Question and Answer FAQs

This article covers frequently asked questions about audience Q&A.

Recommended reading: [About Q&A](#)

Where can I find questions from the audience?

For Live events, the Q&A queue displays at the bottom of the Live Studio (for moderators and presenters) or in a separate window (for guest admins who are managing Q&A only).

For Simulated Live events, you can open the Q&A queue in a new window from the Event Summary tab once the event has started. Under Event Setup Checklist, click **Manage Q&A**.

The Q&A queue refreshes automatically as questions are submitted and answered.

How do I answer a question?

In the Q&A queue, click the **New Questions** tab if it isn't selected. Next to the question you want to answer, click **Answer** and type your response. Then, select whether you want to send the answer only to the person who asked the question or post the answer publicly.

Can I answer questions before the event begins?

Yes. Attendees can submit questions while waiting for the event to start. Any presenter can answer questions before the event is live.

Where can I find questions that have been answered?

In the Q&A queue, click the **Answered** tab.

Can I change an answer or remove it?

Yes. In the Q&A queue, click the **Answered** tab. Find the question with the answer you want to change or remove. To:

- Change the answer, click **Revoke**. The question and answer move to the Revoked tab, where they're no longer visible to the audience. Go to the Revoked tab, click **Answer**, change the answer, and click **Submit**.

- Remove the answer, click **Delete**. The question moves back to the New Questions tab.

I accidentally deleted a question. Can I recover it?

Yes. In the Q&A queue, click the **Deleted** tab. Find the question you deleted and click **Undelete**. The question moves back to the New Questions tab.

How do I organize questions from the audience?

You can prioritize questions and then sort the High priority questions to the top of the queue. Or, assign questions to specific presenters.

How do I assign questions to specific presenters?

Create tabs for each presenter to assign questions to them. To create a tab, in the Q&A queue, next to the Revoked tab, click **+**. In the Manage Tabs window, enter the presenter's name, click **Create**, and then click **Save Changes**. The presenter's tab displays next to the Revoked tab.

To move a question to a presenter's tab, in the New Questions tab, next to the question you want to move, click **Assign**. In the Assign Question window, select the presenter's tab and click **Assign**.

Can I ignore questions?

Yes. Attendees can't see questions until they're answered, so you can keep questions in the Q&A queue until you're ready to answer them or not. You can prioritize questions and then sort the Low priority questions to the bottom of the queue. If you won't answer a question, click **Delete** to move it to the Deleted tab.

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