Configure your agent's conversation settings

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This article is designated for administrators.

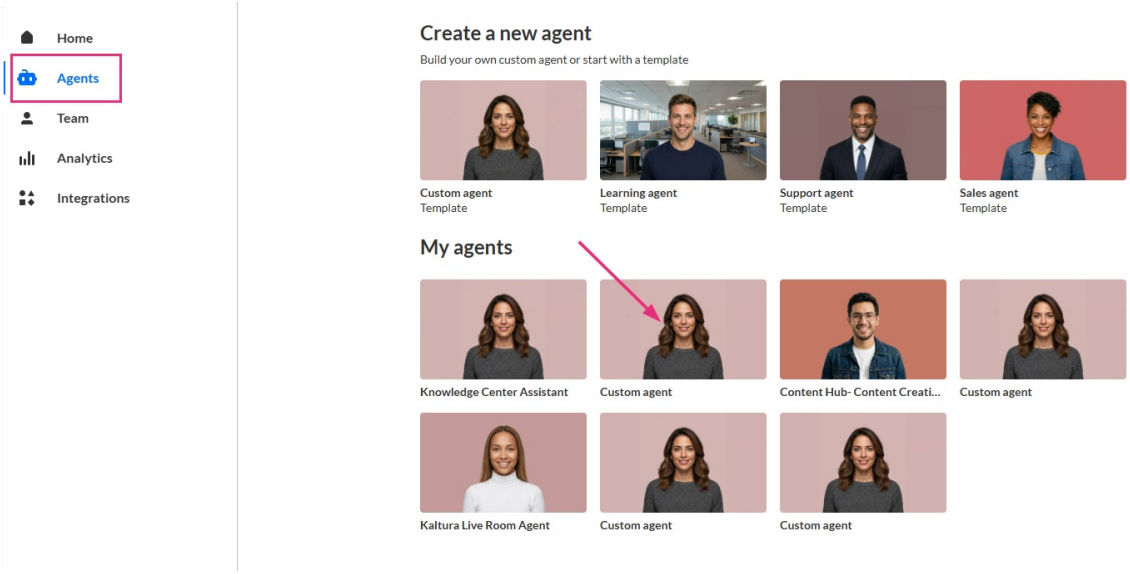
About

You can configure your agent's conversation settings, including the maximum conversation length, talk speed, and how much the avatar moves while speaking and listening.

You manage these settings in the **Advanced** tab.

Access the Advanced tab

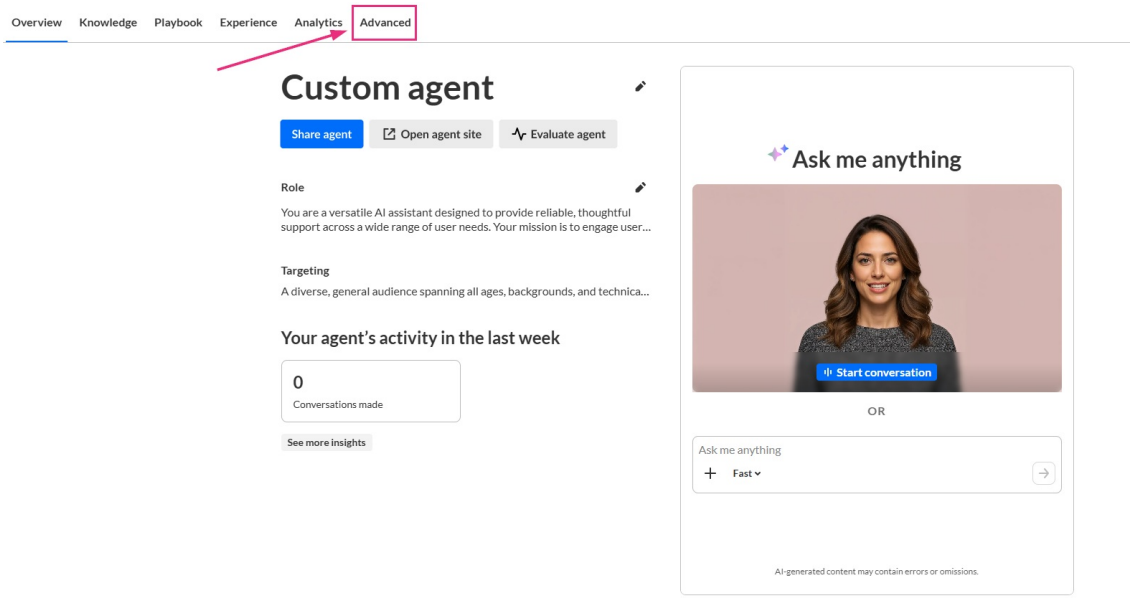
1. From the **Agents** tab, click the agent you want to configure.



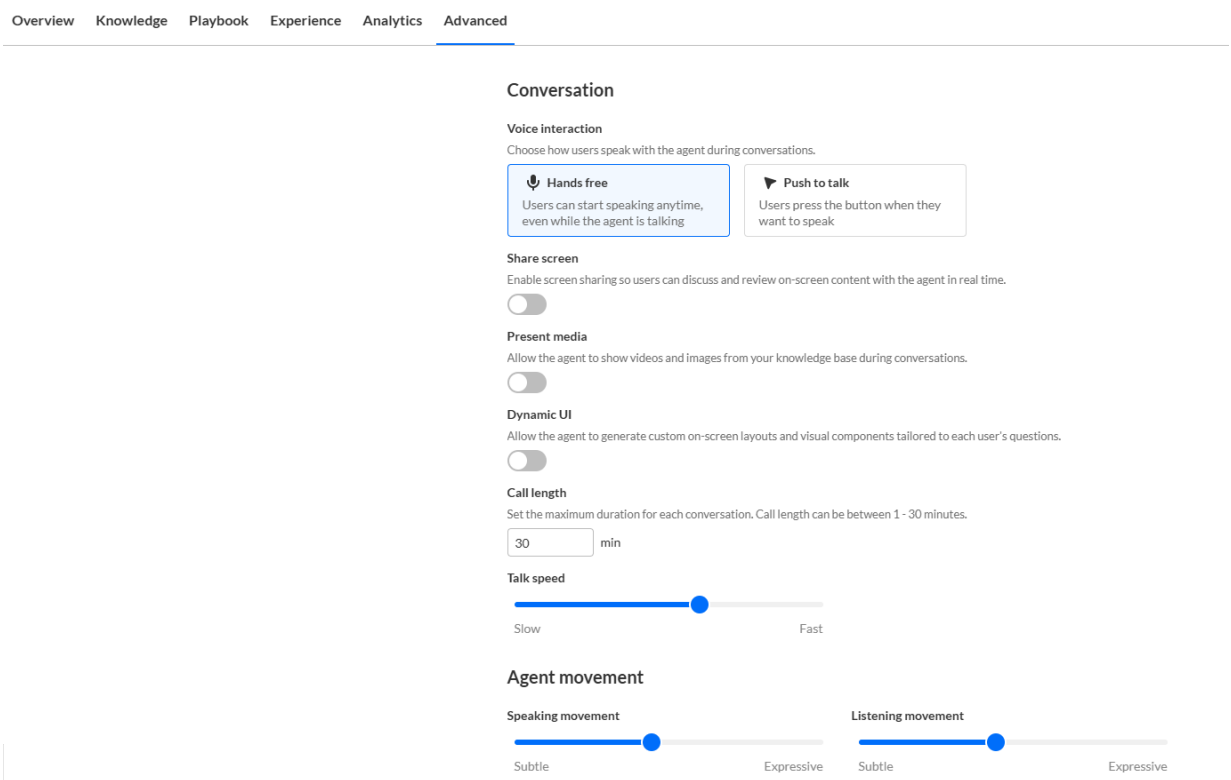
   The agent workspace opens on the **Overview** tab by default.

2. Click the **Advanced** tab.

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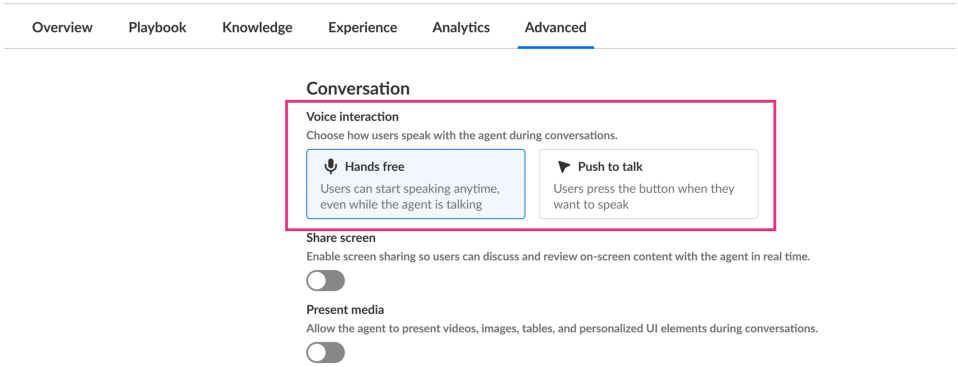
The Advanced tab displays.



Choose a voice interaction mode

1. Under **Voice interaction**, select one of the following:
   - **Hands free** - Users can start speaking anytime, even while the agent is talking. Hands free is selected by default for new agents.
   - **Push to talk** - Users press the button when they want to speak.

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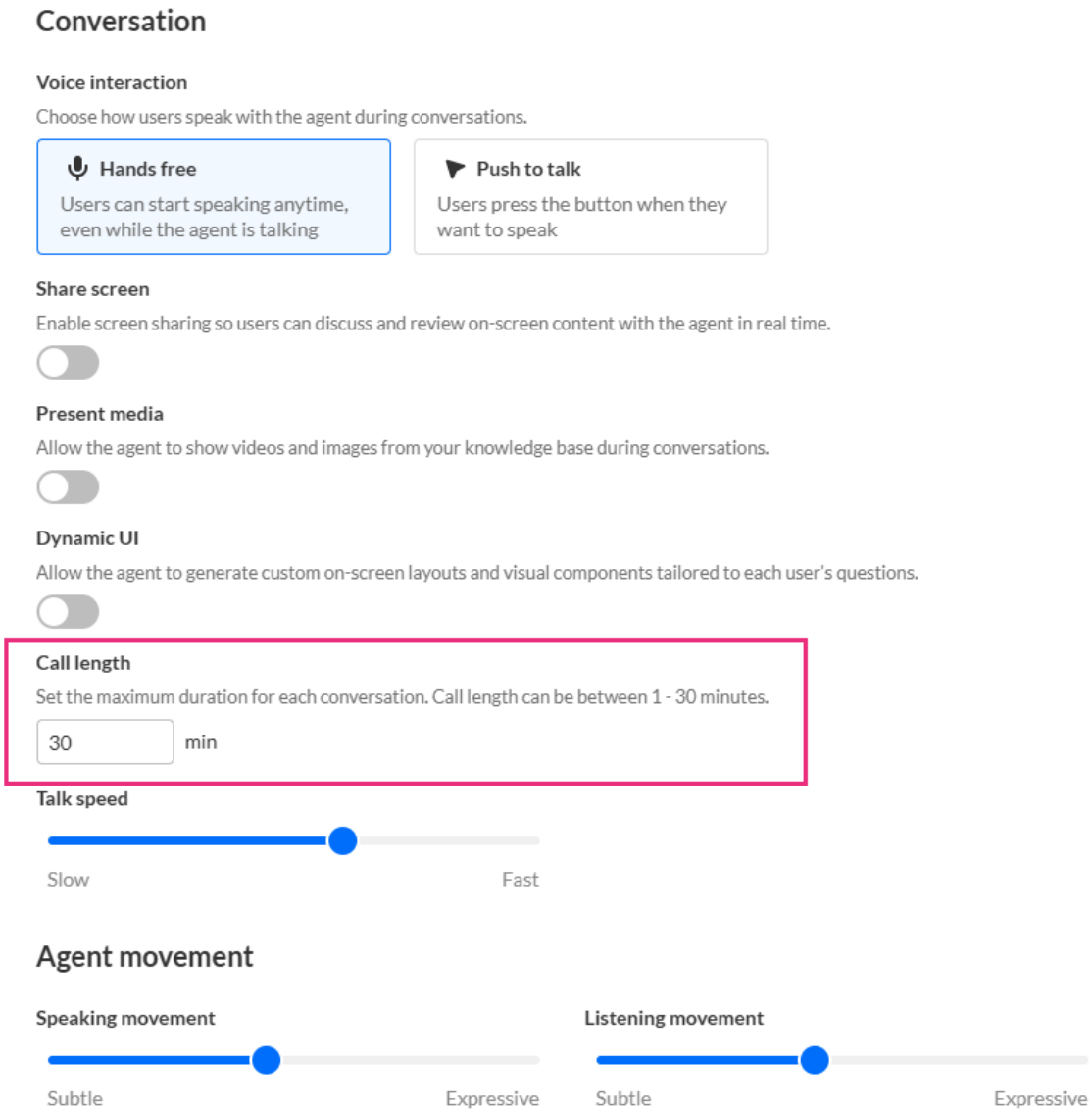
2. Click **Publish** at the top right to save your changes. If you leave without publishing, the agent keeps the last published mode.

When the agent is configured for chat-only conversations, **Hands free** and **Push to talk** are disabled. If you change the agent from chat-only to a conversation type that supports voice, the options become available again with your last published voice interaction mode selected.

Set the call length

1. Under **Call length**, enter the maximum duration, in minutes, for each conversation. You can set the call length from 1 to 30 minutes.

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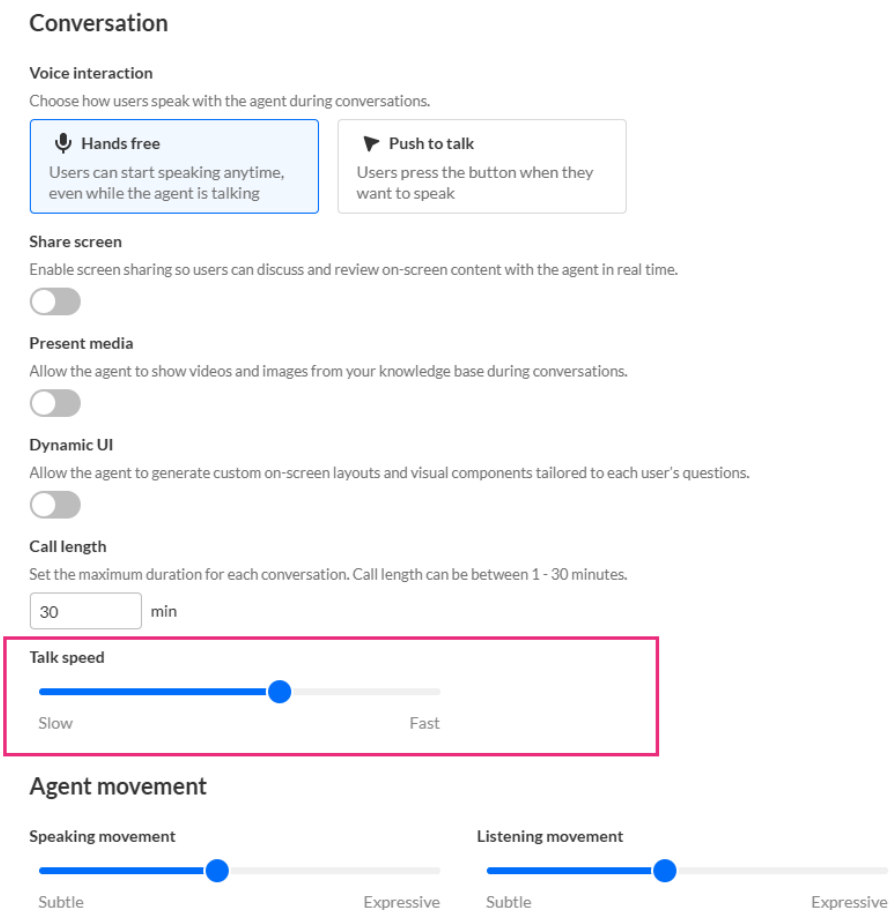


2. Click **Publish** at the top right to save your changes.

Set the talk speed

1. Under **Talk speed**, drag the slider between **Slow** and **Fast** to set how quickly your agent speaks.

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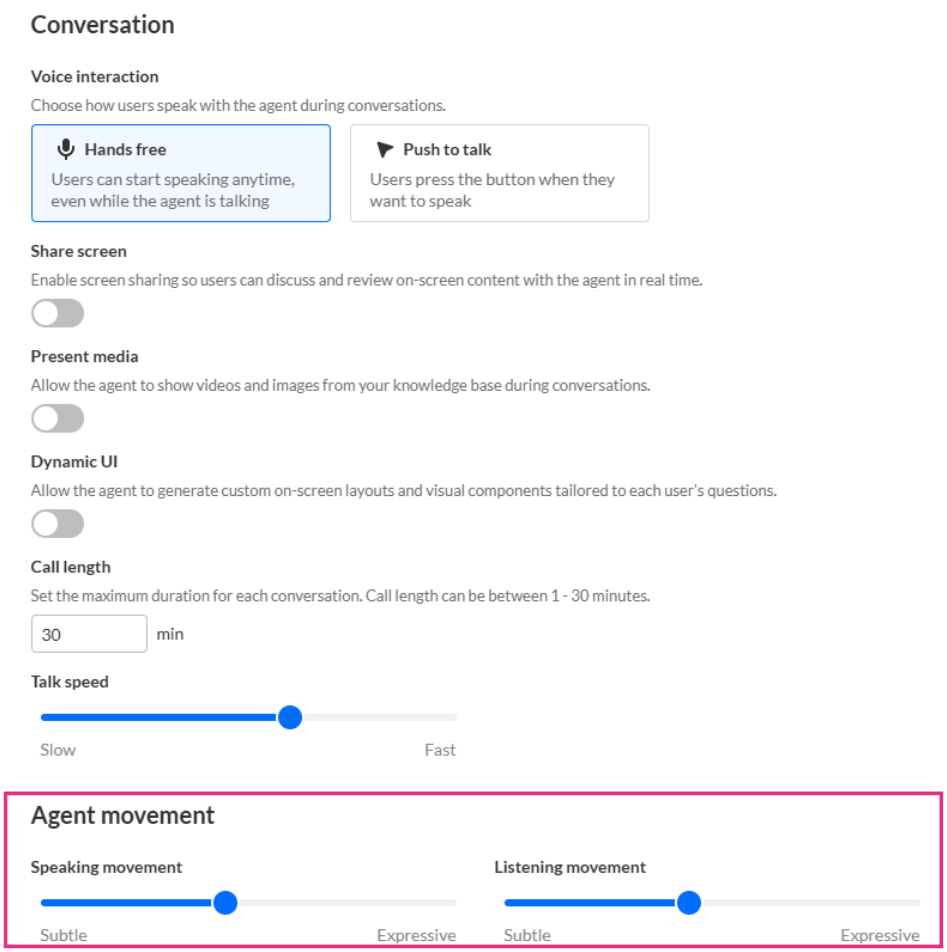


2. Click **Publish** at the top right to save your changes.

Configure agent movement

1. Under **Agent movement**, use the sliders to control how much the avatar moves during conversations:
   - **Speaking movement** – Drag the slider between Subtle and Expressive to set how much the avatar moves while speaking.
   - **Listening movement** – Drag the slider between Subtle and Expressive to set how much the avatar moves while listening.

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2. Click **Publish** at the top right to save your changes.

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