

awork AI – Product Description

Version 0.2

As of: 09 September 2026

This product description sets out the currently applicable functional and performance scope of awork AI. It supplements the AI Terms. The specific AI Plan booked, the included credit allowance and the agreed fee follow from the respective order or booking process.

Material changes to this product description will be versioned. To the extent that a change materially reduces the usable scope of services of an AI Plan already booked, it will take effect no earlier than the beginning of the following monthly AI billing period.

1. awork AI

awork AI extends awork with AI-based functions for processing information, creating and editing content and for supporting and executing workflows.

The current scope of services may include, in particular:

- the awork Agent,
- Custom Agents,
- Skills and Memory,
- access to shared awork context,
- use of supported tools and connections,
- execution of actions in awork,
- integration of external systems,
- assignment of agents to projects or tasks,
- manually or automatically triggered agent runs.

Not all functions need to be available in every AI Plan or with every model used.

2. AI Plans

For the use of the paid awork AI add-on, an AI Plan is assigned to each regular active user.

The AI Plan currently booked determines, in particular:

- the credit allowance available per month,
- the models available, if any,
- any additional functions or capacities.

The AI Plans, prices and included credits available in each case are displayed at the time of booking.

Current plan structure:

AI Plan	Included credits per user / month
AI Starter	1,750
AI Plus	3,500
AI Pro	7,500
AI Max	16,000
AI Ultra	64,000

3. awork AI Credits

awork AI Credits are units of use for certain AI functions. Credits have no monetary value and cannot be paid out or redeemed for money.

The credit allowance is generally provided per user and per monthly AI billing period.

Unused credits expire at the end of the respective billing period and are not carried over to the following period.

Unless expressly stated otherwise, credits currently cannot be transferred between users or pooled across the workspace.

4. Credit consumption

Credit consumption may vary from one AI operation to another.

It may in particular be influenced by:

- the AI model used,
- the scope and complexity of the context processed,
- the volume of input and output,
- the number and type of processing steps,
- tool calls and external connections,
- the complexity and configuration of an agent.

An agent run or any other AI action therefore does not necessarily correspond to a fixed number of credits.

awork may publish typical consumption examples, for instance the approximate number of certain agent runs that is possible with a given credit volume. Such information serves solely as guidance and does not constitute a guarantee of a particular number of runs or results.

Current credit consumption and the remaining credit volume are displayed within awork. Workspace administrators can view the AI Plans and the credit consumption of the users of their workspace.

awork may inform users and/or administrators before the available allowance is reached.

Failed operations

An AI operation that fails or is not fully completed may also consume credits to the extent that AI resources have already been used for processing it.

5. Changes to the credit consumption logic

awork may adapt the calculation of credit consumption to changes in models, providers, functions and technical architecture.

There is therefore no entitlement for a particular AI operation to permanently consume the same number of credits.

Changes do not apply retroactively to credits already consumed.

Material changes that noticeably reduce the volume of services typically usable with an existing credit allowance will be announced in advance and will take effect no earlier than the beginning of the following AI billing period.

6. Exhaustion of the credit allowance

Once the credits included in the AI Plan have been consumed, no automatic additional costs arise.

Credit-intensive AI functions may be restricted or paused until the next monthly reset or until the available allowance is increased.

Currently provided for:

- **Custom Agents:** Further runs are paused once the available credit allowance has been consumed.
- **awork Agent / Chat:** Certain chat functions remain available with a reduced functional and/or performance scope. In particular, different models may be used and individual functions, tools or advanced agent capabilities may not be available. Such restricted use may also be subject to technical usage limits.

The specific design of the reduced mode may be developed further technically.

7. Increasing the usage volume

Where available, an administrator may switch a user to a higher AI Plan during an ongoing billing period.

An upgrade generally takes effect immediately. The monthly reset of the AI allowance remains tied to the existing AI billing period.

Downgrades generally take effect at the beginning of the following AI billing period.

In the case of an upgrade, the credit allowance of the newly booked AI Plan is applied for the ongoing billing period. Credits already consumed during the ongoing billing period are set off against it.

In future, awork may also offer other options for increasing the usage volume, in particular additional credit packages or workspace- or project-related allowances. There is an entitlement to such options only to the extent that they are offered to the respective customer.

8. Models

awork AI may use different AI models from various providers.

Which models are currently available and for which functions they may be used follows from awork or from the current product documentation.

There is no entitlement to a particular model or a particular model provider.

awork may add, replace or remove models provided that the essential functional scope of the booked service is maintained.

Workspace administrators may deactivate for their workspace the AI models selectable for regular use. This may not apply to models that awork prescribes for individual technical or basic AI functions and that are not part of the model usage selectable by the user.

9. Agents and automations

Custom Agents can be configured by users with instructions, context, skills, tools and connections.

Depending on the configuration, agents may:

- process information,
- generate or modify content,
- access awork data,
- execute tool calls,
- carry out actions in awork,
- access connected external systems,
- be started by user actions, triggers or other configured processes.

Agents can only act within the scope of the permissions technically available to them.

10. Tools, connections and MCP

awork may offer its own tools and connections as well as those supported by awork.

Customers may also connect – where technically supported – their own external systems or MCP servers.

The technical compatibility and availability of any external MCP servers or third-party systems is not guaranteed.

For external systems connected by the customer, the terms and privacy policies of the respective third-party provider apply in addition.

11. Trial

awork AI may be offered for a free trial limited in time.

The current trial is limited to **14 days** and ends automatically without a paid subscription automatically arising from it.

The trial may differ from the paid offering in terms of:

- available models,
- functions,
- number of users and
- credit volume

compared with the paid offering.

The specific trial services are displayed prior to activation.

During the trial, an authorised user may actively switch to a paid AI Plan at any time.

After the end of the trial, paid AI functions are deactivated unless an AI add-on is booked. AI configurations and content already created may remain stored in the workspace and may become available again upon a later reactivation.

12. Versioning

This Product Description is developed on an ongoing basis.

Editorial changes and clarifications may be made without a new version, provided they do not alter the scope of services.

Changes that materially alter the contractually relevant scope of services will receive a new version number and a new effective date.

Earlier versions are archived so that it remains traceable which Product Description applied to a given billing period.