

# How to Use Converse with Google Chat

## 1. Overview

Converse works inside Google Chat, allowing users to access learning content, view assigned tasks, ask questions, participate in polls, receive notifications, and engage with team activities without leaving their chat workspace.

<https://www.youtube.com/embed/10iGqVqUxb0?si=kiRyaAbUGjiheSmz>

## 2. When to Use This?

- When teams use Google Chat as their primary collaboration tool
- When users want quick access to learning and tasks without leaving chat
- When managers want to engage teams using badges, polls, and reminders
- When onboarding new users into Converse via Google Chat

## 3. Concepts

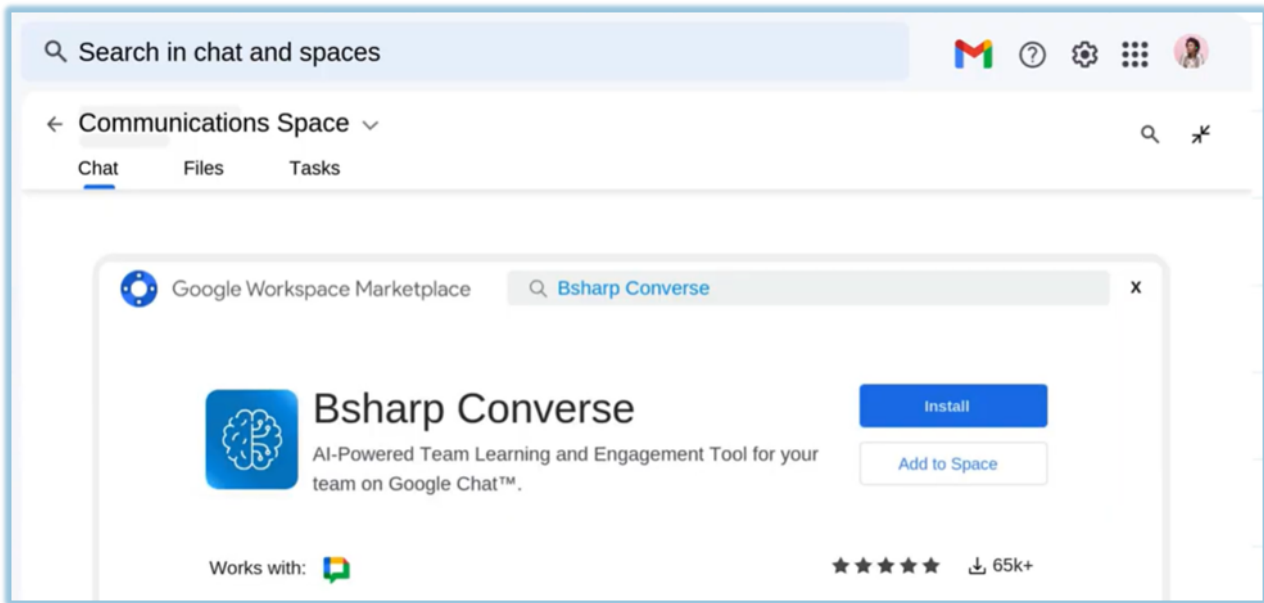
- **Converse Bot** - The assistant added to Google Chat
- **Slash Commands** - Commands used to trigger Converse actions
- **Chat Cards** - Structured responses shown in chat
- **Notifications** - Automated alerts sent by Converse
- **Direct Message (DM)** - One-to-one chat with Converse
- **Space** - Group chat where Converse is added

## 4. Set Up Guide

### Add Converse to Google Chat

1. Open the **Google Chat** application.

2. Go to **Apps** and click **Find an App**.
3. Search for **Bsharp Converse**.
4. Click **Add**.
5. Choose **Add to DM** (single chat) or **Add to Space** (group chat).



Converse is now available in the selected chat or space.

## 5. User View

Users interact with Converse by typing slash commands in Google Chat.

Converse responds with messages or cards inside the chat.

For learning-related actions, users are redirected to the Converse web application to complete the content.

## 6. Reporting

Reporting is **not available within Google Chat**.

All reports related to learning, engagement, and usage are available in the **Converse web application** → **Reports** section.

## Feature Commands

`/Answers`

**Description:** Ask questions and get instant answers from the organization's knowledge base.

**How it works:** Type `/Answers` followed by a question to receive responses in chat.

🔍 Search in chat and spaces

← Communications Space

Chat

Files

Tasks



Bsharp Converse App

### Your Question

What's the best way to handle a customer who's upset about a billing error and demanding an immediate refund?

### Response

To address the billing error, first, access the customer's account and review the billing history for discrepancies. Verify the charges against the services or products provided. If an error is found, you can process a refund immediately if your company policy allows it. The refund will typically take 3-5 business days to reflect in the customer's account.

[Go to Converse](#)

[/Give\\_badge](#)

**Description:** Award badges to recognize a colleague's contribution.

**How it works:** Trigger the command and select the colleague to send a badge.

🔍 Search in chat and spaces

← Communications Space

Chat

Files

Tasks



Bsharp Converse App

To: Jackson Rob, Glen D'Souza & May



**Unmatched Dedication**

Thanks for all the continued dedication on the project. Looking forward to you moving mountains to make it happen!

[/Create\\_poll](#)

**Description:** Create quick polls to collect team feedback.

**How it works:** Launch a poll and gather responses directly in chat.

🔍 Search in chat and spaces

← Communications Space

Chat

Files

Tasks



Bsharp Converse App



Jessie posted a Poll

**What should be the focus of our next team meeting?**

Reviewing project progress

Vote

Planning upcoming tasks

Vote

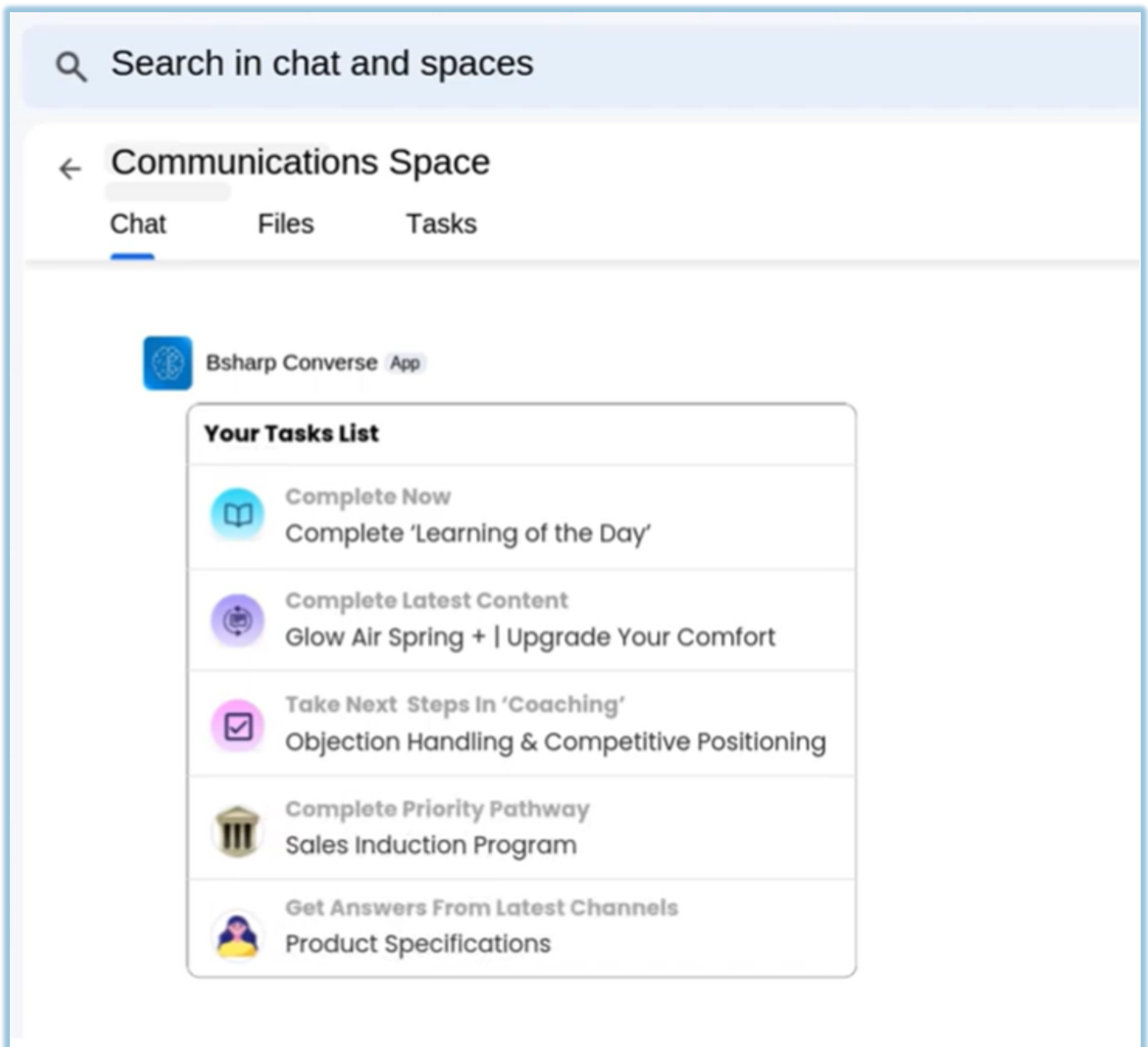
Brainstorming new ideas

Vote

/ Tasks

**Description:** View tasks assigned to you.

**How it works:** Displays the latest tasks mapped to the user.

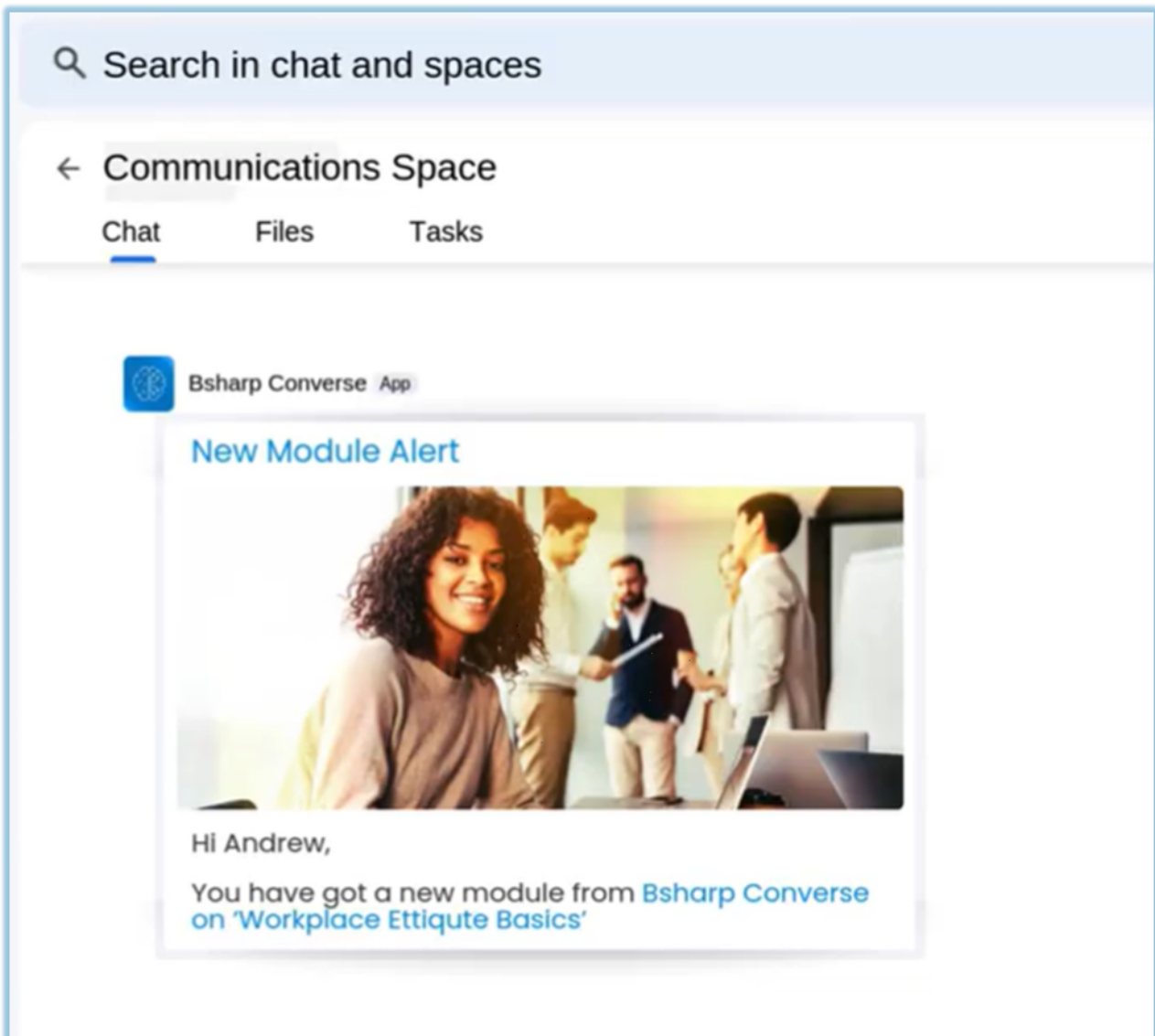


## / Learning

**Description:** Access assigned learning content.

**How it works:**

- **Search content** – Search learning by keyword
- **Your latest content** – View recently assigned learning



Selected content redirects the user to Converse for completion.

## Help Command

`/Converse_help`

**Description:** Get guidance on using Converse commands.

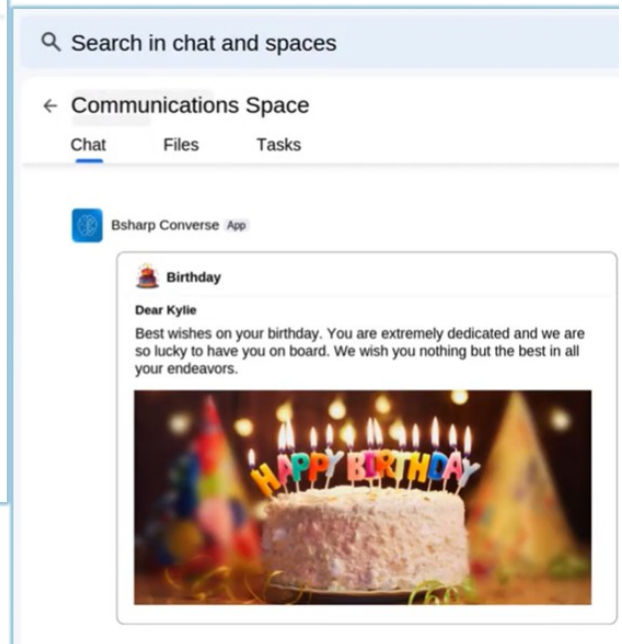
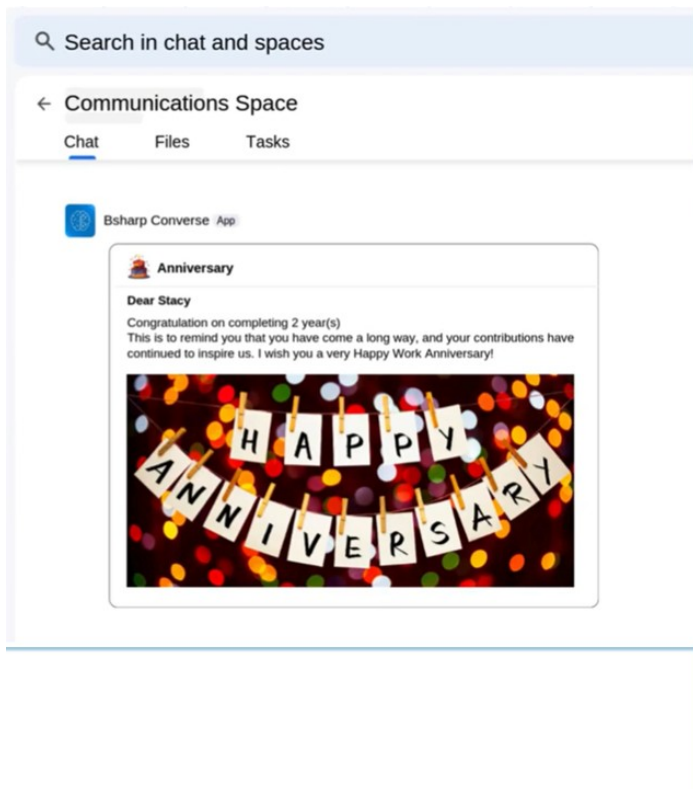
**How it works:** Displays help information and available commands inside chat.

## Reminders and Notifications

Converse automatically keeps users informed through Google Chat notifications.

- **Learning reminders:** Alerts for newly assigned learning content
- **Notifications for:**
  - Content published
  - Learning pathways published
  - Tasks assigned
  - Badges awarded

- Birthday and Work anniversaries



These notifications appear directly in Google Chat.

## Onboarding Your Team

1. After admin signup, a **Join Now** card is sent in Google Chat or space.
2. Team members click **Join Now** to access Converse.
3. Admins can also share a direct invite link with users outside the space.

Once joined, users can access all Converse features directly from Google Chat.

To allow teammates to automatically join without needing your approval, ensure that the '**Allow users of the same domain to join automatically**' setting is enabled.

## 7. Best Practices & Tips

- Add Converse to active team spaces
- Encourage consistent use of slash commands
- Use badges and polls to improve engagement
- Keep notifications enabled for timely updates

## 8. Troubleshooting / FAQs

**Q: Can learning be completed inside Google Chat?**

No. Learning is accessed from chat but completed in the Converse web app.

**Q: Can Converse be added to multiple spaces?**

Yes, Converse can be added to multiple Google Chat spaces.

**Q: Where can I get support?**

Email [converse.support@bsharpcorp.com](mailto:converse.support@bsharpcorp.com)

## 9. Version Notes

Last Updated: 08 Jan 2026

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