

Interaction settings for multi-session events

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 This article is designated for all users.

About

Kaltura's [Chat & Collaboration widget \(C&C\)](#) is a built-in engagement panel used in live sessions that lets participants, speakers, and moderators interact with each other in real time and manage session activity. It's essentially the central hub for communication and interactive tools during a session.

The Interaction settings page allows organizers to set how the C&C widget functions and what users are allowed to do within it during a session. Here organizers can:

- Enable or disable participants' ability to send emoticon reactions during the session.
- Control specific chat functionality including private chat, page group chat, and session group chat.
- Enable or disable Q&A chat. If Q&A chat is enabled, organizers can also set the sessions' live moderation schedule and define an automatic response for the Q&A chats.



This article pertains only to multi-session events.



The behavior described here applies to the **default** configuration. Customer-specific variations are highlighted where applicable.

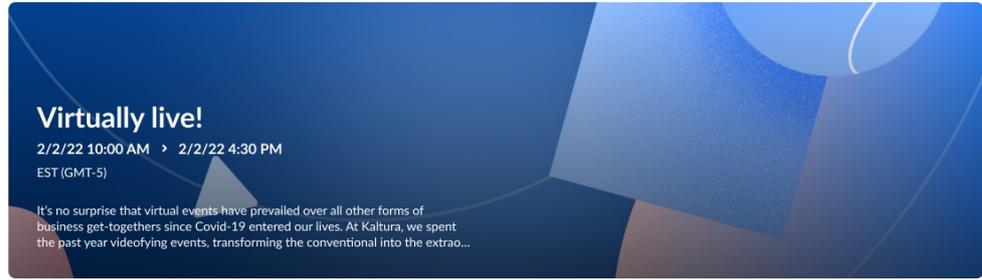
Access the Interaction settings page

Navigate to the Interaction settings page; from the Event page, choose **Interaction settings** from the Interactions tab pull-down menu.

Virtually Live!
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Overview

 21 : 04 : 16 : 54
days hrs min sec


Agenda at a glance

[Add session](#) [Full agenda](#)

- 

Opening Keynote
Live webcast Published
 10:00 AM - 10:30 AM Tue, February 02
- 

Marketing for Gen-Z: The right way
Pre-recorded Published
 10:00 AM - 10:30 AM Tue, February 02
LIVE
- 

Knights in Marketing ArmorKnight...
Pre-recorded Published
 10:00 AM - 10:30 AM Tue, February 02

3 more sessions

Speakers

[Invite](#) [See all](#)

- 

Julian Lang
Director of Marketing Strategy, Kaltura
● Registered
- 

Celine Garnier
Content marketing specialist personalizat...
● Registered
- 

Laura Steven
Head of Global Campaigns, Kaltura
● Registered
- 

Brian Dennis
Director of Marketing, Kaltura
● Registered
- 

James Li
Digital Marketing Manager, Kaltura
● Registered

The Interaction settings page displays.

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Interaction settings

[Save](#)

General

Reactions Allow attendees to send emoticon reactions during the session

Chat

- Private chat** Allow 1:1 chat conversations and search between attendees
- Page group chat** Allow attendees to participate in group chats on event pages (event homepage, etc)
- Session group chat** Allow attendees to participate in session group chats

Q&A

Q&A chat Allow Q&A chat and set the sessions' live moderation schedule

Start moderation before the session start time

End moderation after the session end time

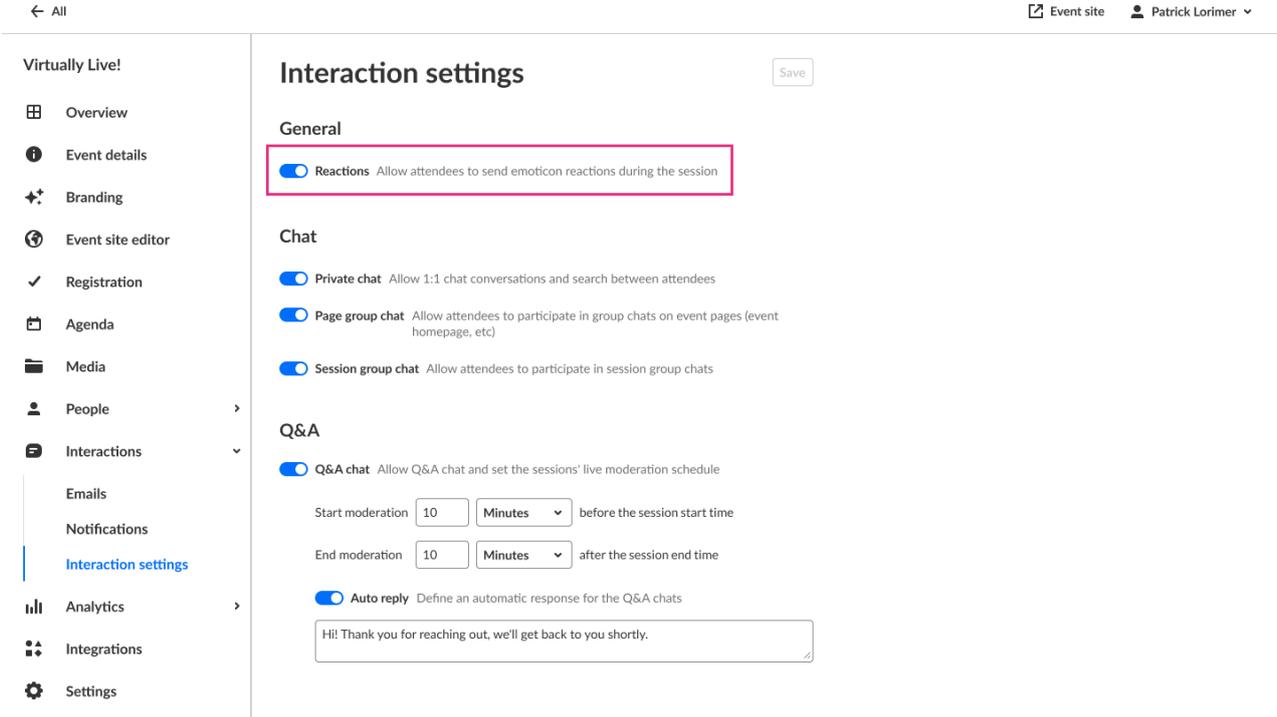
Auto reply Define an automatic response for the Q&A chats

Enable or disable reactions



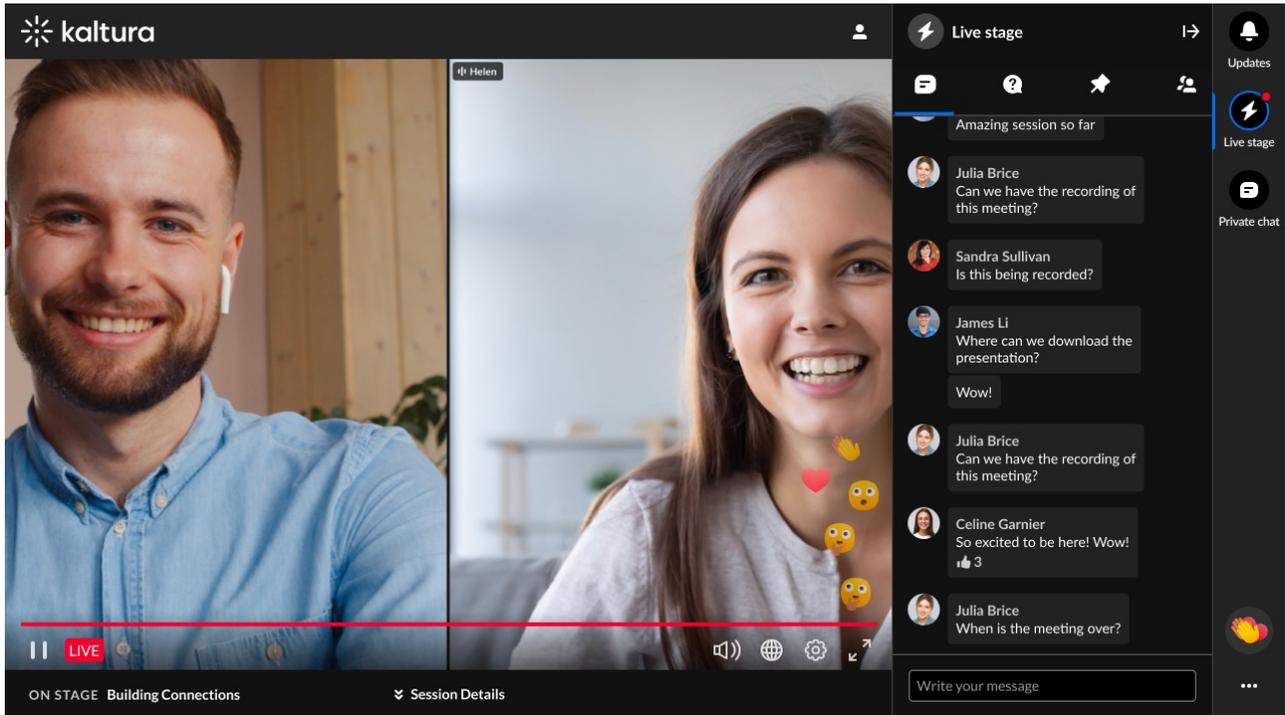
Not all events support the use of reactions. In such cases, the option to enable or disable reactions will not be displayed on the Interaction settings page.

Choose whether to allow attendees to send emoticon reactions during the session. Move the blue toggle button next to **Reactions** to the left to disable or to the right to enable.



The screenshot shows the 'Interaction settings' page for an event titled 'Virtually Live!'. The left sidebar contains navigation options: Overview, Event details, Branding, Event site editor, Registration, Agenda, Media, People, Interactions, Emails, Notifications, Interaction settings (highlighted), Analytics, Integrations, and Settings. The main content area is titled 'Interaction settings' and includes a 'Save' button. Under the 'General' section, the 'Reactions' toggle is turned on (blue) and is highlighted with a red box. Below this, the 'Chat' section has three toggles: 'Private chat', 'Page group chat', and 'Session group chat', all of which are turned on. The 'Q&A' section has a 'Q&A chat' toggle turned on, with moderation settings for 'Start moderation' (10 Minutes before the session start time) and 'End moderation' (10 Minutes after the session end time). An 'Auto reply' toggle is also turned on, with a text box containing the message: 'Hi! Thank you for reaching out, we'll get back to you shortly.'

If the setting is **enabled**, attendees will be able to simulate applause, laughter, and much more during the session. Reactions initiated by attendees will be displayed to everyone in the session.



If the setting is **disabled**, attendees will not be able to send reactions during the session.

Enable or disable conversations

Three types of conversations are available:

- Private chat - Allow 1:1 chat conversations and search between attendees.



Depending on your account settings, Private Chat may be restricted to Admins only.

- Page group chat - Allow attendees to participate in a group chats on event pages (event homepage, etc.).
- Session group chat - Allow attendees to participate in session group chats.

Choose to enable or disable conversations for your event by sliding the button next to the specific conversation type to the left to disable or to the right to enable. In the example below, we are disabling Session group chat. Notice once Session group chat is disabled, the button turns gray.

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Interaction settings

Save

General **Reactions** Allow attendees to send emotion reactions during the session**Chat** **Private chat** Allow 1:1 chat conversations and search between attendees **Page group chat** Allow attendees to participate in group chats on event pages (event homepage, etc) **Session group chat** Allow attendees to participate in session group chats**Q&A** **Q&A chat** Allow Q&A chat and set the sessions' live moderation scheduleStart moderation **Minutes** before the session start timeEnd moderation **Minutes** after the session end time **Auto reply** Define an automatic response for the Q&A chats

Choose whether to enable Q&A chat

During the event, other than connecting with each other, attendees can engage and ask speakers or event moderators questions via the Q&A tab of the Live stage. This functionality improves interaction and exchange of information among speakers and attendees, thus encouraging discussions and boosting attendee engagement.

Q&A chat is enabled by default. As shown below, the feature is enabled when the blue toggle button is the "On" position.

← All Event site Patrick Lorimer

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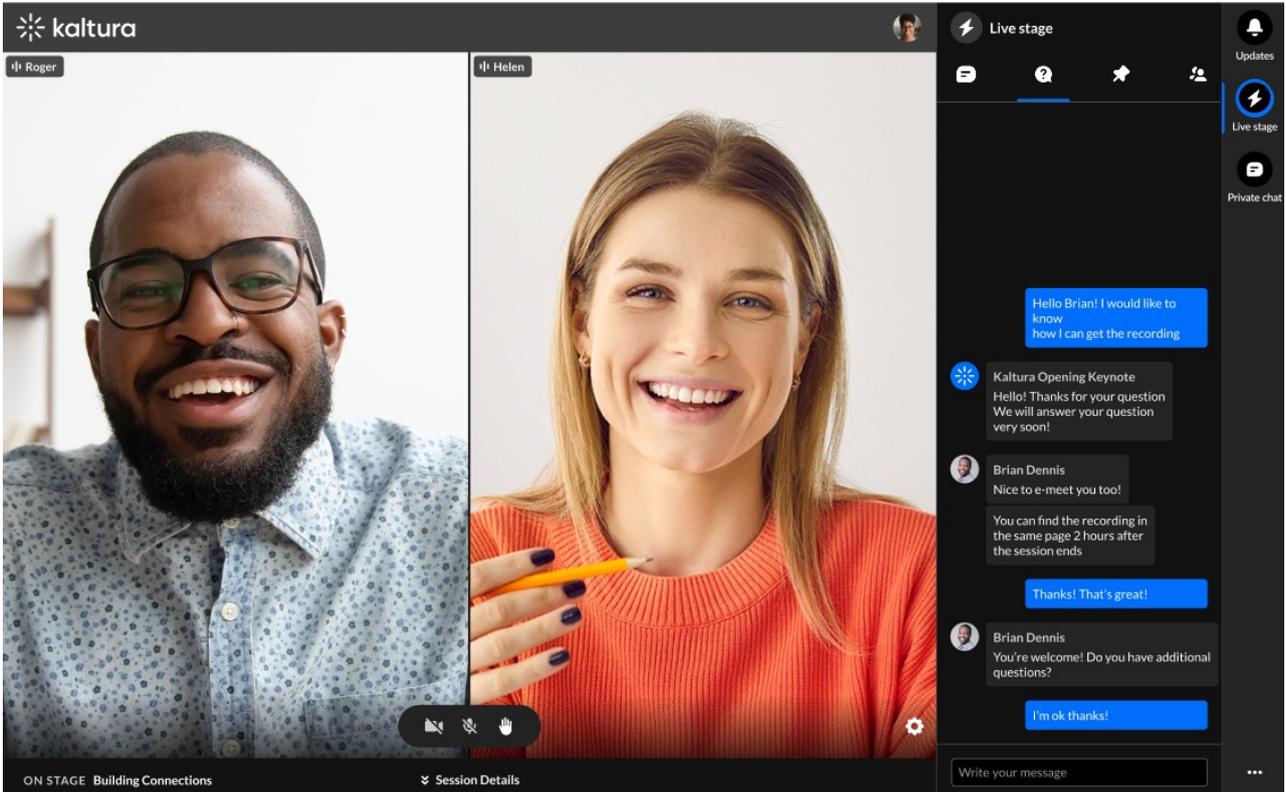
Q&A chat Allow Q&A chat and set the sessions' live moderation schedule

Start moderation **Minutes** before the session start time

End moderation **Minutes** after the session end time

Auto reply Define an automatic response for the Q&A chats

If the setting is "On", the Q&A tab will be activated in the session when there are moderators assigned to the session and the moderation will be set according to the live moderation schedule.



You may disable Q&A chat by moving the blue toggle button to the "Off" position.

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Q&A chat Allow Q&A chat and set the sessions' live moderation schedule

When the setting is "Off", the Q&A tab will not be displayed in the session.

Define your sessions' live moderation schedule

If you chose to enable Q&A chat, additional settings are available to define your sessions' live moderation schedule.

Set when you would like moderation to start and end for your live session. In the example below, we are starting moderation 10 minutes before the session start time and ending moderation 10 minutes after the session end time.

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 Auto reply Define an automatic response for the Q&A chats

Enable Auto reply and define an automatic response for Q&A chats



If your account administrator has enabled a public Q&A experience for Chat and Collaboration, Auto reply configuration in the Interaction settings page **is not available**. To learn about the two experiences, see [public Q&A experience](#) and [non-public Q&A experience](#).

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 both 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.

Auto reply is enabled by default and a default reply message is displayed in the text box.

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Auto reply Define an automatic response for the Q&A chats

If you would like to change the default reply message, type the desired text in the text box. In the example below, we are setting the auto reply as "Hello! Thank you for your message! Our team will respond in just a few minutes."

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Save your work

Once you've finished making all your changes to the Interaction settings page, be sure



to click the **Save** button.
