

Real-time analytics

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About

Real-time analytics helps you monitor Kaltura Live events directly from the KMC. The dashboard updates every 30 seconds and provides data for both current and past live streams (within the last 7 days). It helps you:

- View live session status at a glance
- Troubleshoot streaming issues in real time
- Plan resources and optimize engagement

You can drill down from overall trends to individual entries or viewers.

As a reference for analytics terms and definitions, please see the Advanced Analytics Terminology article.

What data is collected?

The Kaltura Player captures real-time viewer data every 10 seconds during a live stream. The dashboard aggregates and displays:

- Active users -Estimated number of unique authenticated viewers; anonymous users are counted as one. This number may differ slightly (about 2%) from downloaded reports.
- Buffering users Users experiencing playback buffering
- Latency time Delay between the live stream and viewer playback
- Bitrate played Playback quality from the viewer's side
- Geo-IP data Viewer location
- Upstream details Stream health as received by Kaltura

Common use cases

- Live Channel (24/7) Constantly broadcasting entry
- Single Broadcast One-time live event
- Reusable Entry Same entry used for multiple broadcasts (e.g., a virtual summit)



Access the real-time dashboard

The Real-time Dashboard is only available to customers that have the Real-time Analytics option enabled on their account. Contact your Kaltura representative to enable the Real-time Analytics feature for your account.

From the KMC

1. Log into the KMC and select **Analytics**.



2. In the Analytics homepage, select **Real-time**.

*	<	Analytics	AUDIENCE	CONTRIBUTORS	USAGE	REAL-TIME	+ Create
			ENGAGEMENT	CONTENT INTERA	CTIONS	TECHNOLOGY	GEO LOCATION

View entries from the last 7 days (an accumulation of 168 hours), grouped under:

- Broadcasting Now -Shows currently streaming entries
- Broadcast Ended Shows entries that recently ended

Click an entry to open its detailed dashboard.



÷ <	Analytics AUDIENCE CONTRIBUTORS			
		BROADCASTED NOW ENDED BROADCAST		
	LIVE 00:45:22	Product Marketing Roadmap Owner: Ron Greenberg DVR ON Recording ON Transcoding ON	Full Dashboard	
		42,815 Active Users 0.2% User Buffering 86% Engaged Users 24,024 Kbps Downstream Bandwidth	Good Primary Stream Stream Health	
	LIVE 00:45:22	HR Annoucements Owner: Ron Greenberg DVR ON Recording ON Transcoding ON	Full Dashboard	
		42,815 Active Users 0.2% User Buffering 86% Engaged Users 24,024 Kbps Downstream Bandwidth	Good Primary Stream Stream Health V Redundancy	
	PREVIEW 00:45:22	Hackathon 2020 Owner: Ron Greenberg DVR ON Recording ON Transcoding ON	Full Dashboard	
		42,815 Active Users 0.2% User Buffering 86% Engaged Users 24,024 Kbps Downstream Bandwidth	• Poor Primary Stream Stream Health V Redundancy	
		Product Roadshow Owner: Ron Greenberg DVR ON Recording ON Transcoding ON	Full Dashboard	
		42,815 Active Users 0.2% User Buffering	• Fair Primary Stream Stream Health	

From the KMC entries table

- On the main page (Content tab), locate the live entry and click the three-dot menu to the far right.
- 2. Select **Real-time Analytics** from the drop-down menu.



Dashboard sections

Broadcasting Now

This section displays all live entries currently being streamed. For each entry, you'll



see:

- A live preview player
- Entry metadata (Owner, DVR, Recording, Transcoding)
- Ingest info showing stream health

Clicking an entry opens its real-time dashboard.

If no viewers are currently watching, the entry won't appear here.

A Webcast entry that has started will not show in Broadcasting Now if there are no active users, ie if no one is actively watching the live entry. The table will be empty and the message "No Broadcasting Entries" will appear.



Broadcast Ended

Shows entries that finished streaming within the last 7 days. Includes the same metrics used for live entries.

Key dashboard metrics (shown in both tabs)

- **Peak Users** Highest number of users within a session.
- **Engaged Users** Real-time percent of users from the active users that have good or high engagement (where the tab is in focus and the audio is turned on).
- **Users Buffering** The percent of time the player was buffering from the total amount of time viewed.
- **AVG. Downstream Bandwidth** Sum of downloaded video segments size / time to download video segments.
- Ending Time Time when the broadcast ended.

For additional information see:



- Real-time Analytics Dashboard
- Working with the Real-time Analytics Dashboard