

Ask Genie questions about a single video (text-based)

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 This article is designated for all users.

About

Single-video Genie lets you ask questions about the video you're watching and get answers based only on that video. Genie highlights key moments, provides short explanations, and may reference supported attachments when available.

Single-video Genie is available for videos with captions, including:

- VOD
- Audio
- Playlist videos
- Recordings of live sessions



If an Agentic Avatar is available on your page, you can also ask questions using a live conversation. To learn more, see [Ask an Agentic Avatar questions about a single video](#).



If Genie doesn't appear, the video may not have captions, the feature may be turned off for your account, or you may not have the required permissions to access Genie.

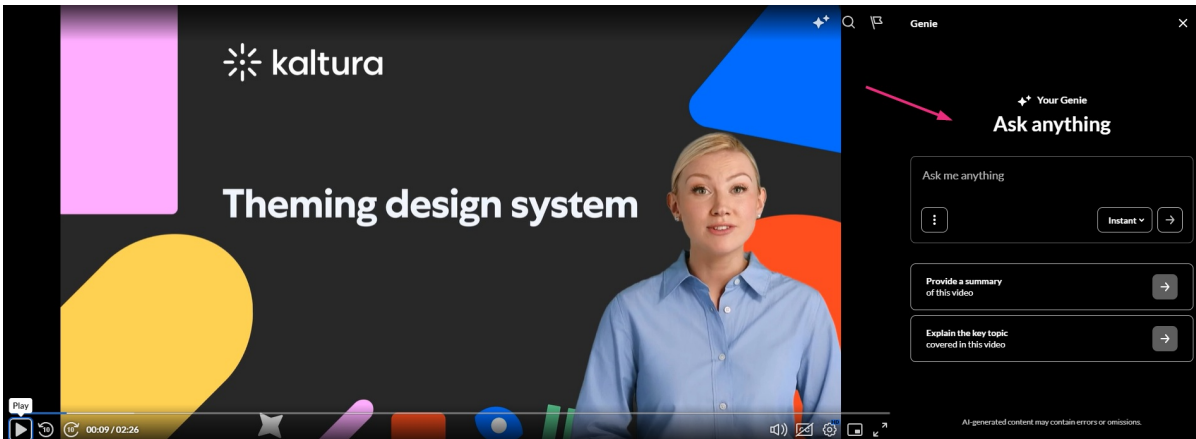
Ask a question

1. Open a video (you can do this by clicking the video's thumbnail).

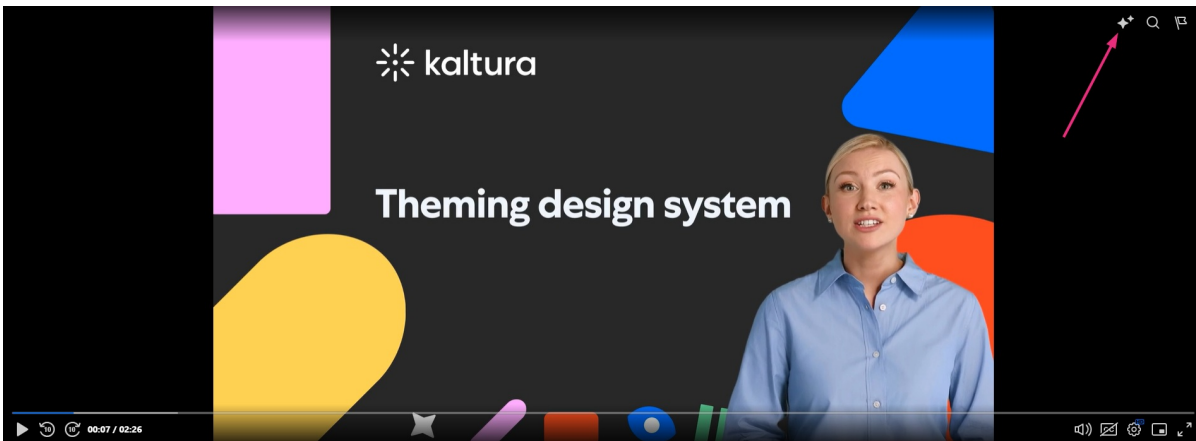
The video page loads with the Genie panel open.



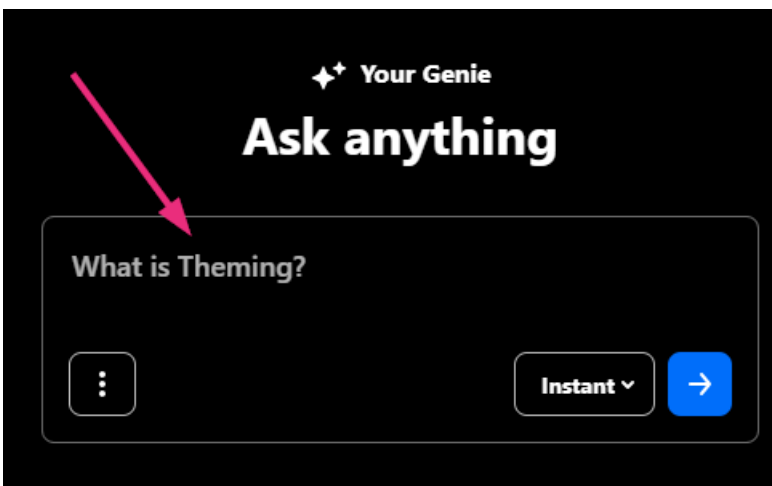
The panel may appear on the right, left, top, or bottom of the video, depending on how your admin set it up. In the example shown here, it appears on the right.



If the panel is closed, click the **Genie icon** (stars) in the top-right corner of the player to open it.



2. You can either type your own question into the **Ask anything** search field or choose one of the preset questions (see [below](#) for details).

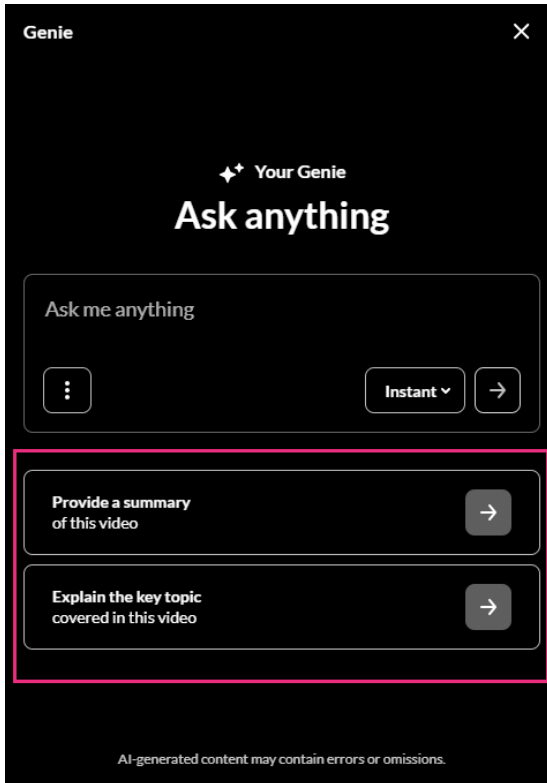


Use preset questions

Single-video Genie includes preset questions to help you get started quickly. You can use these to ask Genie to:

- Summarize the video
- Explain the main topic covered in the video

Selecting a preset question automatically runs the request.

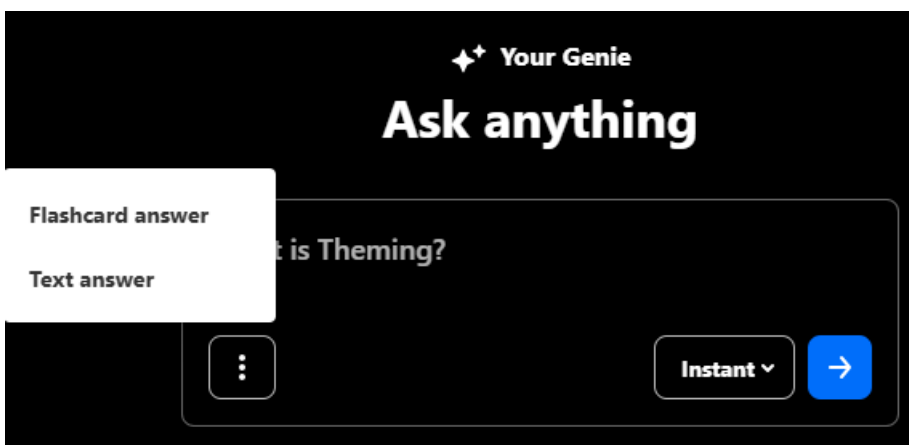


Choose an answer format

To the left of the input field, you can select **Flashcard** or **Text**.

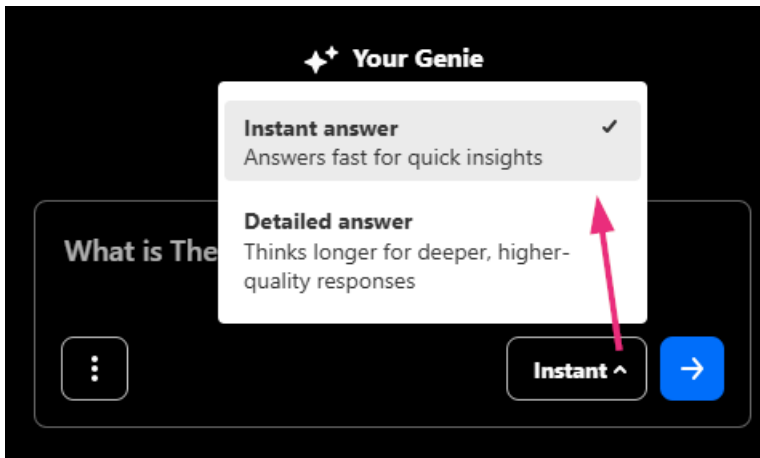
- **Flashcards** give you key takeaways, often with video clips
- **Text answers** give you full written explanation with summaries, steps, or lists

If you don't choose a format, Genie selects one based on your question.



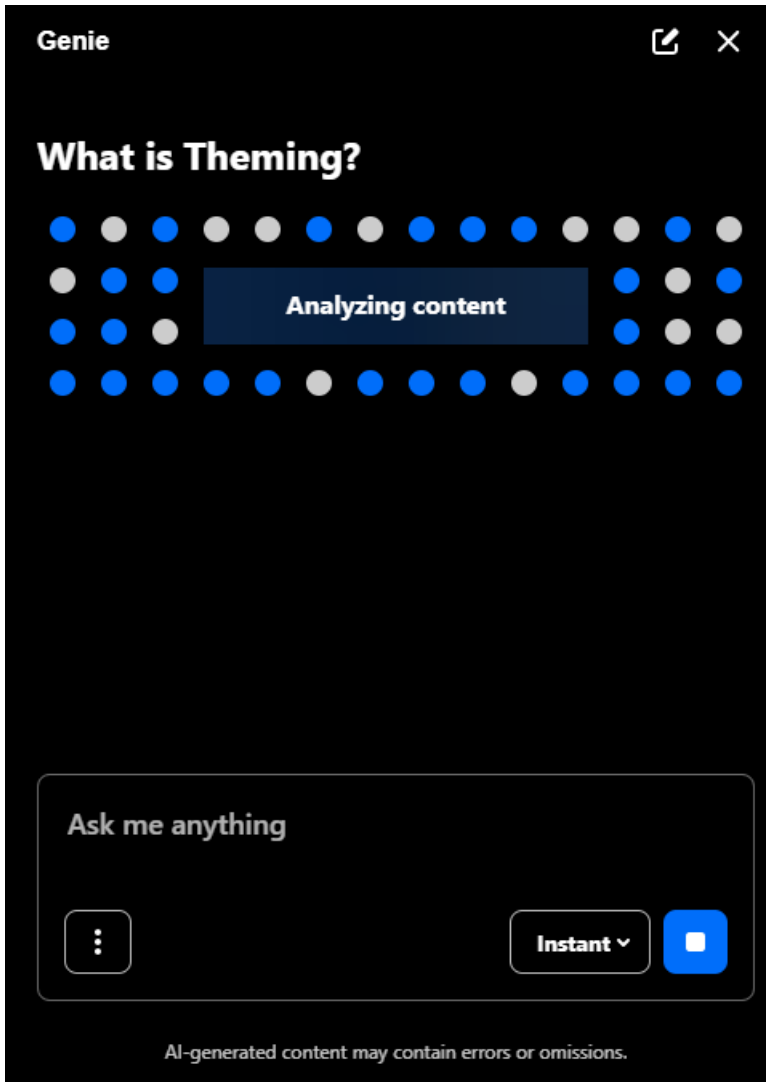
Choose the answer mode

After typing in your question, you can choose the answer mode: **Instant answer** for a quick response, or **Detailed answer** for a deeper, higher-quality response.



- 3. When you're ready, click the **blue arrow button** or press **enter**.

Genie begins analyzing your question.



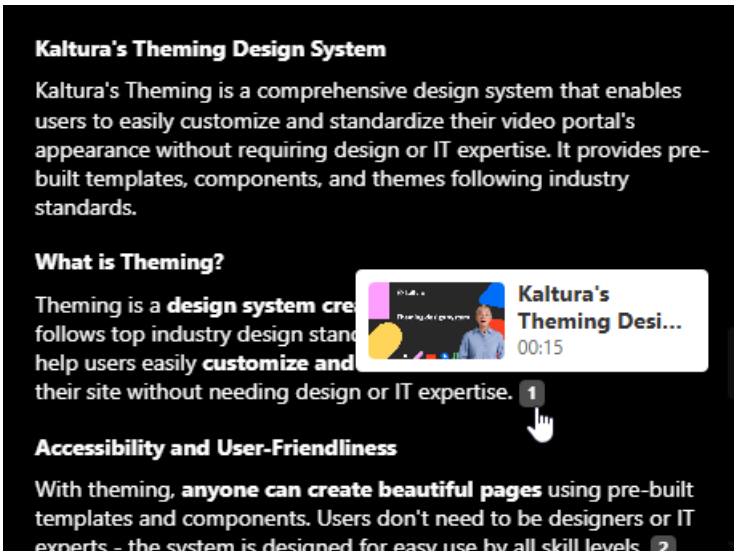
Cancel a request

To **cancel** while Genie is generating a response, click the **blue stop button** (square icon). You'll stay in the same thread and can immediately ask a new question.

View your answer

After a few seconds, your answer appears as flashcards or text, depending on your question / selected format.

Timestamps appear as small numbered markers next to the text. Hovering over a marker shows a thumbnail preview of that moment in the video. Clicking it jumps directly to that point in the video.



If Genie can't find an exact match, it will show: *I couldn't find an exact match for your request* and suggest related questions.



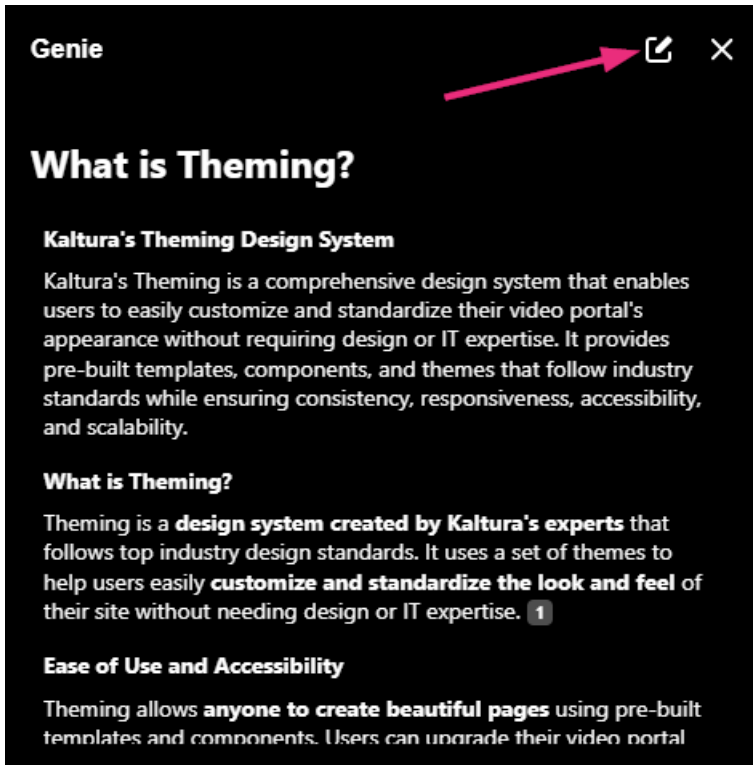
Want to learn more? See [Understand Genie's answers](#).

Ask a follow-up question

Type your next question into the 'Ask me anything' field or select a suggested follow-up. Genie uses the previous response as context and adds the new answer below it.

Start a new thread

In the top right corner of the Genie panel, the **new thread icon** (pencil in square) lets you start a fresh conversation. Click it to clear the current discussion and open a new 'Ask me anything' field.

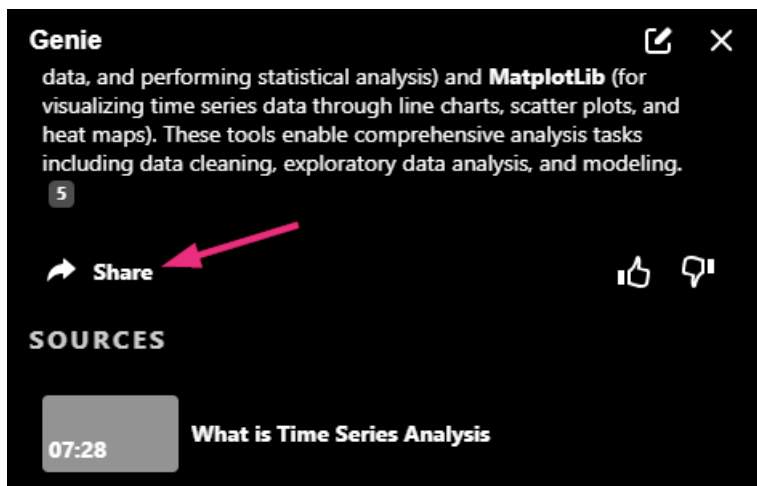


i **Multilingual support** - Genie responds in the language you use to ask your question. If matching-language sources aren't available, Genie returns the most accurate results it can.

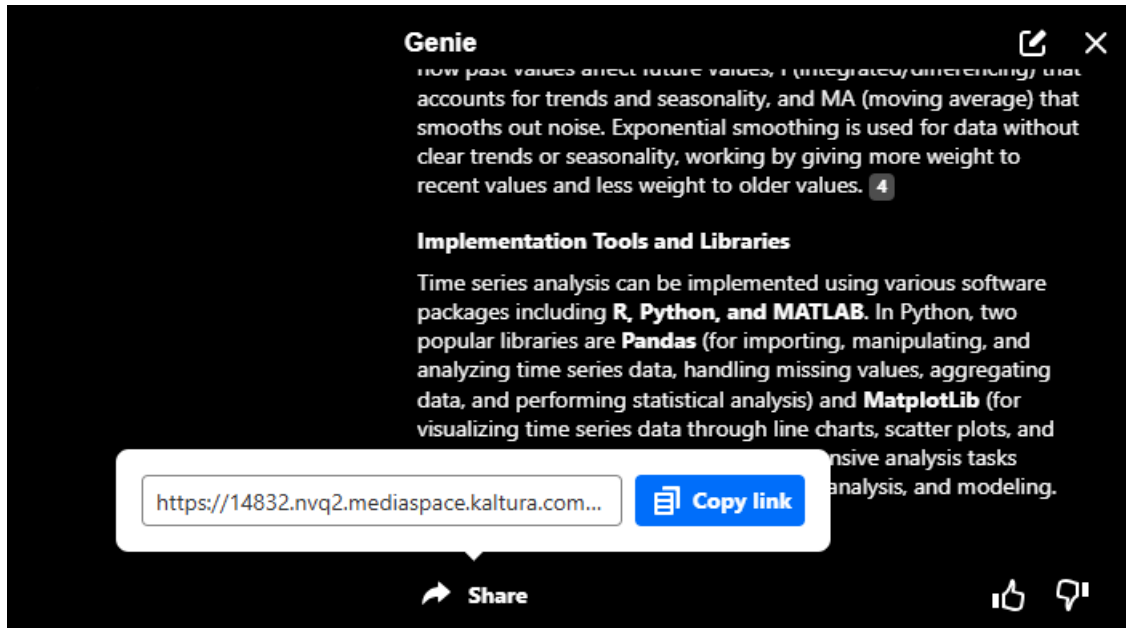
Share an answer

You can share a specific Genie answer with others.

1. Scroll to the bottom of the answer.
2. Click **Share**.



3. Copy the link that appears and share it as needed.



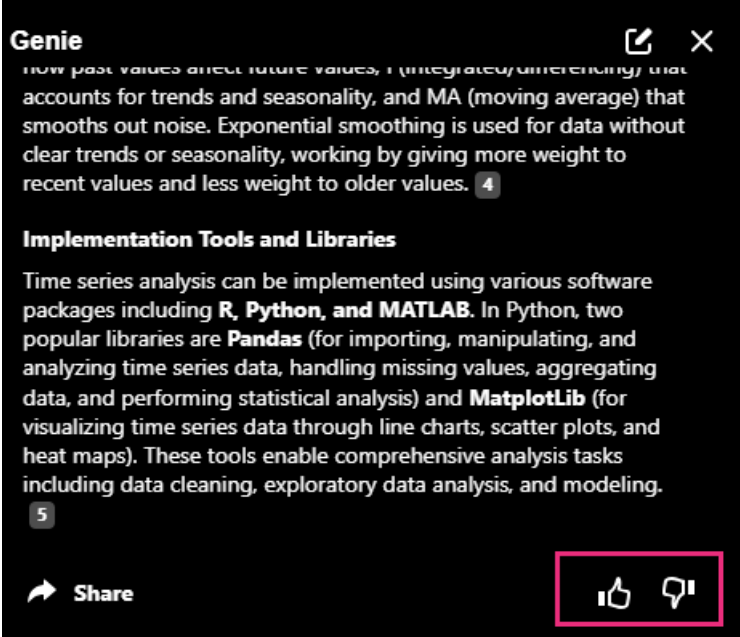
Follow-up questions from a shared link

When someone asks a follow-up from a shared answer, the page updates automatically and the conversation continues seamlessly from that point.

Provide feedback

Providing feedback on Genie’s responses plays a crucial role in improving its accuracy and future recommendations. You can rate any answer using the **thumbs up** or **thumbs down** icons.

1. Click an icon.



The feedback window opens.

Tell us more

Cancel

Submit

2. Add an optional comment if you'd like
3. Click **Submit** to send your feedback

Once submitted, you can't edit or resubmit feedback for that answer.