

# Moderating REACH service requests and general statistics

Last Modified on 09/09/2025 12:25 pm IDT

 This article is designated for administrators.

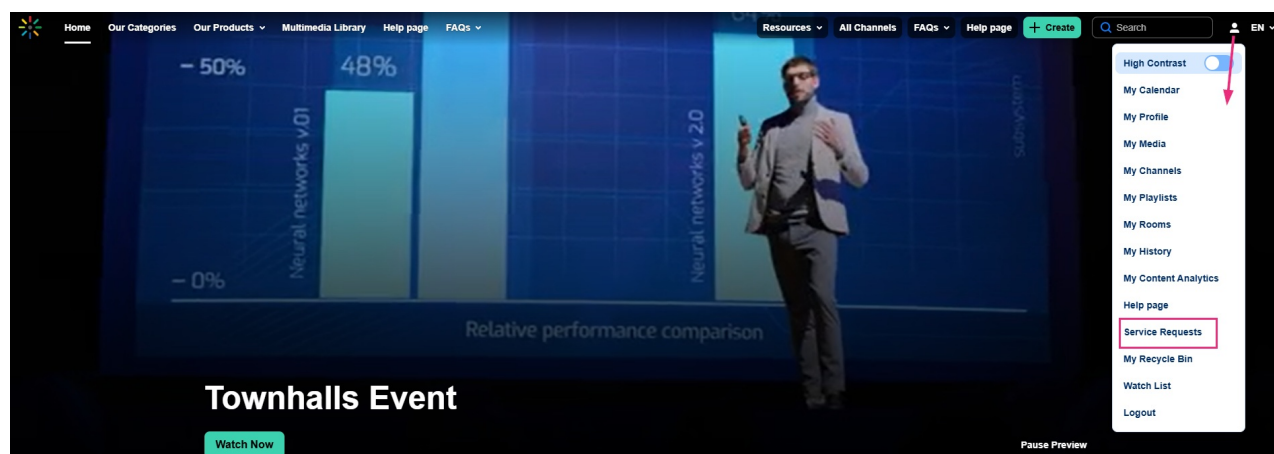
## About

The Services dashboard gives administrators a centralized view of all REACH captioning and translation requests. From this dashboard, you can track usage, monitor credit status, filter and review service requests, manage department-level billing, and approve or reject pending orders.

## Access the services dashboard

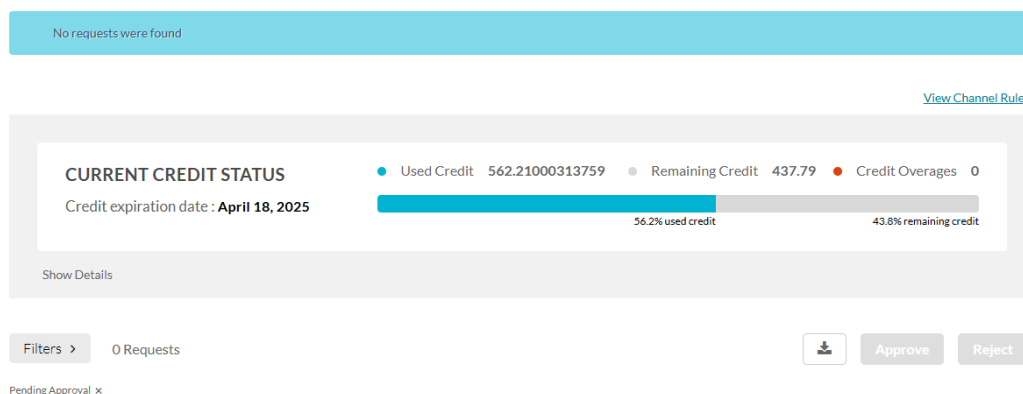
### Video Portal

Select **Services Requests** from the user drop-down menu.



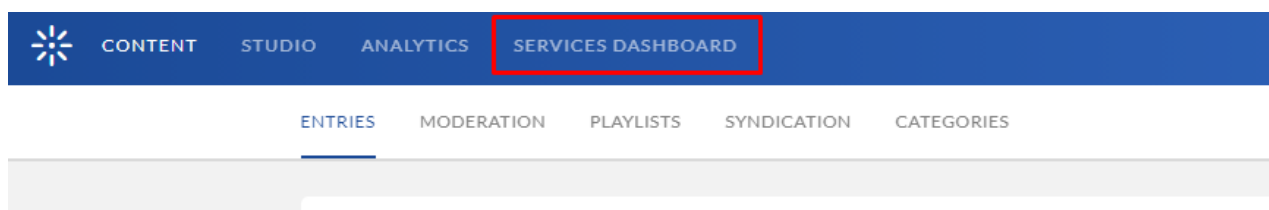
The Service Requests page displays.

## Service Requests



## KMC

Select **Services Dashboard** from the top navigation bar.



## Dashboard overview

The Services Dashboard provides a snapshot of your organization's captioning and translation activity. It includes:

- Your available line of credit for ordering services
- The Unit or Department that submitted requests (only shown if more than one is configured)
- A visual graph showing total service requests and their statuses
- A download icon to export a report of all orders
- Filters to refine the view by language, service type, turnaround time (TAT), and more
- A moderation section to manage pending approvals
- Usage metrics and historical request data

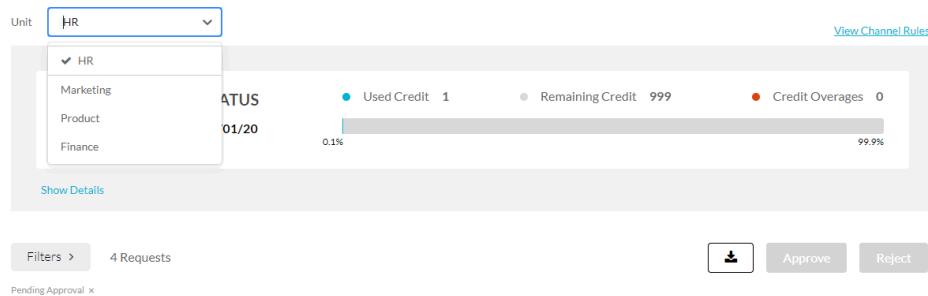
Use the dashboard to track service usage, monitor departmental activity, and manage approvals across your organization.

For department-level billing and moderation setup, see [REACH department level billing and moderation](#).

## Display department-level billing and moderation

If your instance is configured with multiple REACH profiles (units or departments), you'll see a **Unit/Department** dropdown at the top of the dashboard. Use this to switch between departments and view or compare their service usage and requests.

### Service Requests



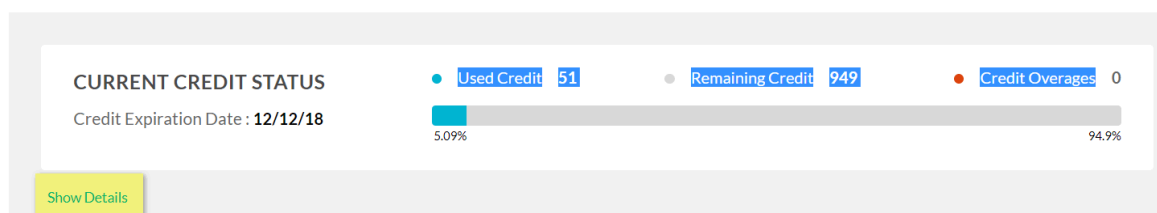
If you have several REACH Profile IDs (also known as Units or Departments) configured on your instance you can switch between them at any time to see and compare usage metrics.

## View credit status

The current credit status is displayed on the dashboard. The information includes:

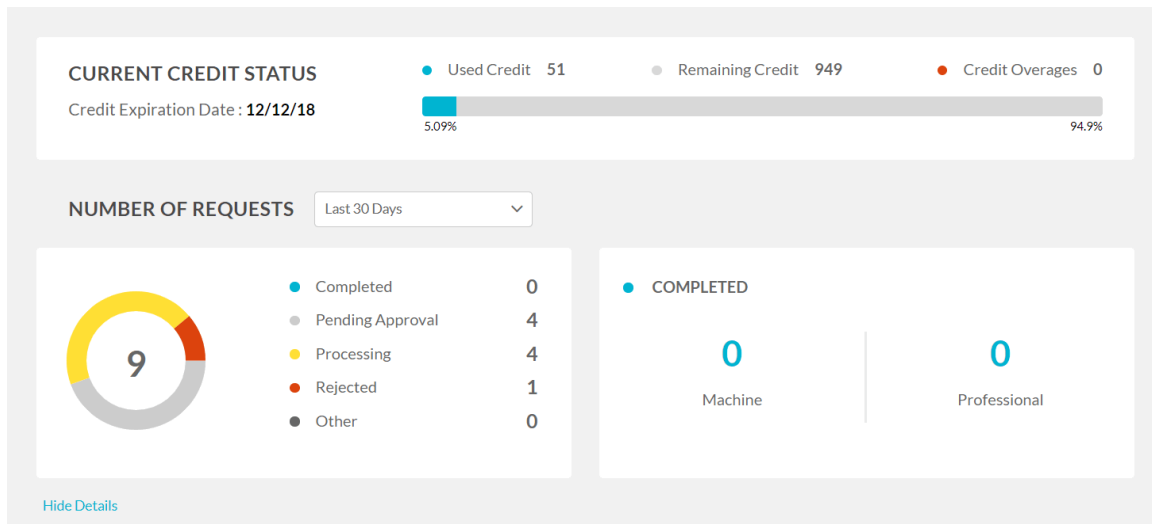
- Credit Expiration Date
- Used Credit
- Remaining Credit
- Credit Overages

Click **Show Details** to open the Services Status Dashboard. Click **Hide Details** to close the dashboard.



## Services status dashboard

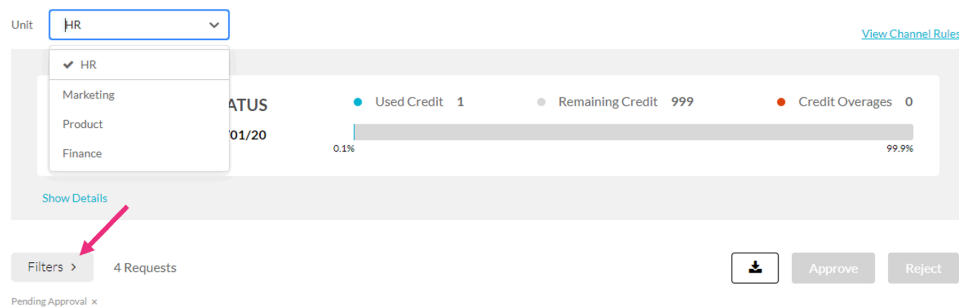
The Services Status Dashboard displays information and status for the captions (machine, human) and translation requests.



By default, the list will present only the 'Pending Approval' requests.

To view all requests, click **Filters** and remove the status filter.

### Service Requests

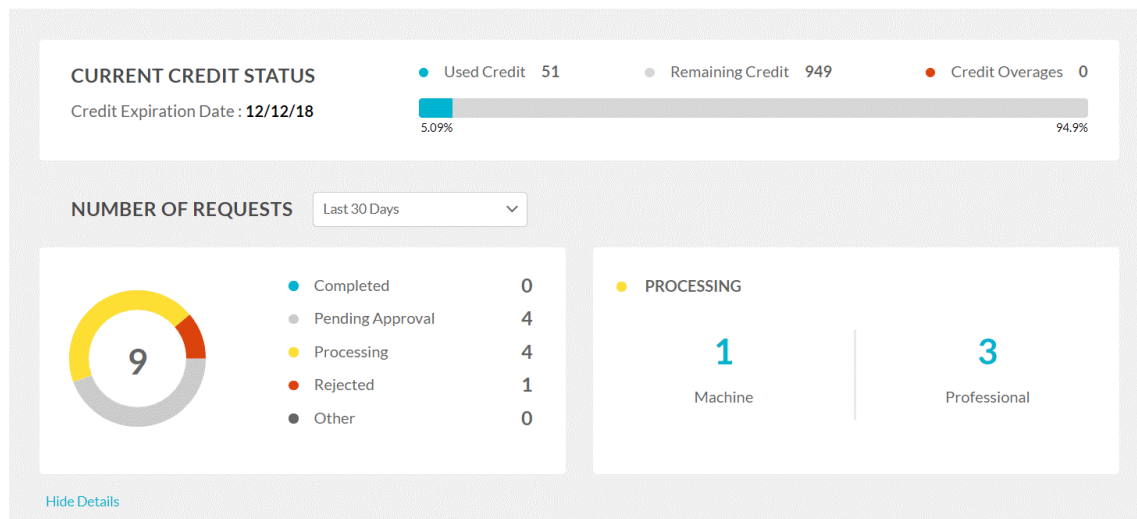


### Filter service requests information by period

- Select an option from the Number of Requests drop-down.

### Display statistics for each status

- Click on the status. In our example below, 'Pending Approval' indicates that there are four requests pending approval. The **Processing** section shows that there is one request for 'Machine' and three requests for 'Professional' captions pending approval.



## Services moderation dashboard

This section displays a list of service orders awaiting approval. From here, you can quickly approve or reject individual requests.



Moderation needs to be set up in both the [KMC](#) and video portal:

- In **KMC**: Enable moderation for each REACH profile ID (see [Reach profiles and services](#)).
- In **video portal**: Go to the Configuration Management console and set up moderators and entitlements in the [REACH module](#).

Filters >

4 Requests

Approve

Reject

Pending Approval x

<input type="checkbox"/>	MEDIA NAME	TAT	FEATURE	REQUEST DATE	COST	STATUS
<input type="checkbox"/>	<a href="#">KalturaRON</a>	Immediate	Translation	31/07/18	5	<div>Pending Approval</div> >
<input type="checkbox"/>	<a href="#">3 Things I Learned (So</a>	Immediate	Translation	31/07/18	25	<div>Pending Approval</div> >
<input type="checkbox"/>	<a href="#">KalturaRON</a>	24 Hours	Captions	24/07/18	3.5	<div>Pending Approval</div> >
<input type="checkbox"/>	<a href="#">KalturaRON.Mp4</a>	24 Hours	Translation	12/07/18	60	<div>Pending Approval</div> >

## Approve or reject a service order

1. Check the box next to an existing order.
2. Press **Approve** or **Reject**.

A confirmation message is displayed to confirm your choice

## Show more details for each request

- Click the **arrow** next to the service request.

Additional information displays including the **Requester**, the **Unit**, **Media ID** and the **Duration**. The **Service type** and **Source** and **Target Languages**, and the **Speaker ID** option are displayed.

Click the arrow to close the additional details.

Filters >

48 Requests

Approve

Reject

<input type="checkbox"/>	MEDIA NAME	TAT	FEATURE	REQUEST DATE	COST	STATUS
<input type="checkbox"/>	<a href="#">IVQ 1 New - Tips &amp; Trick</a>	30 Minutes	Captions	07/08/18	0.06	<div><div></div>Completed</div>
<div><div><div><div><div></div><div></div></div><div></div></div><div><div>Requester: meirav.ameo@kaltura.com</div><div>Unit: 32</div><div>Media ID: 1_tnshkqt6</div><div>Duration: 00:01:52</div></div><div><div><div></div><div></div></div><div></div></div><div><div>Service Type: Machine</div><div>Due-date: 07/08/18</div><div>Source Language: English</div></div><div><div><div></div><div></div></div><div></div></div><div><div>Completed Date: 07/08/18</div><div>Fidelity: 50</div><div>Speaker ID: No</div></div></div></div>						
<input type="checkbox"/>	<a href="#">OralHealth</a>	24 Hours	Captions	05/08/18	16	<div><div></div>Aborted</div>

## Filtering options

Use the **Filters** option to filter requests and orders. The number of **Requests** is displayed. If you checked an order to view or modify it will indicate that the order is selected.

Filters ▾
7 Requests

Approve
Reject

Pending Approval x

Source Language	Service Type	TAT	Feature	Status	Created
Select... ▾	<input checked="" type="checkbox"/> all <input type="checkbox"/> Professional <input type="checkbox"/> Machine	<input checked="" type="checkbox"/> all <input type="checkbox"/> Best Effort <input type="checkbox"/> 48 hours <input type="checkbox"/> Immediate <input type="checkbox"/> 6 hours <input type="checkbox"/> 30 minutes <input type="checkbox"/> 3 hours <input type="checkbox"/> 24 hours <a href="#">Show More</a>	<input checked="" type="checkbox"/> all <input type="checkbox"/> Captions <input type="checkbox"/> Translation <input type="checkbox"/> audio description <input type="checkbox"/> alignment	<input type="checkbox"/> all <input type="checkbox"/> Pending <input type="checkbox"/> Completed <input type="checkbox"/> Processing <input checked="" type="checkbox"/> Pending Approval <input type="checkbox"/> Draft <input type="checkbox"/> Rejected <input type="checkbox"/> Error	From <input type="text"/> To <input type="text"/>

Clear All

You can filter your order requests by:

- Source Language – select a language from the drop-down.



- Service Type
- Feature
- Turnaround Time (TAT)
- Status
- Date Created – Enter From and To values.

You can see all requests by checking **All** under each filtering option. Select **Show More** to see more information.

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