# Chatandcollaboration module for Events

Last Modified on 08/25/2026 10:30 am IDT

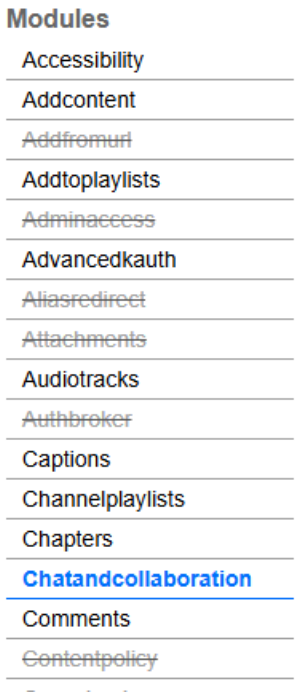
**This article is designated for administrators.**

## About

The Chat and Collaboration module activates chat, collaboration, and other interaction tools in your application through a right-hand sidebar.

## Configure

1. Go to your Configuration Management console and click on the **Chatandcollaboration** module. You can also navigate to it directly using a link: `https://{your_site_URL}/admin/config/tab/chatandcollaboration`.




The Chatandcollaboration page displays.

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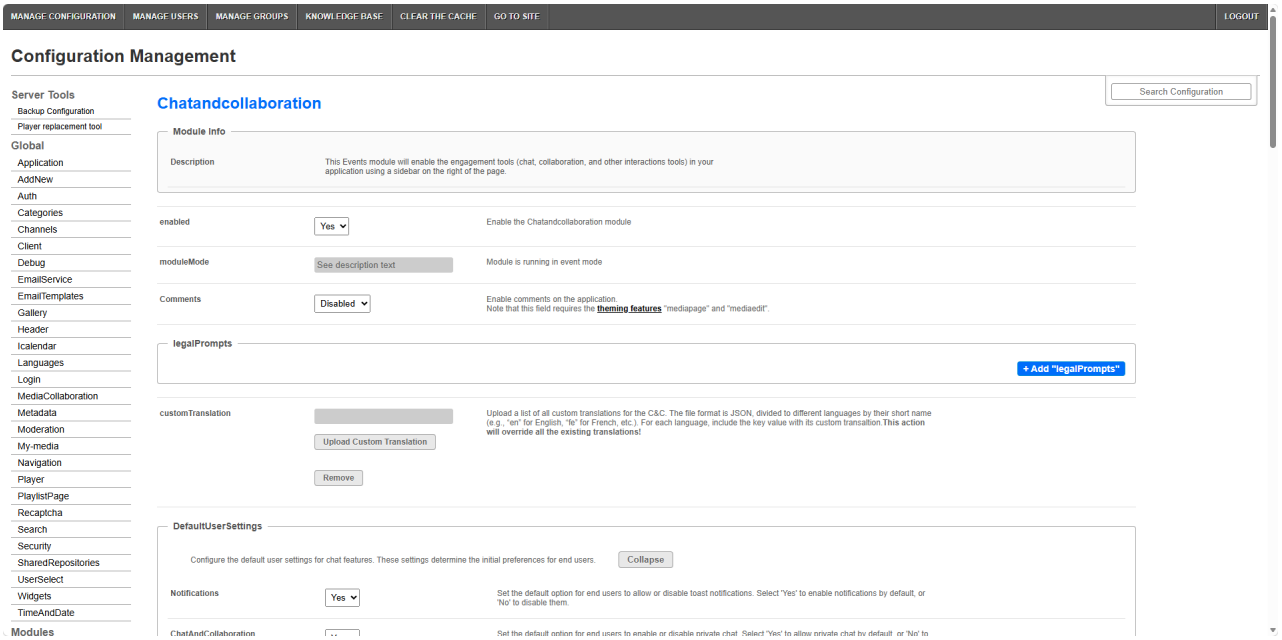


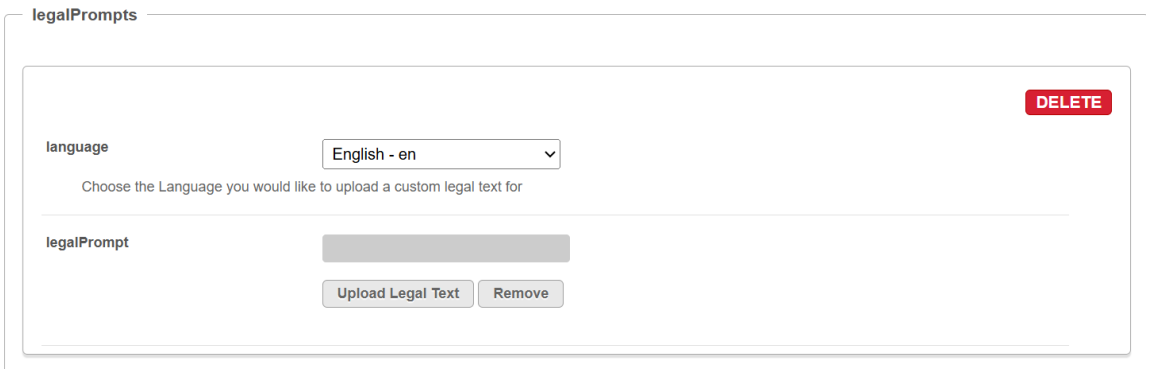

2. Configure the following:

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

**Comments** - Enable comments on the application. Note that this field requires the Theming features **mediapage** and **mediaedit** to be enabled.

**legalPrompts** - The legal text that will be shown in the case you decide to enable the legal prompt functionality in C&C Admin. Click **+ Add "legalPrompts"**.

Additional fields display.




- **language** - The legal text can be localized per the KMS language and multiple legal texts can be uploaded.
  (not mandatory for the module changes to be saved but mandatory for the widget to load on site)
- **legalPrompts - Upload legal text** or **Remove** the legal text.

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**customTranslation -** Upload a list of all custom translations for the C&C. The file format is JSON, divided to different languages by their short name (e.g., “en” for English, “fe” for French, etc.). For each language, include the key value with its custom transaltion.This action overrides all the existing translations.

**defaultUserSettings** - The default values for each user setting (**Notifications**, **ChatandCollaboration** & **Show Full Name**)

**defaultChannelModeration** - Select 'Yes' to enable Q&A threads on channel pages. Choosing 'No' will disable the Q&A

**defaultEntryModeration** - Select 'On' to enable Q&A threads on entry pages, 'Off' to disable them, or 'According to schedule' to enable Q&A based on the media schedule.

**usersSearch** - The field enables users to have a search input in the chat widget and search for other users in the instance to connect and chat with each other. Select on or off.

**usersChat** - The field enables the users 1:1 chat on the instance. With the 1:1 chat, users will be able to chat with each other. Select on or off.

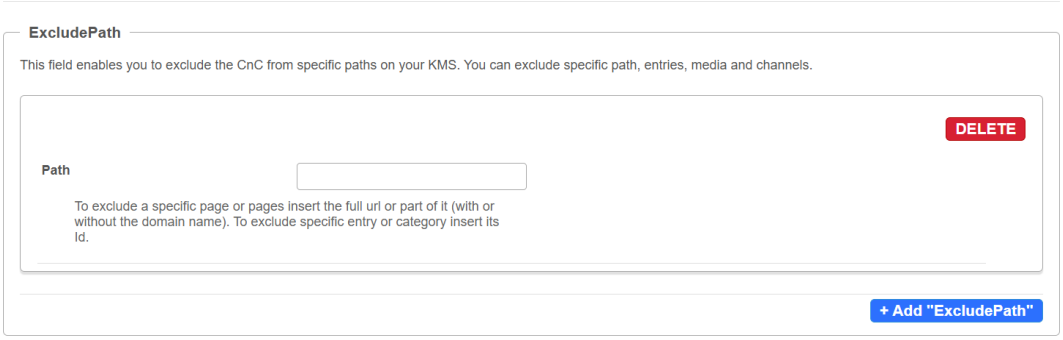
**channelGroupChat** - The field enables the group chat for all channels on the instance. You can decide either to disable the group chat or enable it with one of two possible views, the comments thread, and the group chat view. Select Disabled, Comments or Group Chat.

**entryGroupChat** - The field enables the group chat for all entries on the instance. You can decide either to disable the group chat or enable it with one of two possible views, the comments thread, and the group chat view. Select Disabled, Comments or Group Chat.

**toastTimeout** - the value in milliseconds that the toasts will be shown on screen before they are automatically removed.

**excludePath** - Exclude a specific page or pages. Click **+ Add "ExcludePath"**.

**An additional field displays.**

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- **Path** - Insert the full url or part of it (with or without the domain name). To exclude specific entry or category insert its Id.

**enableWithNoCookieConsent** - Should be set on yes/no based on the customers' cookie policy and usage in the event.

**sentimentAnalysisAllowedUsersOrRoles** - Select which users are able to enable the Kaltura AI Sentiment Analysis on media they own or co-edit. If a role is selected, any role above it will also be allowed.

**openByDefault** - Set to “yes” to launch the C&C in an 'open' state by default to all users. The tool will be opened on the first element in the list automatically. Users will still be able to close the tool manually.

**liveStageSvgIcon** - Upload a custom SVG icon file to replace the "Live chat" icon.

**allowMultipleContextThreads** - This field enables configuring the chat with the moderator (Q&A tab) thread. Admin can choose between maintaining a single conversational thread or multiple conversation threads per user. Multi-thread moderation is the default option in the configuration.

**mediaChat** - Configure the default settings for media chat features, including **Public Q&A**.

**enableMediaChatType** - Enable MediaChat capability. Must be enabled first before any MediaChat-based experience can be used.

Setting `EnableMediaChatType` to **Enabled** does not by itself turn on Public Q&A. It enables the MediaChat capability as a prerequisite. Public Q&A is then selected through the schedule-based chat type settings.

Once MediaChat capability is enabled, additional configuration options display.

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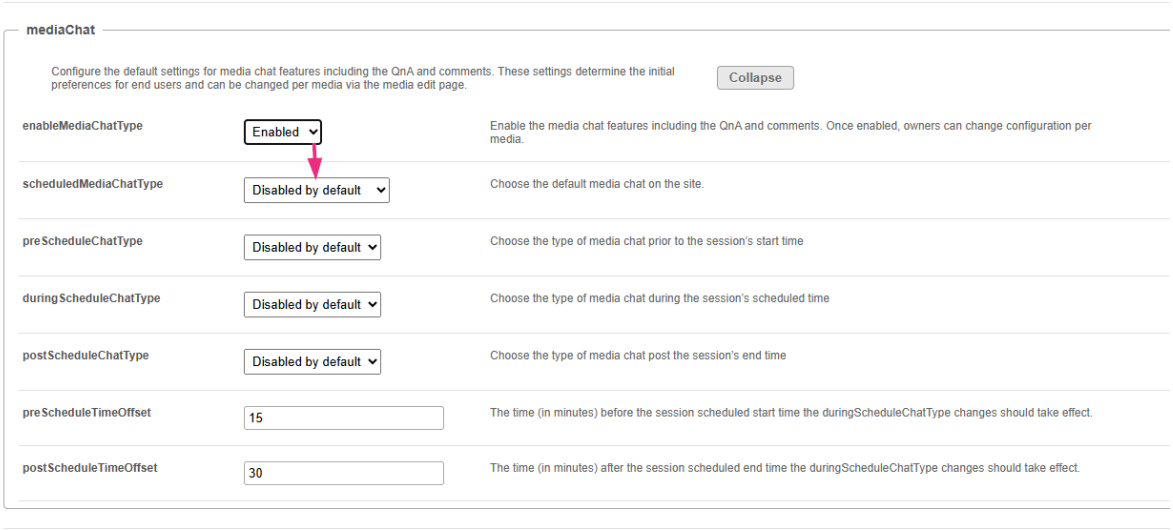


- **scheduleMediaChatType** - Controls whether chat behavior follows the session schedule. If schedule-based behavior is used, the system can apply different chat types before, during, and after the session.
- **preScheduleChatType** - Defines the chat experience before session start. Useful when you want one experience before the event goes live and a different one later.
- **duringScheduleChatType** - Defines the chat experience during the live session. This is the main setting for the in-session **Public Q&A experience**.
- **postScheduleChatType** - Defines the chat experience after session end. Can be used to keep discussion open, change the mode, or restrict interaction after the session.
- **preScheduleTimeOut** - Opens chat before the session. Set the number of minutes before the scheduled start time.
- **postScheduleTimeOut** - Keeps chat open after the session. Set the number of minutes after the scheduled end time.

If your main goal is live session Q&A, focus first on the `duringScheduleChatType` setting. Then decide whether you also want pre-event discussion or post-event follow-up.

**reactions** - Choose to display or hide the reactions from the site.

3. Click **Save**.

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