

# Virtual Agent

## Topic Blocks

Name	Description
Transfer to Live Agent	Transfers a bot conversation to a live agent
Survey	Presents a survey for collecting feedback for an agent
Agent availability	Provides information about agents when requesting a transfer. Virtual Agent displays agent availability, wait time (if agents are available), and queue information.
AI Search	Generate search results in the conversation using the AI Search application.
FAQ Conversation Builder	Display information in the form of one or more matching questions and answers (Q&A) in response to a user query on a specific subject.

