Control whether your agent can present media

Content updated: 07/06/2026

This article is designated for administrators.

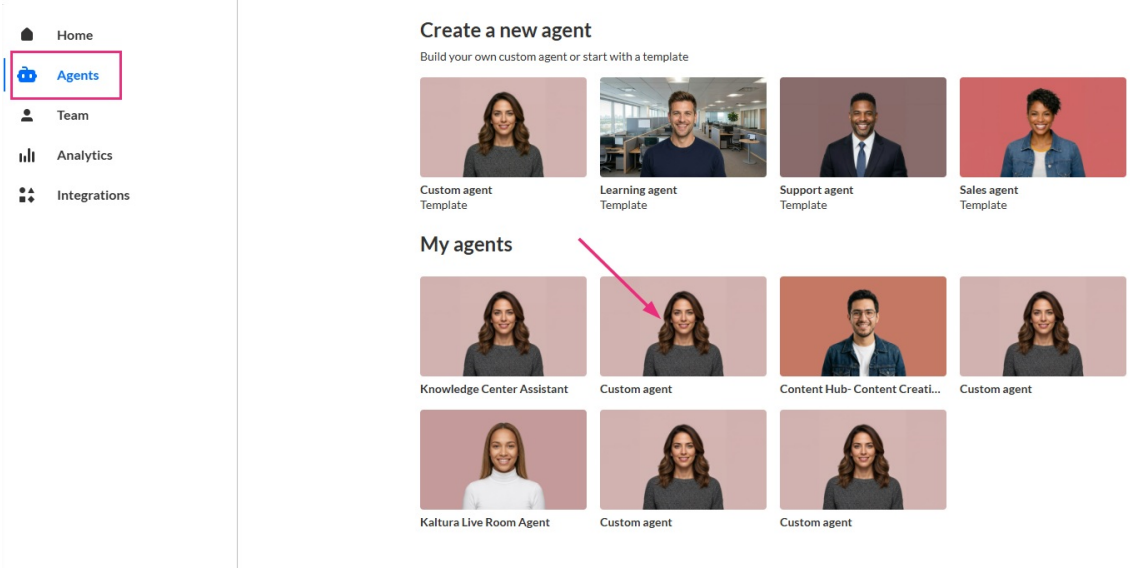
About

You can control whether your agent can present media during conversations. When enabled, the agent can present videos, images, tables, and personalized UI elements as part of the conversation.

Presenting media is enabled by default. You manage this setting in the **Advanced** tab.

Access the Advanced tab

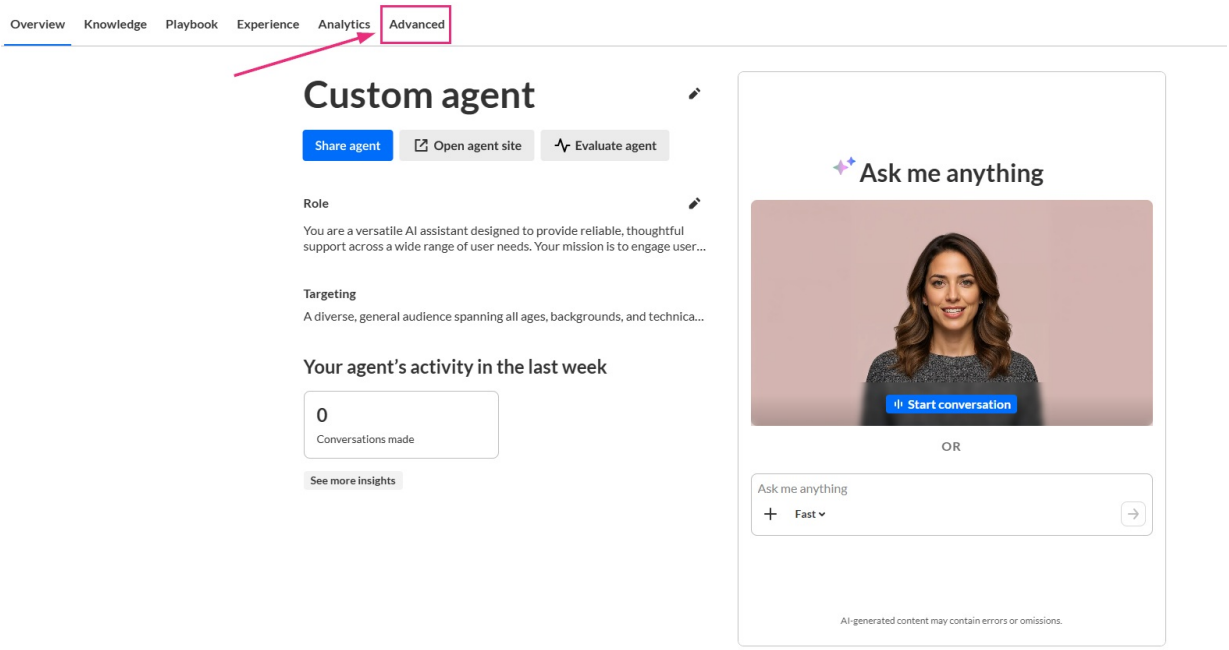
1. From the **Agents** tab, click the agent you want to configure.



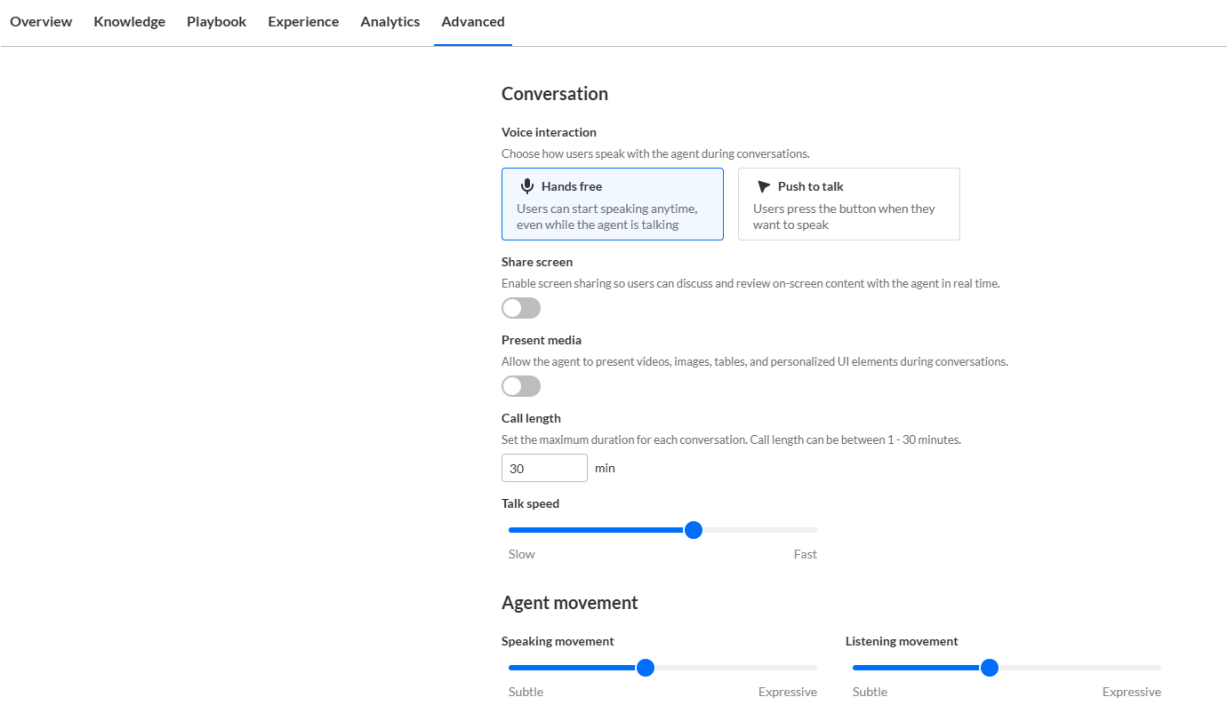
   The agent workspace opens on the **Overview** tab by default.

2. Click the **Advanced** tab.

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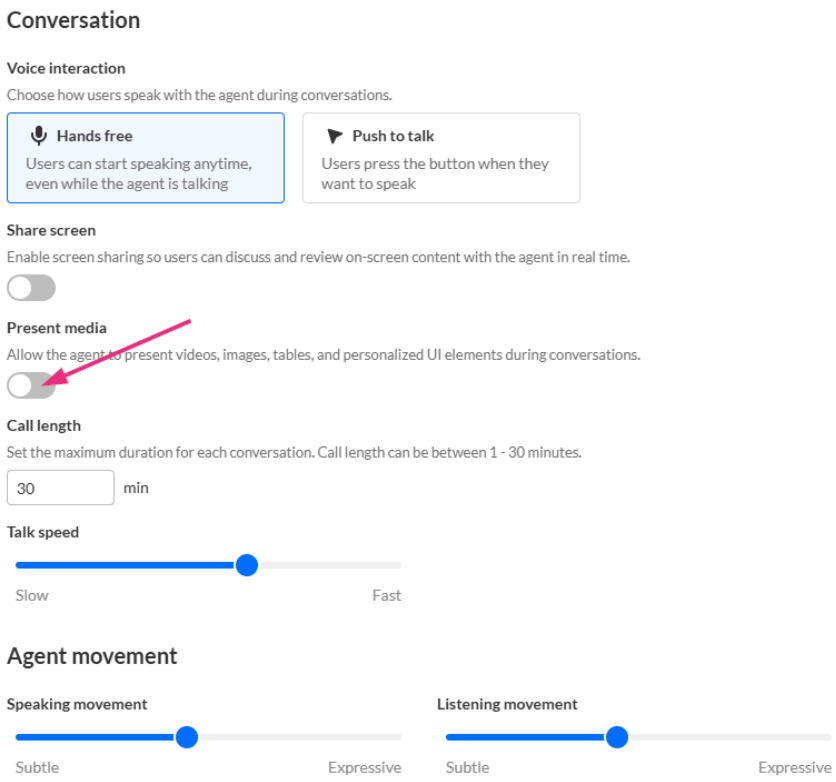
The Advanced tab displays.



Enable present media

1. Under **Present media**, click the toggle to enable it.

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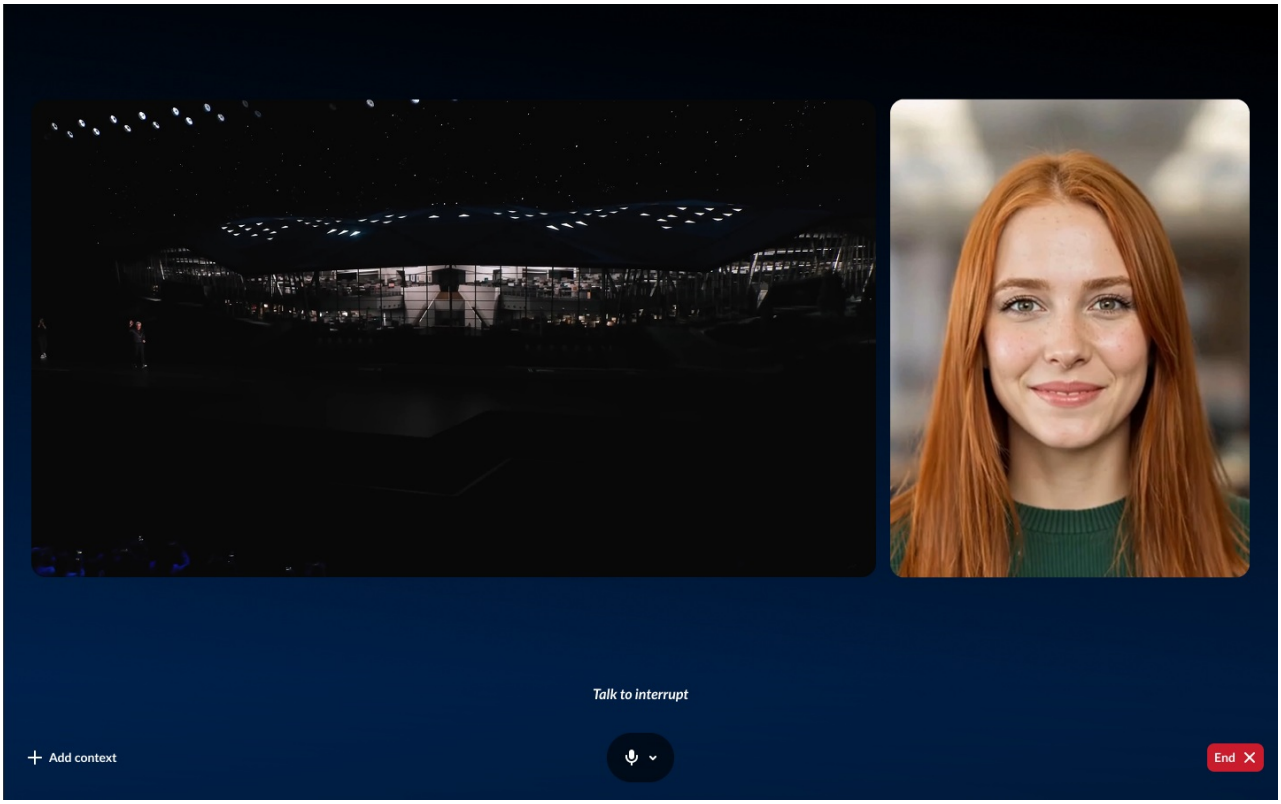


2. Click **Publish** at the top right to apply your changes.

User experience

When **Present media** is enabled, the agent can present media as part of the conversation. The user can view and interact with the presented content while continuing the conversation with the agent.

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