Kaltura

Chat & Collaboration Moderators Training Exercise

Let's Practice

Login to your event platform site.

Navigate to the moderator's view. You can either use a direct link or navigate through the platform. Click on the chat widget, from the vertical ellipsis on the top right corner select Moderators.

1. Select pending messages

- Under the My Groups tab, click on one group name.

- Navigate to the Pending tab.

- Review pending messages, click on the plus icon to add messages to your personal assignment.

- Click on quick reply to stat answering immediately.

2. Return message to pending

- From the My Messages tab select an ongoing conversation.

- Click on the vertical ellipsis, select pending.

3. Clear message from your personal assignment

- From the My Messages tab select an ongoing conversation.

- Once finish answering, mark the conversation as resolved:

- Mark the resolved checkbox, top right corner of the chat window or click on the vertical ellipsis menu of the conversation, select resolved.

- Once the conversation moved to resolved conversations area, Or click on the vertical ellipsis, select clear.