Chatandcollaboration module for Events

Content updated: 10/10/2026

This article is designated for administrators.

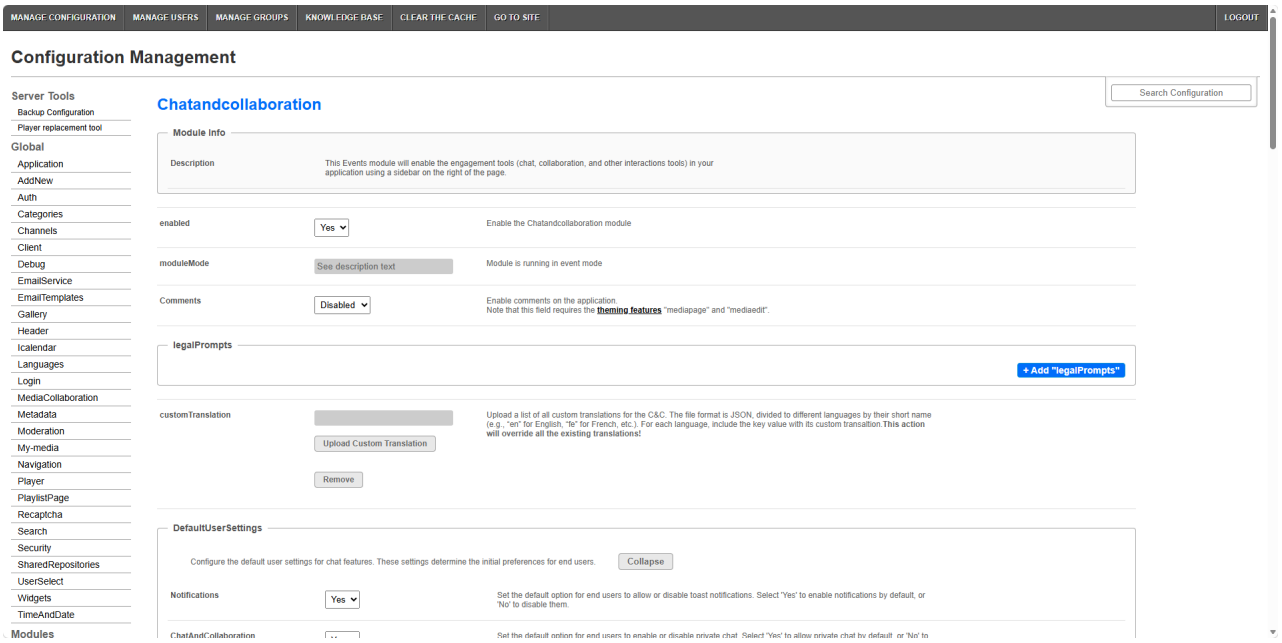
About

The **Chatandcollaboration** module adds chat, collaboration, and other interaction tools to your event site, so attendees can take part in your events. These tools appear in the chat and collaboration panel, an engagement panel on the right side of the session page.

Configure

1. Go to your Configuration Management console, locate the **Chatandcollaboration** module in the left panel, then select it. You can also navigate directly using a link: `https://{your_site_url}/admin/config/tab/chatandcollaboration`

The **Chatandcollaboration** page displays.



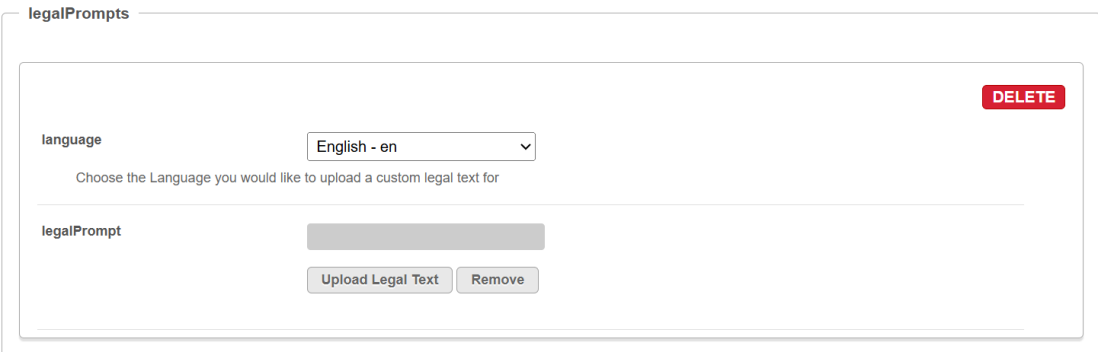
Ensure the module description states that it is an **Events** module.

2. Configure the following:

- **enabled** - Set to **Yes** to enable the module.

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- **moduleMode** - Shows that the module is running in Events mode. This field is read-only.
- **Comments** - Turn on comments on your site. This field requires the `mediapage` and `mediaedit` Theming features to be set to **Yes**.
- **legalPrompts** - Add the legal text that shows if you turn on legal prompts in the ChatandcollaborationAdmin module. Select **+ Add "legalPrompts"**. More fields appear.



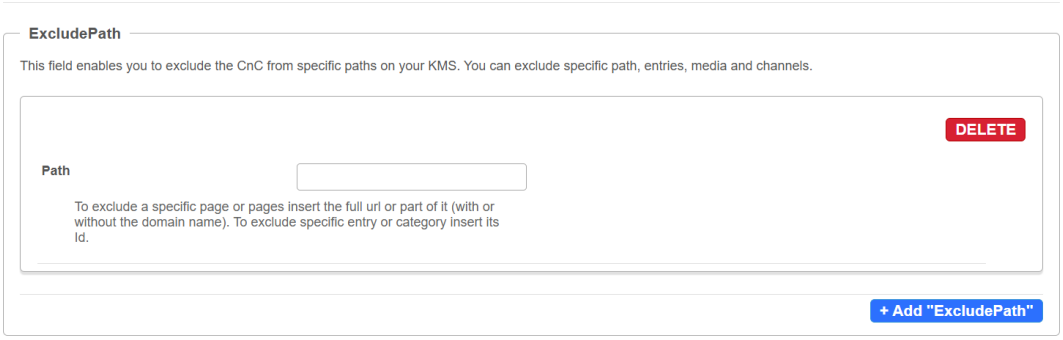
  - **language** - Set the language of the legal text. You can add legal text in more than one language to match your site languages. You can save the module without it, but the widget doesn't load on your site until you set it.
  - **legalPrompts** - Select **Upload legal text** to add the legal text, or **Remove** to remove it.
- **customTranslation** - Upload a JSON file with your custom translations for the chat and collaboration panel. In the file, group the translations by language code, such as `en` for English or `fr` for French. For each language, include each key with its custom translation.

  Uploading a file overrides all existing translations.

- **DefaultUserSettings** - Set the default value for each user setting: **Notifications**, **ChatAndCollaboration**, and **ShowFullName**.
- **DefaultChannelModeration** - Select **Yes** to turn on Q&A threads on channel pages, or **No** to turn them off.
- **DefaultEntryModeration** - Select **On** to turn on Q&A threads on media pages, **Off** to turn them off, or **According to schedule** to turn them on based on the media schedule.
- **usersSearch** - Select **On** to add a search box to the chat widget, so users can find other users on your site and chat with them. Select **Off** to hide it.

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- **usersChat** - Select **On** to let users chat with each other one-on-one, or **Off** to turn off one-on-one chat.
- **ChannelGroupChat** - Turn on group chat for all channels on your site, and choose how it looks. Select one of the following options:
  - **Disabled** - Group chat is off.
  - **Comments** - Group chat shows as a comments thread.
  - **Group chat** - Group chat shows in the group chat view.
- **EntryGroupChat** - Turn on group chat for all media on your site, and choose how it looks. Select one of the following options:
  - **Disabled** - Group chat is off.
  - **Comments** - Group chat shows as a comments thread.
  - **Group chat** - Group chat shows in the group chat view.
- **ToastTimeout** - Enter how long, in milliseconds, pop-up notifications (toasts) stay on screen before they close.
- **ExcludePath** - Hide the chat and collaboration panel on specific pages of your site. Select **+ Add "ExcludePath"** for each page you want to exclude. A new field is added.



  - **Path** - Enter the full URL of the page or part of it, with or without the domain name. To exclude a specific media entry or category, enter its ID.
- **enableWithNoCookieConsent** - Set to **Yes** or **No**, based on the customer's cookie policy and how the event uses cookies.
- **sentimentAnalysisAllowedUsersOrRoles** - Select who can turn on AI sentiment analysis for media they own or co-edit. Select one of the following options:
  - **privateOnly Role**
  - **admin Role**
  - **unmoderatedAdmin Role**
  - **Specific Users / Groups** - Then select the users or groups who can turn on sentiment analysis.

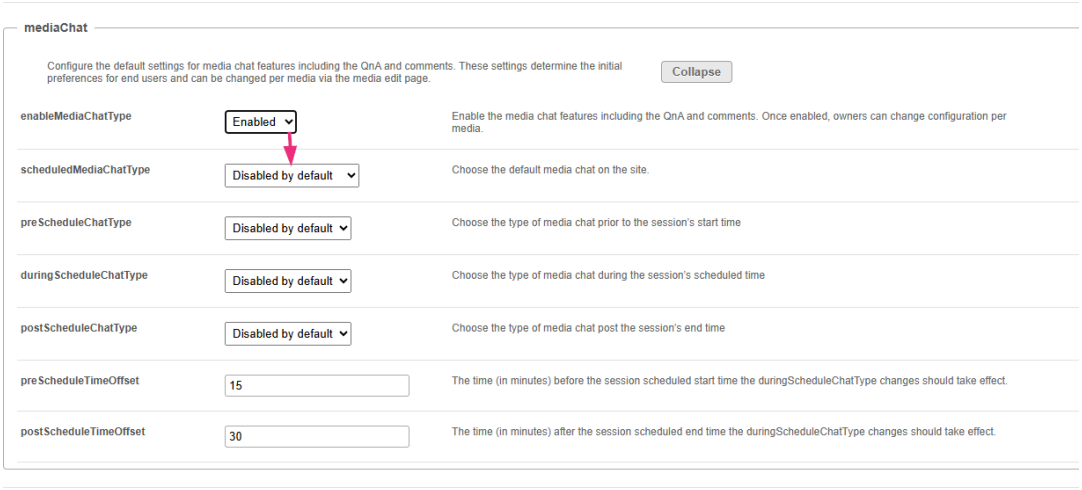
  If you select a role, users with any higher role can also turn on sentiment analysis.

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- **OpenByDefault** - Set to **Yes** to open the panel by default for all users. It opens on the first item in the list. Users can still close it.
- **liveStageSvgIcon** - Upload a custom SVG file that replaces the **Live chat** icon.
- **allowMultipleContextThreads** - Choose how chat with the moderator works on the **Q&A** tab: one conversation thread per user, or multiple threads per user. Multiple threads is the default.
- **mediaChat** - Set the default settings for media chat features, including **Public QnA** and **Private QnA**. These settings are the starting preferences for end users, and owners can change them for each media on the edit media page.
  - **enableMediaChatType** - Select **Enabled** to turn on media chat. You must turn it on before you can use any media chat experience.

    Setting `enableMediaChatType` to **Enabled** doesn't turn on Q&A by itself. It's a prerequisite. You then select **Public QnA** or **Private QnA** in the chat type settings.

    After you turn on media chat, more fields appear.



  - **scheduledMediaChatType** - Choose the default media chat for your site. Select one of the following options:
    - **Disabled by default**
    - **Public QnA**
    - **Private QnA**
    - **Schedule dependent** - Set a different chat type before, during, and after the session.
  - **preScheduleChatType** - Choose the chat type before the session starts. Use it when you want a different experience before the event goes live. Select one of

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the following options:

- **Disabled by default**
- **Public QnA**
- **Private QnA**

- **duringScheduleChatType** - Choose the chat type during the live session. This is the main setting for Q&A during the session. Select one of the following options:
  - **Disabled by default**
  - **Public QnA**
  - **Private QnA**
- **postScheduleChatType** - Choose the chat type after the session ends. You can use it to keep the discussion open, change the chat type, or limit interaction after the session. Select one of the following options:
  - **Disabled by default**
  - **Public QnA**
  - **Private QnA**
- **preScheduleTimeOffset** - Enter how many minutes before the session's scheduled start time the `duringScheduleChatType` change takes effect.
- **postScheduleTimeOffset** - Enter how many minutes after the session's scheduled end time the `duringScheduleChatType` change takes effect.

With **Private QnA**, attendees can submit questions privately to moderators and hosts.

If your main goal is Q&A during the live session, start with `duringScheduleChatType`. Then decide whether you also want discussion before or after the session.

- **reactions** - Show or hide reactions on your site.
- **PastSessions** - Choose which past sessions show in the Moderator app. Select **Show all sessions**, or filter by the last 1 day, 7 days, or 30 days.

3. Select **Save**.

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