

Captioning & enrichment services dashboard

Last Modified on 05/06/2026 8:40 pm IDT

 This article is designated for administrators.

About

The **REACH Services Dashboard** gives administrators a centralized view of all captioning, translation, and enrichment requests submitted through Kaltura's REACH framework.

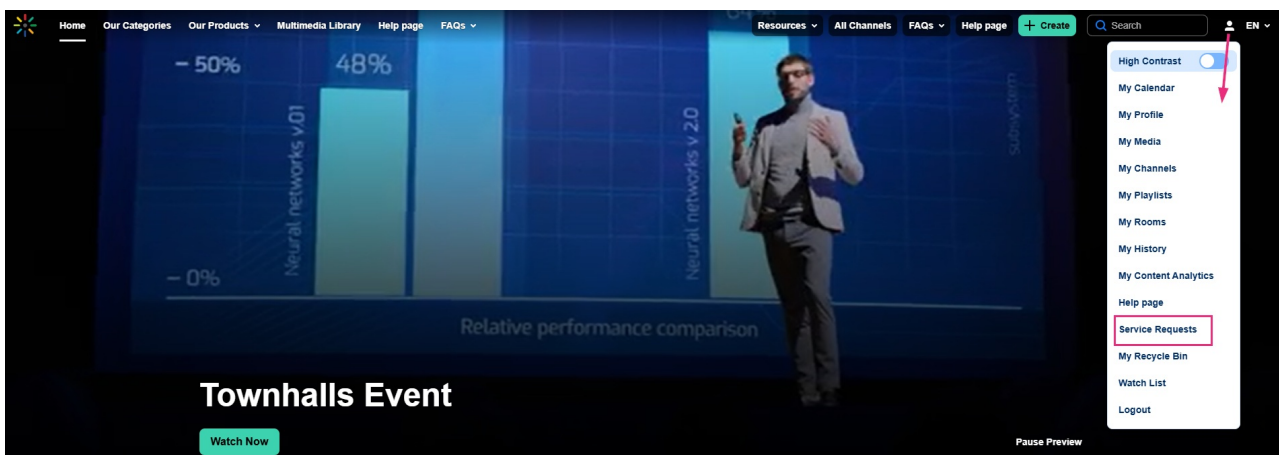
From this dashboard, you can:

- Track overall usage and request history
- Monitor credit status
- Filter and review service requests
- Manage department-level billing
- Approve or reject pending orders

Access the services dashboard

In Video Portal

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



The Service Requests page displays.

Service Requests

No requests were found

[View Channel Rules](#)

CURRENT CREDIT STATUS


Credit expiration date: **April 18, 2025**

● Used Credit 562.21000313759 ● Remaining Credit 437.79 ● Credit Overages 0

56.2% used credit 43.8% remaining credit

Show Details

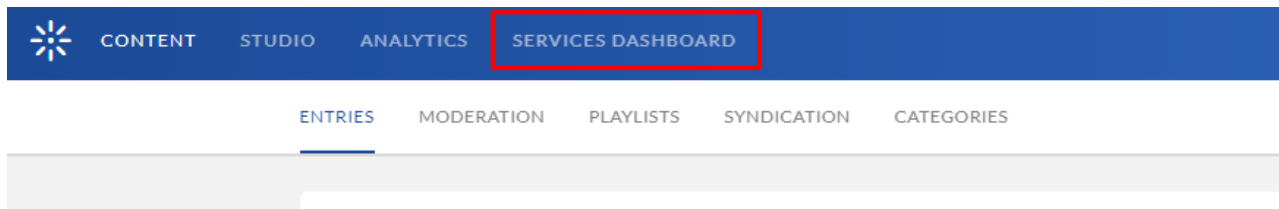
Filters > 0 Requests

 Approve Reject

Pending Approval x

In Rich Media CMS

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.

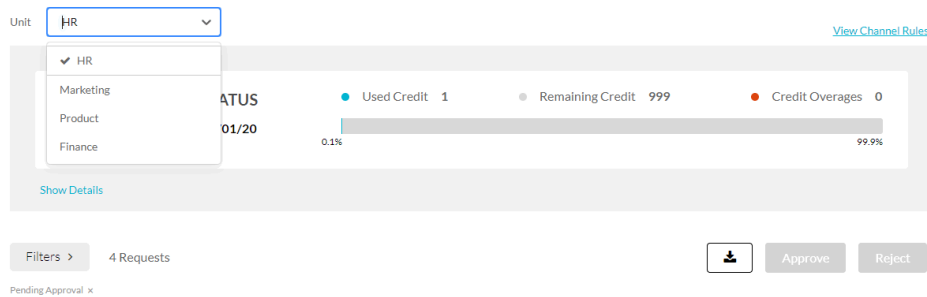


For department-level billing and moderation setup, see [REACH department level billing and moderation](#).

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



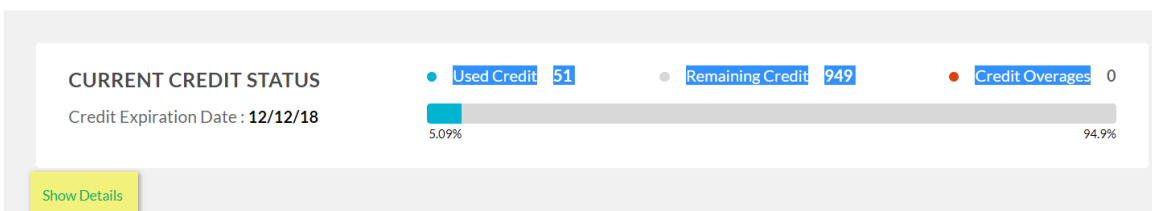
If you have several REACH Profile IDs (also known as Units or Departments) configured on your instance you can switch between them at any time to see and compare usage metrics.

Credit status

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

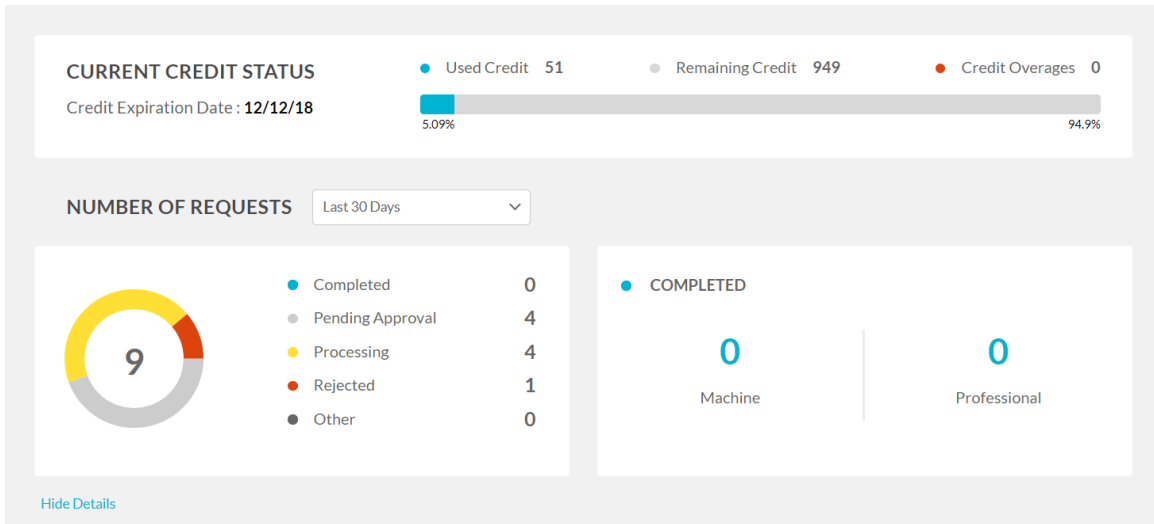
- Credit Expiration Date
- Used Credit
- Remaining Credit
- Credit Overages

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



Services status dashboard

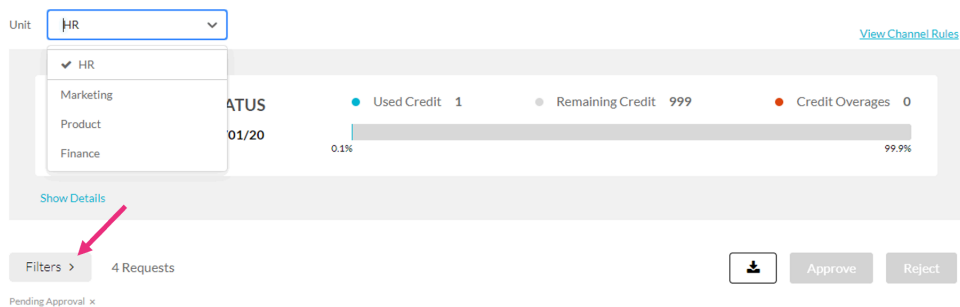
The Services Status Dashboard displays information and status for the captions (machine, human) and translation requests.



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

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

Service Requests

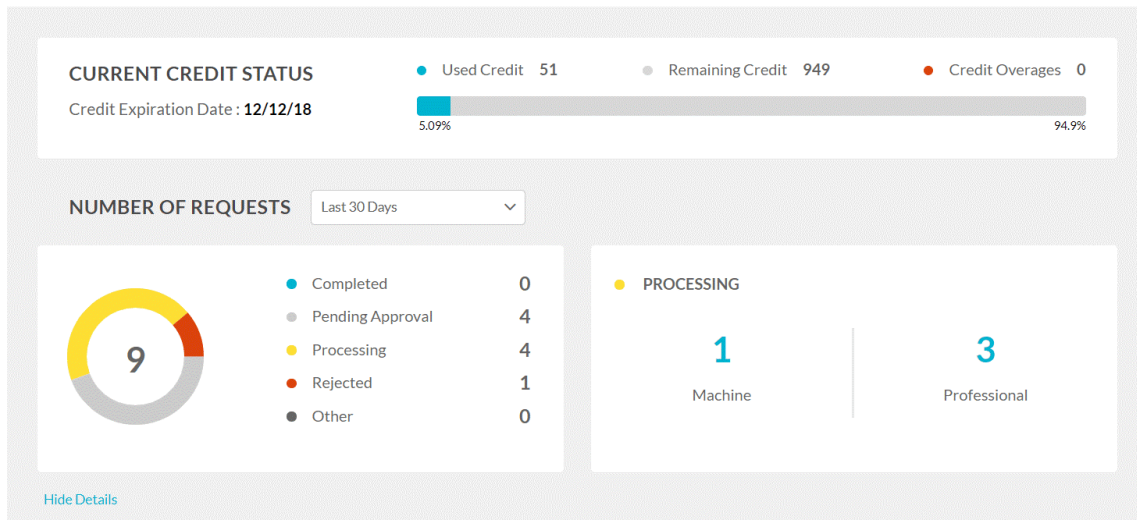


Filter service requests information by period

- 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 [Rich Media CMS](#) and Video Portal:

- In **Rich Media CMS**: 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"/>	KalturaRON	Immediate	Translation	31/07/18	5	Pending Approval >
<input type="checkbox"/>	3 Things I Learned (So	Immediate	Translation	31/07/18	25	Pending Approval >
<input type="checkbox"/>	KalturaRON	24 Hours	Captions	24/07/18	3.5	Pending Approval >
<input type="checkbox"/>	KalturaRON.Mp4	24 Hours	Translation	12/07/18	60	Pending Approval >

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

View more details for each request

1. Select the arrow next to a service request to expand details.
You'll see the requester, unit, media ID, duration, service type, source/target languages, and any speaker ID options.
2. Select the arrow again to collapse.

Filters >		48 Requests					Approve	Reject
<input type="checkbox"/>	MEDIA NAME	TAT	FEATURE	REQUEST DATE	COST	STATUS		
<input type="checkbox"/>	IVQ 1 New- Tips & Trick	30 Minutes	Captions	07/08/18	0.06	Completed		
<p></p> <p>Requester: meirav.ameo@kaltura.com</p> <p>Unit: 32</p> <p>Media ID: 1_tnshkqt6</p> <p>Duration: 00:01:52</p>		<p></p> <p>Service Type: Machine</p> <p>Due-date: 07/08/18</p> <p>Source Language: English</p>		<p></p> <p>Completed Date: 07/08/18</p> <p>Fidelity: 50</p> <p>Speaker ID: No</p>				
<input type="checkbox"/>	OralHealth	24 Hours	Captions	05/08/18	16	Aborted		

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 Show More	<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.
