Chatandcollaboration module for Content Hubs

Content updated: 10/10/2026

This article is designated for administrators.

About

The **Chatandcollaboration** module adds engagement tools to your site, such as comments, chat, and other interactive features, so viewers can interact with your content and with each other.

These tools appear in the chat and collaboration panel, an engagement panel on the right side of the page.

The features available depend on the media type. **Comments** are available on supported media pages, and Chat and Collaboration features are available for Kaltura Rooms and webcasts.

This module requires the following:

- The Theming module, with the `mediapage` feature set to **Yes**.
- For webcasts, the Kwebcast module.
- For Kaltura Rooms:
  - The Newrow module
  - The Meetingentry module, with advanced room templates

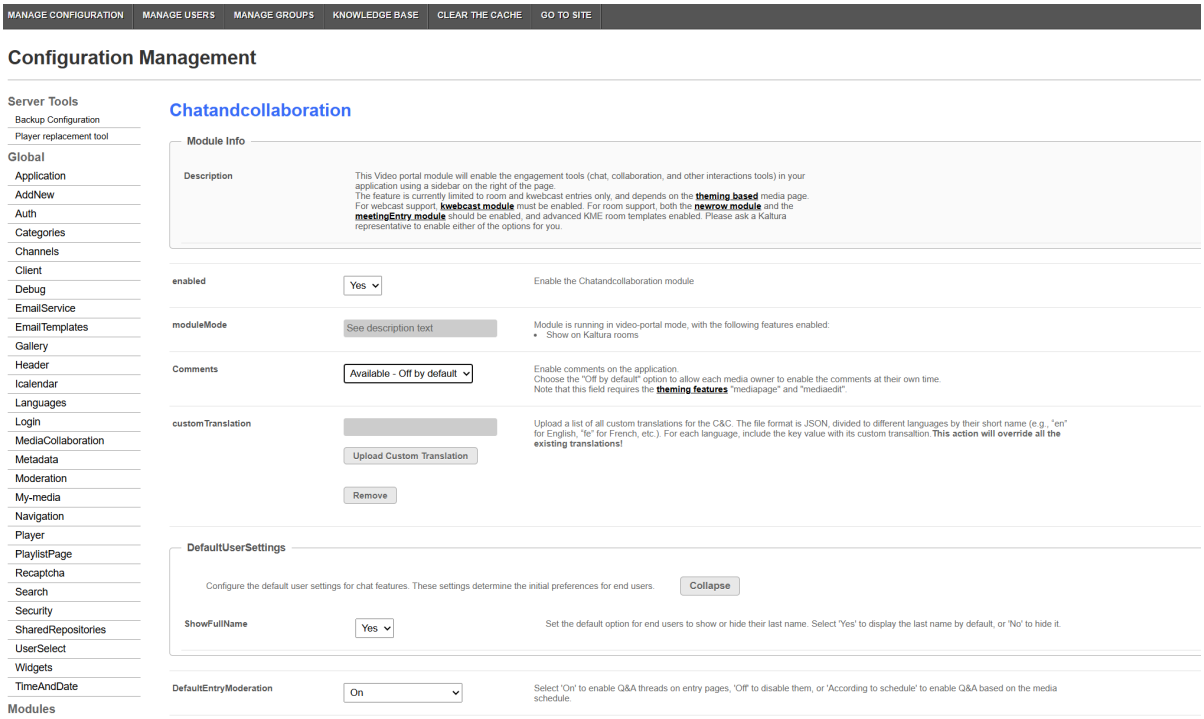
To enable these options, contact your Kaltura representative.

Configure

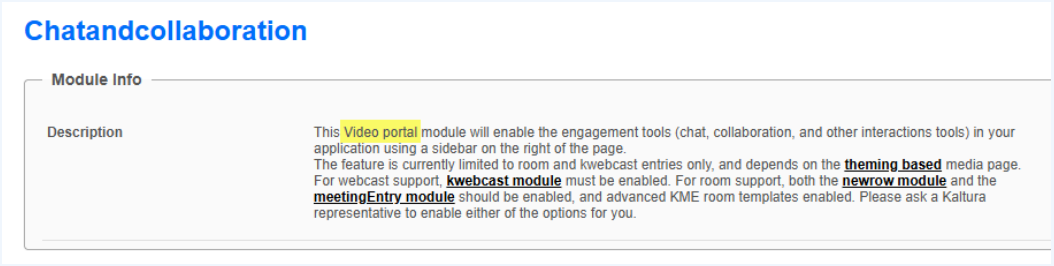
1. Go to your Configuration Management console, locate the **Chatandcollaboration** module in the left panel, then select it. You can also navigate directly using a link: `https://{your_site_url}/admin/config/tab/chatandcollaboration`

The **Chatandcollaboration** page displays.

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Ensure the module description states that it is a **Video Portal** module.



2. Configure the following:

- **enabled** - Set to **Yes** to enable the module.
- **moduleMode** - Shows which chat and collaboration features are enabled. This field is read-only and updates automatically based on your configuration.
- **Comments** - Select whether comments are available on your site:
  - **Available - On by default** - Comments are on by default for supported media. Media owners can turn them off for individual media.
  - **Available - Off by default** - Comments are off by default for supported media. Media owners can turn them on for individual media.
  - **Disabled** - Comments aren't available anywhere on your site.

The Comments feature requires the Theming module to be enabled, with the

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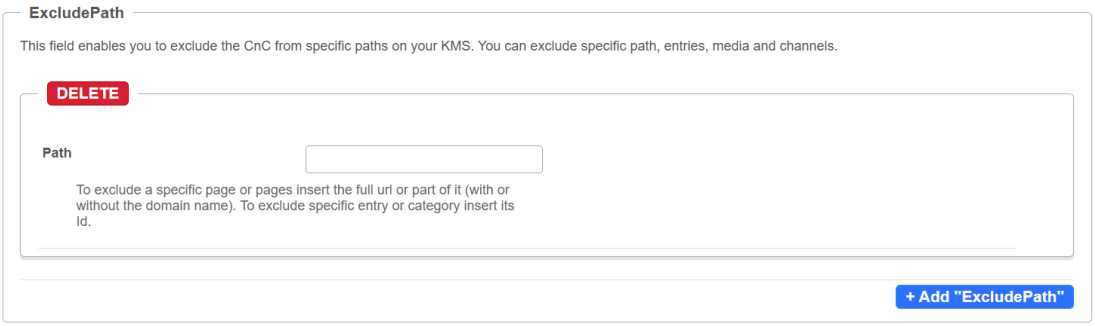
`mediapage` and `mediaedit` features set to **Yes**.

- **customTranslation** (optional) - 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.

  - To upload a file, select **Upload custom translation**, and then select a JSON file from your computer.
  - To remove the file, select **Remove**.
- **DefaultUserSettings** - Set the default chat preferences for users:
  - **ShowFullName** - Select **Yes** to show users' last names by default, or **No** to hide them.
- **DefaultEntryModeration** - Set whether Q&A threads are on by default on media pages. Select one of the following options:
  - **Off** - Q&A threads are off.
  - **On** - Q&A threads are on.
  - **According to schedule** - Q&A threads turn on based on the media schedule.
- **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.
  - **According to schedule**
- **ToastTimeout** - Enter how long, in milliseconds, pop-up notifications (toasts) stay on screen before they close. The default is `20000` (20 seconds).
- **ExcludePath** - Hide the chat and collaboration panel on specific pages of your site, such as specific media or channels. Select **+Add "ExcludePath"** for each page you want to exclude. A new field is added.

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In the new field, 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.

- **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.

> Sentiment analysis must also be enabled for your account. To enable it, contact your Kaltura representative.

- **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** - Select **Upload icon file** to upload a custom SVG file that replaces the **Live chat** icon. To remove the file, select **Remove**.
- **mediaChat** - Set the default settings for media chat features, including Q&A and comments. These settings are the starting preferences for end users. Owners can change them for each media on the edit media page.
  - **enableMediaChatType** - Select **Enabled** to turn on the media chat features, including Q&A and comments. After you turn them on, owners can change the configuration for each media.
  - **scheduledMediaChatType** - Choose the default media chat for your site. Select one of the following options:
    - **Disabled by default**
    - **Public QnA**
    - **Private QnA**

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- **Schedule dependent** - Set a different chat type before, during, and after the session.

- **preScheduleChatType** - Choose the chat type before the session's start time. Select one of the following options:
  - **Disabled by default**
  - **Public QnA**
  - **Private QnA**
- **duringScheduleChatType** - Choose the chat type during the session's scheduled time. Select one of the following options:
  - **Disabled by default**
  - **Public QnA**
  - **Private QnA**
- **postScheduleChatType** - Choose the chat type after the session's end time. 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.

3. Select **Save**.

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