Moderated chat

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This article is designated for Kaltura's Flagship Events customers

During the event, audience engagement is a vital component. Throughout the event, other than connecting with each other, attendees can engage and ask the speakers or event moderators questions via the “Moderator Chat” by clicking the “Ask the Moderator” button.

Ask the Moderator is available during live sessions and in channels. This improves interaction and exchange of information among speakers and attendees that encourages discussions and boosts attendee engagement.

How to connect with speakers/ moderators?

Attendees can reach out to moderators during live sessions or when visiting the event channels via the chat widget.

Automatic Reply

Automated reply messages are predefined responses used to communicate with attendees. Prior to the moderator’s response, an automatic message that was pre-configured displays. Use it to:

- Provide reassurance. Attendees who reach out to the moderator or your sponsors booth expect to hear back from them quickly.
- Provide further direction. You can use auto-reply to offer additional resources and communicate accurate information or redirect attendees to specific pages.
- Increase engagement. Attendees are open to information when they see an automatic reply. The engagement increases because personalized timing is as important as personalized content.

Message Board

Using FAQs can optimize attendee experience. By posting FAQs on the “Message Board”, speakers and moderators allow attendees to have direct access to the most pressing or relevant information, rather than searching through a long list of Q&As.

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