Ask questions using the text-based Conversational Agent

Content updated: 04/19/2026

This article is designated for all users.

About

Use the text-based experience to quickly get trusted answers based on your organization’s verified content.

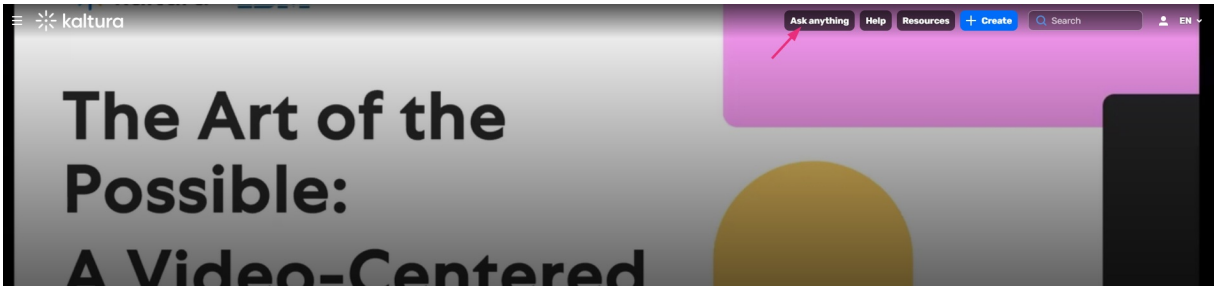
Responses may appear as flashcards or structured text, depending on your question and selected response format.

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 your content.

Open the Conversational Agent

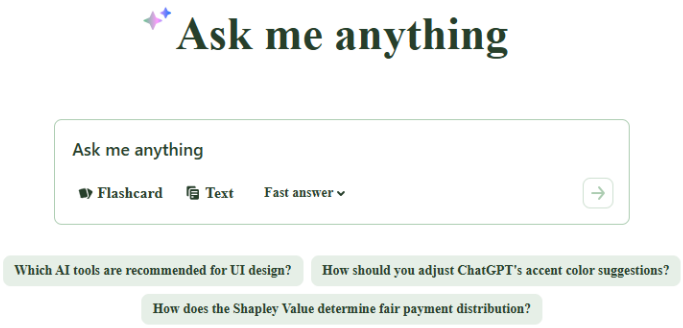
In your Content Hub, click the **Ask anything** button. Depending on your administrator's configuration, the Ask anything button might appear in the navigation bar, on the page you're viewing, or in another location.

Can’t access it? Contact your administrator to check permissions.



The 'Ask anything' experience opens.

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If page context is active, the page title appears above the Ask me anything field. Questions are answered using the content of the page you're viewing. To learn more, see How page context works in Conversational Agents.

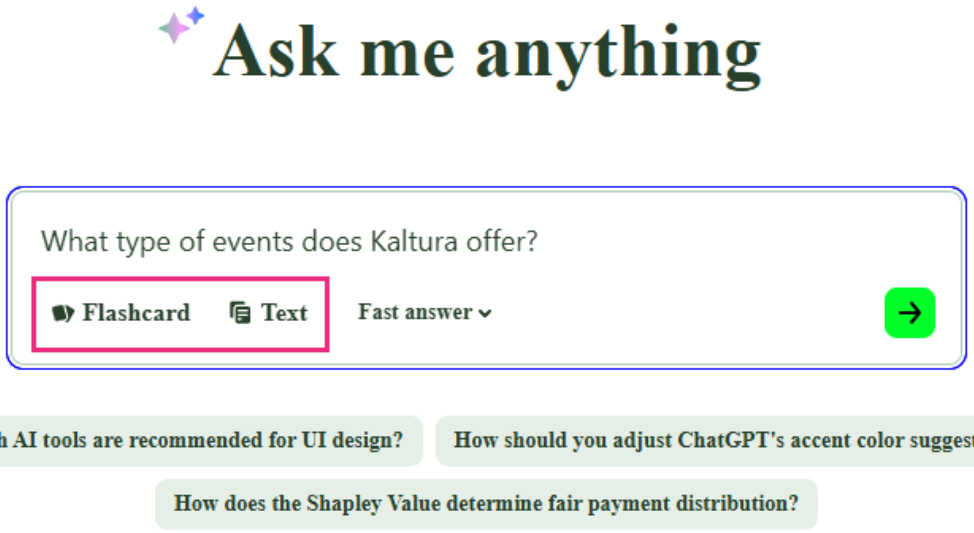
Type your question in the **Ask me anything** field.

Below the input field, select:

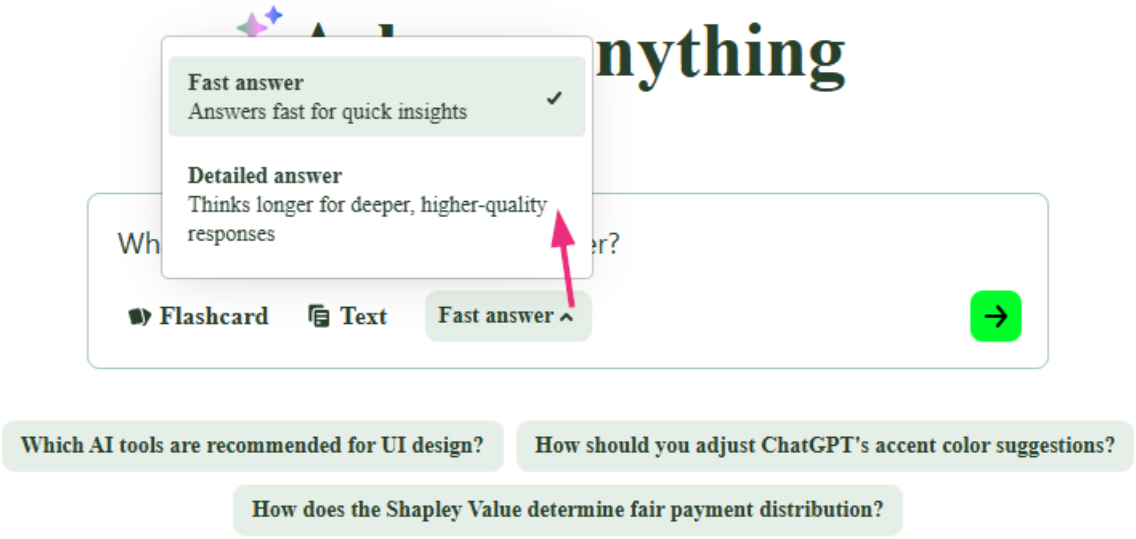
- **Flashcard** – Key takeaways, often with video clips, document excerpts, or images
- **Text** – A structured written answer

If you don’t select a format, the Conversational Agent chooses the format.

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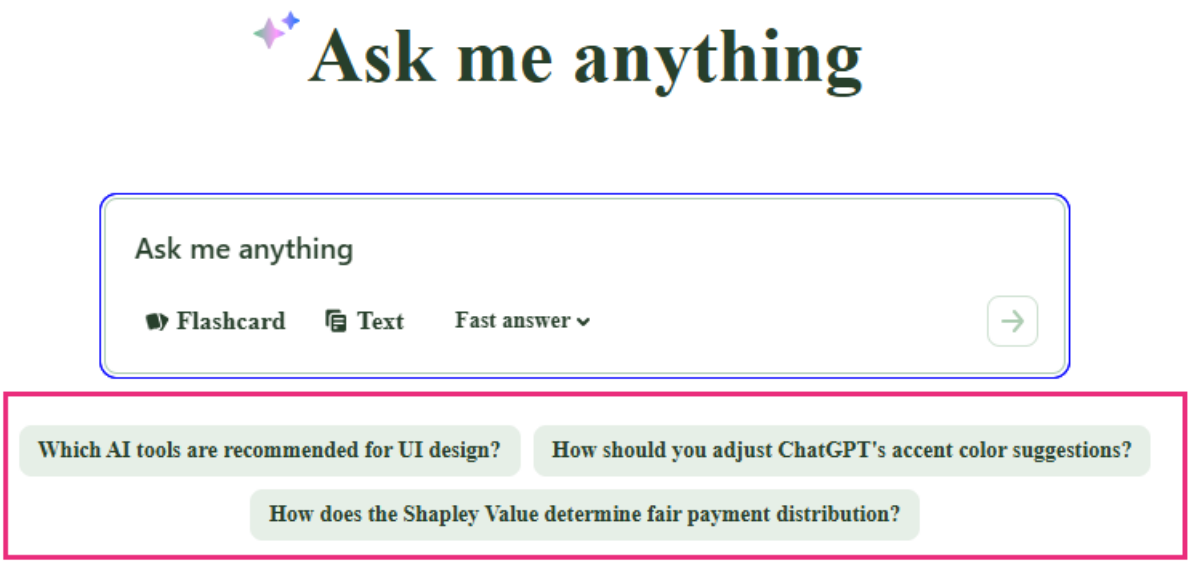


- After typing in your question, choose **Fast answer** (for a quick response), or **Detailed answer** (for a deeper, higher-quality response).
- Then click the arrow button or press **enter** on your keyboard.



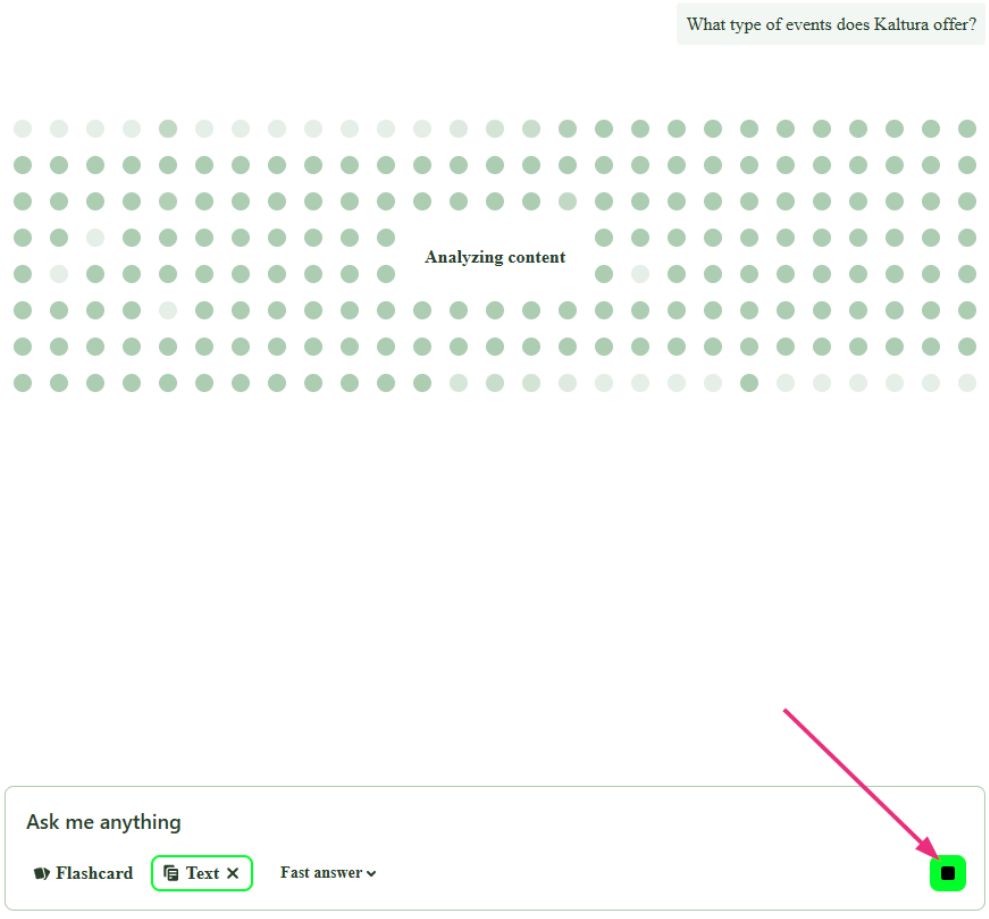
Alternatively, you can click on any of the three suggested questions below the input field to automatically populate the search field and get an instant response.

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While your request is being processed, the 'Analyzing content' screen displays.

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



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After a few seconds, your answer appears on the same screen.

If the Conversational Agent can’t find an exact match, it will:

- Show a message: *I couldn't find an exact match for your request*
- Suggest related questions you can try instead

How the answer format is selected

Answers are provided in either flashcard or text format, depending on the type of question you ask.

- For step-by-step or “how-to” questions, and for factual, definition-based, or conceptual questions (e.g., “what is…”, “define…”, “explain…”, “how does…”, “list the…”), you’ll often get flashcards.
- For more open-ended or descriptive questions, a text answer may be returned.

You can also use the answer format buttons to choose **Flashcard** or **Text**, request a specific format in your question (for example, “Show this as a table” or “Create flashcards”), or ask to switch formats after the fact.

To learn more, see Understand Conversational Agent responses.

Ask a follow-up question

To continue the conversation, just type your follow-up question into the 'Ask me anything' field or click one of the suggested follow-up questions beneath the most recent answer.

The conversation continues, and the next answer appears below the previous one.

Multilingual support

The Conversational Agent can respond in the language you use to ask your question. It automatically detects the language and pulls from matching multilingual sources.

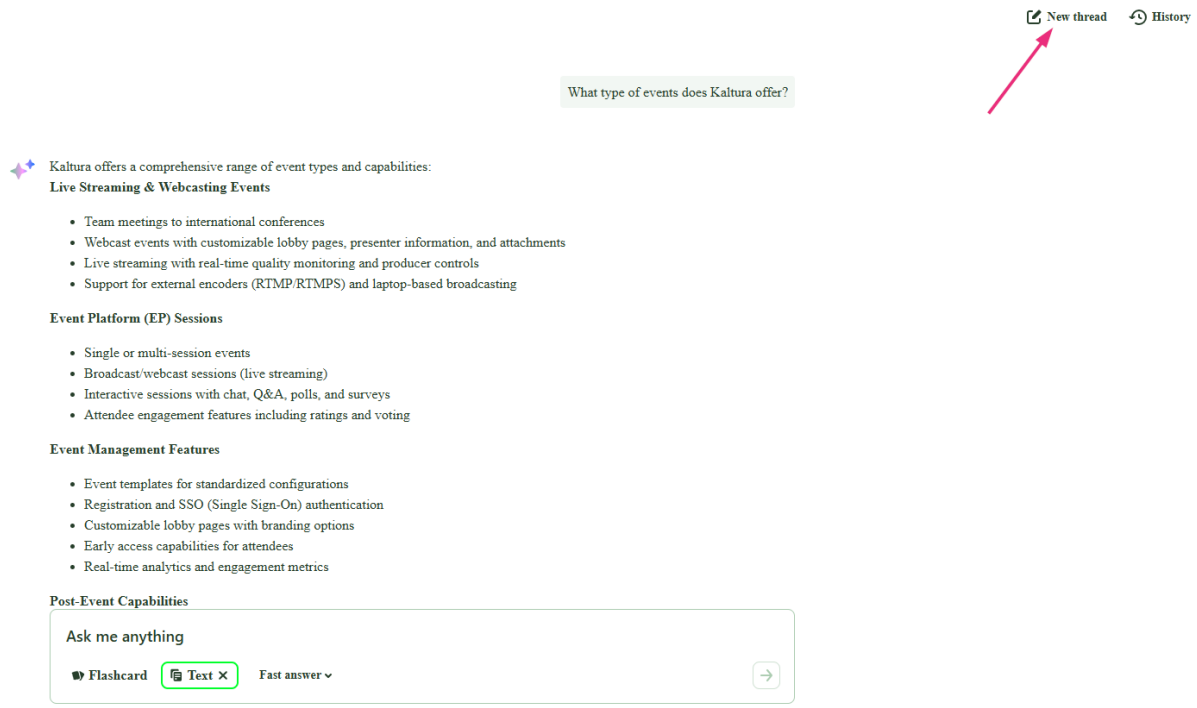
If content isn’t available in your preferred language, it will return the most accurate results it can find, even if they’re in another language.

Start a new thread

Click the **New thread** button at the top right to start a new conversation.

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A new thread opens, separate from your previous conversations.

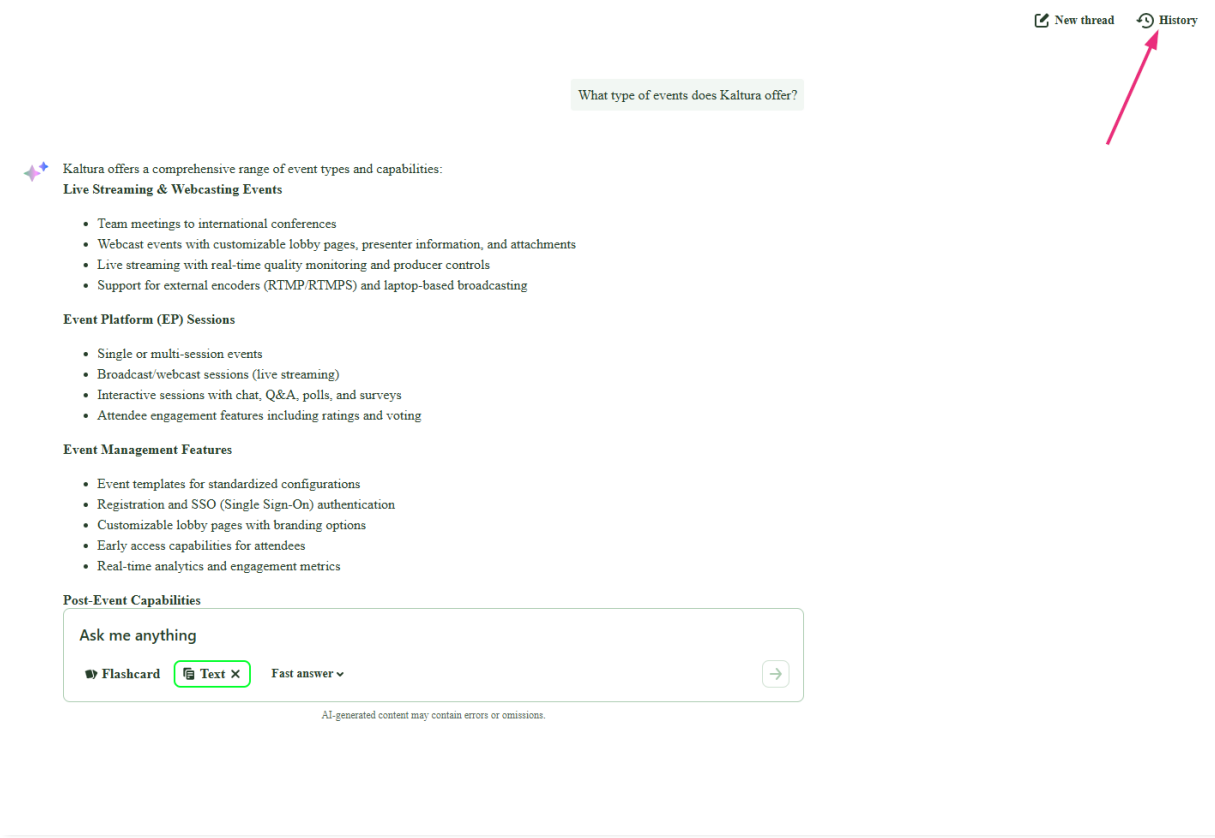


To learn how to share or collaborate on Conversational Agent responses, see Understand Conversational Agent responses.

View your conversation history

In the top right corner, click **History** to open your previous conversations.

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