

Ask an Agentic Avatar questions about a single video

Last Modified on 04/30/2026 9:01 am IDT

 This article is designated for all users.

About

Use an Agentic Avatar to ask questions through a live spoken conversation while watching a video. The avatar responds in the context of the video you're viewing, helping you better understand its content.

Agentic Avatar responses use the same underlying knowledge sources as text-based Genie responses.

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

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



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.

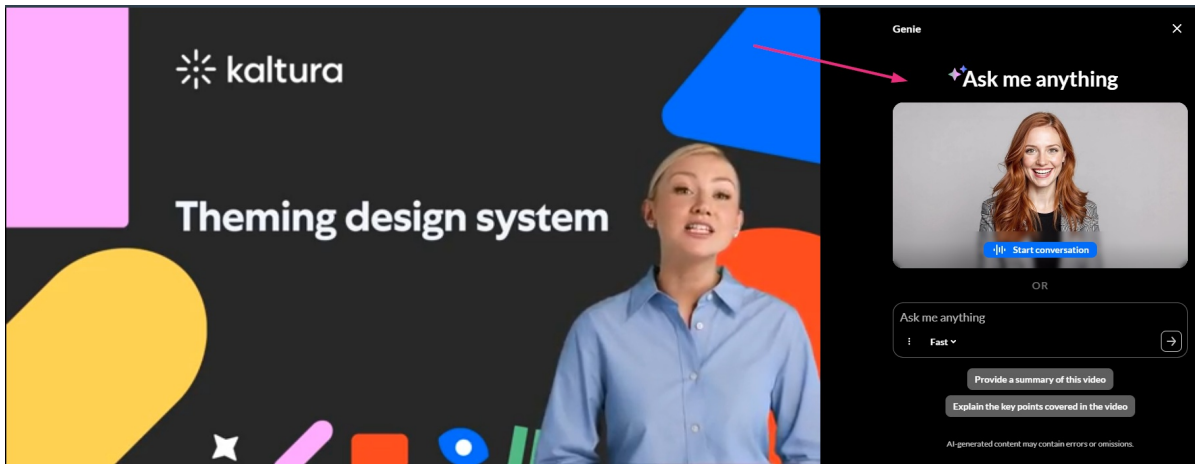
Start a conversation

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

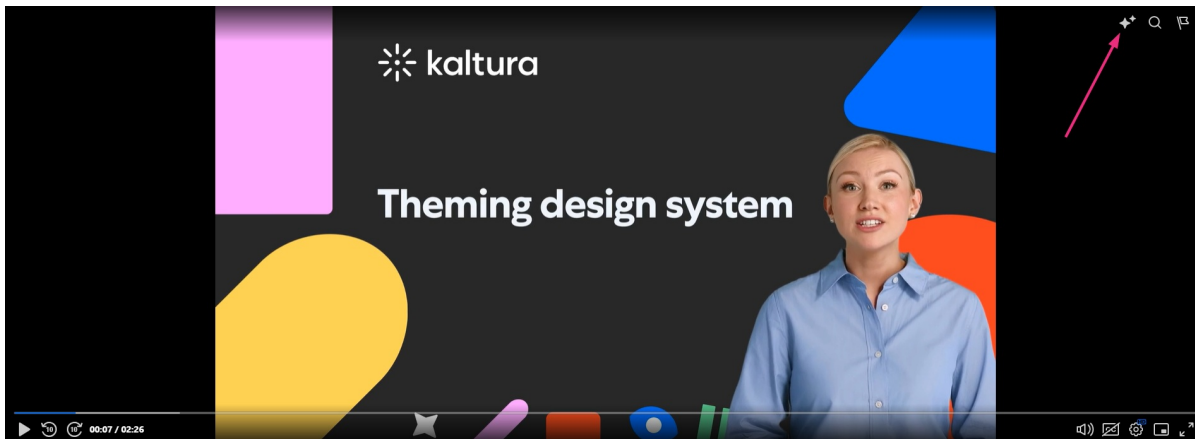
The video page loads with the Genie panel open.



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.



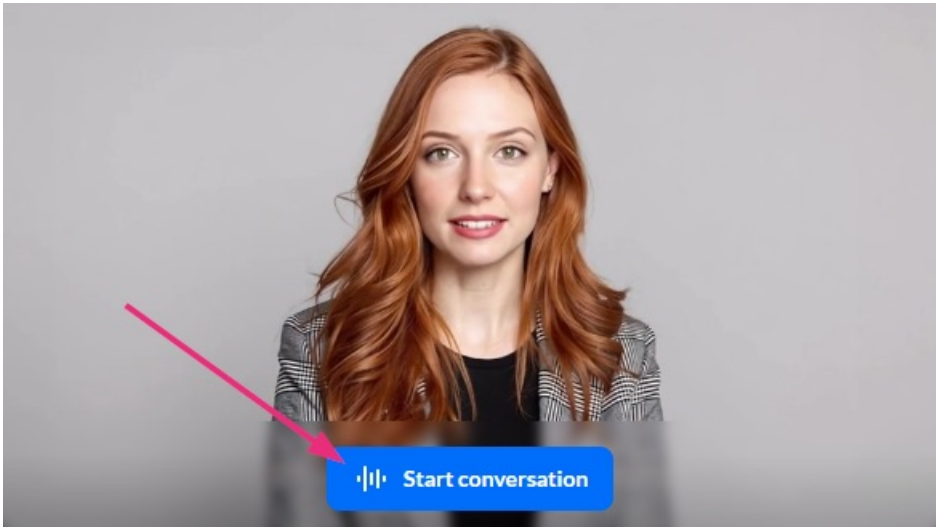
If you don't see the Agentic Avatar option, you can still use Genie by typing your question in the 'Ask me anything' field (see [Ask Genie questions about a single video](#)).

The 'Ask me anything' experience shows the following:

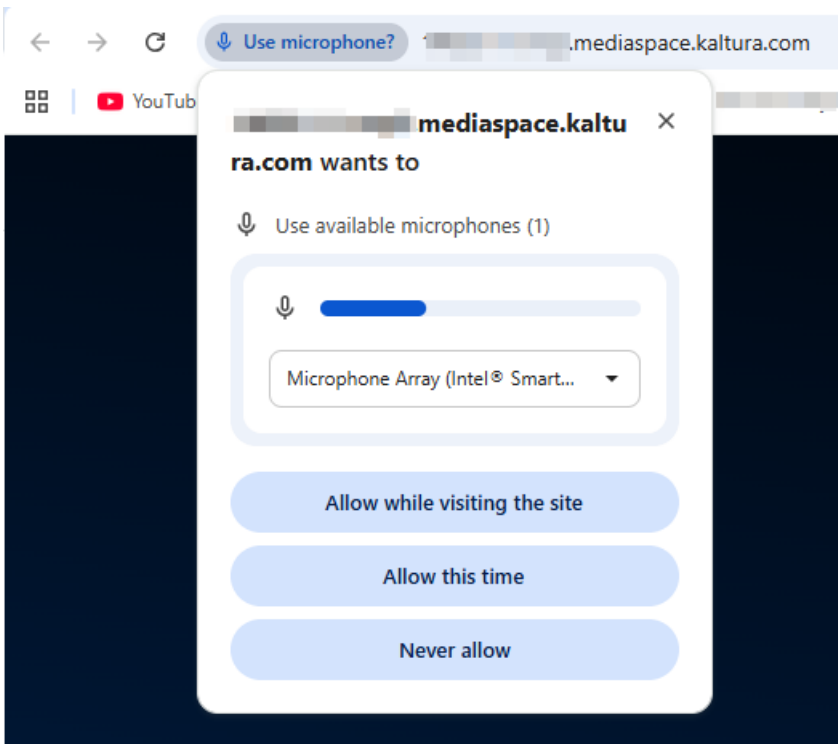
- An Agentic Avatar
- A **Start conversation** button
- The **Ask me anything** input field below

Start a conversation with the Agentic Avatar

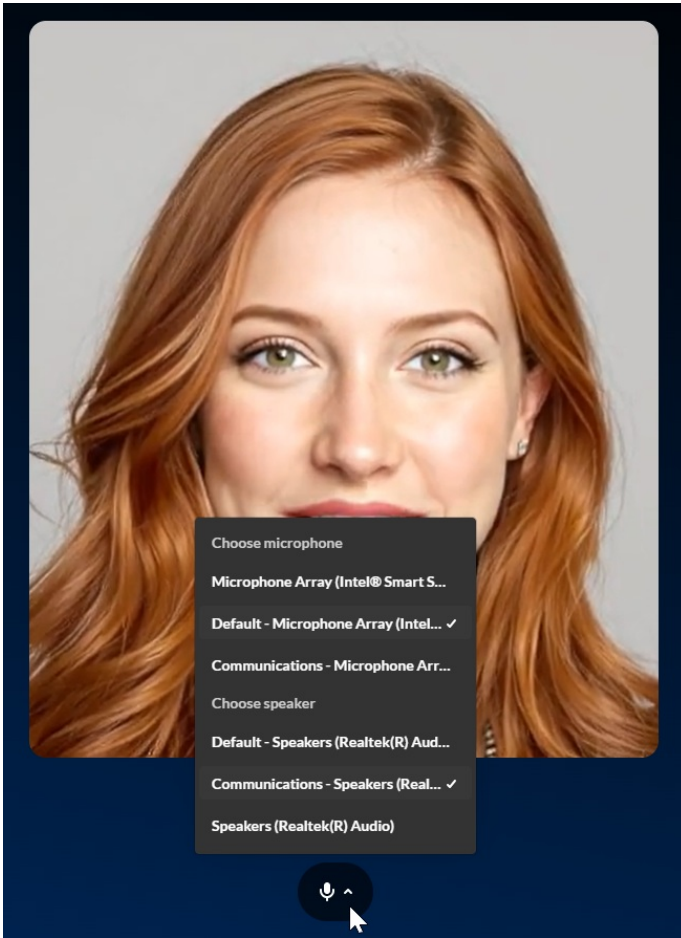
To start a live conversation, click **Start conversation**.



The first time you start a conversation, you're prompted to allow microphone access.



After allowing access, you can select your preferred microphone and speaker from the device selector on the microphone control.



The experience switches to a full-screen avatar view.

During the conversation

When the avatar loads, it greets you and introduces itself as an agent. If available, it can use basic profile information (e.g. your name) to personalize the conversation.

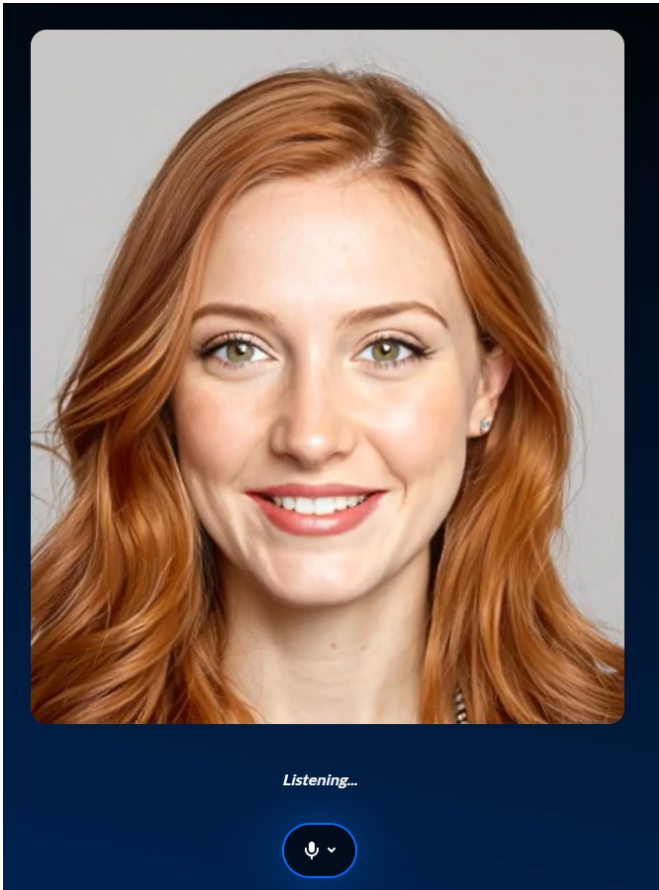
Speak naturally to the avatar and ask your question.

You can:

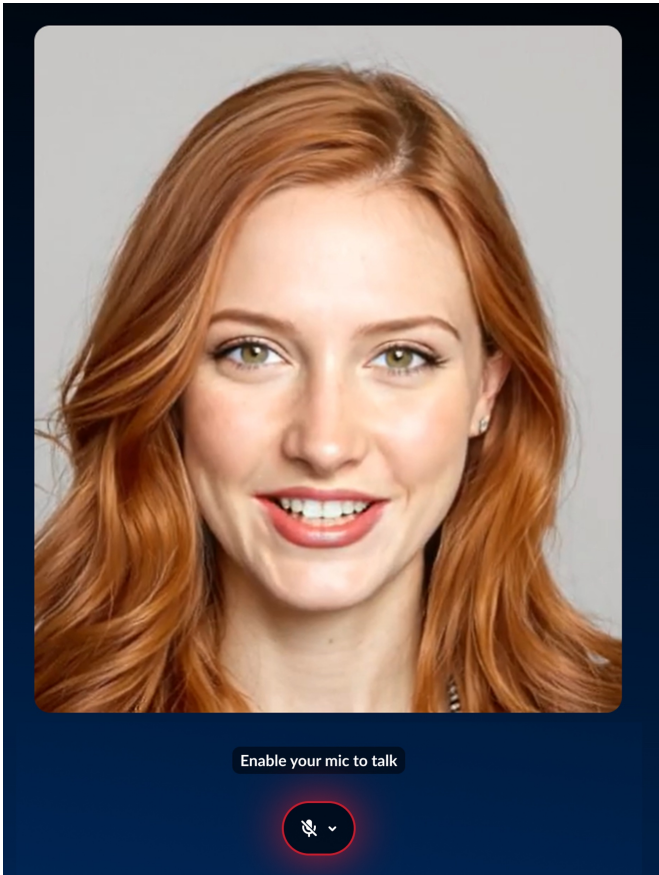
- Interrupt the avatar while it's speaking
- End the conversation at any time

Microphone indicators

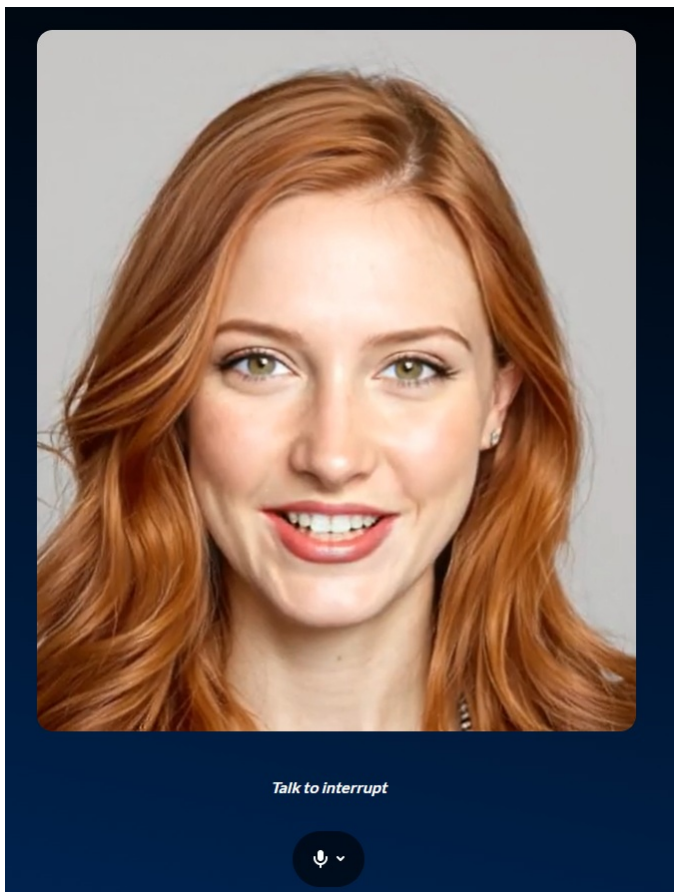
When your microphone is active and you're speaking, a **blue** glow appears on the microphone button.



When your microphone is **muted**, a **red indicator** appears with a message prompting you to enable your mic.

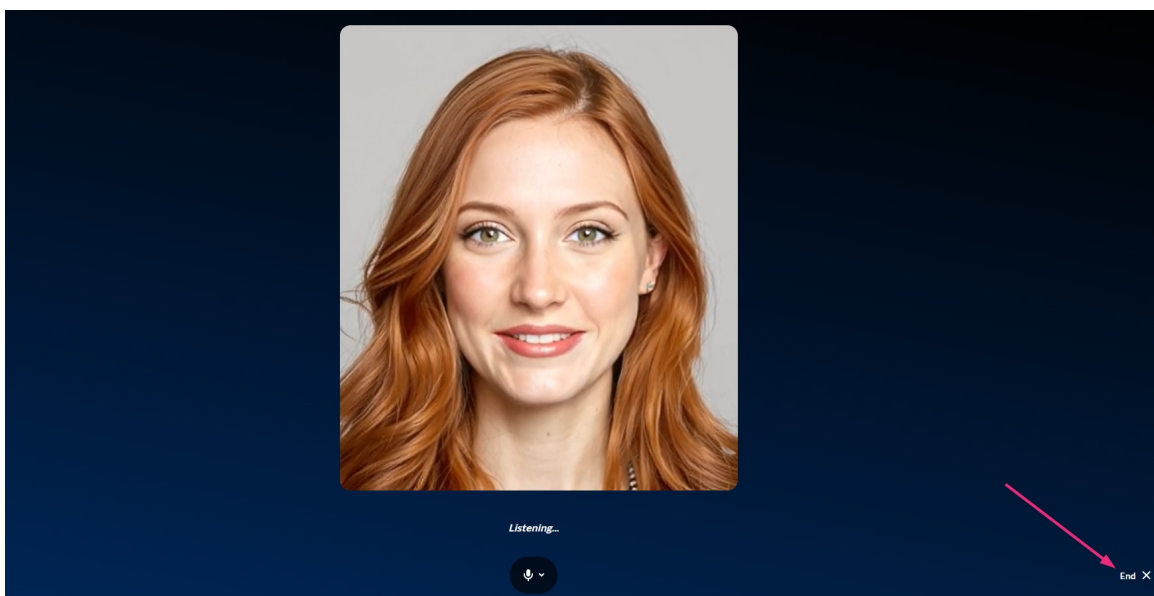


When interruptions are enabled, a *Talk to interrupt* message appears while the avatar is speaking.



After you end the conversation

When you end a conversation, click **End** in the lower right corner to return to the main screen.



When you exit to the conversation, your conversation appears as a text transcript in the conversation panel.

Start a new thread

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



A new thread opens and the avatar screen appears, ready for your next question.



To learn how to share or collaborate on Genie answers, see [Understand Genie's answers](#).

Multilingual support

Genie 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, Genie will return the most accurate results it can find, even if they're in another language.