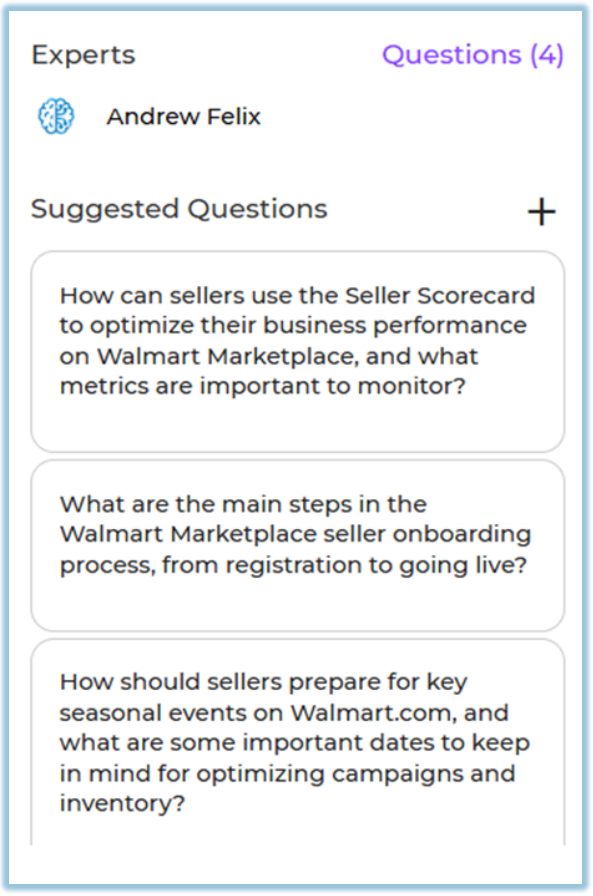
How to generate ‘Suggested Questions’ in Instant Answers

1. Overview

Suggested Questions in Instant Answers help admins add common or important questions in advance. These questions appear in the chat so users know what they can ask in a channel.



2. When to Use

- When users are not sure what questions they can ask

- When common questions should be shown to users directly
- When setting up or improving the question flow in a channel

3. Concepts

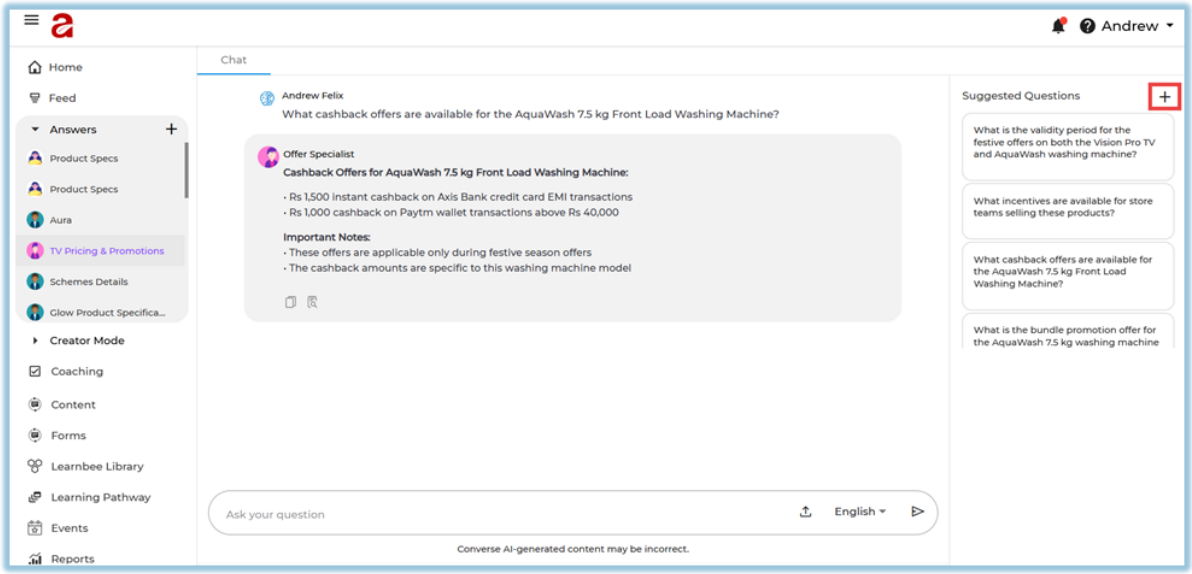
Suggested Questions
Predefined questions added by an admin that appear in the chat for users to select.
The area on the right side where users interact with Instant Answers.

Add (+) Action
The **+** icon used to add a new suggested question.

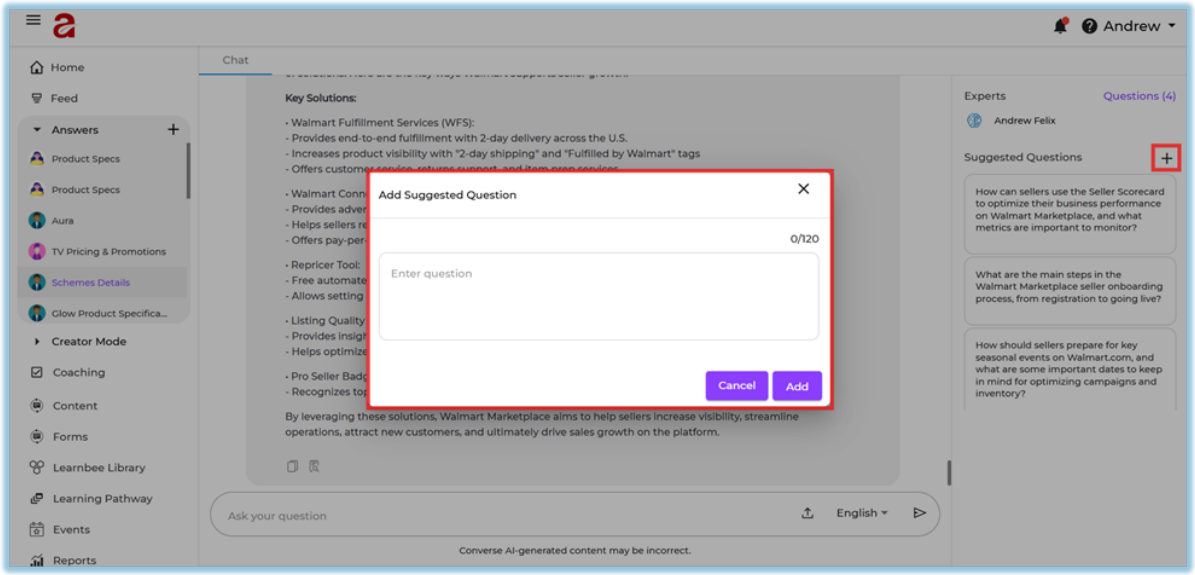
Question Dialog Box
The pop-up box where the admin types the question before adding it.

4. Set Up Guide

1. Open the chat section in Instant Answers.
2. Find the Suggested Questions area on the right side.
3. Click the **+** icon.

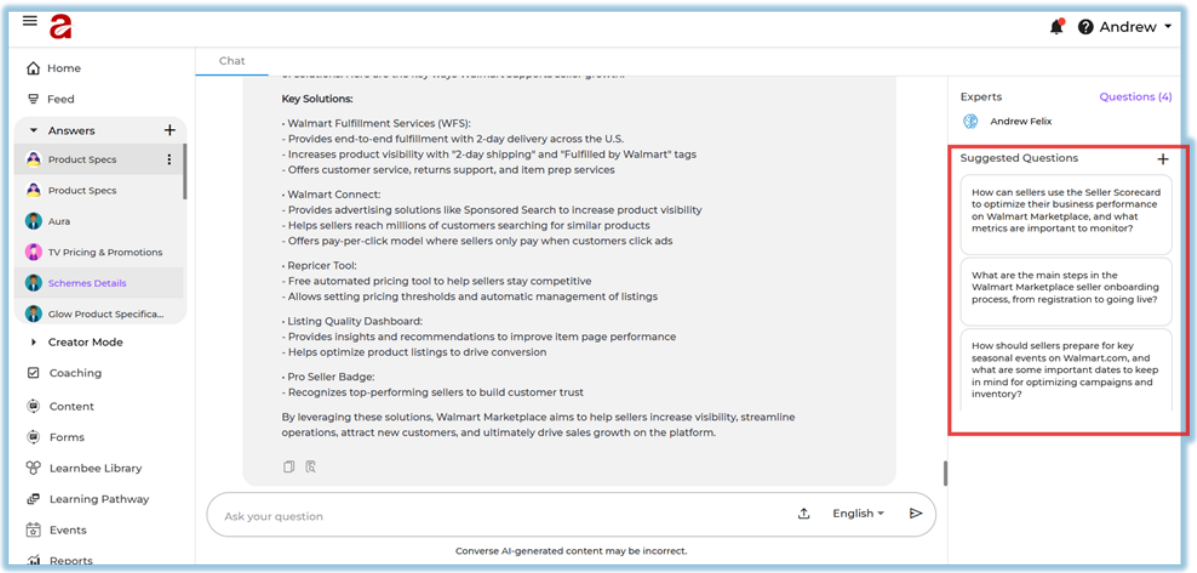


4. Type the question in the dialog box.
5. Click **Add** to save the question.



5. User View

Users see a list of suggested questions in the chat section. They can click on any question to ask it directly, without typing.



6. Best Practices

- Add simple and commonly asked questions.
- Review the suggested questions regularly and update them if needed.

7. Related Links / FAQs

Q: Can users edit suggested questions?
A: No. Only admins can add or edit suggested questions.

8. Version Notes

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