# Ask an Agentic Avatar questions about a single video

Content updated: 04/30/2026

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.

Like text-based Single-video Genie, the avatar uses only the current video's indexed content, such as captions, on-screen text (OCR), and metadata. It doesn't use the broader agent knowledge base, such as uploaded files, websites, or other configured knowledge sources.

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.

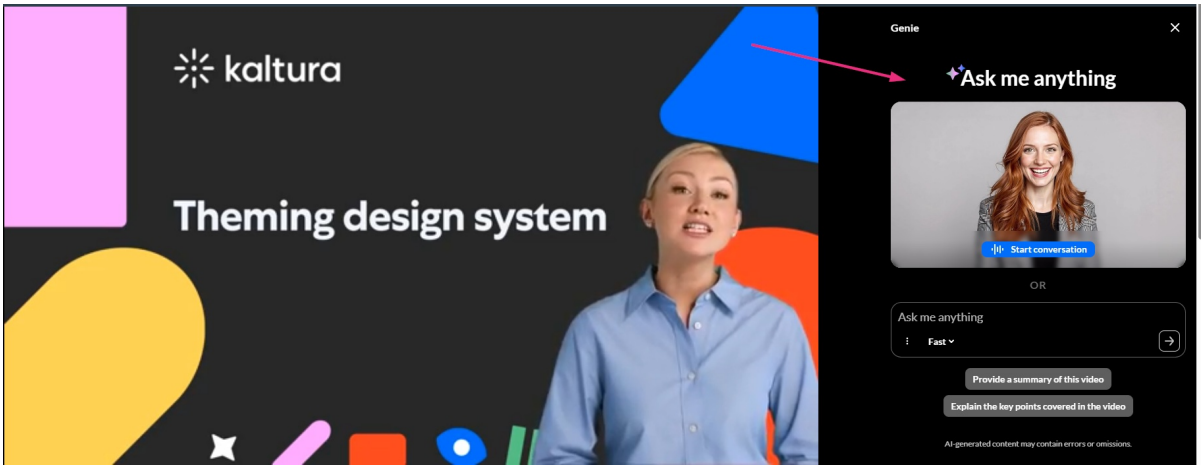
## Start a conversation

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

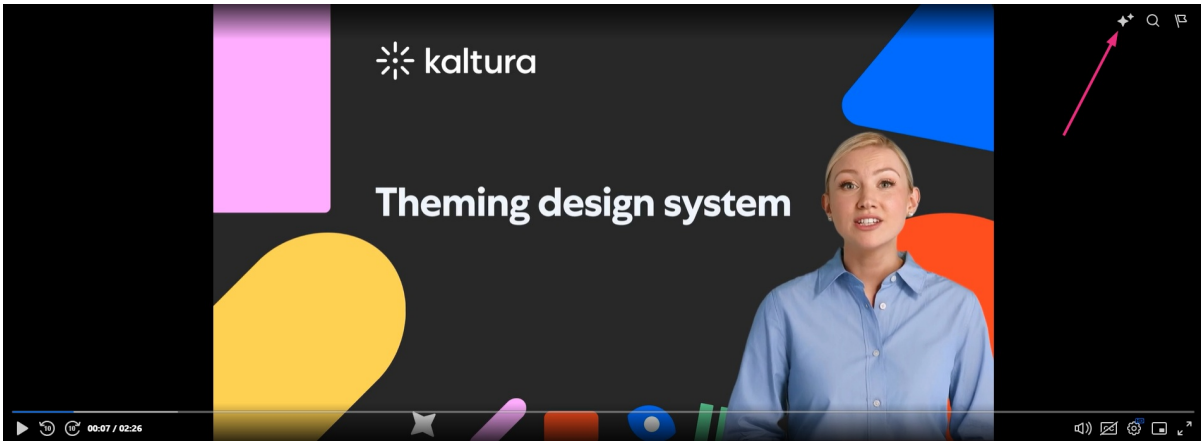
The video page loads with the Genie panel open.

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.

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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).

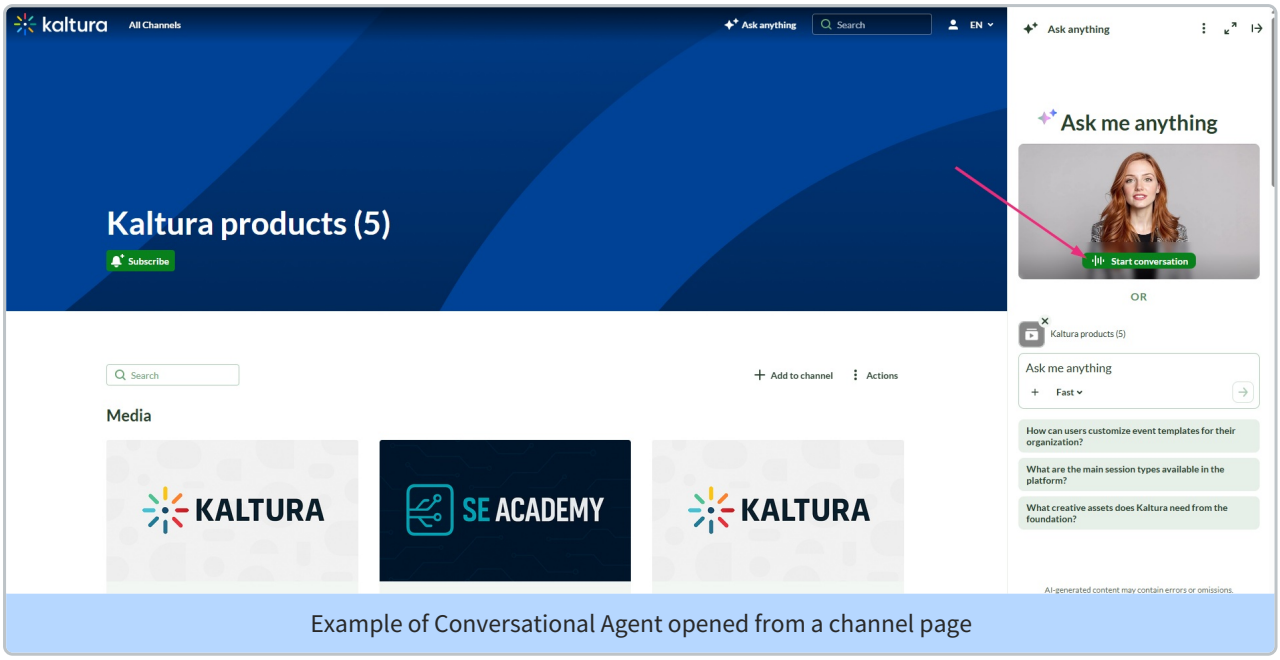
The 'Ask me anything' experience shows the following:

- An Agentic Avatar
- A presentation area for supporting content, such as slides or relevant video clips
- A **Start conversation** button
- The **Ask me anything** input field

## Start a conversation with the avatar

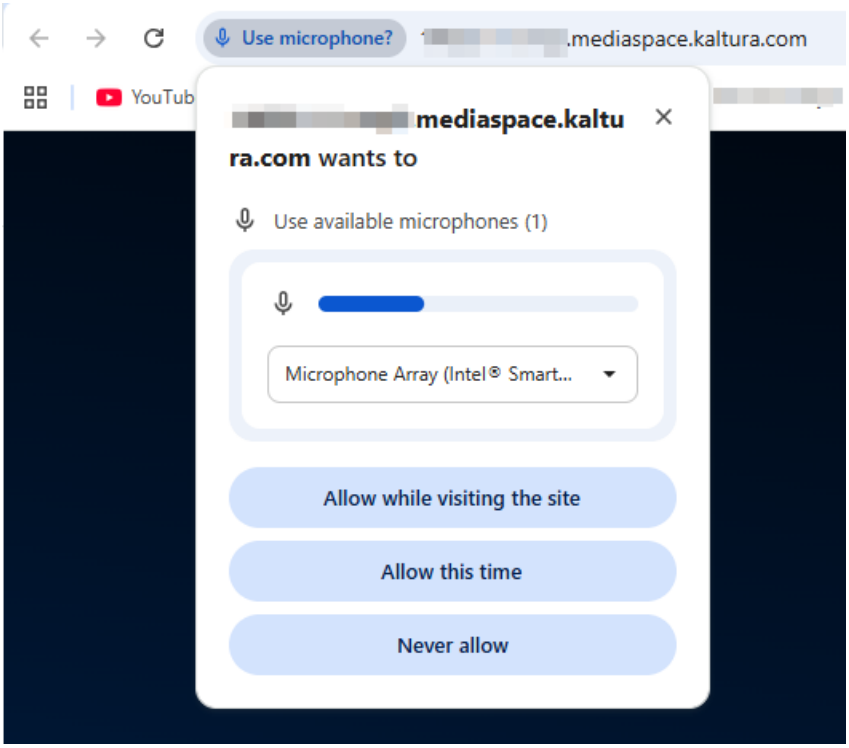
The **Start conversation** button appears wherever the Agentic Avatar is available. Click **Start conversation** to begin a live conversation.

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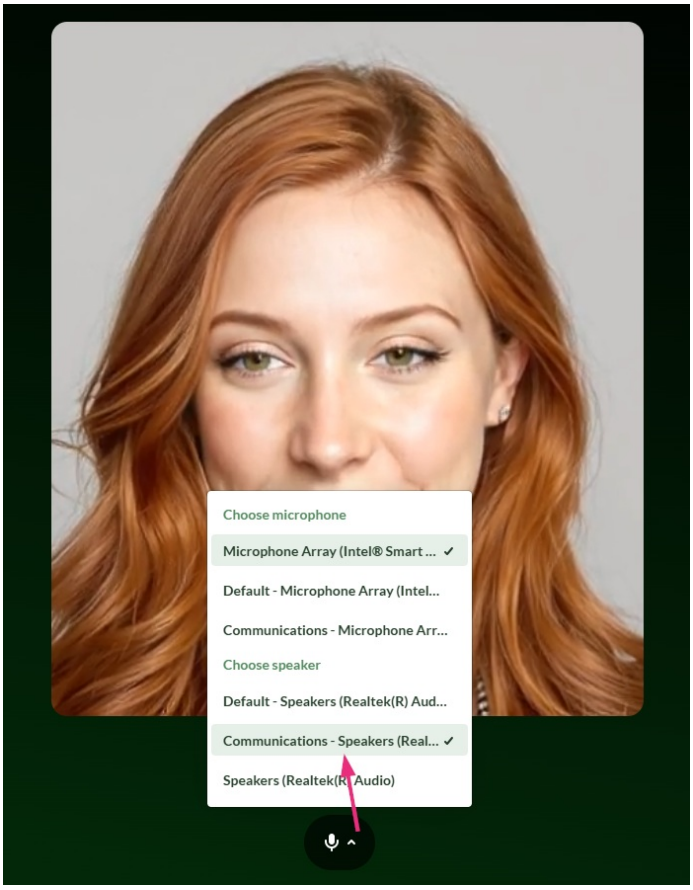

Example of Conversational Agent opened from a channel page

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.

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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.

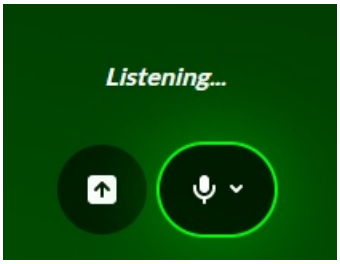
You can:

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

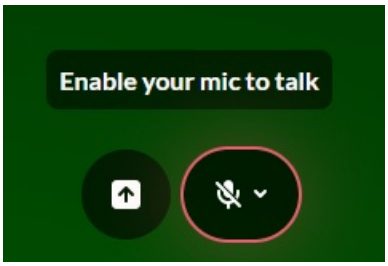
### Microphone indicators

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

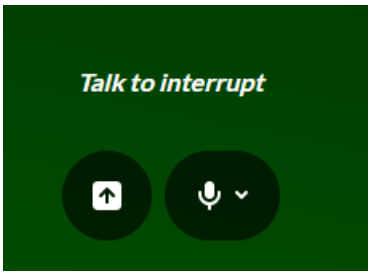
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When your microphone is **muted**, a **red indicator** appears with a message prompting you to enable your mic.

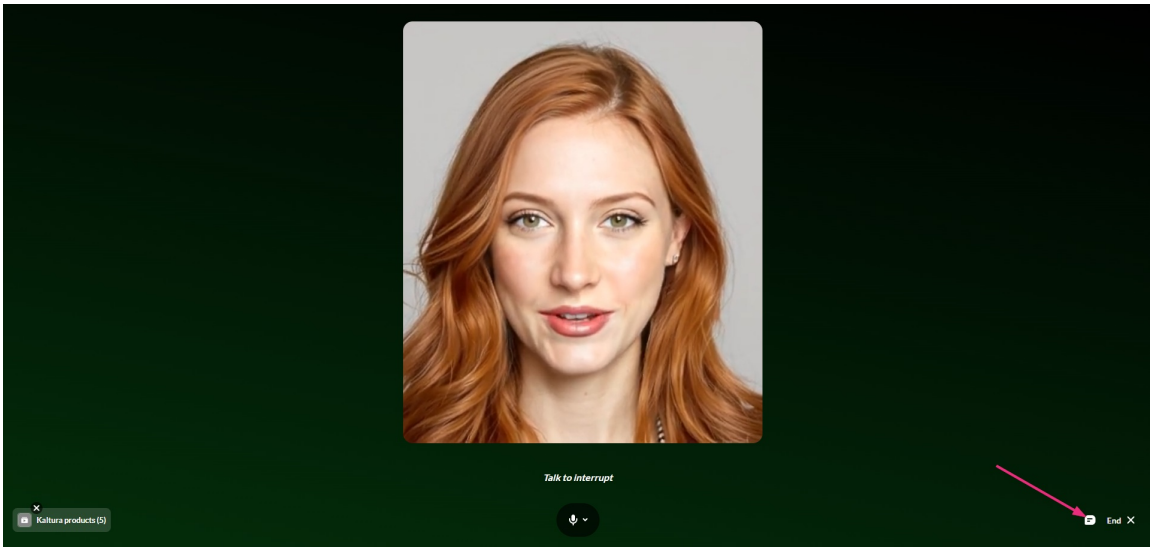



When interruptions are enabled, a *Talk to interrupt* message appears while the avatar is speaking.



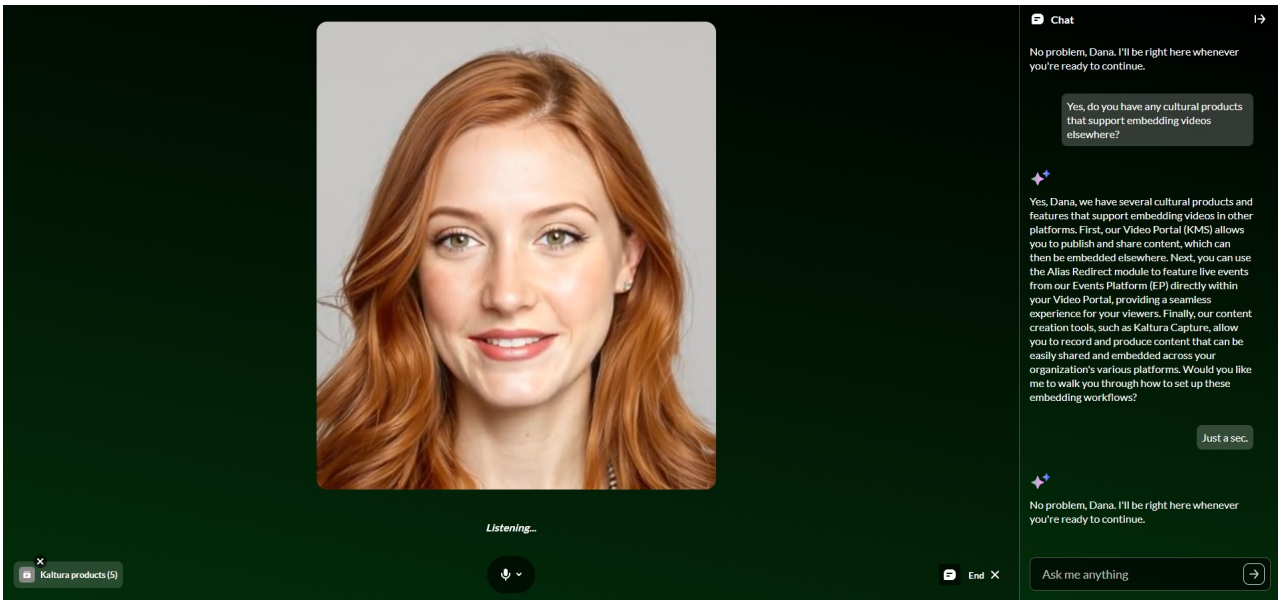

## Use the conversation panel

Click the **chat icon** in the lower right corner to open the conversation panel.




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The conversation panel displays a live transcript of the conversation.




The conversation panel includes:

- Messages you typed
- Questions asked using voice
- The avatar's spoken responses

Use the **Ask me anything** field at the bottom of the panel to send text messages to the avatar.

Voice and text interactions are combined into a single conversation, allowing you to switch between speaking and typing at any time.

## Supporting content

> This feature is available only if the agent creator enables it for the relevant agent in Conversational Agent Studio.

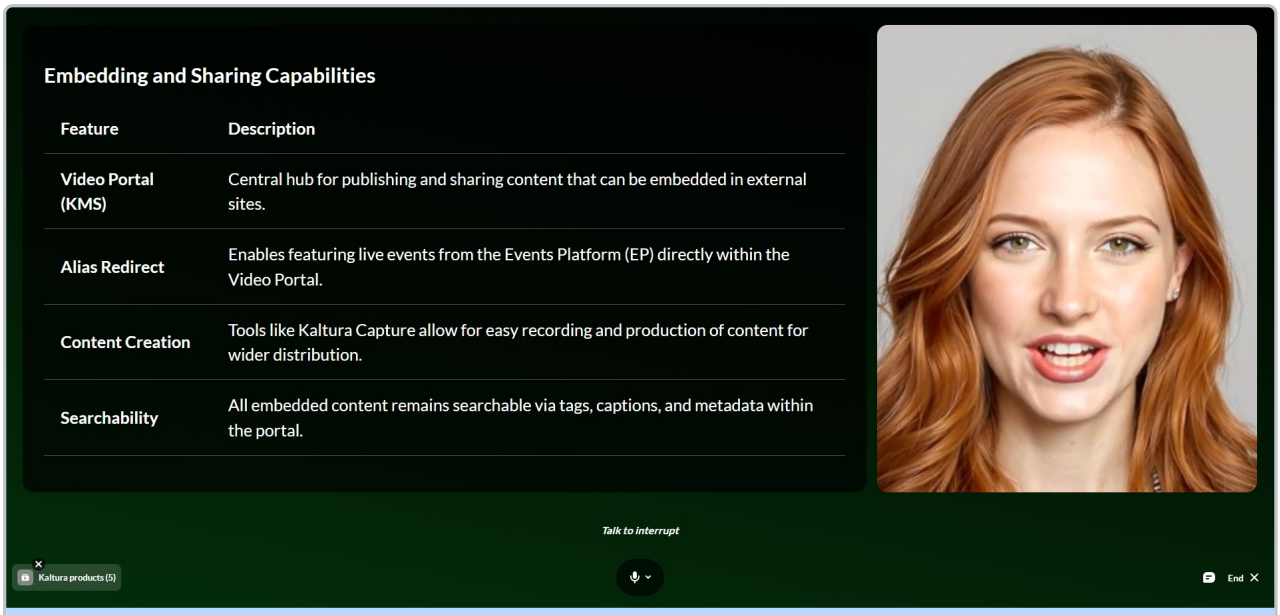
During a conversation, the Agentic Avatar can present supporting content alongside its spoken response to help explain the answer.

Supporting content appears beside the avatar in a side-by-side layout and can include:

- **Text** such as headings, bullet points, numbered steps, or tables to highlight key information.
- **Relevant video clips** that automatically play while the avatar explains the answer.

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As the conversation continues, the supporting content updates to match the avatar's current response.




Example of supported content in the form of a table

## Share your screen

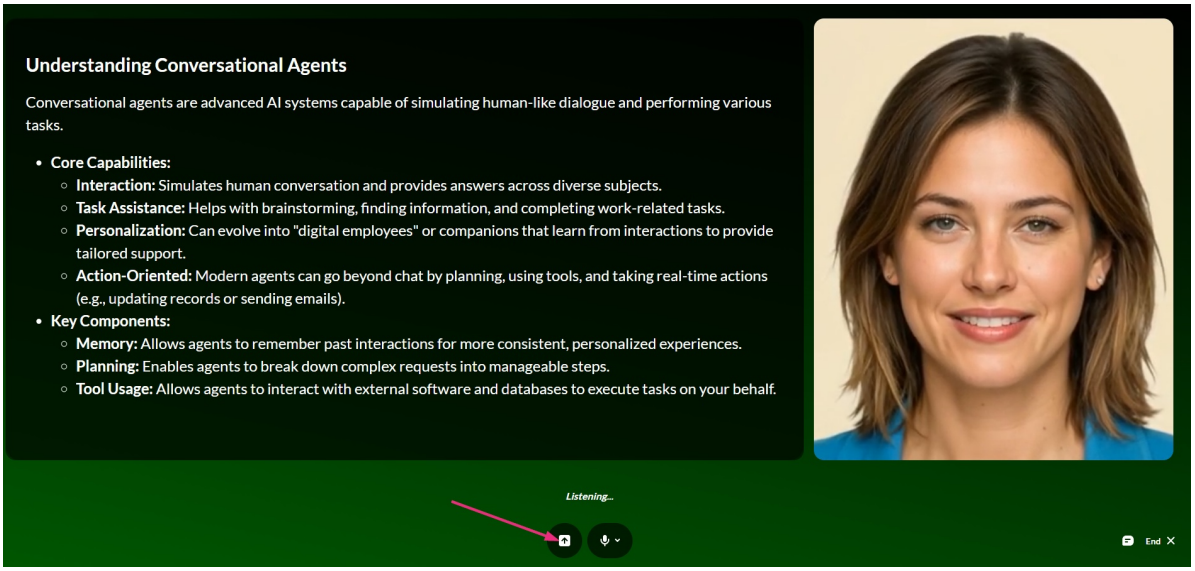
The avatar may suggest sharing your screen when additional visual context would help answer your question or provide guidance.

Screen sharing will only be available if the Share Screen capability is enabled in Agent Studio.

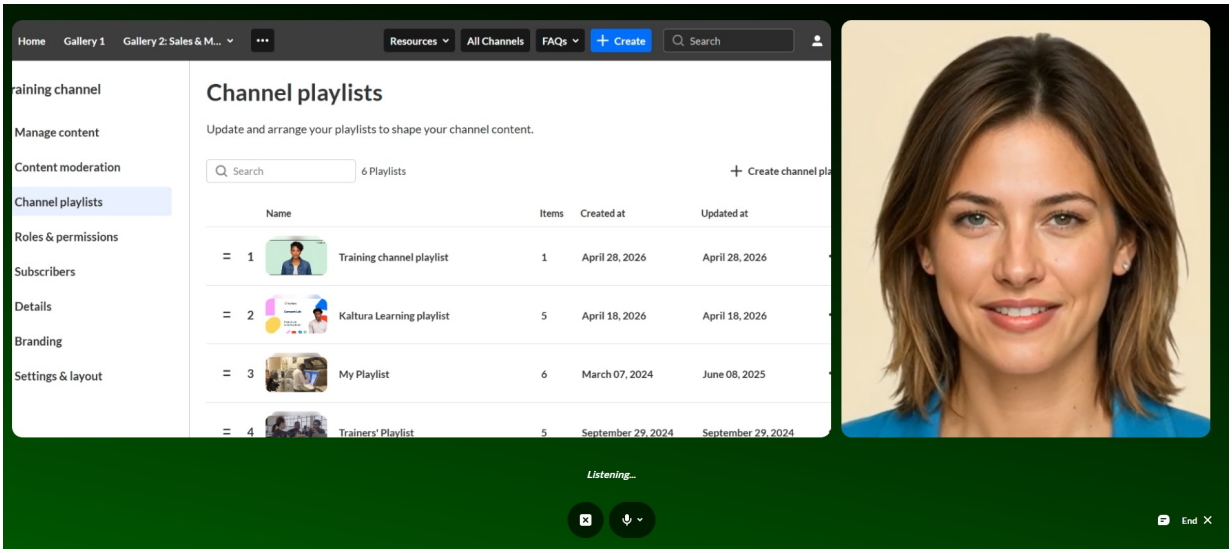
To share your screen:

1. Click the **screen share icon** at the bottom of the screen.

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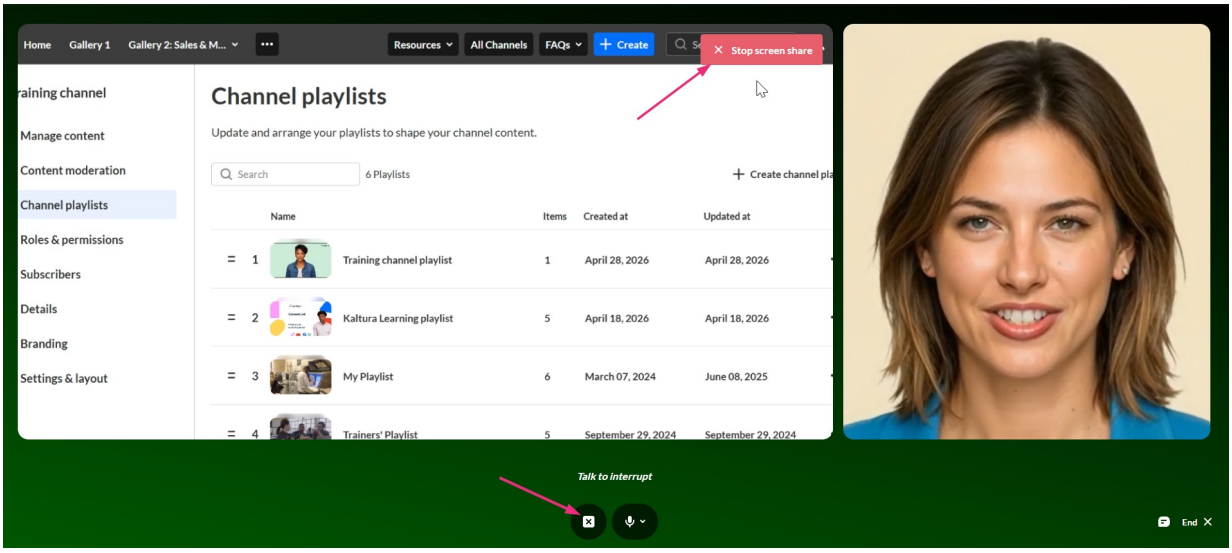



2. In the browser dialog, select the desired screen, window, or browser tab, and click **Share**.
3. The shared content is displayed alongside the avatar. The avatar can analyze the content on your screen and respond based on what it sees.



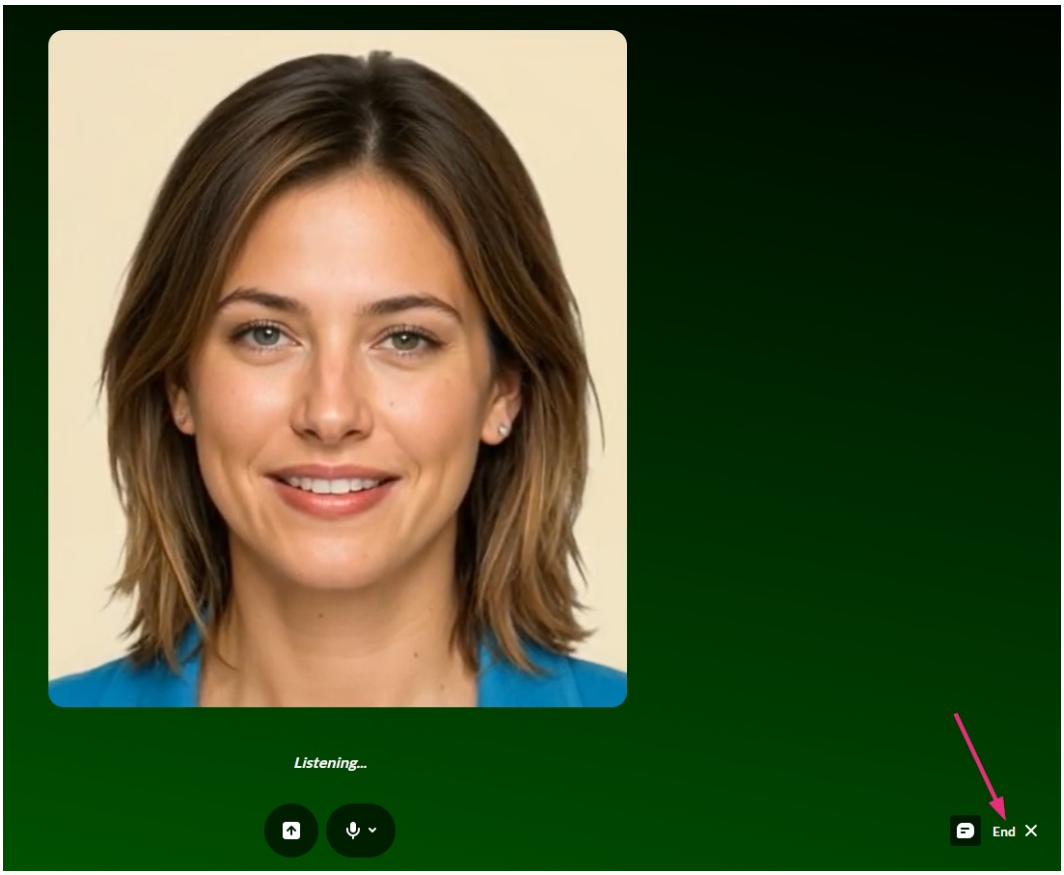

To stop sharing, click the **screen share icon** again. You can also click the red **Stop screen share** button that appears when you hover over the shared content.

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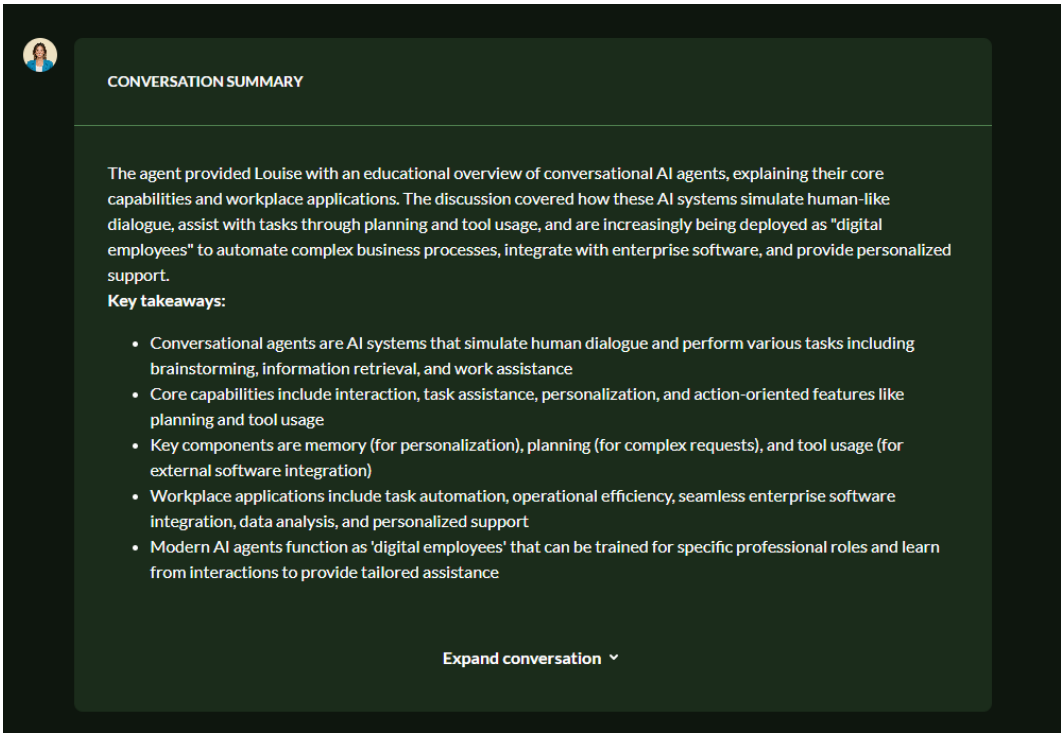

## End the conversation

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

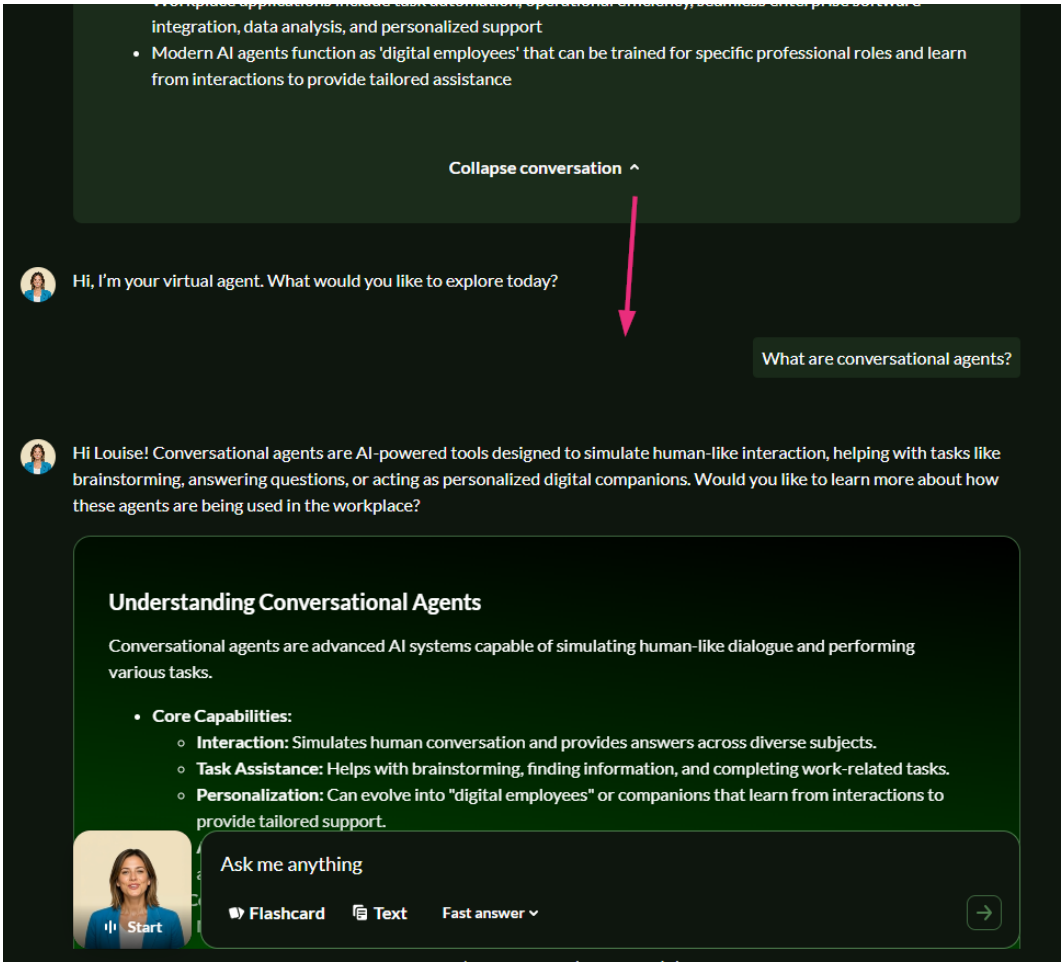



After the conversation ends, a summary of the conversation appears in the main panel.

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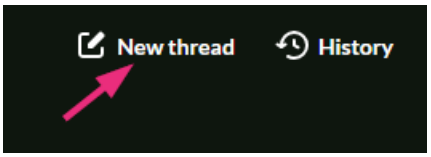

Click **Expand conversation** to view the full conversation transcript, including all interaction details and sources.




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## 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 answers, see Understand Conversational Agent responses.

## Multilingual support

The avatar 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, the avatar returns the most accurate results it can find, even if they're in another language.

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