Saved answers

From the SourceLace manual: Every answer comes live from your systems. That is how SourceLace always works unless your organization chooses otherwise. Saved answers is an optional add-on for organizations whose systems charge per query or limit API calls. It is off until your organization buys it, a

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Every answer comes live from your systems. That is how SourceLace always works unless your organization chooses otherwise. **Saved answers** is an optional add-on for organizations whose systems charge per query or limit API calls. It is off until your organization buys it, and even then it applies only to the systems your admin turns it on for. SourceLace never turns it on for you. When it is on, your own recent answers from those systems can be reused for a short time, and every reused answer says so and how old it is.

What it does

When you ask the same question of the same system again, SourceLace can answer from the answer you got a few minutes ago instead of asking the system again. Your system gets fewer calls, which matters when it charges for each one or allows only so many a day, and the answer comes back sooner.

Only answers that read data are ever reused. A change you make, a draft, a message and a file delivery always go to the system.

Who sees a saved answer

Only you. Your saved answers are reused only for your own questions, read with your own sign-in. Nobody else in your organization, and no other organization, ever gets them, even when they ask exactly the same question.

Where they are kept, and for how long

- **In memory only.** Saved answers are never written to a database or to disk.
- **Encrypted** with your organization's own key.
- **For a short time.** Each is deleted when the time your admin chose for that system runs out, at most 24 hours. The time can be as short as one minute.
- **Within your organization's size.** When the space your organization bought is full, its least recently used saved answers make room.

How you know an answer was saved

A live answer has no label: live is normal. An answer that reused a saved one always shows **From saved answers**, with how old it was and when it was fetched, for example "From saved answers · 12 min old (fetched 14:02)". In an answer that combines several systems, the label says **Partly from saved answers** when only some of them were reused, and **How it was read** says which.

Choose **Ask live** under the table to read it again from the system. The live table replaces the saved one in your chat, and it becomes your saved answer for next time.

A saved chat keeps the label with the age the answer had when you got it, so you can always tell.

What clears them

- **A change you make** to a system, through SourceLace, clears your saved answers from that system straight away, so your next question shows your change.
- **Signing in again** to a system, or a change to the groups you belong to, clears them too.
- **Your admin** turning Saved answers off for a system, or shortening its time.

A change someone else makes, or a change made in the system itself, does not clear your saved answers. That is why every reused answer shows its age: if you need the latest data, choose **Ask live**.

Which systems can use them

Your admin chooses, system by system, on the **Data retention** page. Systems where it helps most are labelled there: those that charge per query or limit API calls, such as CRMs, ERPs and data warehouses.

Some systems always read live and cannot be chosen: mail and calendar, Slack, Microsoft Teams, health records and healthcare claims. **Search everything** always searches live too.

A question that depends on today's date, such as "deals closing today", is always read live, even from a system with Saved answers on.

Sources your organization defines

For a custom connector, a REST or SOAP API, an outside MCP server or a search index, SourceLace cannot tell whether reading it changes anything. Your admin confirms that reading it changes nothing before turning Saved answers on for it, and is asked again whenever the source's settings change.

AI agents

Agents read live. An agent's owner can allow it to reuse saved answers only if it reads and reports, runs on SourceLace and starts on its schedule or with **Run now**; see Saved answers for agents.

In other AI apps

When you ask through your own AI app (over MCP), the answer SourceLace sends says it came from saved answers and how old it is, and asks the AI to tell you. SourceLace cannot control how another company's app shows it. To read live, ask the AI for live data.

For admins

1. Your organization gets Saved answers from SourceLace as an add-on to its plan, in a size that fits how much it asks. Ask your SourceLace contact.
2. On the **Data retention** page, under **Saved answers**, turn it on for each system you want and choose how long answers are kept. The box suggests a time for that kind of system, such as 15 minutes for business apps and 60 for data warehouses. A shorter time means fresher answers; a longer one means fewer calls.
3. If your organization keeps results in server memory only, tick **Also allow Saved answers** first.

The **Usage** page shows how many calls each system was spared. Every reused answer is in the audit log, with when it was fetched.