

Chat settings for multi-session events

Last Modified on 12/21/2025 1:00 am IST

 This article is designated for all users.

About

For more information about the Chat widget and its mobile view, see [Chat and Collaborate Widget](#).

The Chat settings page allows you to enable and disable conversations for your event and enable and disable Q&A chat. If Q&A chat is enabled, the Chat settings page also allows you to define your live session's moderation schedule and set a chat welcome text.



This article pertains only to multi-session events.



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

Enable and disable conversations

Three types of conversations are available:

- Private chat - This allows 1:1 chat conversations and search between attendees.



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

- Session group chat - Allow attendees to participate in group chat in all the sessions.
- Page group chat - Allow attendees to participate in a group chat across all pages.

1. Navigate to the Chat Settings page; from the Event page, choose Chat Settings from the Interactions tab pull-down menu.

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Overview

21 : 04 : 16 : 54

days hrs min sec

Virtually live!

 2/2/22 10:00 AM > 2/2/22 4:30 PM
 EST (GMT-5)

It's no surprise that virtual events have prevailed over all other forms of business get-togethers since Covid-19 entered our lives. At Kaltura, we spent the past year videofying events, transforming the conventional into the extra...

Agenda at a glance

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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


Knights in Marketing ArmorKnight...

 Pre-recorded Published
 10:00 AM - 10:30 AM Tue, February 02

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Speakers

[Invite](#)
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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 Chat settings page displays.

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Chat Settings

Conversation

[Save](#)

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

Share moderation app with your moderators

Live webcasting and pre-recorded sessions require moderation via Kaltura Moderation App. To give them time to prepare, we recommend giving your moderators access to the app in advance. Share the app link with your moderators here.

[Copy app link event](#)

Moderation

[Save](#)

- 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

Hi! Thank you for reaching out, we'll get back to you shortly.

2. 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. Note once Session group chat is disabled, the button turns gray.

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Hi! Thank you for reaching out, we'll get back to you shortly.

3. Once you are finished making your selections, click **Save**.

Share Moderation app with your moderators



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

From the Chat settings page, you can also share a link with your moderators to manage and support attendees during the session through our moderation app. To share the moderation app with your moderators, click the **Copy app link event** button.

Share moderation app with your moderators

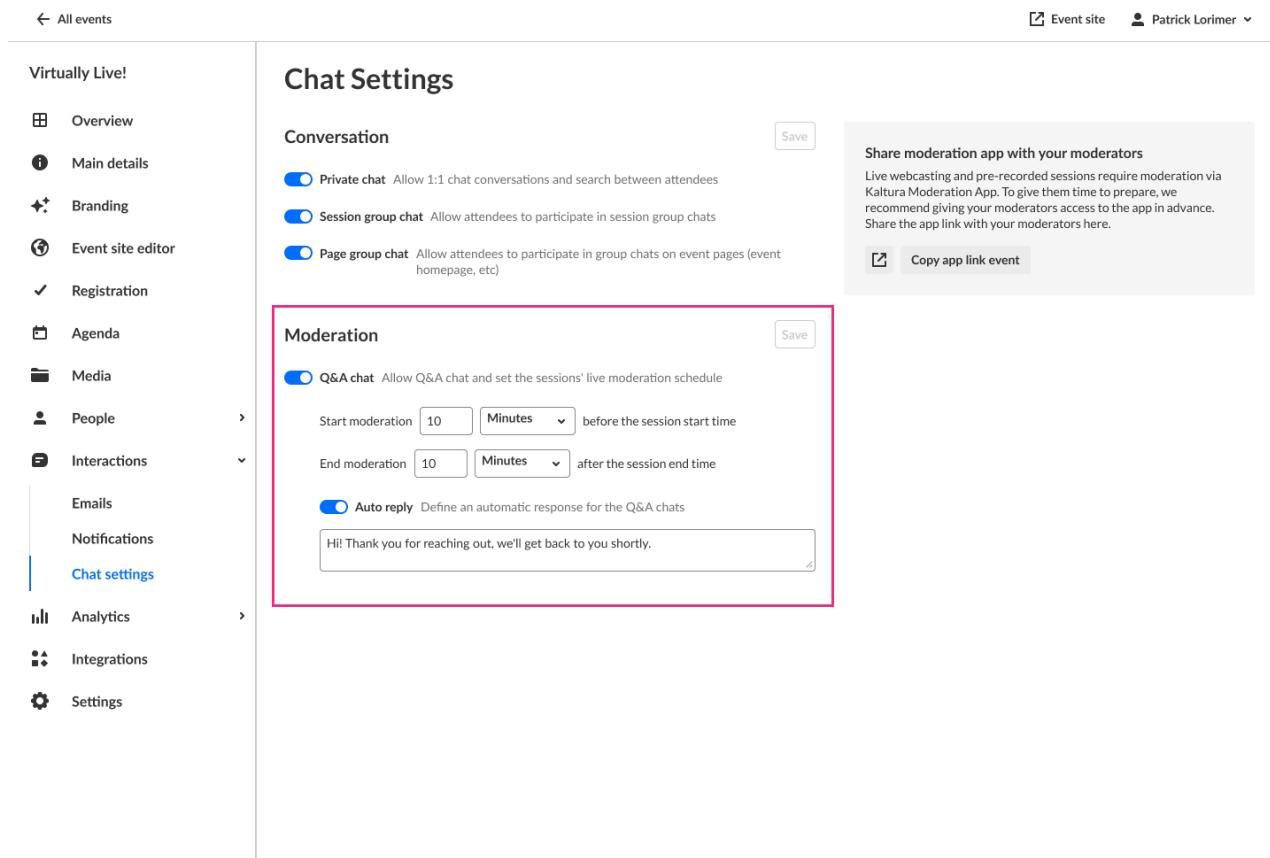
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Choose whether to enable Q&A chat

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

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



The screenshot shows the 'Chat Settings' page in the Kaltura interface. On the left, there is a sidebar with various navigation options. The 'Chat settings' option is selected and highlighted with a blue line. The main content area is titled 'Chat Settings' and contains two sections: 'Conversation' and 'Moderation'. The 'Moderation' section is highlighted with a red box. It contains a toggle switch for 'Q&A chat', which is turned on (blue). Below this, there are input fields for 'Start moderation' (set to 10 Minutes before the session start time) and 'End moderation' (set to 10 Minutes after the session end time). There is also an 'Auto reply' section with a text input field containing the message 'Hi! Thank you for reaching out, we'll get back to you shortly.' A 'Save' button is located at the top right of the 'Moderation' section. To the right of the 'Moderation' section, there is a sidebar with a 'Share moderation app with your moderators' section and a 'Copy app link event' button.

You may disable Q&A chat by moving the blue toggle button to the "off" position and clicking **Save**.

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

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[Copy app link event](#)**Moderation**[Save](#)

- Q&A chat** Allow chat and define your live sessions moderation schedule.

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.

1. Set when you would like moderation to start and end for your live session.
In the example below, we are starting moderation 1 hour before the session start time and ending moderation 10 minutes after the session end time.

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Moderation

[Save](#)

- 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

Hi! Thank you for reaching out, we'll get back to you shortly.

- Once you are finished setting your moderation schedule, click **Save**.

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 Chat Settings page **is not available**. To learn about the two experiences, see [public Q&A experience](#) and [non-public Q&A experience](#).

- 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

Hi! Thank you for reaching out, we'll get back to you shortly.

2. 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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Hello! Thank you for your message! Our team will respond in just a few minutes!

3. Click **Save**.

Moderated chat experience

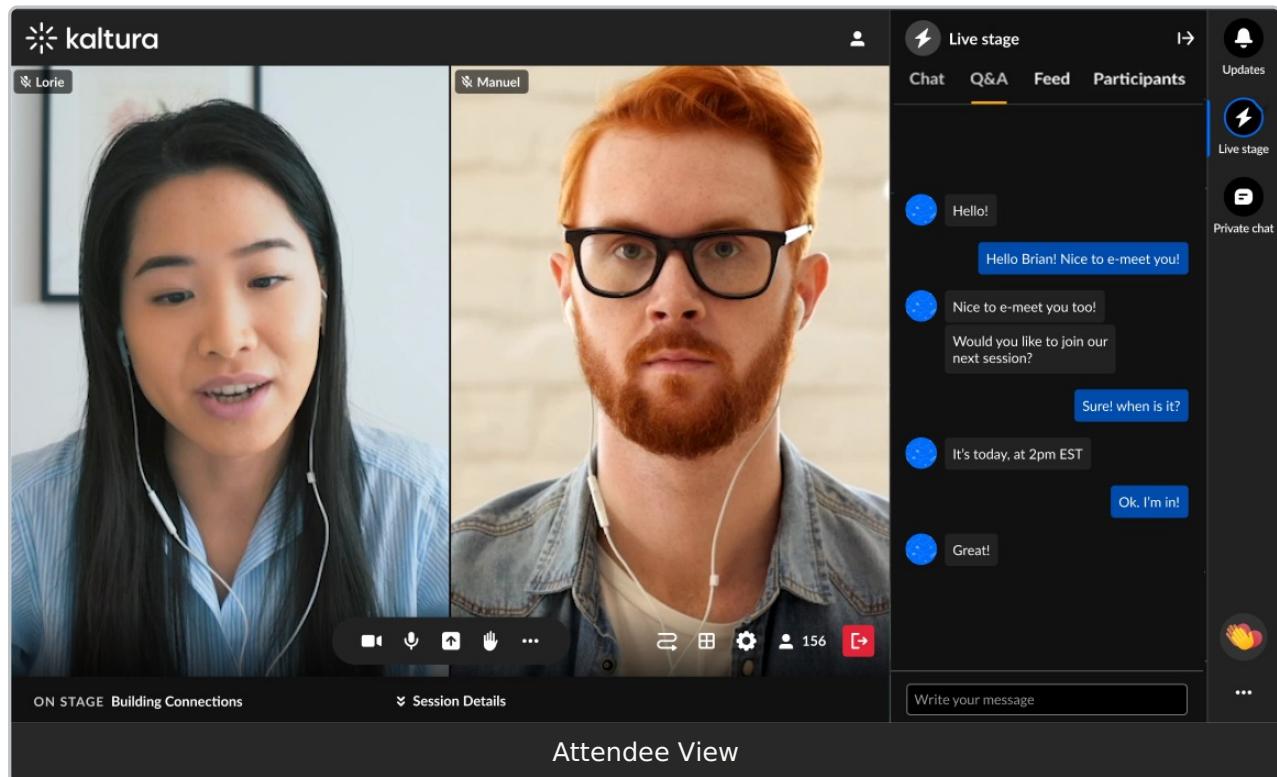


The following screens depict a non-public Q&A experience.

During the event, audience engagement is a vital component. Throughout the event, other than connecting with each other, attendees can engage and ask speakers or event moderators questions via the “Moderator Chat”. This functionality improves interaction and exchange of information among speakers and attendees, thus encouraging discussions and boosting attendee engagement.

How to connect with speakers/moderators?

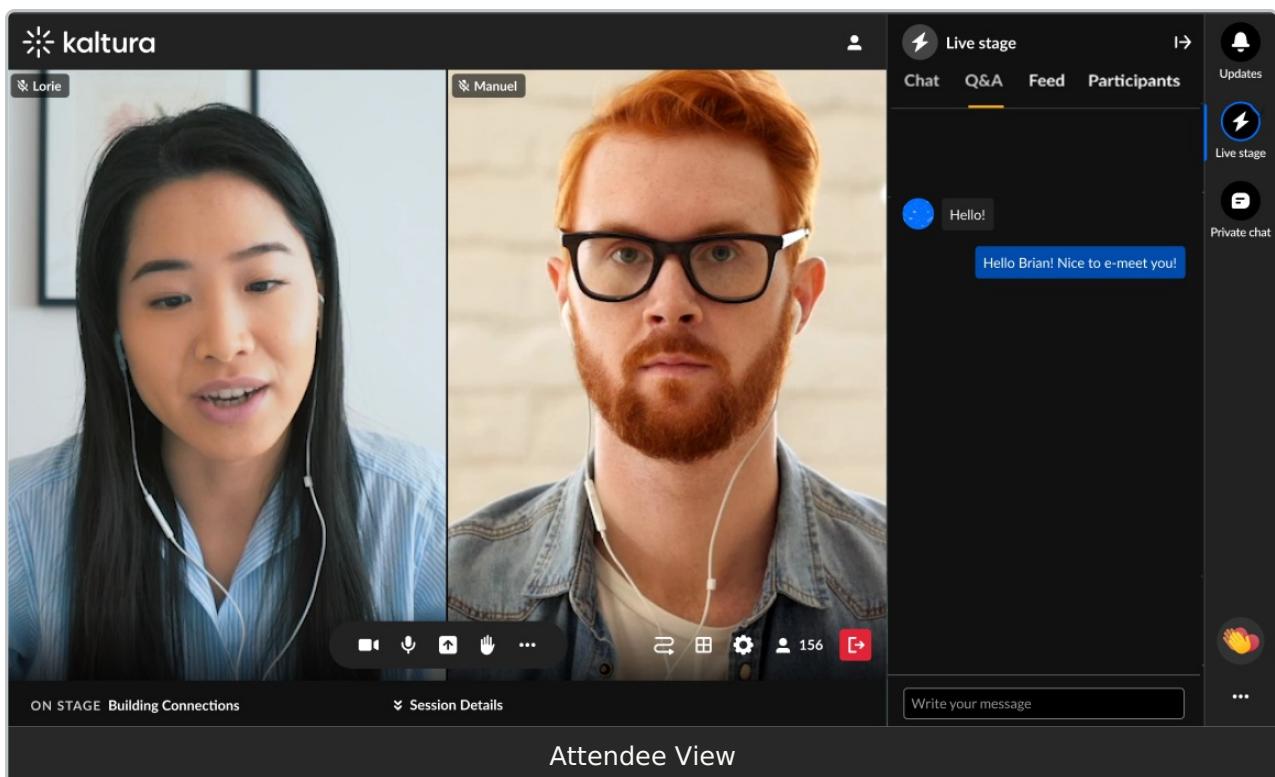
Attendees can reach out to moderators during live sessions via the Q&A tab of the Live stage.



Automatic reply

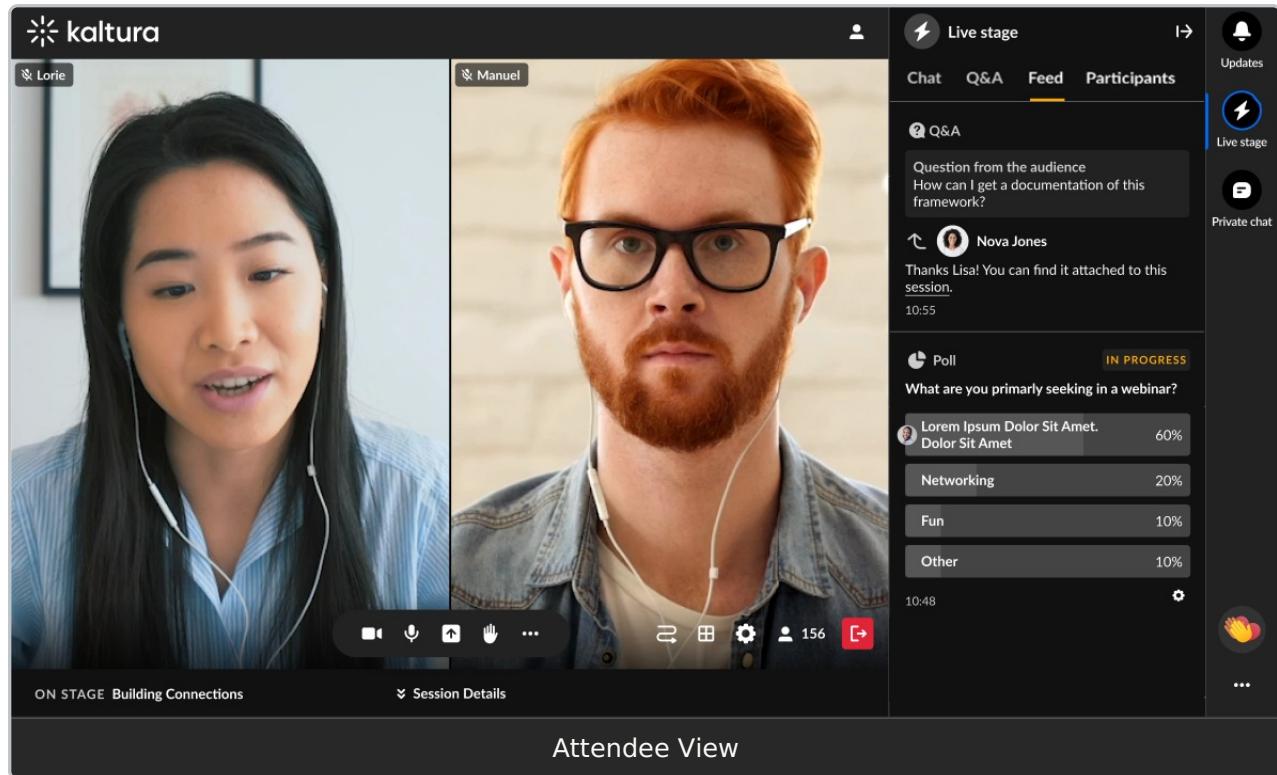
Automated reply messages are predefined responses used to communicate with attendees. Prior to the moderator's response, an automatic message that was pre-configured displays. Use it to:

- 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.



The screenshot shows the Kaltura Attendee View interface during a live stage session. The main area displays two speakers: Lorie (left) and Manuel (right). The interface includes a navigation bar with "Live stage", "Updates", "Chat", "Q&A", "Feed" (selected), and "Participants". The "Q&A" section shows a question from the audience: "How can I get a documentation of this framework?". The "Participants" section shows a message from Nova Jones: "Thanks Lisa! You can find it attached to this session." A poll titled "What are you primarily seeking in a webinar?" is displayed, with the following results:

Category	Percentage
>Lorem Ipsum Dolor Sit Amet. Dolor Sit Amet	60%
Networking	20%
Fun	10%
Other	10%

At the bottom, the text "ON STAGE Building Connections" and "Session Details" are visible, along with a participant count of 156 and a red "End" button. The overall theme is dark with blue and white text.

Attendee View