugin: where to get it and the key it needs**
- **Chatbot or person: handing a conversation over, and telling visitors it is an AI**
- **An API key or token has leaked: what to do, in the right order**
- **All in One AI**

Mozout

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-INT-KB-9264 · v2026.11.28 · Generated on 28/11/2026 21:13