Ask a Conversation Agent questions about a single video (text-based)

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This article is designated for all users.

About

Single-video Conversational Agents let you ask questions about the video you're watching. This feature 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 the agent 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 it.

Ask a question

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

The Ask me anything panel opens alongside the video.

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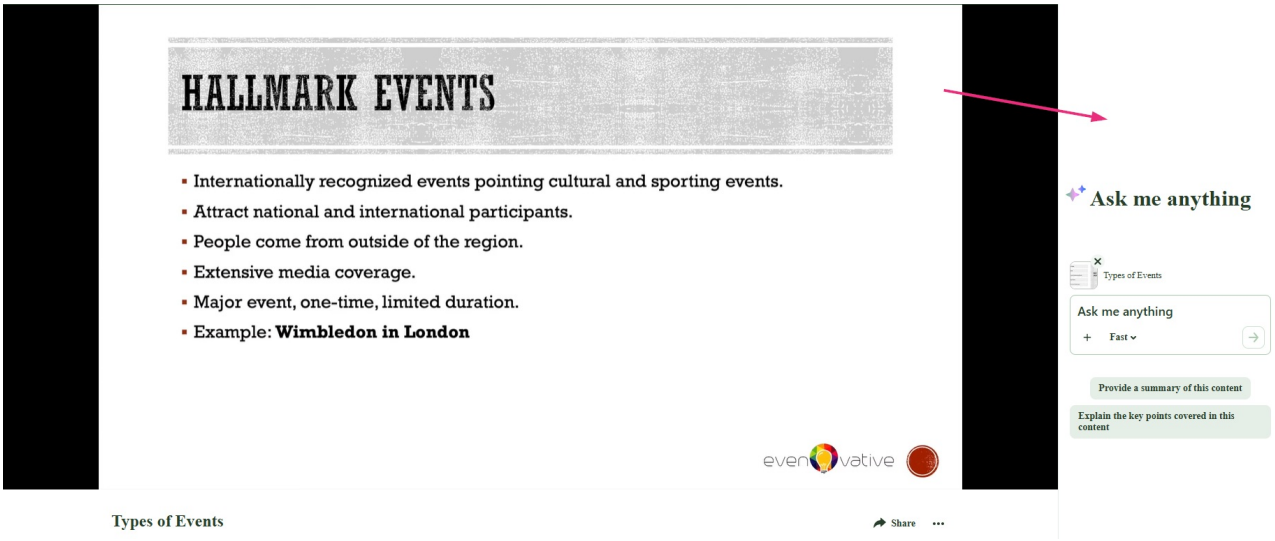

2. You can either type your own question into the **Ask anything** search field or choose one of the preset questions, as follows:

Preset questions

Preset questions help you get started quickly. You can use them to:

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

Selecting a preset question automatically runs the request.



Use page context

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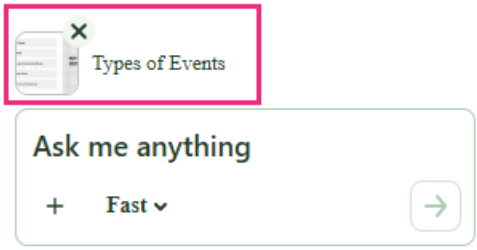
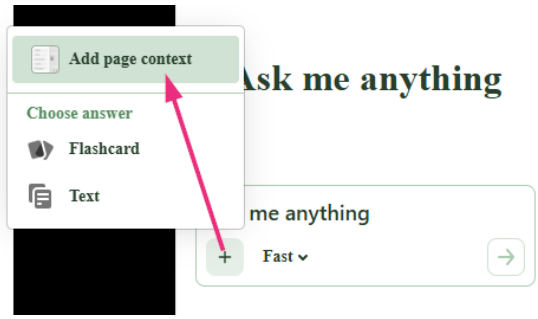
The title of the current video appears above the 'Ask me anything' field as the page context.



While page context is active, Conversational Agents answer questions using the content from the current video.

To ask questions across all your organization's content instead of just the current video, click the **X** on the page context, then ask your question.

To use the current video again, click the **+** button in the input field and select Add page context.



To learn more about page context, see How page context works in Conversational Agents.

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, tables, or lists

If you don’t choose a format, the agent selects one based on your question.

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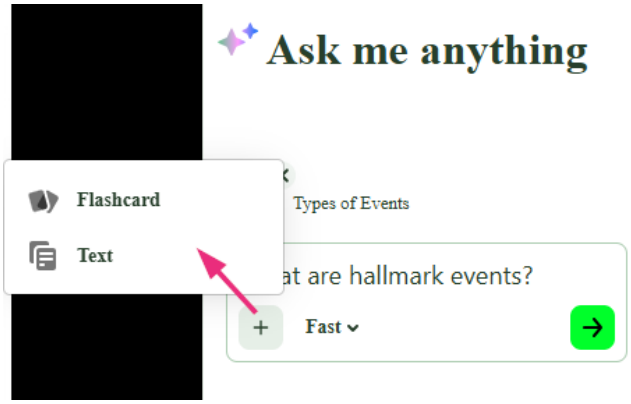
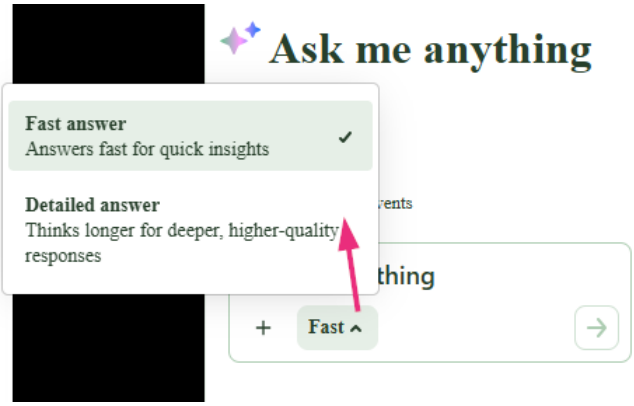


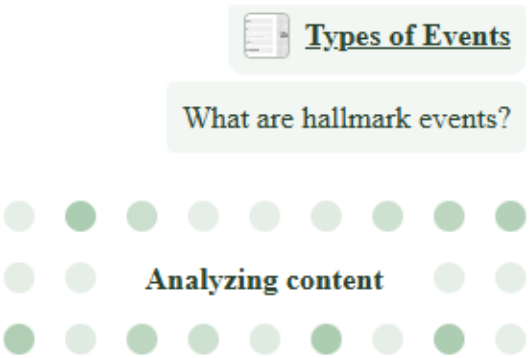
Choose the answer mode

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**.

The agent begins analyzing your question.



Cancel a request

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

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View your answer

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

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

The examples in this article show the side panel view. You can also click the **expand icon** in the top-right corner of the panel to view the conversation in a larger window and continue the conversation from there.



Click the **expand icon** again to return to the previous view.

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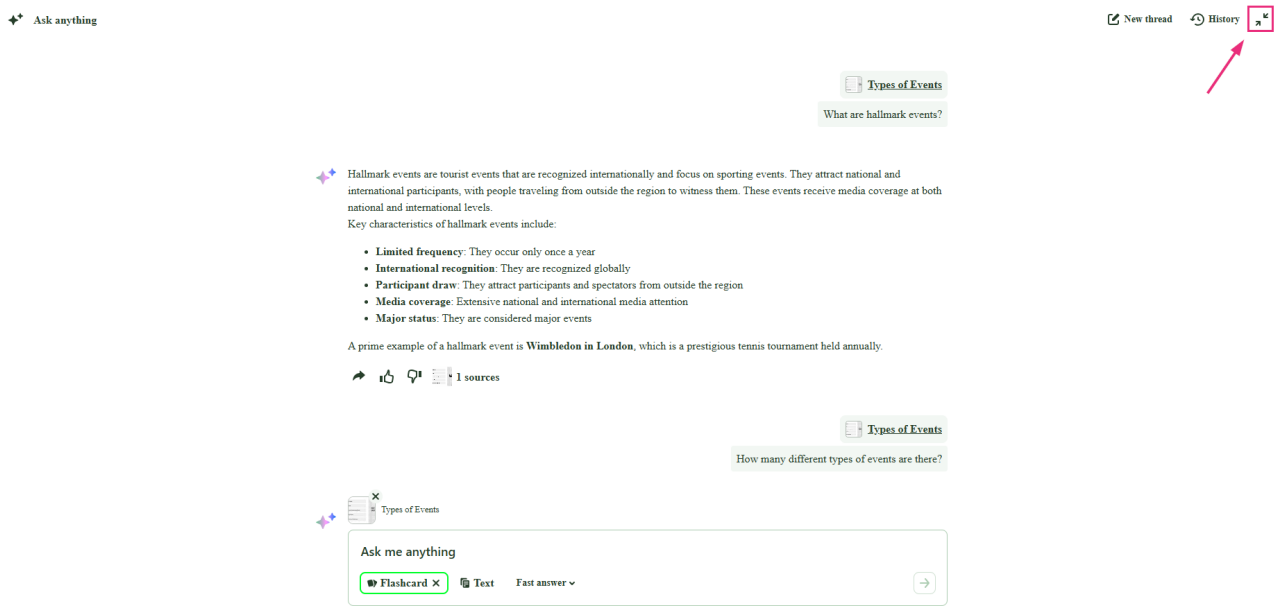

Want to learn more? See Understand Conversational Agent responses.

Ask a follow-up question

Type your next question into the 'Ask me anything' field or select a suggested follow-up. The agent uses the previous conversation to generate the next answer and adds it below the previous one.

View your conversation history

In the top right corner of the panel, click the **three dots** and select **History** to open your previous conversations.

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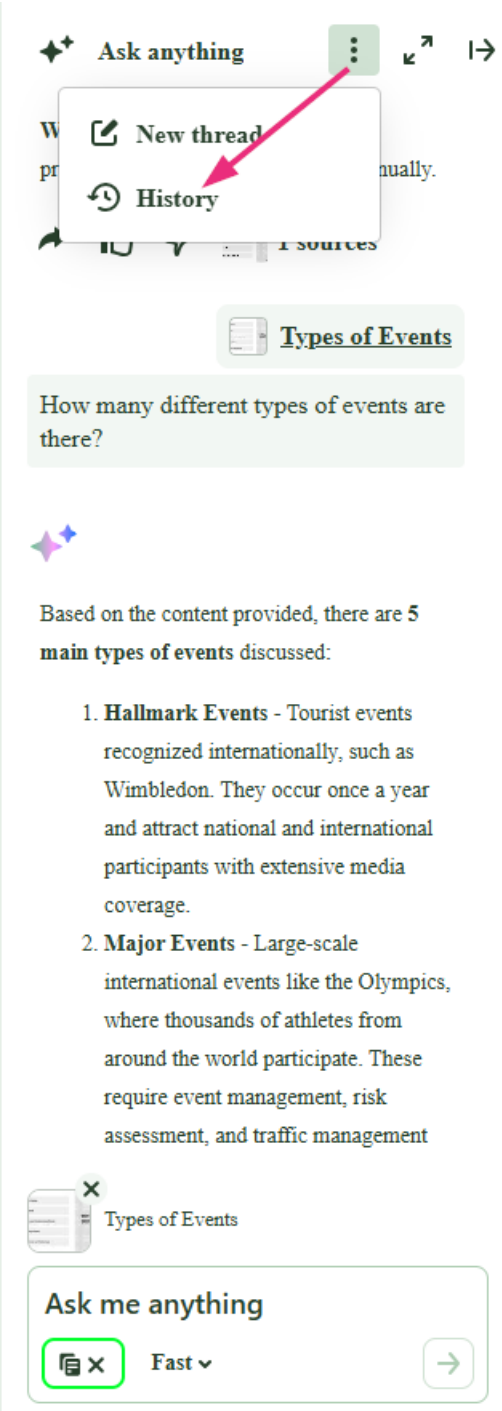

Each thread represents a previous conversation.

Select a thread to open it in the panel. You can:

- review previous questions and answers
- ask follow-up questions
- continue the conversation

Start a new thread

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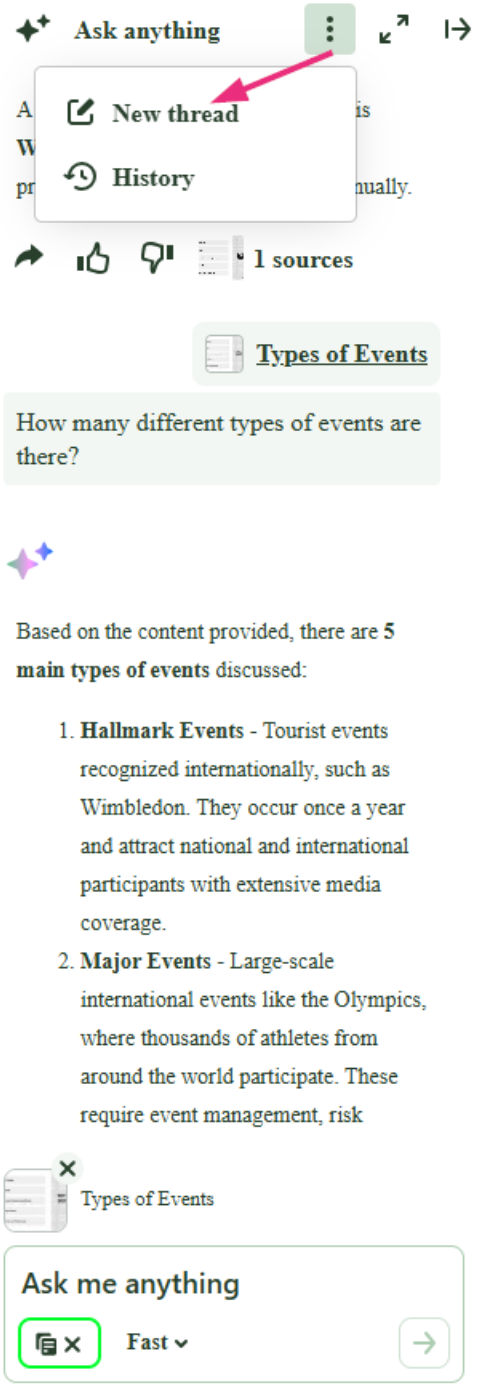
In the side panel, click the **three dots** and select **New Thread** to start a new conversation in a separate thread.



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

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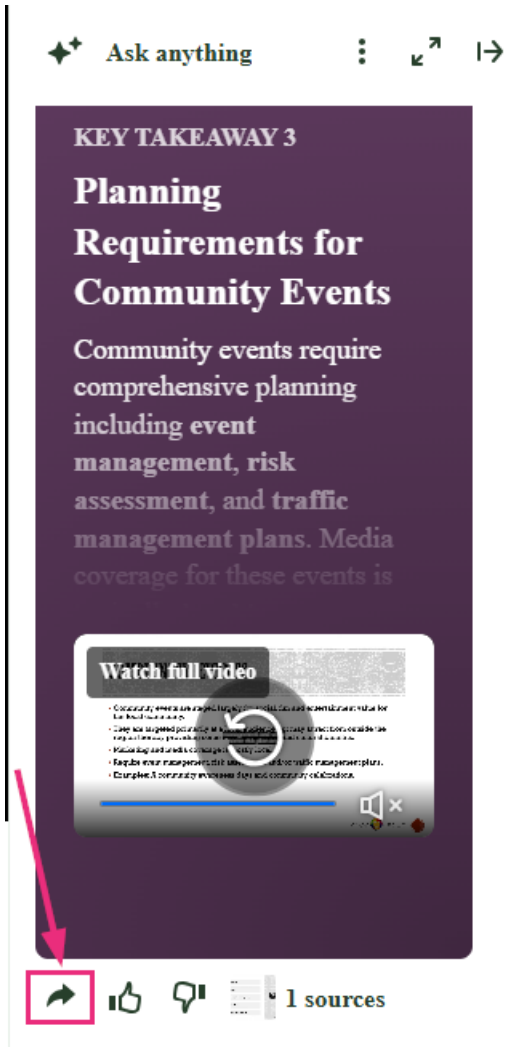
Share an answer

You can share a specific 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.



Ask 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.

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Provide feedback

Providing feedback on 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.

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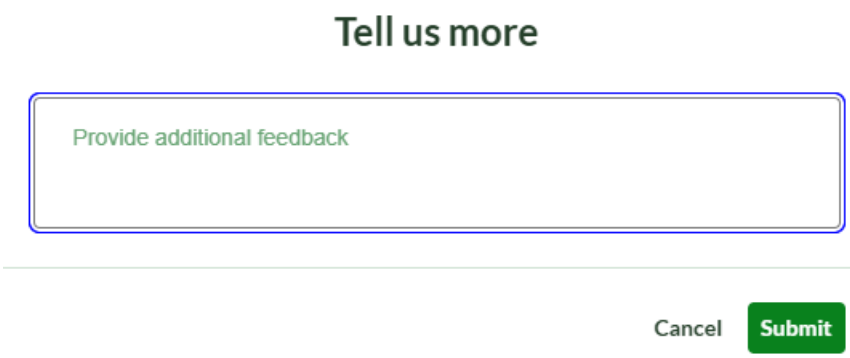

2. Add an optional comment if you'd like
3. Click **Submit** to send your feedback

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

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