Configure the agent title and interaction model

Content updated: 04/17/2026

This article is designated for administrators.

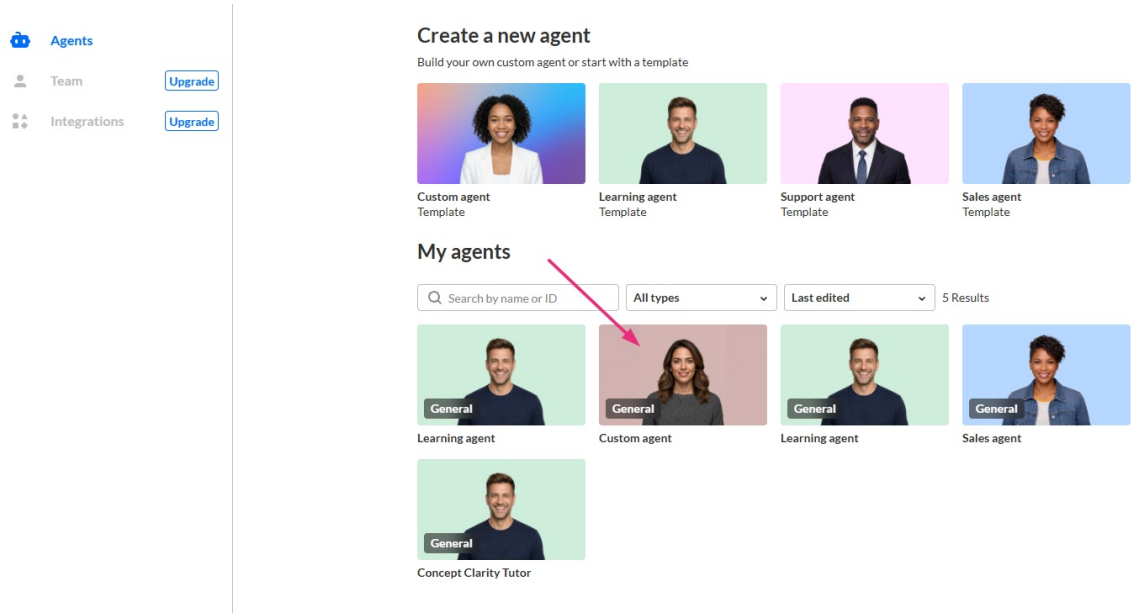
About

Set the title displayed on your agent site and choose how users interact with your agent. You can offer avatar interactions, chat, or both.

You can manage these settings in the **Experience** tab.

Access the Experience tab

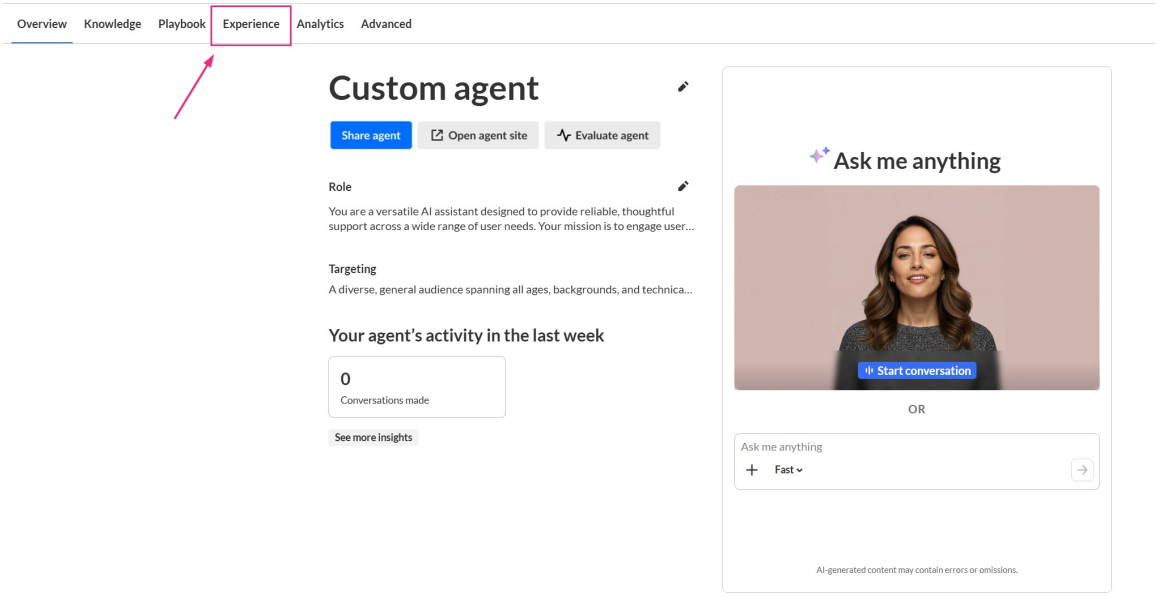
1. From the **Agents** tab, click the agent you want to configure.



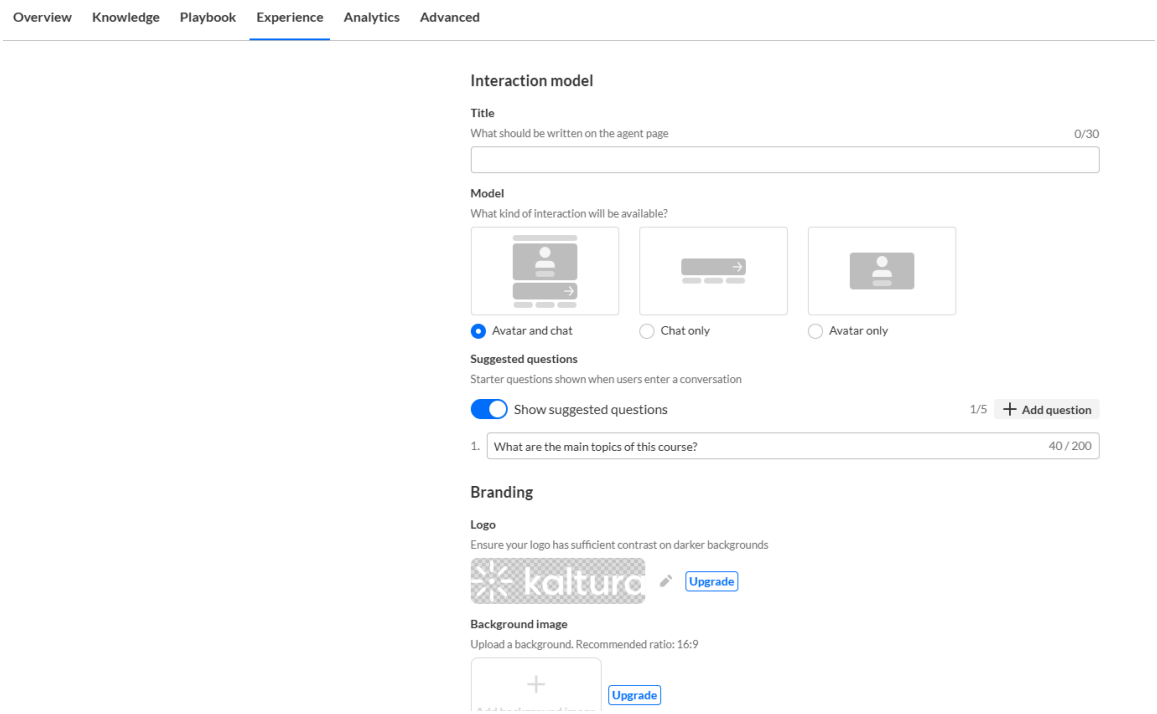
   The agent workspace opens on the **Overview** tab by default.

2. Click the **Experience** tab.

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The **Experience** tab displays.

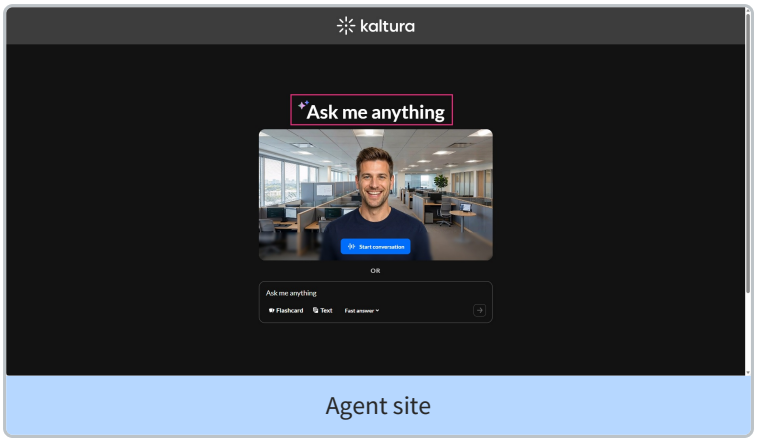


Set the title

In the **Title** field, enter a title for your agent.

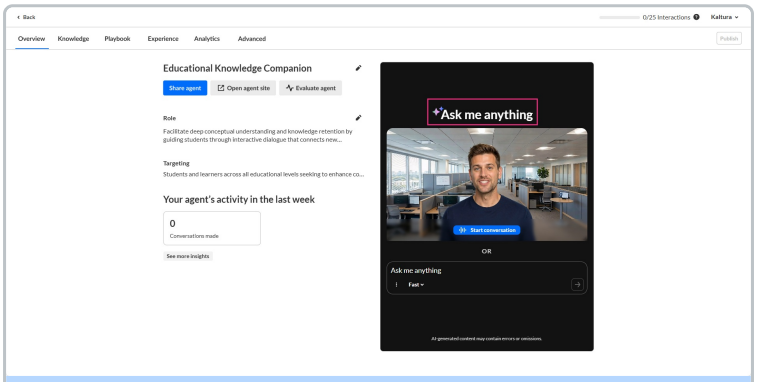
This title displays on the Agent site

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Agent site

The title also displays on the preview located on the right side of the **Overview** tab.



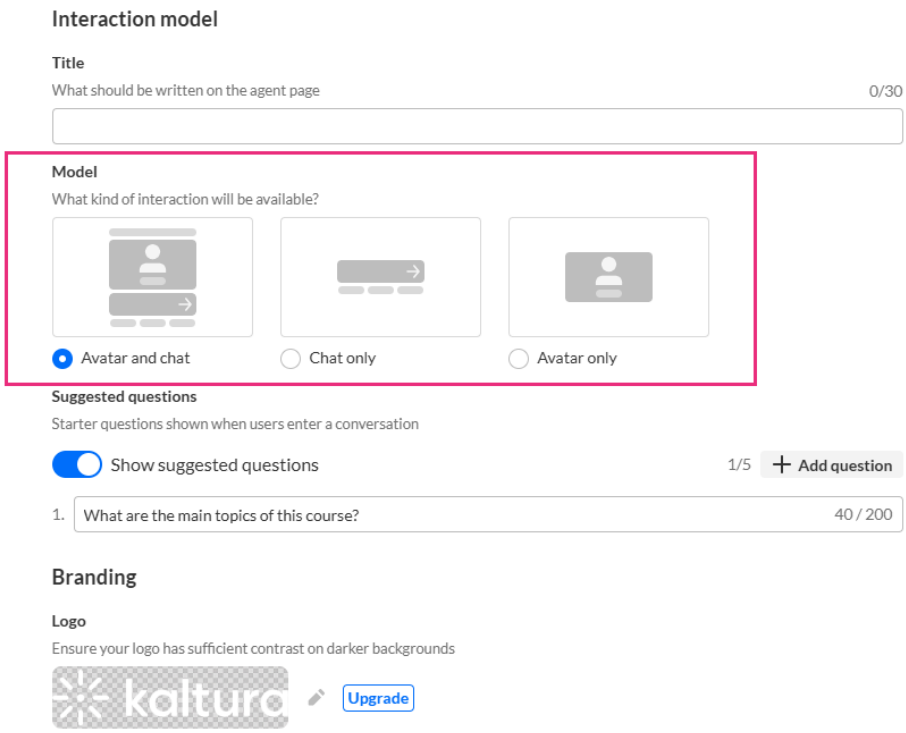
Preview

Choose the interaction model

In the **Model** section, select how users can interact with your agent:

- **Avatar and chat** – Users can interact with the avatar and through chat.
- **Chat only** – Users interact through chat.
- **Avatar only** – Users interact with the avatar.

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