

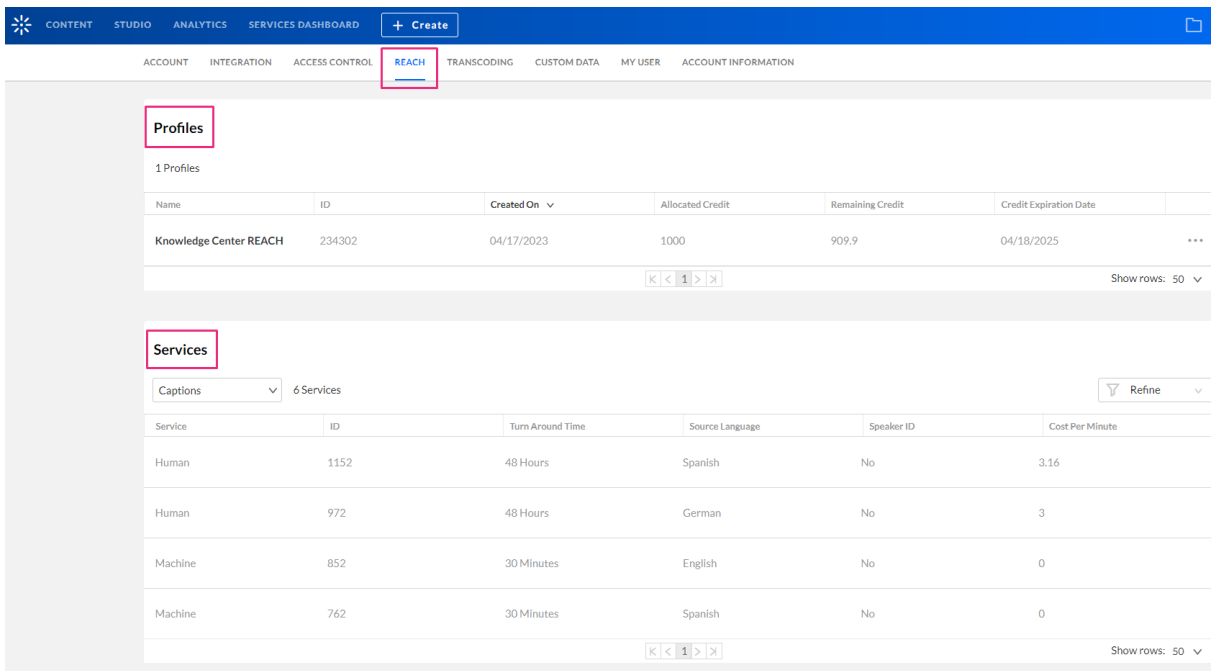
# REACH profiles and services in KMC

Last Modified on 02/27/2025 8:18 pm IST

 This article is designated for administrators.

## About

In the REACH tab, you can view the profiles and services on your account and view the cost per service. The current services available are for captions, translations, alignment, audio description and chaptering.



The screenshot shows the KMC SERVICES DASHBOARD with the REACH tab selected. The REACH tab is highlighted with a red box. Below it, there are two sections: Profiles and Services, both also highlighted with red boxes.

**Profiles**

1 Profiles

Name	ID	Created On	Allocated Credit	Remaining Credit	Credit Expiration Date	
Knowledge Center REACH	234302	04/17/2023	1000	909.9	04/18/2025	...

Navigation: K < 1 > X Show rows: 50

**Services**

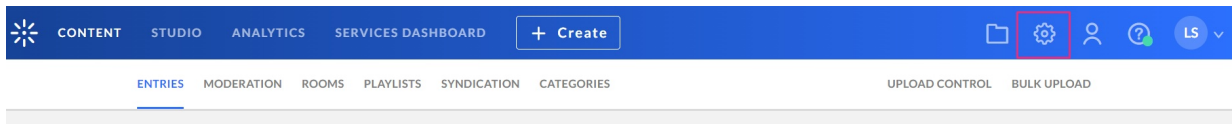
Captions 6 Services Refine

Service	ID	Turn Around Time	Source Language	Speaker ID	Cost Per Minute
Human	1152	48 Hours	Spanish	No	3.16
Human	972	48 Hours	German	No	3
Machine	852	30 Minutes	English	No	0
Machine	762	30 Minutes	Spanish	No	0

Navigation: K < 1 > X Show rows: 50

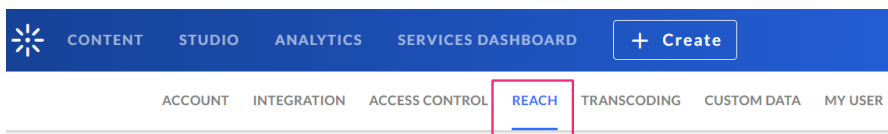
## Access the Profiles and Services page

1. Log into the [KMC](#).
2. Click the **settings icon**.



The screenshot shows the KMC SERVICES DASHBOARD with the settings icon (gear) highlighted with a red box. The settings icon is located in the top right corner of the dashboard.

3. Click the **REACH** tab.



The screenshot shows the KMC SERVICES DASHBOARD with the REACH tab highlighted with a red box. The REACH tab is located in the top navigation bar of the dashboard.

## Profiles section

The Profiles section lists the REACH profile attributes as follows:

- Name
- ID
- Created on
- Allocated Credit
- Remaining Credit
- Credit Expiration Data

To access the profiles details page, click on the profile name or select **Edit** from the **three dots menu**.

Profiles						
1 Profiles						
Name	ID	Created On	Allocated Credit	Remaining Credit	Credit Expiration Date	
Knowledge Cent...	234302	04/17/2023	1000	909.9	04/18/2025	⋮ Edit

Navigation: K < 1 > X      Show rows: 5

## Settings

← **Knowledge Center REACH** Save ← →

ID 234302 | Creation Date 04/17/2023 | Remaining Credit 909.9 | Credit Expiration Date 04/18/2025

**Settings**

Service Parameters

Credit

Dictionary

Automatic Rules

**Name**

**Moderation on Machine Requests**  Yes

**Moderation on Professional Requests**  Yes

**Content Deletion Policy**

**Task Processing Region**

The following information is displayed:

- Name

- Moderation on Machine Requests
- Moderation on Professional Requests



For moderation to work properly, make sure to set it up in both the KMC and video portal:

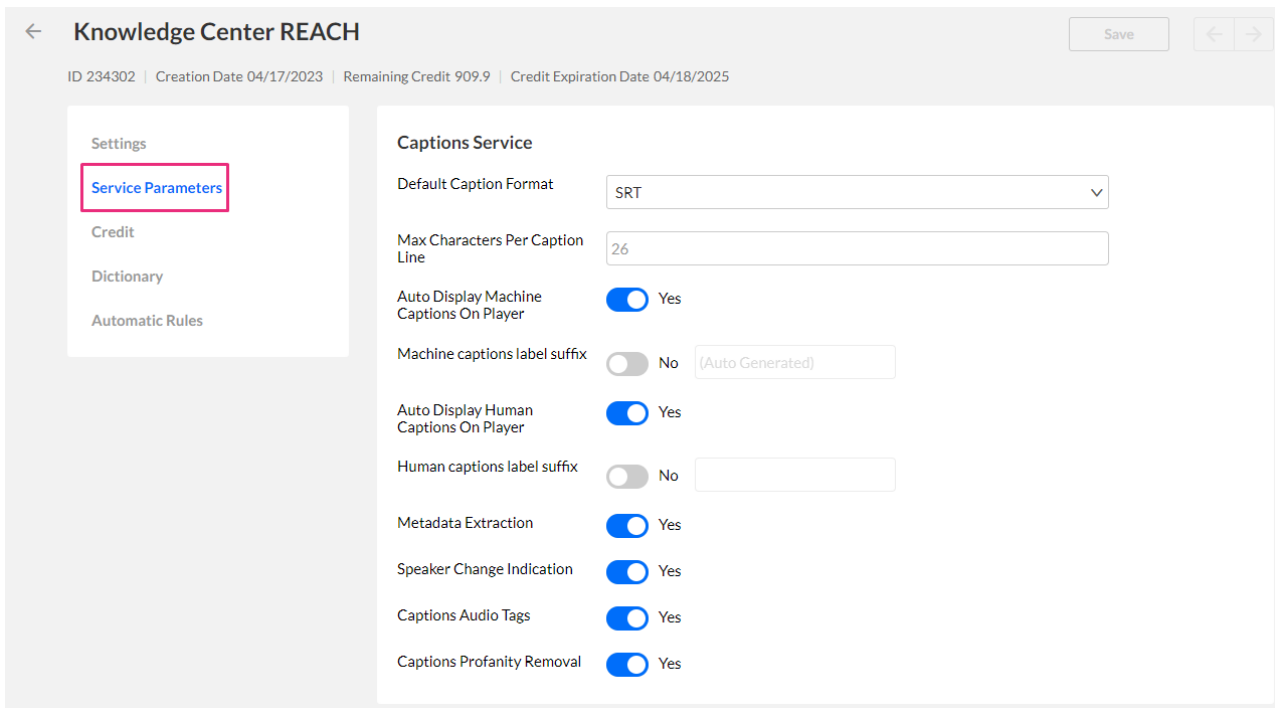
**In KMC:** Turn on moderation in the settings (see above). This must be done for each profile ID.

**In video portal:** Go to the Configuration Management console and set up moderators and entitlements in the [REACH module](#).

If both steps aren't completed, moderation won't work.

- Content Deletion Policy
- Task Processing Region

## Service parameters



← Knowledge Center REACH Save < >

ID 234302 | Creation Date 04/17/2023 | Remaining Credit 909.9 | Credit Expiration Date 04/18/2025

Settings

Service Parameters

Credit

Dictionary

Automatic Rules

### Captions Service

Default Caption Format:

Max Characters Per Caption Line:

Auto Display Machine Captions On Player:  Yes

Machine captions label suffix:  No

Auto Display Human Captions On Player:  Yes

Human captions label suffix:  No

Metadata Extraction:  Yes

Speaker Change Indication:  Yes

Captions Audio Tags:  Yes

Captions Profanity Removal:  Yes

The following information is displayed:

- **Default Caption Format** - Select the caption output format that you require: Select SRT or DFXP.



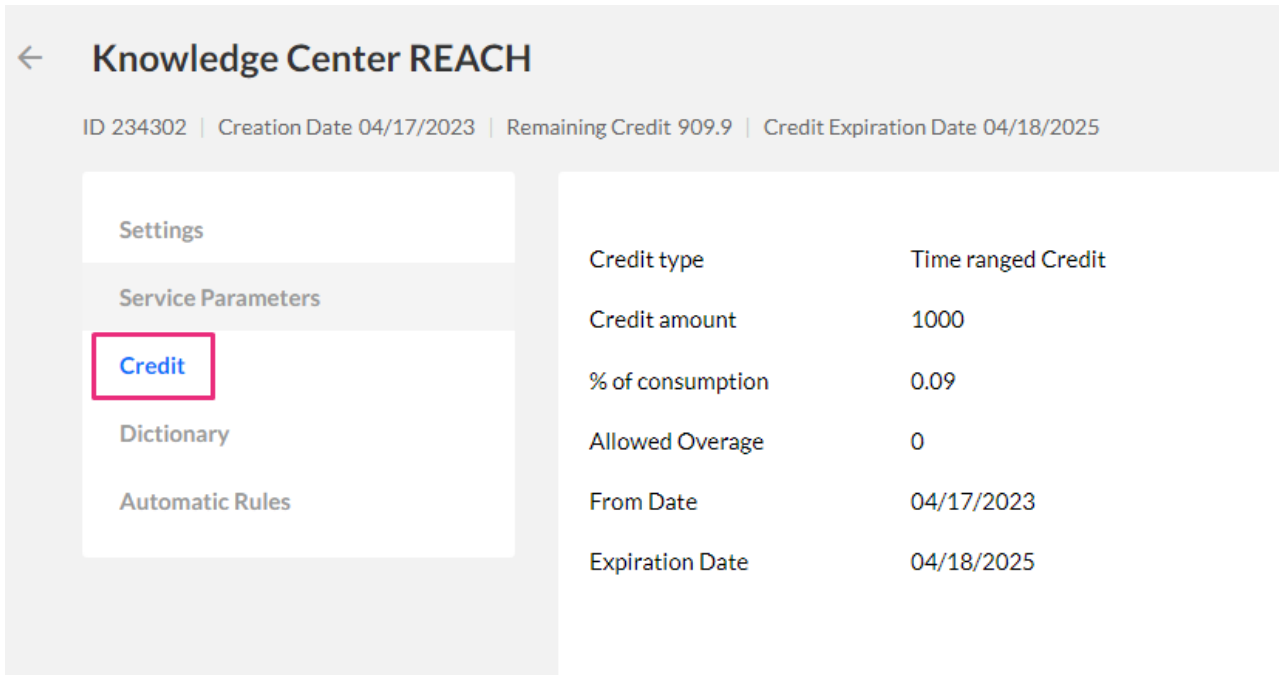
The REACH service can only generate captions in SRT or DFXP formats. It cannot *generate* captions in .VTT format, although it *supports* .VTT captions when manually

uploading to entries or ingested from Zoom Recordings.

- **Max Characters Per Caption Line** - Select how many characters per line. The default is 26. Recommended 32 characters.
- **Auto Display Machine Captions On Player** - Select whether to show machine captions while playing the video. If there are hidden captions, the captions will render for the in-video-search but won't be visible on the player.
- **Machine captions label suffix** - Select whether to generate a label suffix. The default is "(Auto Generated)". For example when enabled, if the label is "English", the label is generated with the suffix "English (Auto Generated)". The label is displayed in the Captions tab.
- **Auto Display Human Captions On Player** - Select whether to show human captions. If there are hidden captions, the captions will render for the in-video-search but not visible on the player.
- **Human captions label suffix** - You have the option to add a label suffix. By enabling this feature and inputting your desired suffix, you can generate labeled content. For instance, if you enter "(Final)" as your suffix, "English" becomes "English (Final)" in the Captions tab.
- **Metadata Extraction** - Select whether you want to enable metadata extraction. Key words will be automatically added as tags to the media for search purposes.
- **Speaker Change Indication** - Select whether you want to enable speaker change indication (The ID change will be designated by: >>).
- **Captions Audio Tags** - Select whether you want to enable audio tags e.g. [Music]
- **Captions Profanity Removal** - Select whether you want to enable profanity removal.

## Credit

The Credit tab details are view only and not editable. Contact your Kaltura representative to for credit information.



← Knowledge Center REACH

ID 234302 | Creation Date 04/17/2023 | Remaining Credit 909.9 | Credit Expiration Date 04/18/2025

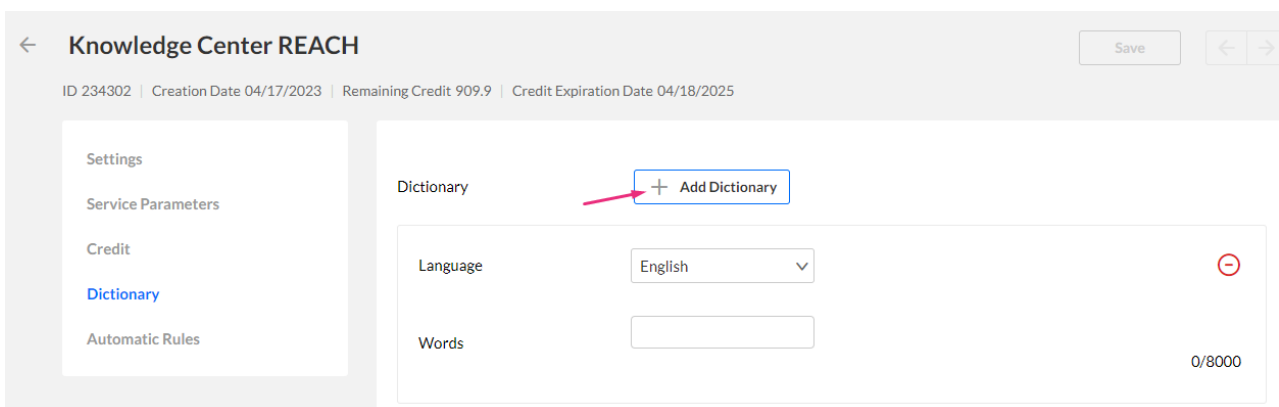
- Settings
- Service Parameters
- Credit**
- Dictionary
- Automatic Rules

Credit type	Time ranged Credit
Credit amount	1000
% of consumption	0.09
Allowed Overage	0
From Date	04/17/2023
Expiration Date	04/18/2025

The following information is displayed:

- Credit type
- Credit amount
- Remaining Credit
- Allowed Overage
- From Date
- Credit Expiration Date

## Dictionary



← Knowledge Center REACH Save < >

ID 234302 | Creation Date 04/17/2023 | Remaining Credit 909.9 | Credit Expiration Date 04/18/2025

- Settings
- Service Parameters
- Credit
- Dictionary**
- Automatic Rules

Dictionary + Add Dictionary

Language -

English v

Words 0/8000

The **Dictionary tab** contains a list of the dictionaries. You can customize a dictionary by adding words that come up frequently in your videos, such as company names, people's names, or industry specific terms. This will ensure that the captions will accurately reflect what is being said in your videos for full accessibility.



This feature works for both machine and human / professional captions.

To create a dictionary:

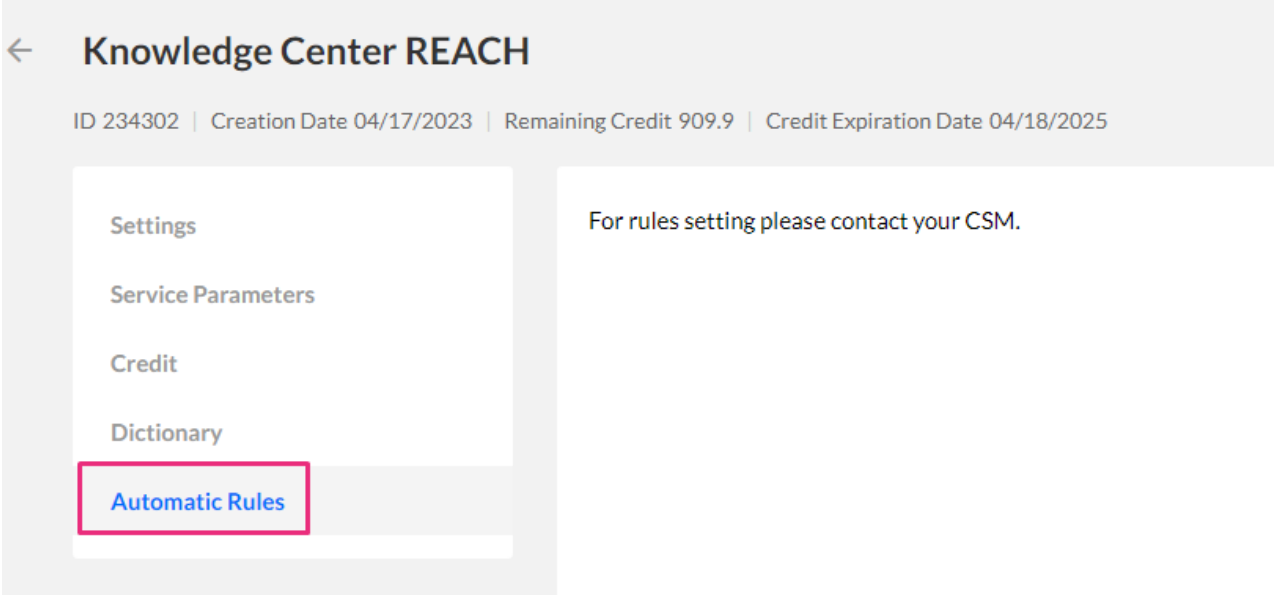
1. Click **+Add Dictionary**.
2. Select the **Language** for your dictionary from the drop-down options.
3. Add frequently used words in the **Words** field. Make sure to press enter after adding each word or phrase so it gets added to your dictionary.
4. Click **Save**.



You can create and manage one dictionary per Reach profile. The dictionary character limit is 8,000 characters.

Watch the video below to learn how to use the dictionary.

## Automatic rules



The screenshot shows the 'Knowledge Center REACH' interface. At the top, there is a back arrow and the title 'Knowledge Center REACH'. Below the title, there is a status bar with the following information: 'ID 234302 | Creation Date 04/17/2023 | Remaining Credit 909.9 | Credit Expiration Date 04/18/2025'. On the left side, there is a vertical menu with the following items: 'Settings', 'Service Parameters', 'Credit', 'Dictionary', and 'Automatic Rules'. The 'Automatic Rules' item is highlighted with a pink rectangular box. On the right side of the interface, there is a message that reads: 'For rules setting please contact your CSM.'

## Services section

Click on the Profile Name.

### Profiles

1 Profiles

Name	ID	Created On <span>▼</span>	Allocated Credit	Remaining Credit	Credit Expiration Date	
Knowledge Cent...	234302	04/17/2023	1000	909.9	04/18/2025	...

The following information is displayed below, in the Services section:

- ID, Service
- Turn Around Time
- Source language
- Speaker ID
- Cost per minute

### Services

Captions ▼
6 Services

Refine ▼

Service	ID	Turn Around Time	Source Language	Speaker ID	Cost Per Minute
Human	1152	48 Hours	Spanish	No	3.16
Human	972	48 Hours	German	No	3
Machine	852	30 Minutes	English	No	0
Machine	762	30 Minutes	Spanish	No	0

◀ < 1 > ▶

Show rows: 50 ▼

The services are grouped according to the service and features. Click the drop-down menu to view the services available for the account.

### Services

Captions ^

- Captions ✓
- Translations
- Alignment
- Audio Description
- Chaptering

6 Services

⌵ Refine ⌵

		Turn Around Time	Source Language	Speaker ID	Cost Per Minute
2		48 Hours	Spanish	No	3.16
		48 Hours	German	No	3
Machine	852	30 Minutes	English	No	0
Machine	762	30 Minutes	Spanish	No	0

⏪ ⏩ 1 ⏪ ⏩

Show rows: 50 ⌵

You can filter the display by using the Refine option.



You can refine the data according to the Language, Service or Turn Around Time.

#### ADDITIONAL FILTERS

##### Languages

⌵ Choose Languages ⌵

- ▶  Service
- ▶  Turn Around Time

[Clear All](#)

[Close](#)