

# Chat settings for webinars

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 This article is designated for all users.

## About

The Chat Settings page allows you to enable and disable conversations for your webinar, define your live session's moderation schedule, enable Auto Reply, and define an automatic response for Q&A chats.

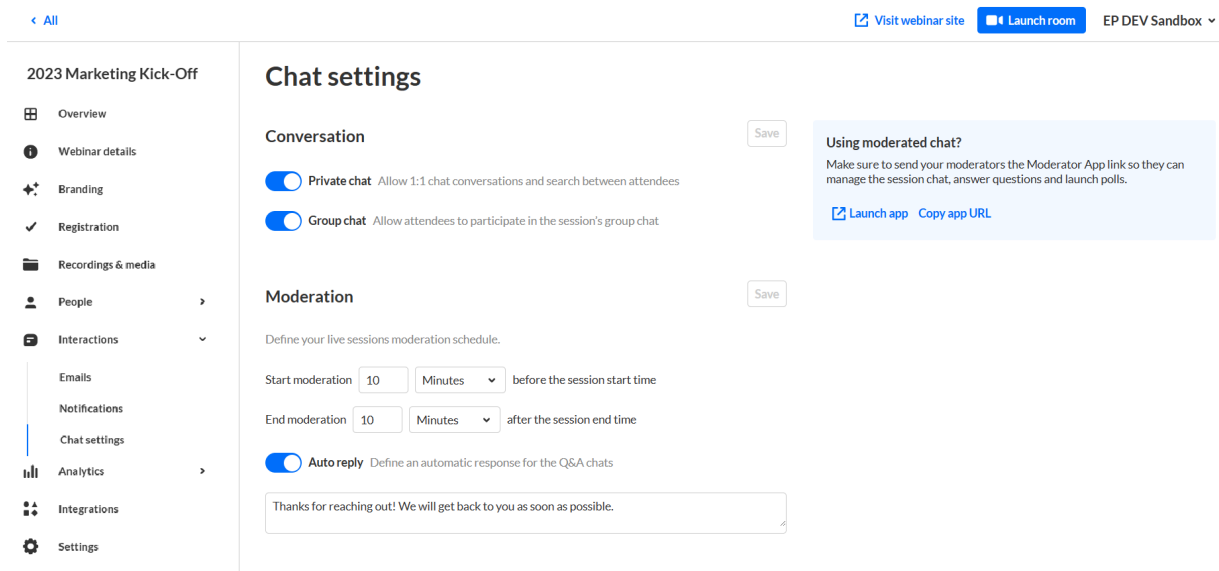
## Enable and disable conversations

Two types of conversations are available:

- Private chat - Allows 1:1 chat conversations and search between attendees.
- Group chat - Allow attendees to participate in the session's group chat.

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

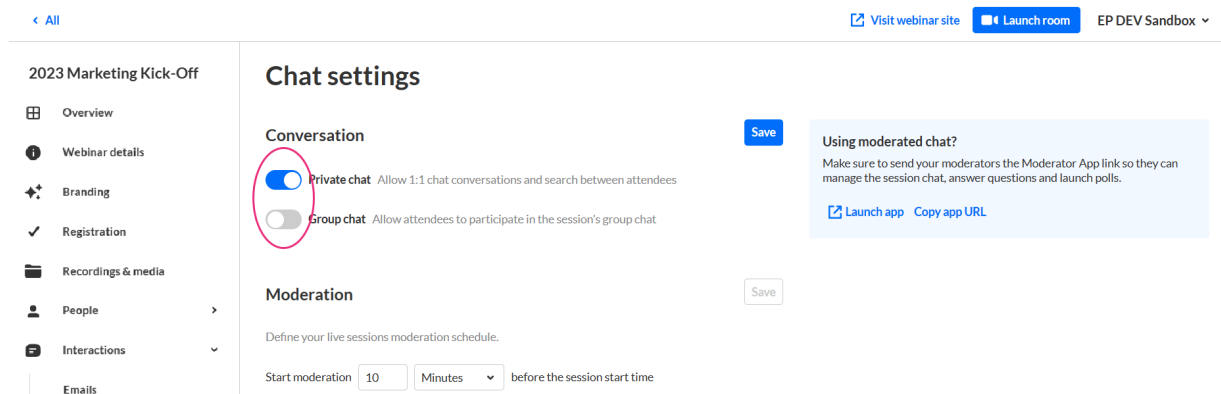
The Chat settings page displays.



The screenshot shows the Kaltura Chat settings page. On the left is a sidebar with a navigation menu for '2023 Marketing Kick-Off' containing: Overview, Webinar details, Branding, Registration, Recordings & media, People, Interactions (selected), Emails, Notifications, Chat settings, Analytics, Integrations, and Settings. The main content area is titled 'Chat settings' and has a top bar with links for 'Visit webinar site', 'Launch room', and 'EP DEV Sandbox'. The settings are divided into two sections: 'Conversation' and 'Moderation'. In the 'Conversation' section, there are two toggle switches: 'Private chat' (currently disabled) and 'Group chat' (currently enabled). Below these are 'Save' and 'Using moderated chat?' (with a 'Launch app' button and 'Copy app URL' link). The 'Moderation' section includes a 'Define your live sessions moderation schedule' area with 'Start moderation' (10 minutes before session start) and 'End moderation' (10 minutes after session end). It also has an 'Auto reply' toggle (currently enabled) and a text box for an automatic response: 'Thanks for reaching out! We will get back to you as soon as possible.'

2. Choose to enable or disable conversations for your webinar 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 Private Chat. Note once Private Chat is disabled, the button turns gray.



< All

Visit webinar site Launch room EP DEV Sandbox

2023 Marketing Kick-Off

- Overview
- Webinar details
- Branding
- Registration
- Recordings & media
- People
- Interactions
- Emails

### Chat settings

**Conversation** Save

☒ Private chat Allow 1:1 chat conversations and search between attendees

☐ Group chat Allow attendees to participate in the session's group chat

**Using moderated chat?**  
Make sure to send your moderators the Moderator App link so they can manage the session chat, answer questions and launch polls.  
[Launch app](#) [Copy app URL](#)

**Moderation** Save

Define your live sessions moderation schedule.

Start moderation 10 Minutes before the session start time

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

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 launch the moderation app, click the **Launch app** button. To share the moderation app with your moderators, click the **Copy app URL** button.

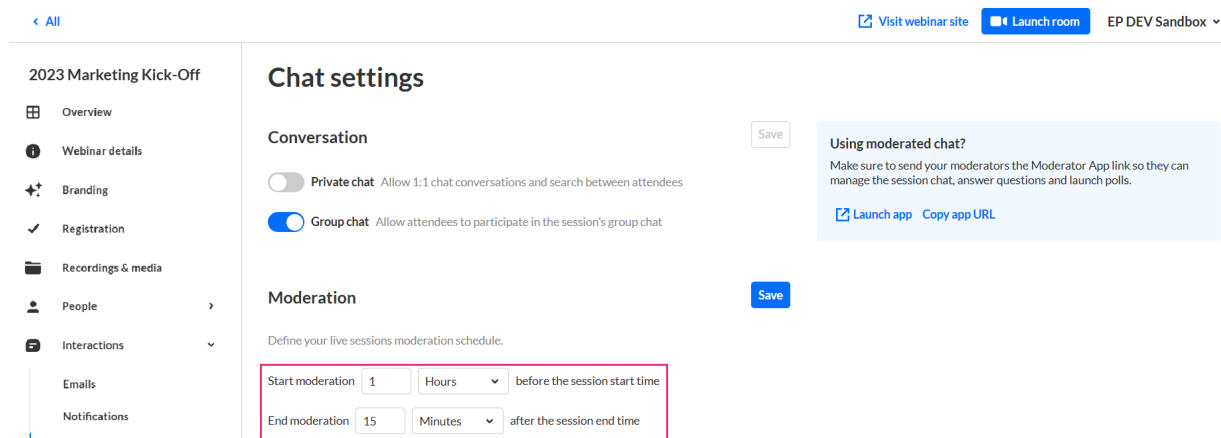
**Using moderated chat?**

Make sure to send your moderators the Moderator App link so they can manage the session chat, answer questions and launch polls.

[Launch app](#) [Copy app URL](#)

## Define your live session's moderation schedule

- 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 15 minutes after the session end time.



< All

Visit webinar site Launch room EP DEV Sandbox

2023 Marketing Kick-Off

- Overview
- Webinar details
- Branding
- Registration
- Recordings & media
- People
- Interactions
- Emails
- Notifications

### Chat settings

**Conversation** Save

☐ Private chat Allow 1:1 chat conversations and search between attendees

☒ Group chat Allow attendees to participate in the session's group chat

**Using moderated chat?**  
Make sure to send your moderators the Moderator App link so they can manage the session chat, answer questions and launch polls.  
[Launch app](#) [Copy app URL](#)

**Moderation** Save

Define your live sessions moderation schedule.

Start moderation 1 Hours before the session start time

End moderation 15 Minutes after the session end time

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

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

1. Click to enable Auto reply. A text box displays.
2. Type the desired auto reply text in the text box. In the example below, we are setting the auto reply as "Hello! Thank you for reaching out! Our team will respond shortly!"

< All

[Visit webinar site](#)
[Launch room](#)
EP DEV Sandbox ▾

2023 Marketing Kick-Off

- Overview
- Webinar details
- Branding
- Registration
- Recordings & media
- People >
- Interactions ▾
  - Emails
  - Notifications
  - Chat settings**
  - Analytics >
  - Integrations

### Chat settings

Conversation

☐ Private chat
 Allow 1:1 chat conversations and search between attendees

☒ Group chat
 Allow attendees to participate in the session's group chat

Save

**Using moderated chat?**

Make sure to send your moderators the Moderator App link so they can manage the session chat, answer questions and launch polls.

[Launch app](#)
[Copy app URL](#)

Moderation

Save

Define your live sessions moderation schedule.

Start moderation  Hours ▾ before the session start time

End moderation  Minutes ▾ after the session end time

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

3. Click **Save**.

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