

# Chat and collaboration (C&C) guide for attendees in Town hall events

Last Modified on 03/12/2025 9:21 am IST

 This article is designated for all users.

## About

The **Chat and Collaboration (C&C)** feature brings interactivity to Town hall (webcast) events. Attendees can join the conversation through real-time chat, polls, quizzes, and Q&A, making sessions more dynamic and engaging.

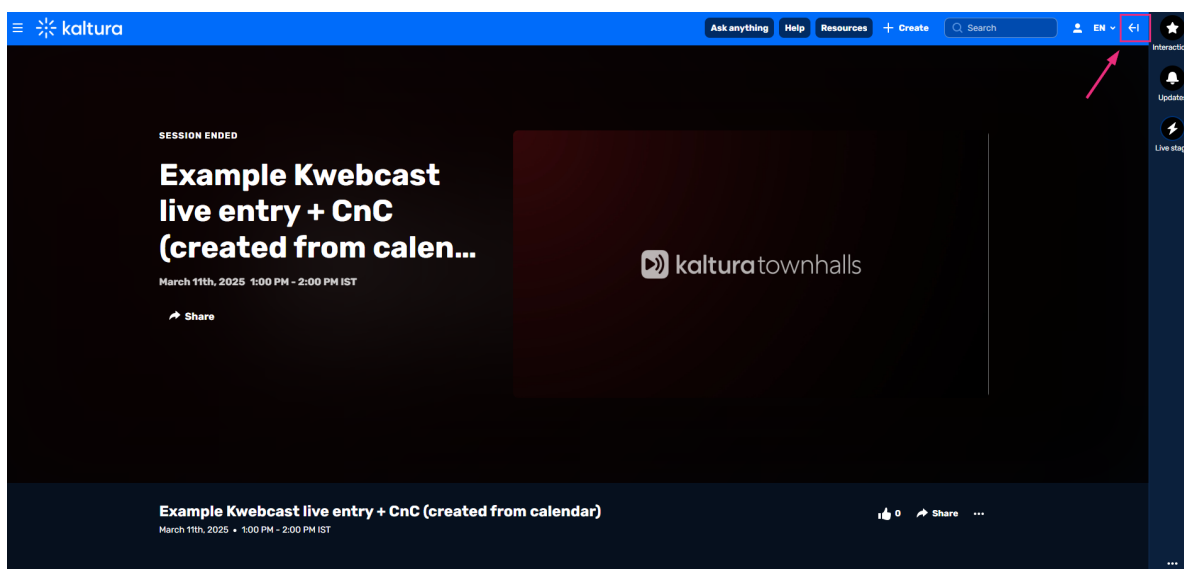


The features available will depend on how the moderator has configured the session.

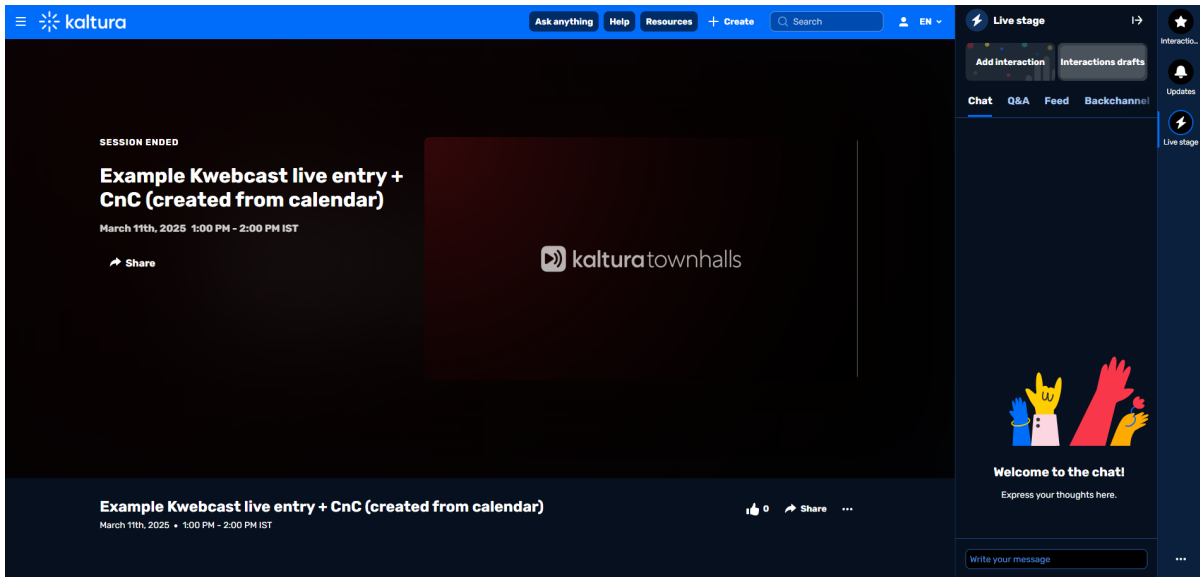
## Access the Chat & Collaboration functions

The Chat & Collaboration menu is located on the right sidebar in desktop and on the bottom of the screen in mobile. It contains tabs for [Updates](#) and [Live Stage](#). The menu displays differently for an attendee and moderator.

Click the expand button (arrow icon) in the upper right corner of the screen.

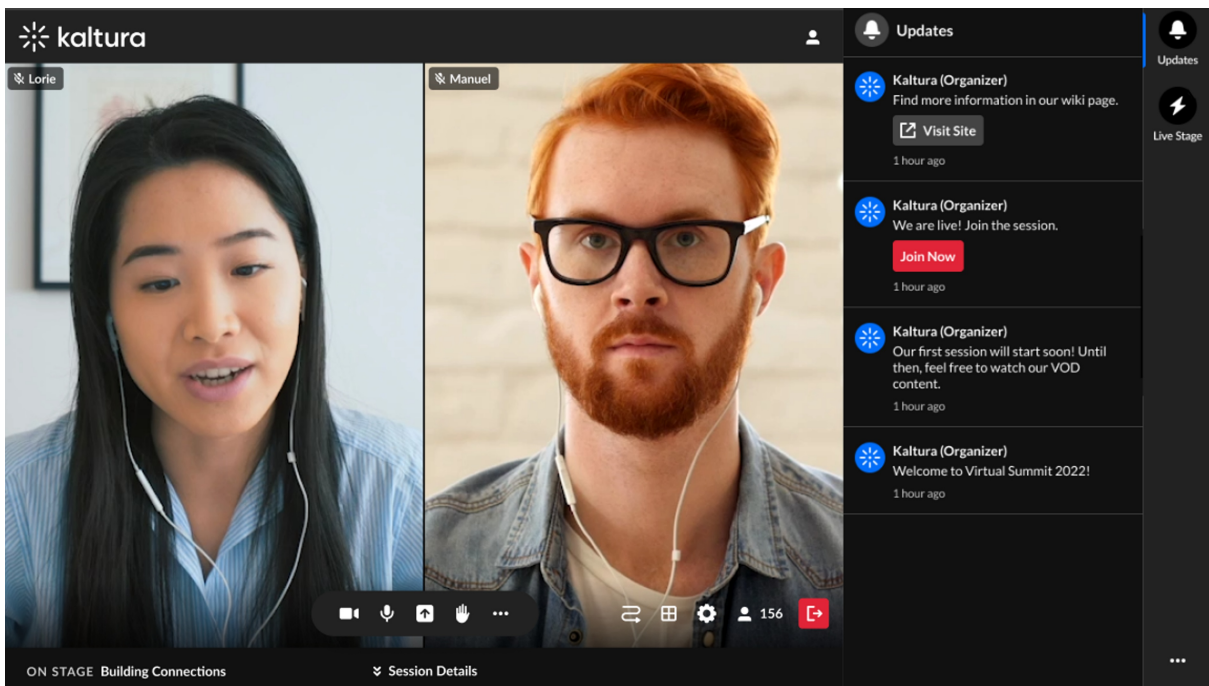


The Chat & Collaboration panel displays.

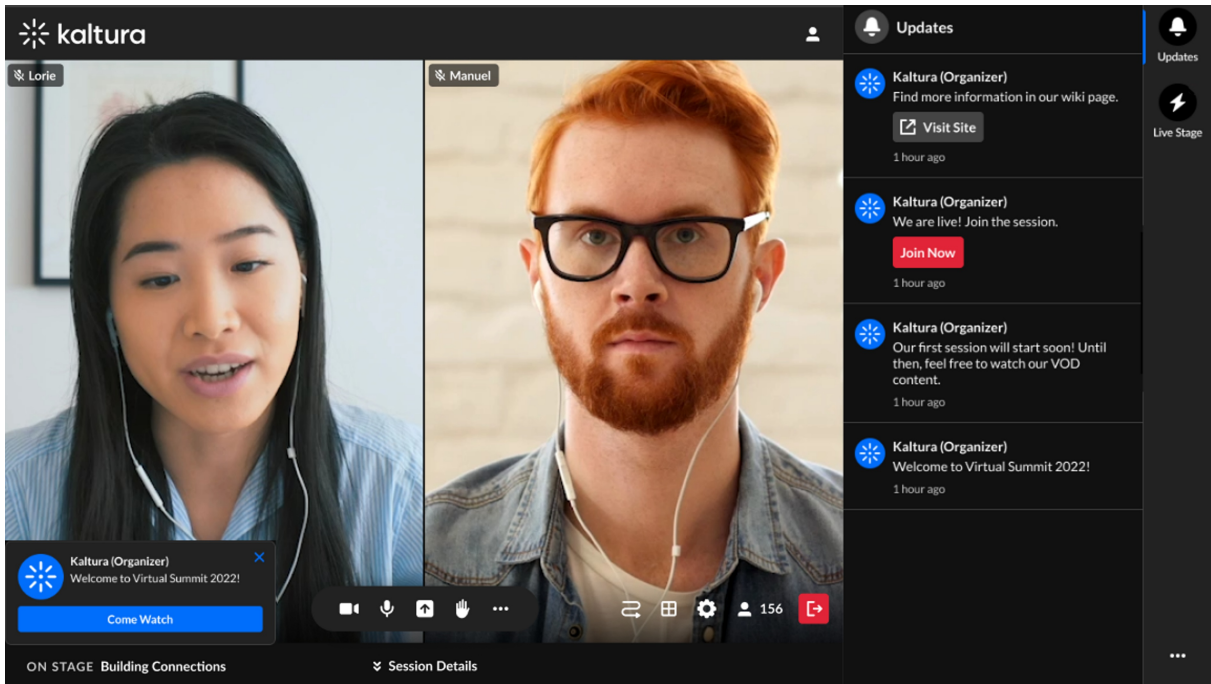


## Updates

The Updates tab displays the notifications sent from the moderator to all participants during the session. The Updates tab displays the same to an attendee and a moderator.



The following shows the Updates tab with a small toast popup in the lower left corner of the screen.

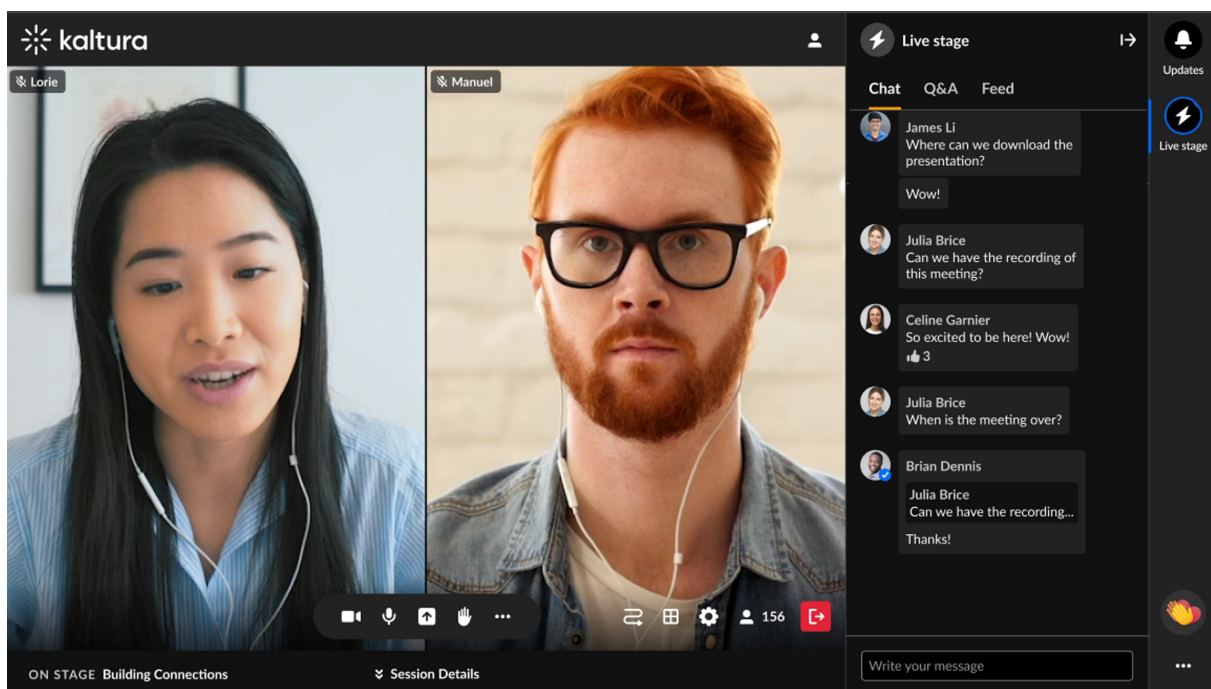


## Live Stage

The Live Stage tab is only for a specific context, for example, a specific session, and displays differently for an attendee and moderator. The Live Stage tab includes sub-tabs for **Chat**, **Q&A**, and **Feed**.

## Chat tab

The Chat tab presents the group chat for a specific context/session.



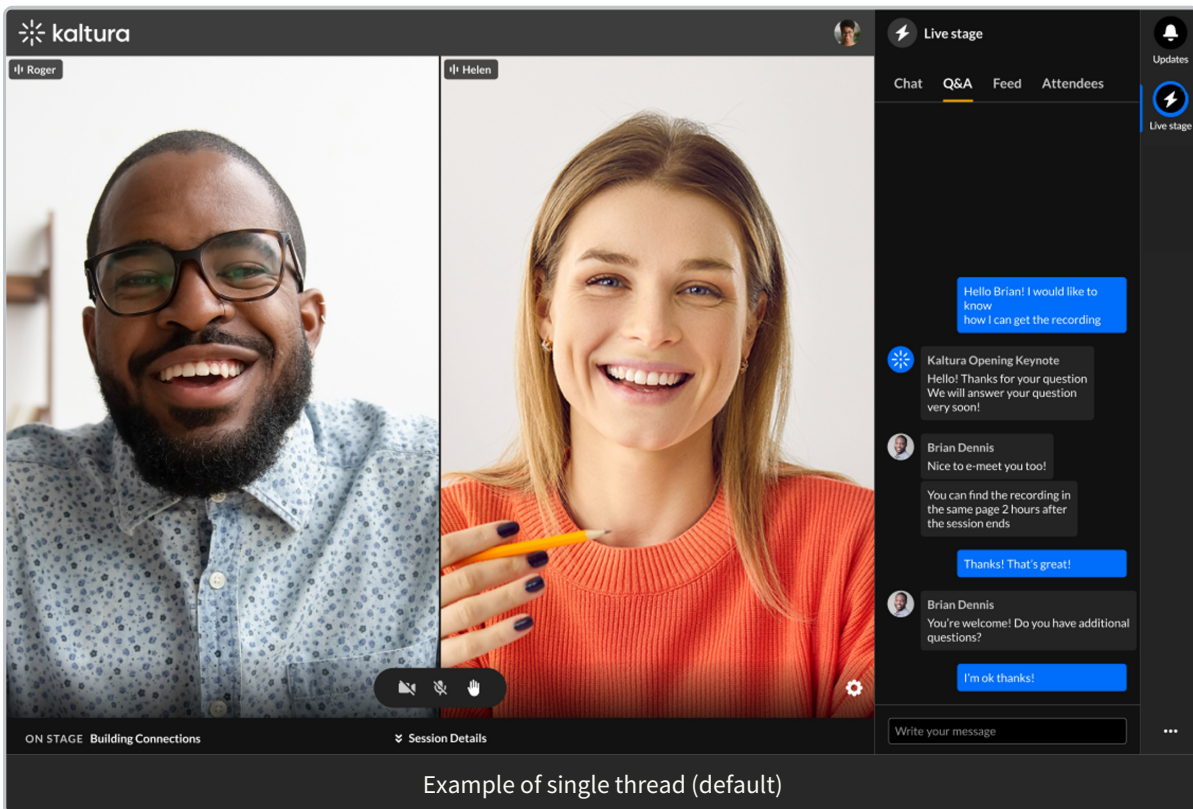
In the Chat tab, attendees can:

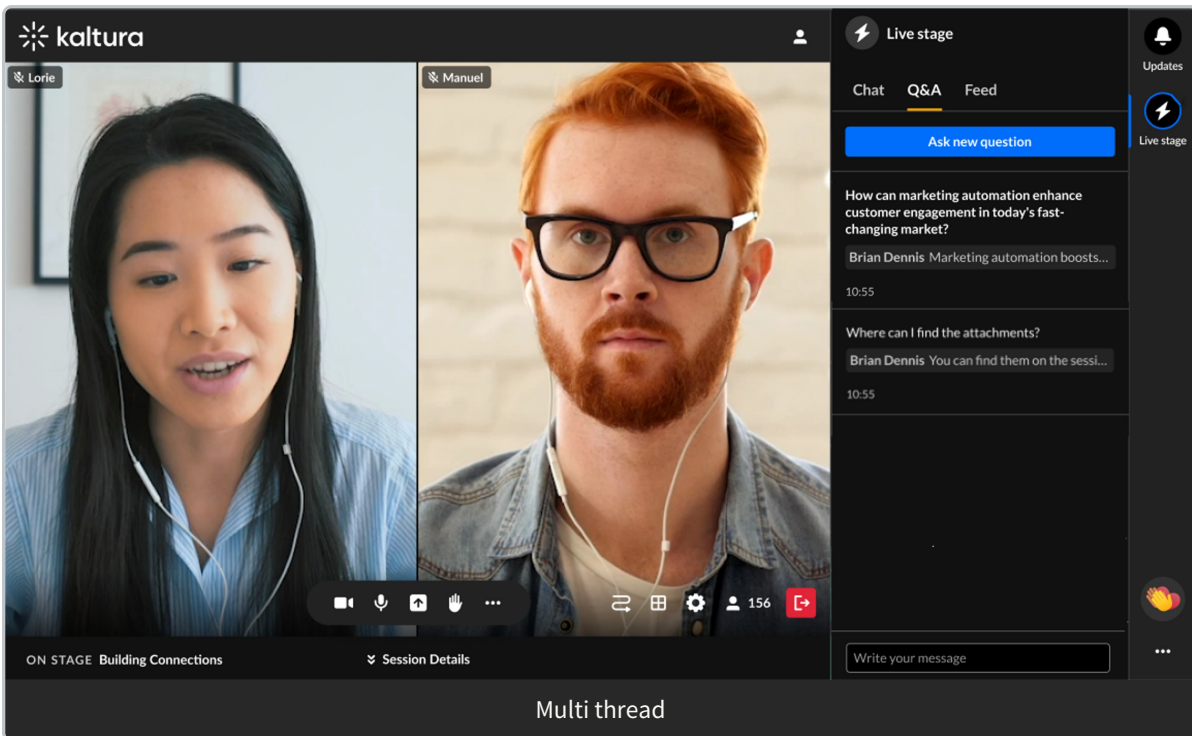
- **Like a message:** Hover over a message and click the Like icon.
- **Reply to a message:** Hover over a message and click the Reply icon.
- **Delete your message:** Hover over your message and click the Trashcan icon.

## Q&A tab

The Q&A tab allows attendees to ask moderators questions. Your admin can configure the Q&A experience as either a Single Thread (default) or Multi Thread:

- **Single thread (Default):** All questions from an attendee are grouped into one thread.
- **Multi thread:** Each question creates its own thread, allowing attendees to have multiple conversations with the moderator, organized by context.

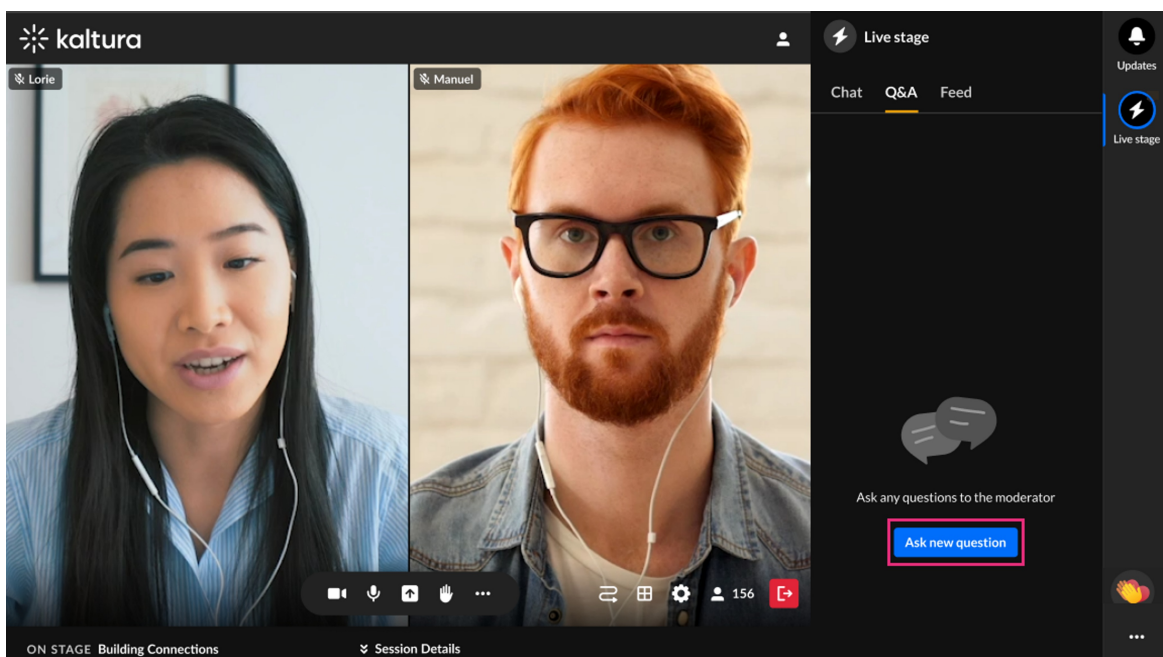




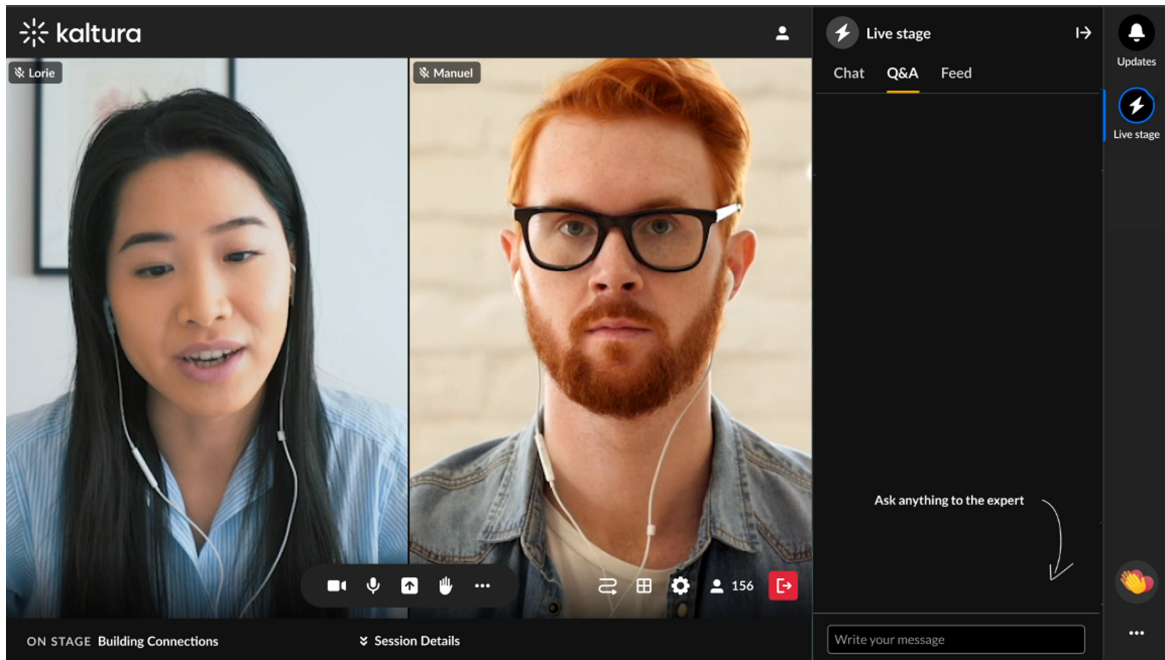
In this article, we'll demonstrate the multi-thread setup.

### Asking your first question:

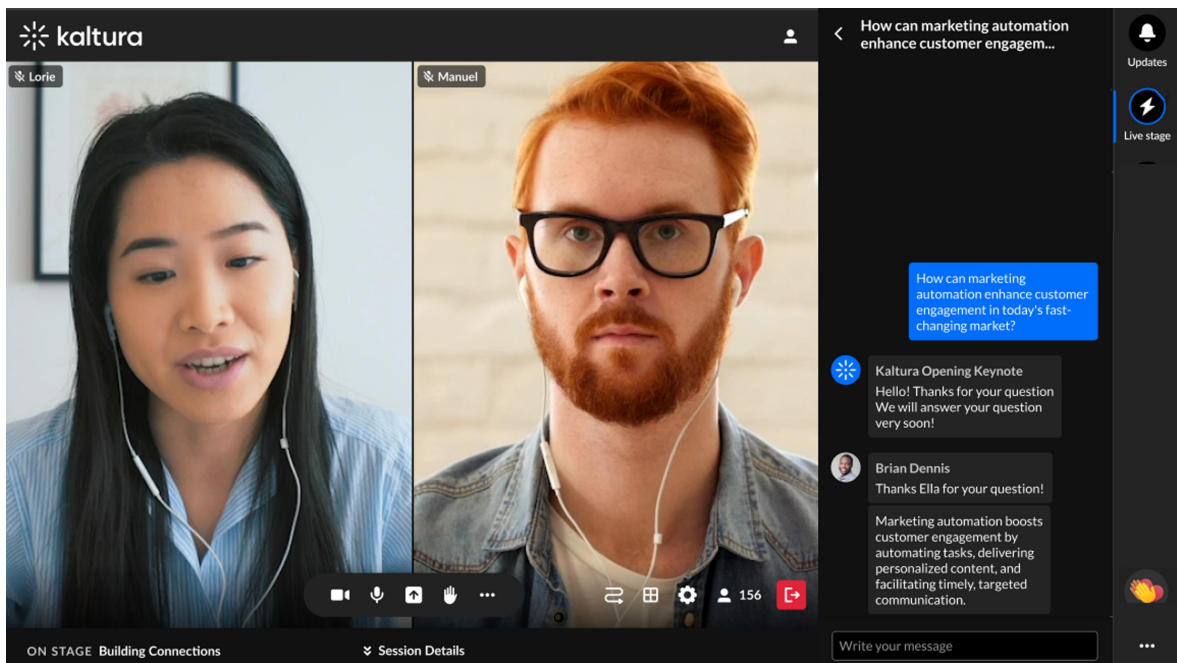
1. Click the **Ask new question** button.



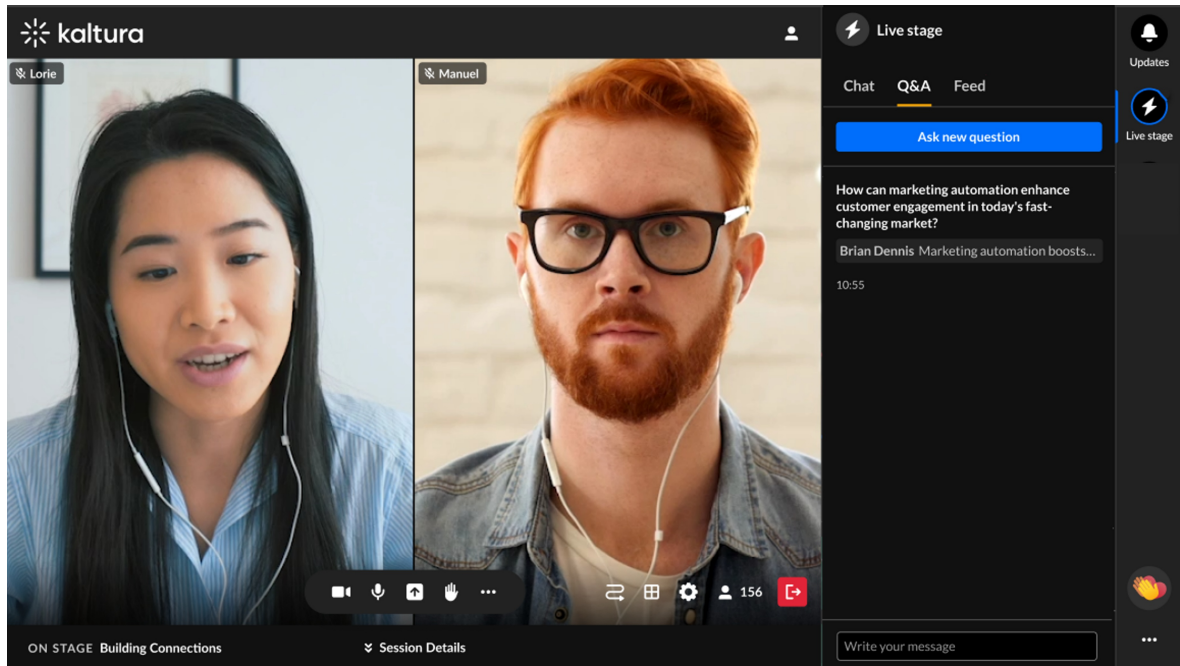
The 'Write your message' text field displays.



2. Type your question in the text field and press **Enter**.  
A new conversation thread opens with your question as the first message. The moderator will respond in the same thread.

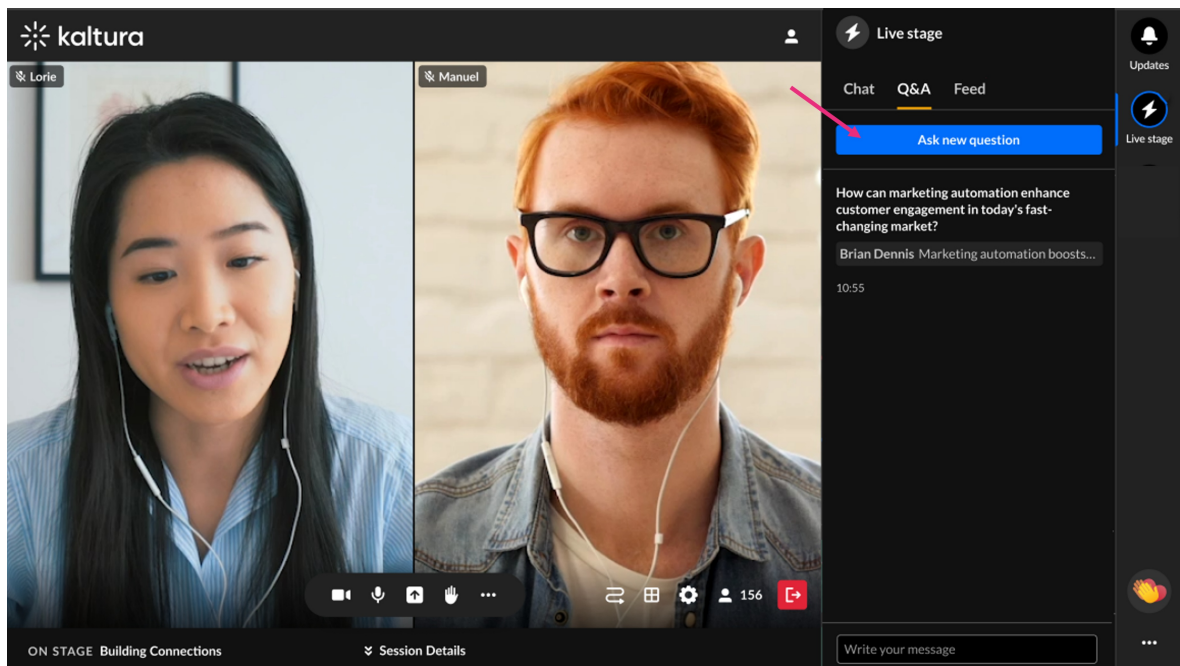


3. To return to the list of question threads, click the back arrow next to the thread header. You can reopen and continue any thread at any time.

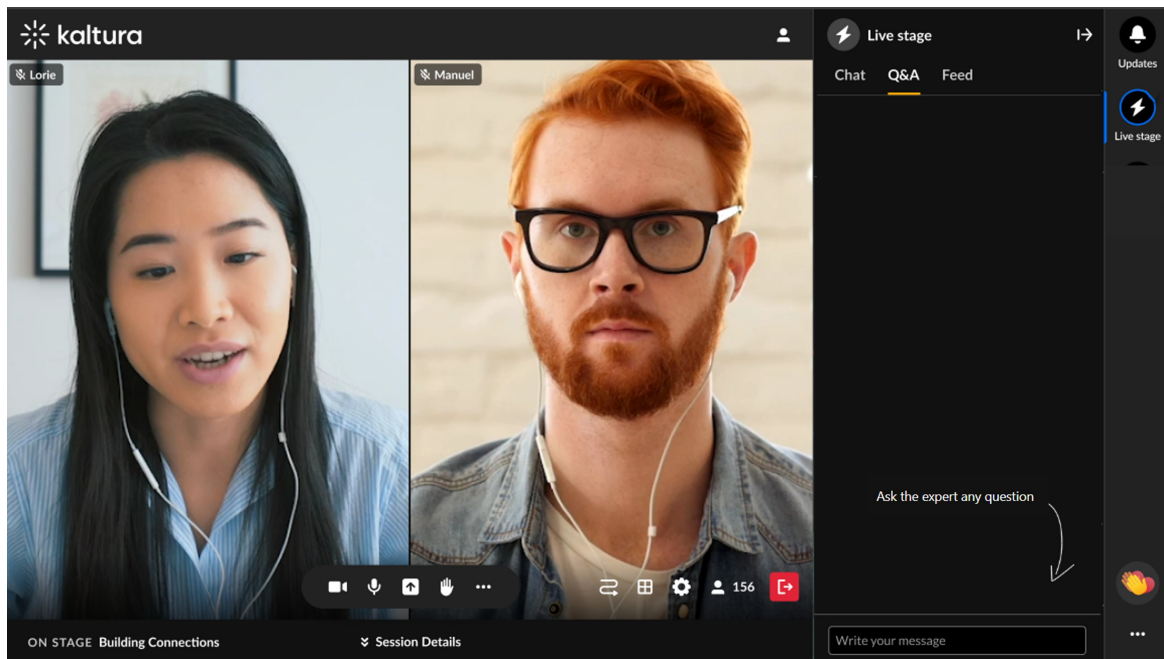


## Starting a new question thread:

1. Click the **Ask new question** button.

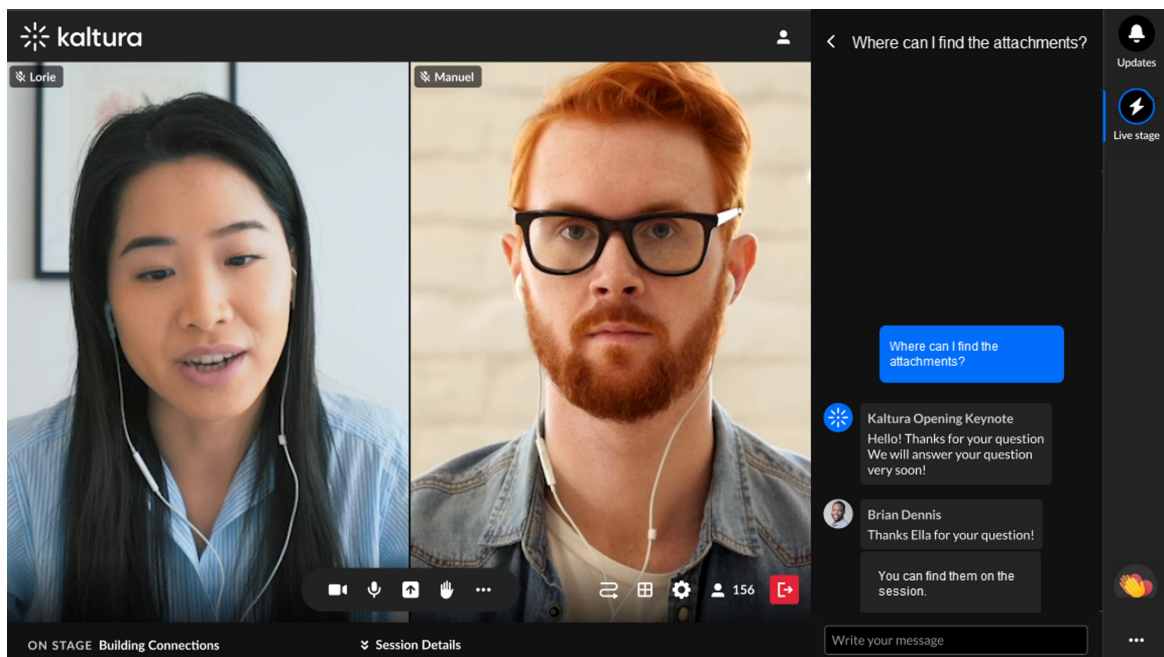


The 'Write your message' field displays.



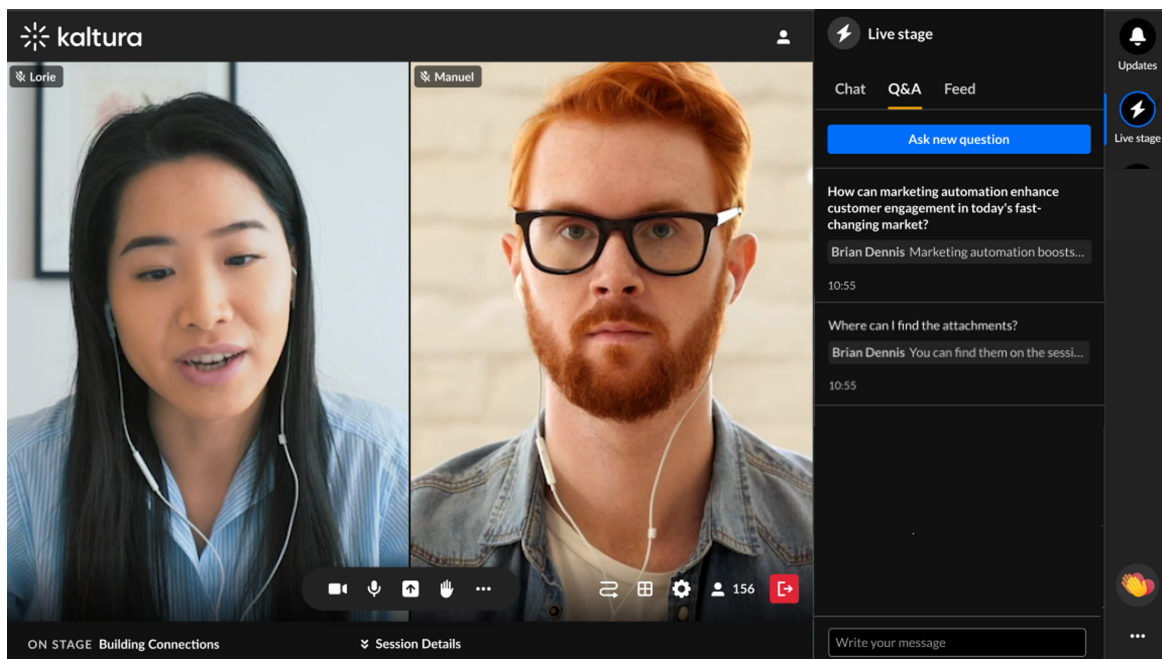
2. Type your question in the Write your message field and press Enter.

A new thread opens with your question at the top.



3. To return to the list of question threads, click the back arrow next to the thread header.





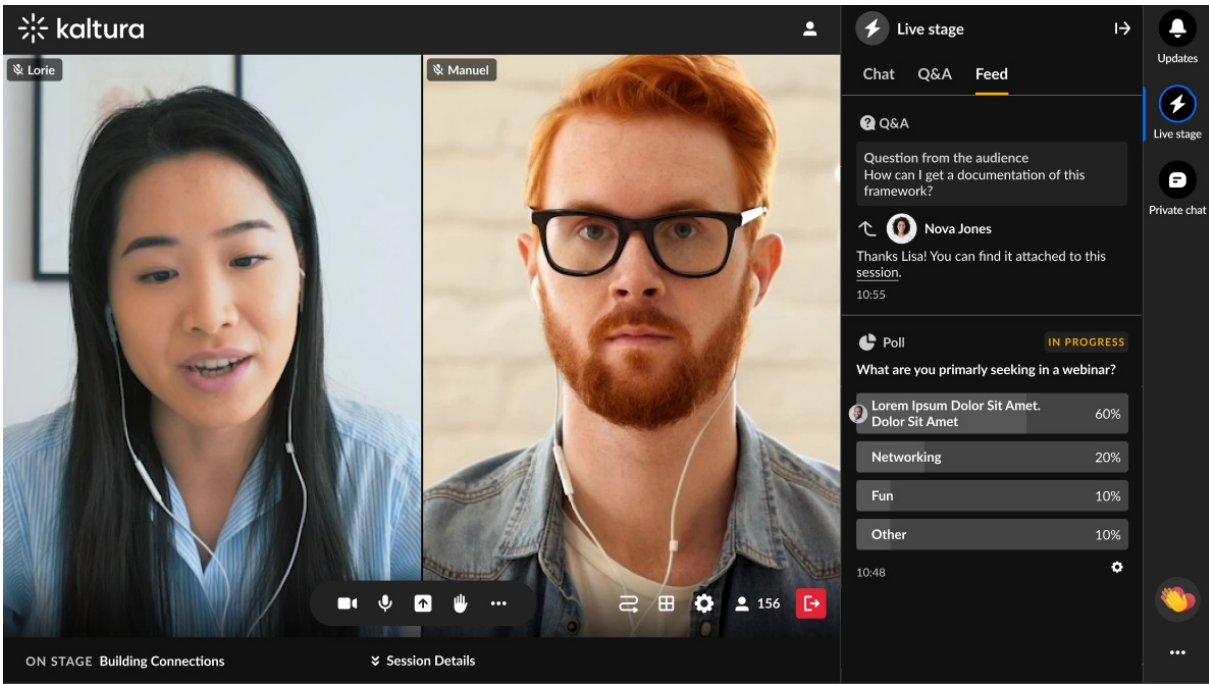
You can reopen and continue any thread at any time.

In the Q&A tab, attendees can:

- **Like a message:** Hover over a message and click the Like icon.
- **Reply to a message:** Hover over a message and click the Reply icon.
- **Delete your message:** Hover over your message and click the Trashcan icon.

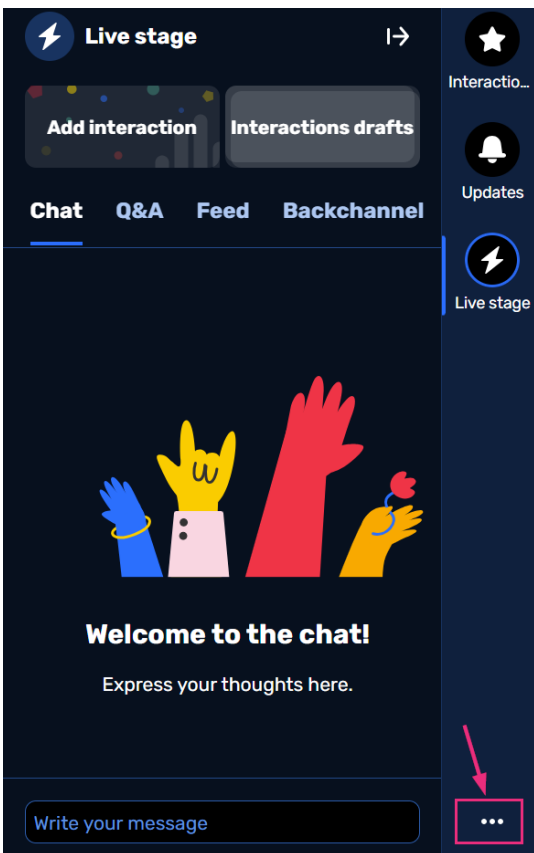
## Feed tab

The Feed tab is your hub for session updates and interactions, similar to a social media feed. Here, you'll see items like pinned messages and interactive polls (including rating scales and crowd votes). It's an easy way to stay engaged and participate in the session.



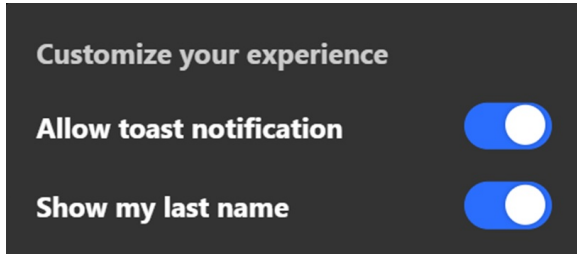
## Settings

As a participant, you can configure your own settings by clicking the **three dots** at the bottom of the right sidebar to display a list of options.



Click the desired option to enable it.

- **Allow toast notifications:** Enable pop-up notifications for updates like new polls, direct messages, or announcements.
- **Show my last name:** Choose to display your full name instead of just your first name.



## Reactions

Reactions are a quick and fun way to share your response during a session. Simply click on the reaction you want, and it will instantly be visible to everyone in the session!

