Configure suggested questions for your agent

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This article is designated for all users.

About

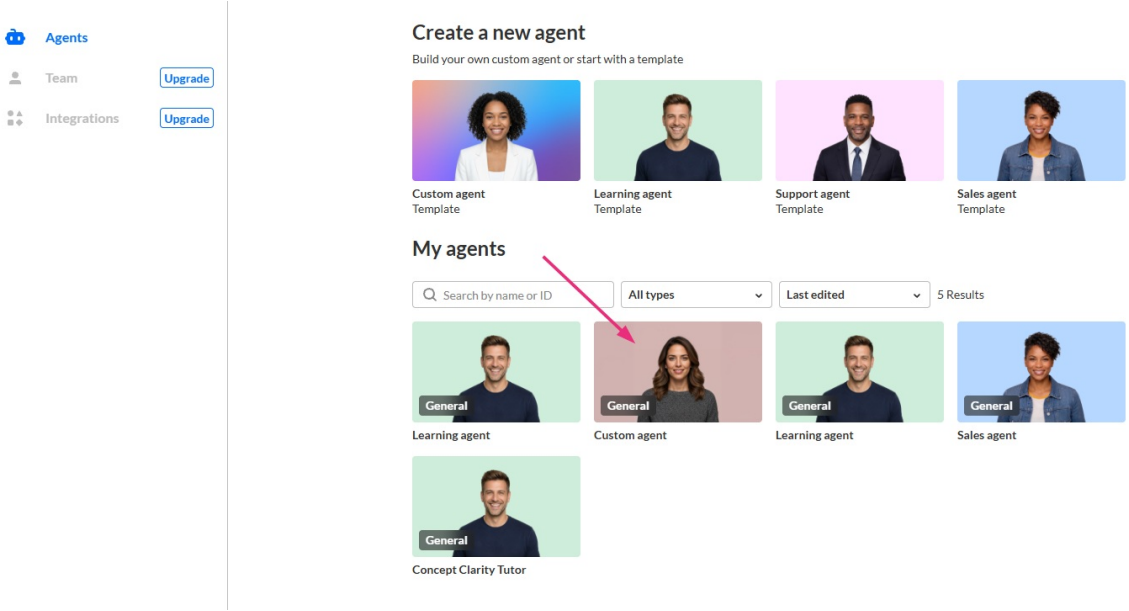
Suggested questions give users ideas for how to start a conversation with your agent. When enabled, the questions display when users first enter a conversation.

You can configure suggested questions in the **Experience** tab.

Suggested questions are available for **Avatar and chat** and **Chat only** interaction models. They aren't available for **Avatar only**.

Access the Experience tab

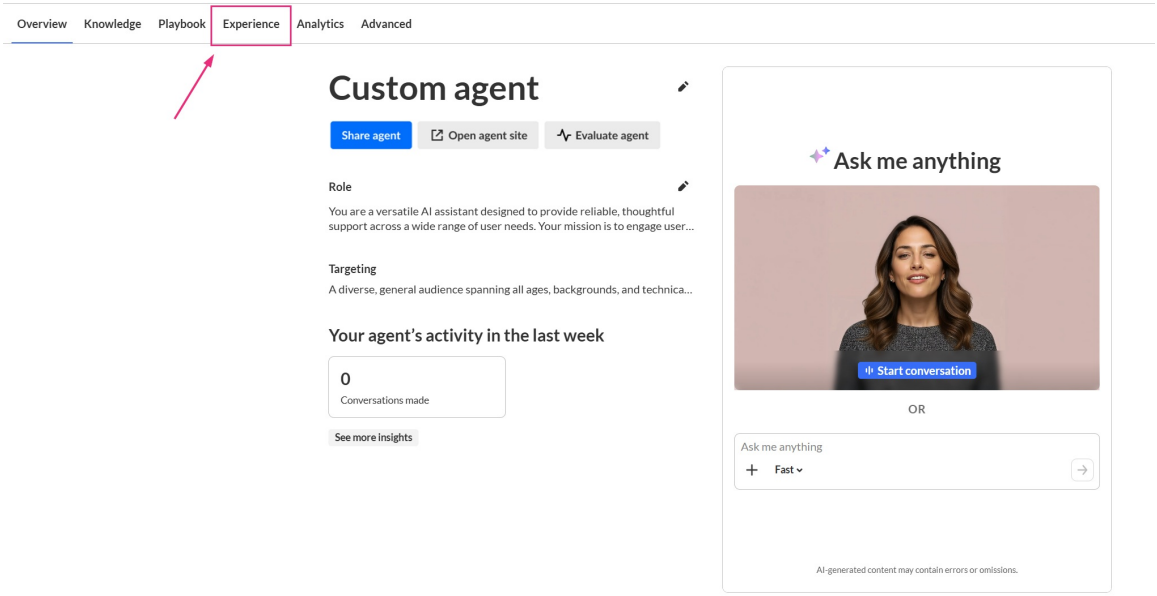
1. From the **Agents** tab, click the agent you want to configure.



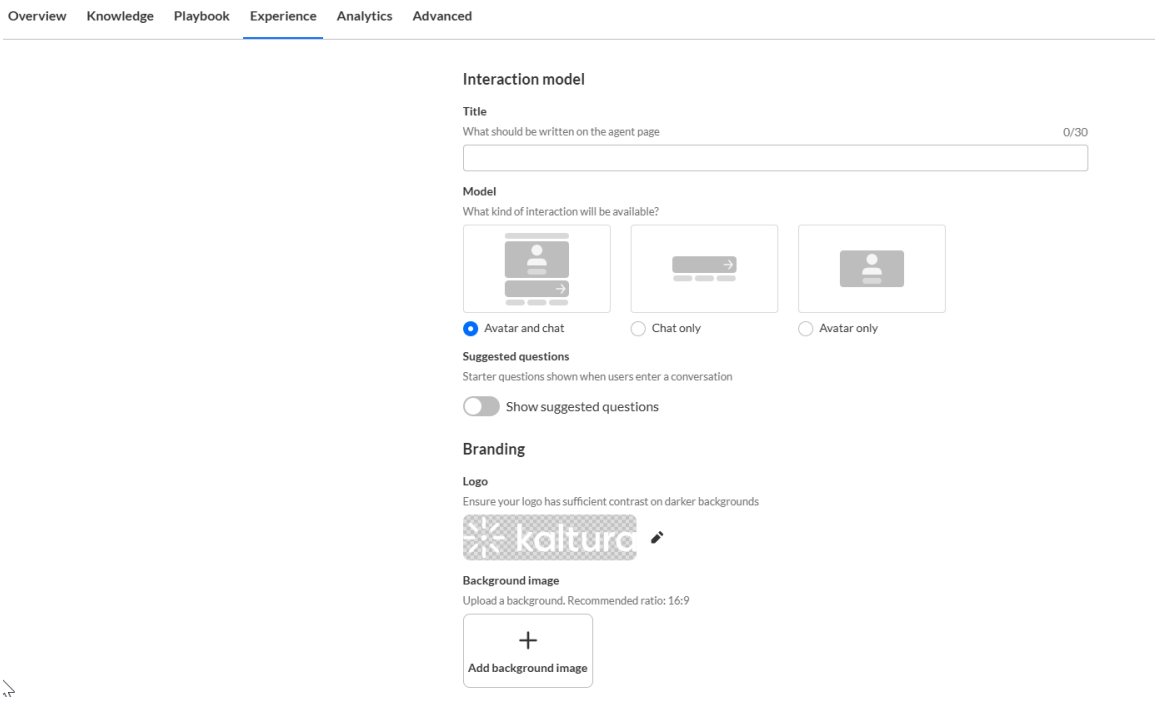
   The agent workspace opens on the **Overview** tab by default.

2. Click the **Experience** tab.

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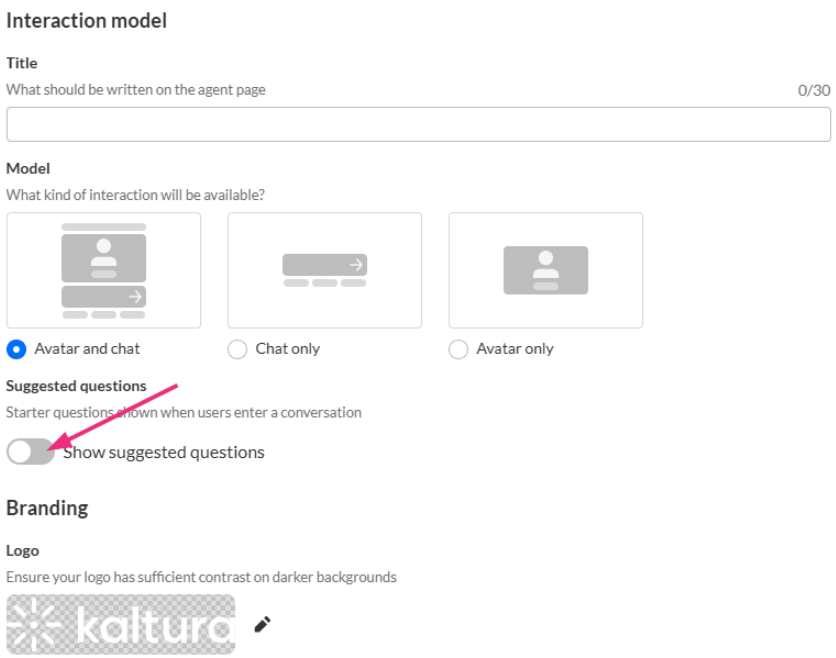
The **Experience** tab displays.



Enable suggested questions

Under **Suggested questions**, toggle on **Show suggested questions**.

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If suggested questions are already configured for the agent, they display and can be edited.

If the **Avatar only** interaction model is selected, **Show suggested questions** is unavailable.

Add and edit suggested questions

You can add up to five suggested questions for your agent. When **Show suggested questions** is turned on, you must enter at least one question.

1. Enter your first question.
   Each question can contain up to 200 characters. The character counter updates as you type.
2. Click **+ Add question** to add another question.
3. Enter the question text.
4. Repeat as needed.
   When you reach five questions, the **+ Add question** button is disabled.

To edit a question, click the question field and change the text.

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Delete a suggested question

Hover over the question you want to remove, then click the **trash can icon**.



At least one suggested question must remain.

Hide suggested questions

Turn off **Show suggested questions** if you don't want suggested questions to display to users.

The question fields are hidden when the setting is turned off.

If you turn **Show suggested questions** off and then back on before publishing, your question text is preserved.

Publish your changes

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

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Until you publish your changes, they won't affect conversations with your agent.

Kaltura does not use customer data to train its AI models. To learn more, see Kaltura's Artificial Intelligence Principles.

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