Manage your agents in Conversational Agent Studio

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This article is designated for administrators.

About

You can view and manage your existing agents from the **Agents** tab in Conversational Agent Studio.

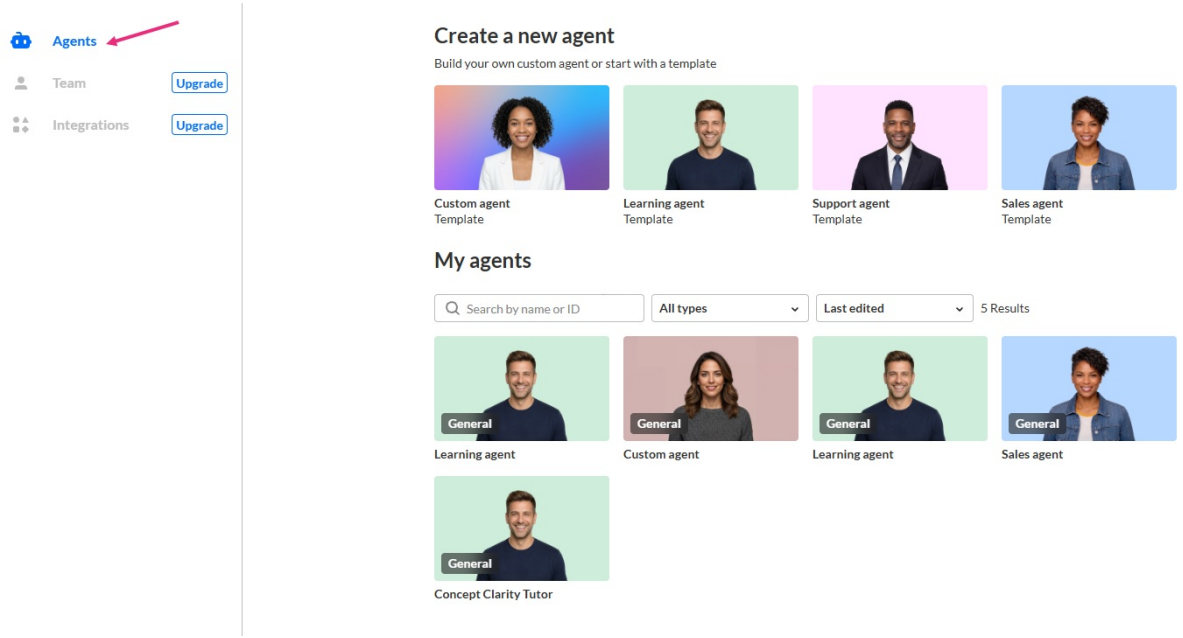
The **Agents** tab displays up to 36 agents, including agents created through General, SDK, Events, and Content Hubs. You can search, filter, and sort the displayed agents to quickly find the one you need.

The **Agents** tab is accessible via the Conversational Agent Studio home page.

The available management options depend on the agent type.

View your agents

Your existing agents are listed under **My agents** on the **Agents** tab.



Each agent card displays a label indicating the agent type:

- **General**

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- **SDK**
- **Events**
- **Content Hubs**

The **My agents** section displays up to 36 of the most recently updated agents. Search and filtering apply to the agents displayed in the list.

If an agent name is truncated, hover over the name to view the full name.

Search for an agent

Use the **Search by name or ID** field to search for an agent by:

- Agent name
- Agent role
- Agent ID

The agent list and result count update as you type.

Agent IDs aren't displayed on the agent cards. If you have an agent ID from another source, you can paste it into the search field to find the matching agent.

Filter agents by type

Use the type filter to display a specific agent type.

Select one of the following:

- **All types**
- **General**
- **SDK**
- **Events**
- **Content Hubs**

Select **All types** to display all agent types.

You can use the type filter together with search to further narrow the list.

Sort agents

By default, agents are sorted by when they were last edited, with the most recently edited agents first.

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Use the sort control to switch between:

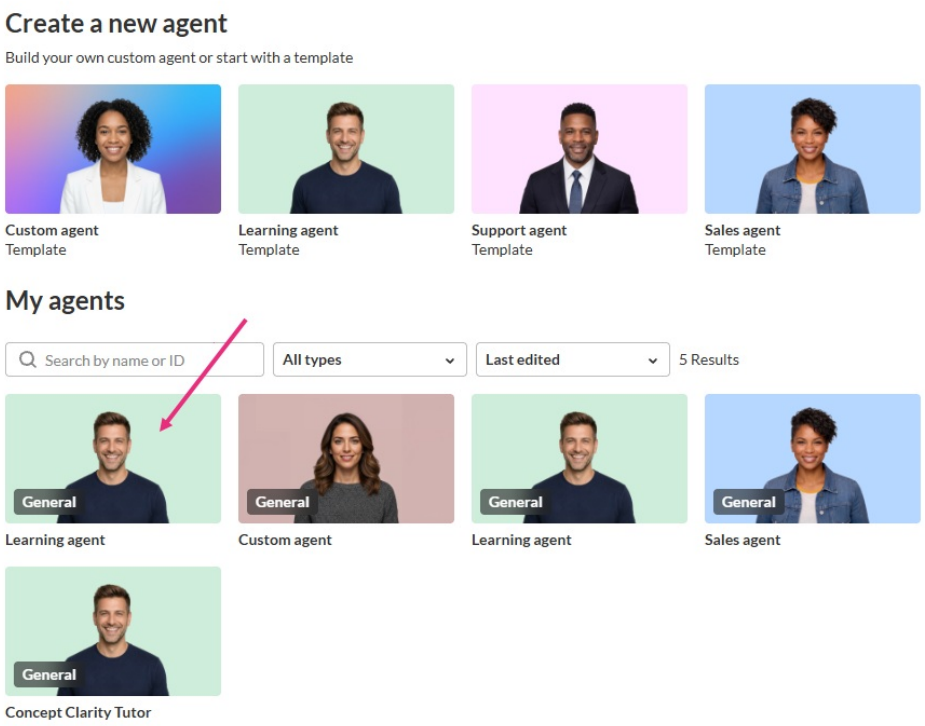
- **Last edited**, newest first
- **Last edited**, oldest first

Changing the sort order doesn't clear your current search or type filter.

Search, filter, and sort settings aren't saved when you leave the **Agents** tab. When you return, the list resets to an empty search, **All types**, and **Last edited**, newest first.

Manage your agent from the Overview tab

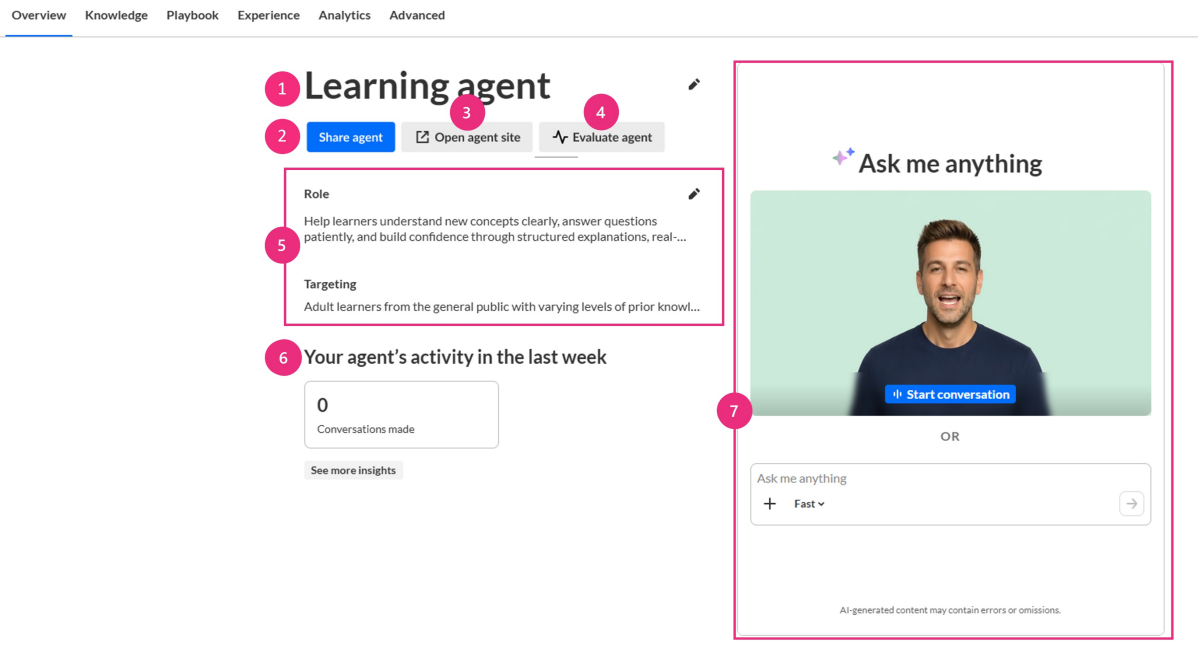
Click an agent to open the agent workspace.



The agent workspace displays with the **Overview** tab open by default.

The **Overview** tab gives you quick access to your agent's main information and actions. The available options depend on the agent type.

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General agents

For General agents, the **Overview** tab includes:

(**1**) **Agent name** - Click the **pencil icon** to rename your agent. Enter a name of up to 100 characters, then click **Save**.

(**2**) **Share agent** - Click **Share agent** to copy a direct link to your agent to share with others. See Share an agent for complete information.

(**3**) **Open agent site** - Click **Open agent site** to open a stand-alone media page for your agent and preview your agent as users see it. See Open agent site.

(**4**) **Evaluate agent** - Click **Evaluate agent** to validate your agent's role, playbook, and knowledge base before you go live. See Perform an agent evaluation.

(**5**) **Agent Role** and **Targeting** - Click the **pencil icon** next to **Role** to open the Playbook tab, where you can update your agent's role and target audience. See Define your agent's behavior.

(**6**) **Your agent's activity** - View the number of conversations your agent has had and its success rate over the last week.

- Click the **Conversations made** box to open the Full thread history view on the Analytics tab.
- Click **See more insights** to open the Analytics tab.

See Conversational Agents Dashboard - Conversational Agent Studio.

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(7) **Real time avatar/chat** - Preview and interact with your agent in real-time. See Real time agent interaction.

Remember to click the **Publish** button at the upper right of the page to publish any changes you've made.

Events and Content Hubs agents

Events and **Content Hubs** agents can also be opened and edited in Conversational Agent Studio, but some options are managed from the application where the agent is used.

Share agent and **Open agent site** aren't displayed for these agents. Viewing and sharing are managed from the application where the agent is used.

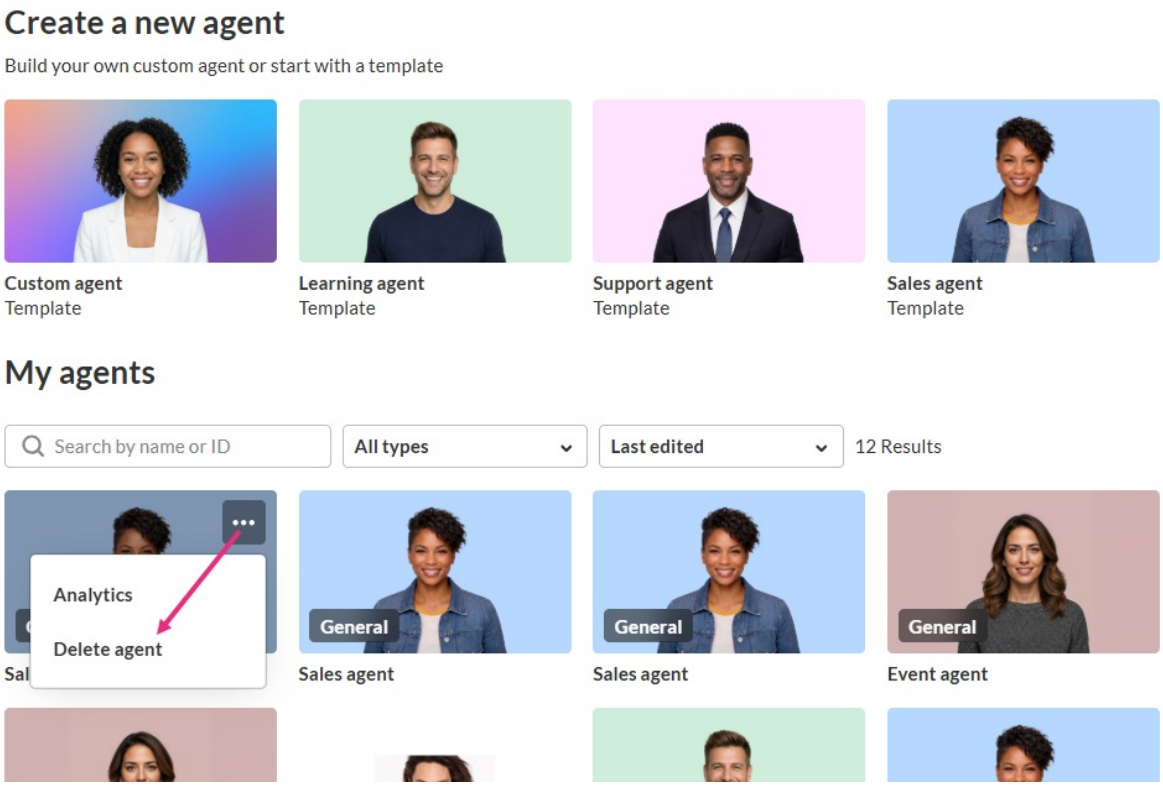
Some additional settings, including branding and media management, are also managed from that application.

Delete an agent

The **Delete** option is available for **General** agents only.

1. Hover over the agent you want to delete, click the **three dots**, and select **Delete agent**.

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A confirmation message displays.

2. Click **Delete**.

Events, Content Hubs, and SDK agents can't be deleted from Conversational Agent Studio.

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