Enable screen sharing for your agent

Content updated: 06/10/2026

This article is designated for administrators.

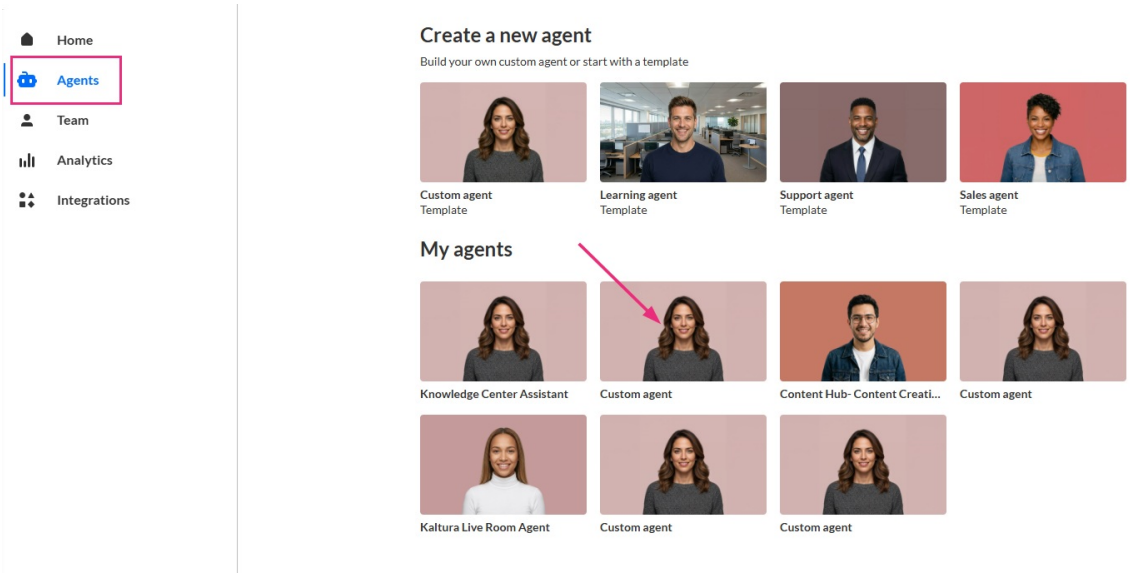
About

You can enable screen sharing so users can share their screen with the agent during a live conversation and ask questions about the content they're sharing.

You manage this setting in the **Advanced** tab.

Access the Advanced tab

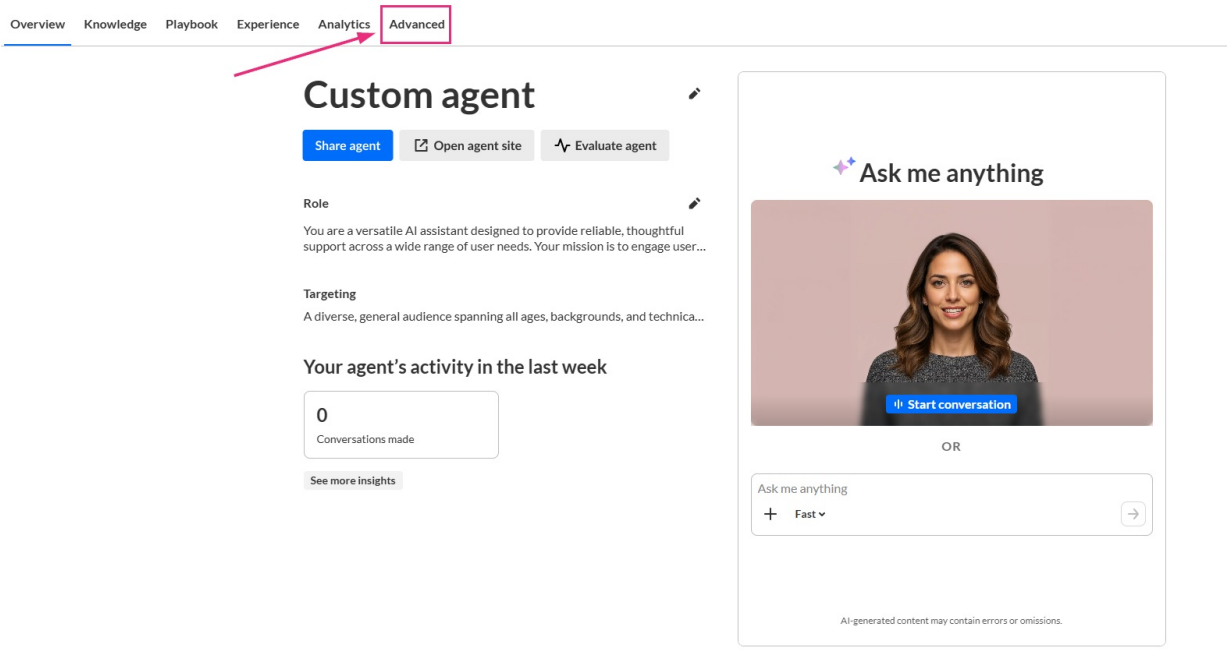
1. From the **Agents** tab, click the agent you want to configure.



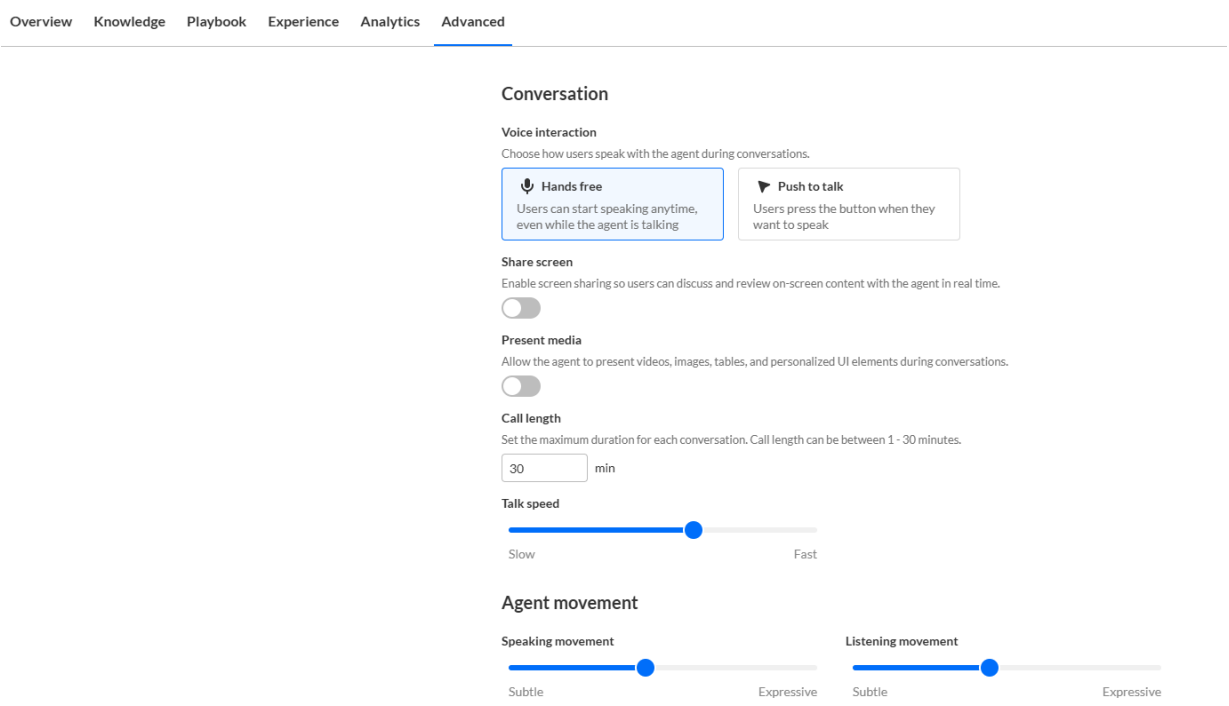
   The agent workspace opens on the **Overview** tab by default.

2. Click the **Advanced** tab.

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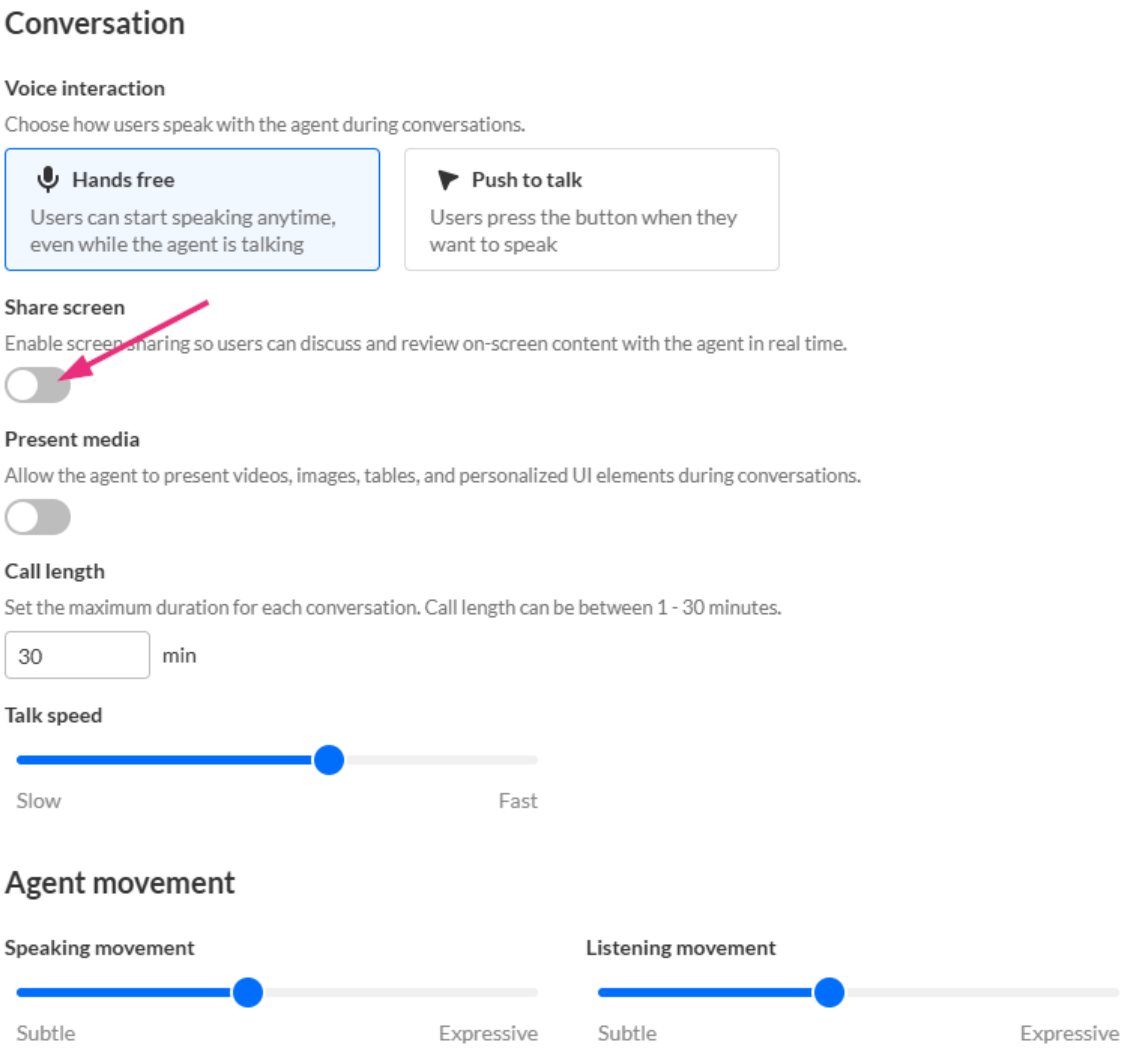
The Advanced tab displays.



Enable screen sharing

1. Under **Conversation**, click the **Share screen** toggle to enable it. (It's off by default.)

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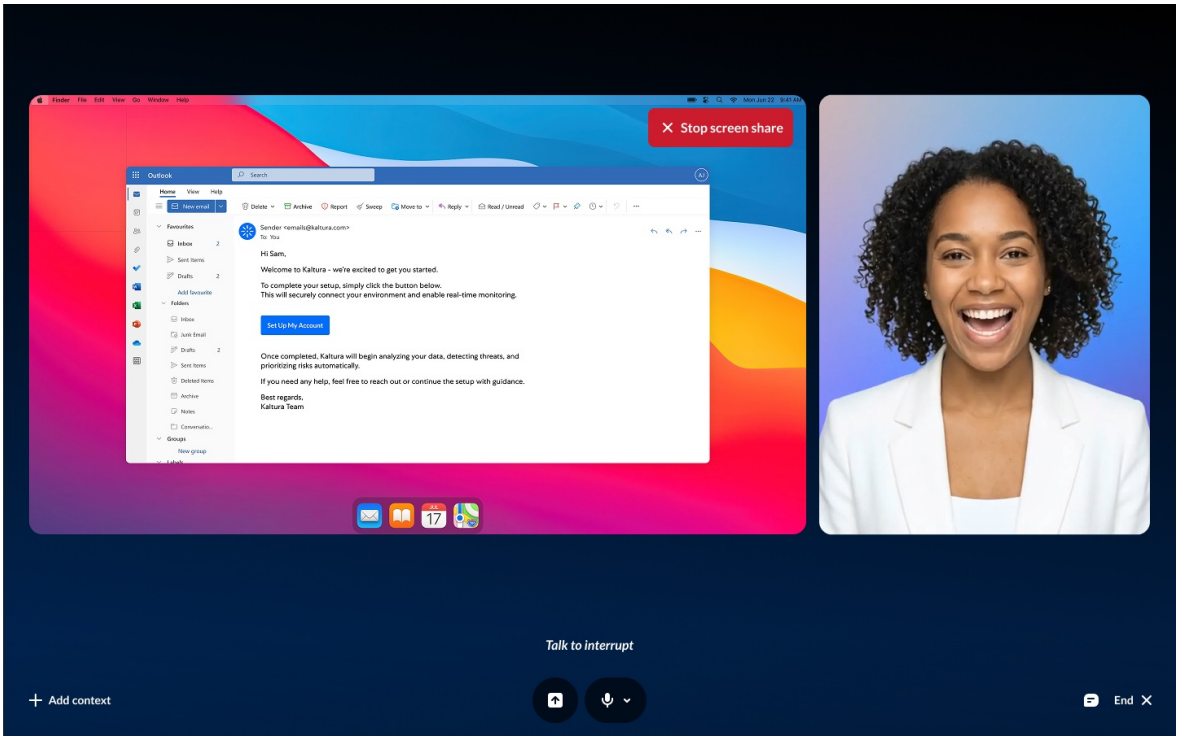
2. Click **Publish** at the top right to apply your changes.

User experience

When screen sharing is enabled, users can share their screen during a live conversation with the agent.

The agent can use the shared on-screen content as context for the conversation.

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