

Real-time analytics

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 This article is designated for administrators.

About

Real-time analytics helps you monitor Kaltura Live events directly from the [Rich Media CMS](#). 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)

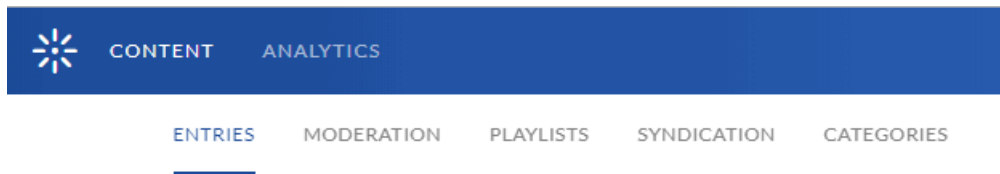
Access the real-time dashboard



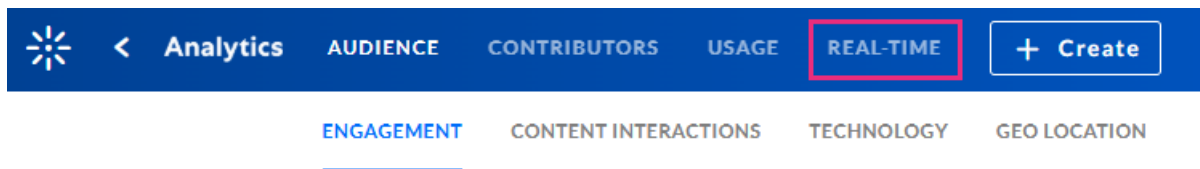
The Real-time Dashboard is only available to customers that have the Real-time Analytics option enabled on their account. Contact your Kaltura representative to enable the Real-time Analytics feature for your account.

From the Rich Media CMS

1. Log into the Rich Media CMS and select **Analytics**.



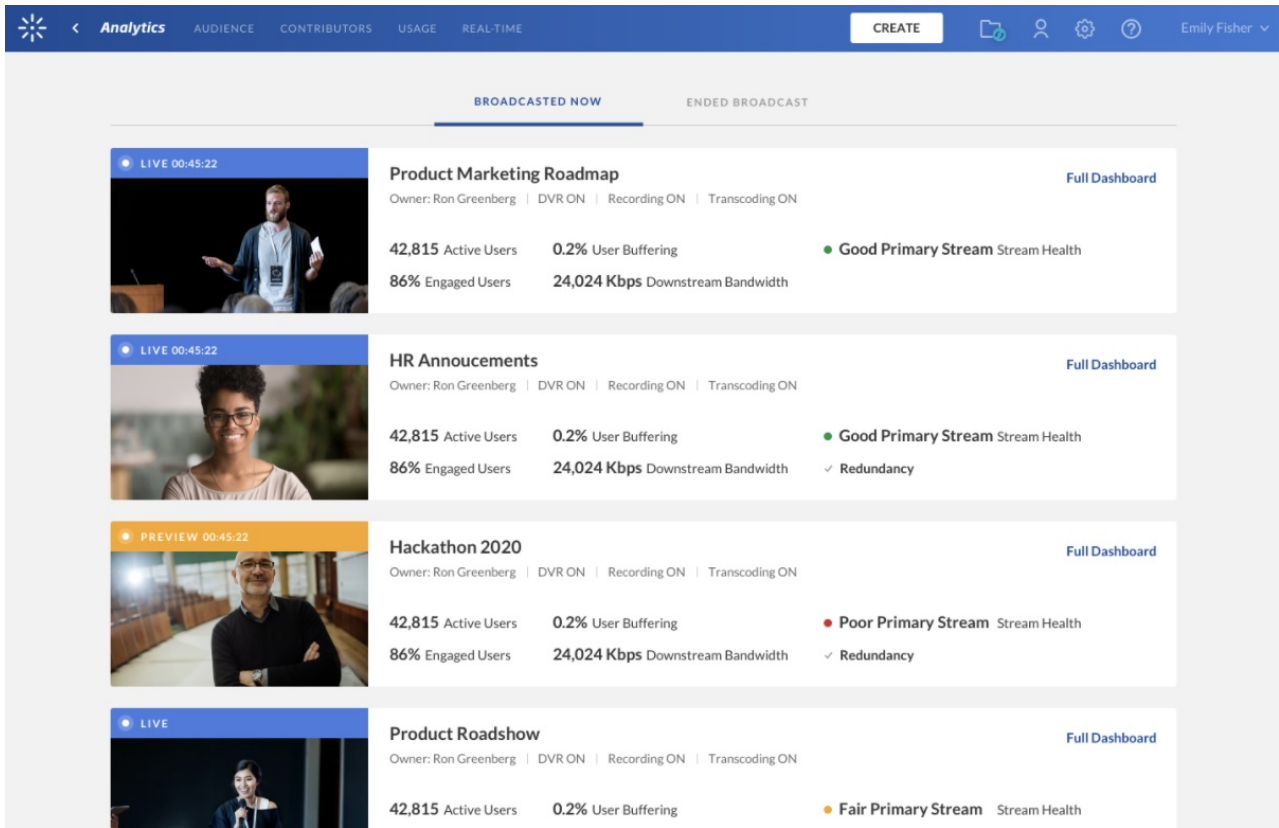
2. In the Analytics homepage, select **Real-time**.



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.



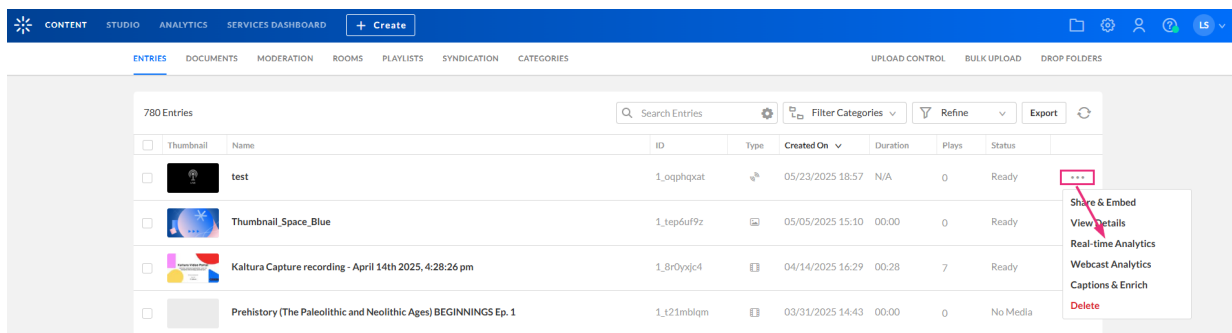
The screenshot shows the 'Analytics' dashboard with a navigation bar at the top containing 'AUDIENCE', 'CONTRIBUTORS', 'USAGE', and 'REAL-TIME'. A 'CREATE' button is visible on the right. Below the navigation, there are two tabs: 'BROADCASTED NOW' (selected) and 'ENDED BROADCAST'. The main content area displays four broadcast entries:

- Product Marketing Roadmap** (LIVE 00:45:22): 42,815 Active Users, 0.2% User Buffering, 86% Engaged Users, 24,024 Kbps Downstream Bandwidth. Stream Health: Good Primary Stream.
- HR Announcements** (LIVE 00:45:22): 42,815 Active Users, 0.2% User Buffering, 86% Engaged Users, 24,024 Kbps Downstream Bandwidth. Stream Health: Good Primary Stream. Includes a checkmark for Redundancy.
- Hackathon 2020** (PREVIEW 00:45:22): 42,815 Active Users, 0.2% User Buffering, 86% Engaged Users, 24,024 Kbps Downstream Bandwidth. Stream Health: Poor Primary Stream. Includes a checkmark for Redundancy.
- Product Roadshow** (LIVE): 42,815 Active Users, 0.2% User Buffering. Stream Health: Fair Primary Stream.

From the Rich Media CMS entries table

1. 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.

i This option only appears for live entries when the feature is enabled.



The screenshot shows the 'CONTENT' tab with a table of 780 entries. The table has columns for Thumbnail, Name, ID, Type, Created On, Duration, Plays, and Status. A context menu is open over the 'test' entry, showing options: Share & Embed, View Details, Real-time Analytics, Webcast Analytics, Captions & Enrich, and Delete. A red arrow points to the 'Real-time Analytics' option.

Thumbnail	Name	ID	Type	Created On	Duration	Plays	Status
	test	1_oqphqat	📺	05/23/2025 18:57	N/A	0	Ready
	Thumbnail_Space_Blue	1_tep6uf9z	📺	05/05/2025 15:10	00:00	0	Ready
	Kaltura Capture recording - April 14th 2025, 4:28:26 pm	1_8r0yjq4	📺	04/14/2025 16:29	00:28	7	Ready
	Prehistory (The Paleolithic and Neolithic Ages) BEGINNINGS Ep. 1	1_121mblqm	📺	03/31/2025 14:43	00:00	0	No Media

Dashboard sections

Broadcasting Now

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

see:

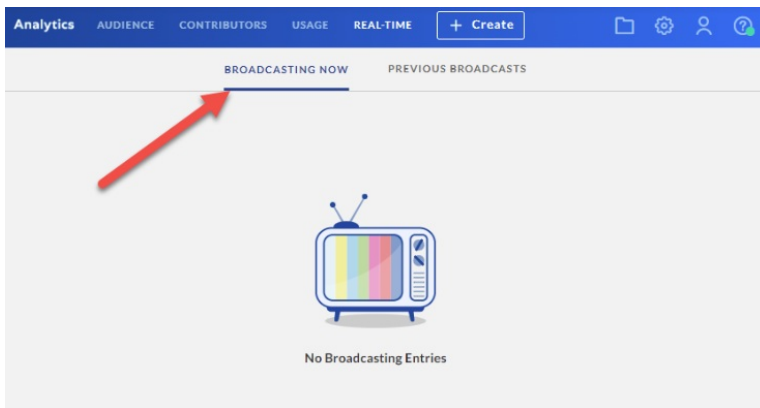
- A live preview player
- Entry metadata (Owner, DVR, Recording, Transcoding)
- Ingest info showing stream health

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](#)
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