

Kaltura Genie - Admin guide

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 This article is designated for administrators.

About

Genie is Kaltura's AI-powered knowledge assistant, designed to help users quickly find trusted answers based only on your organization's verified content.

It works within your Video Portal, Event site, or LMS integration and pulls only from published, captioned entries organized in dedicated categories.

This guide gives admins an overview of how Genie works behind the scenes and what's required to keep it running smoothly.

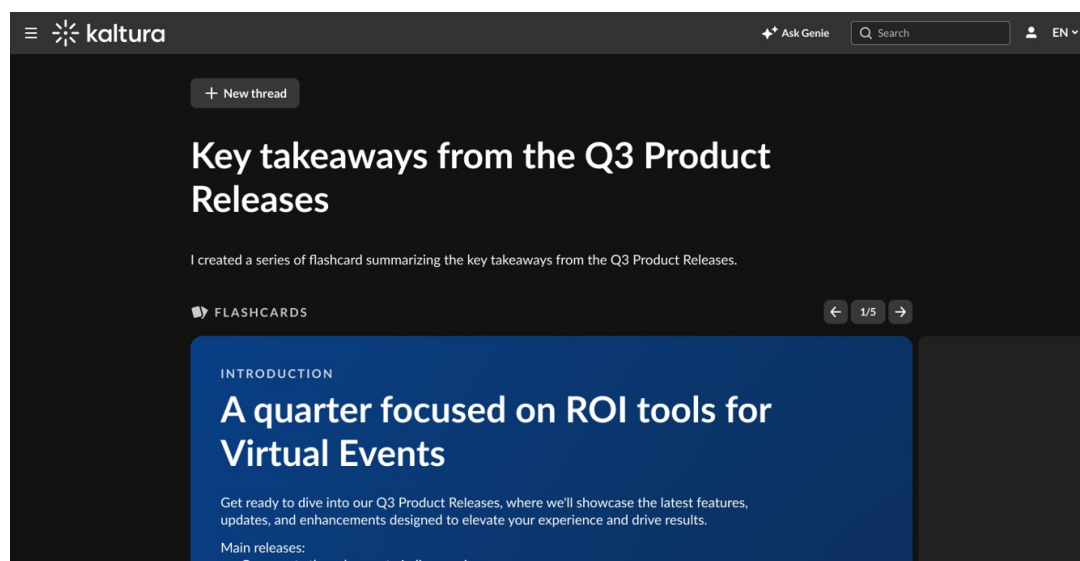
How Genie uses your organization's content

Genie pulls from published, captioned video and document entries - nothing else. It never indexes private or unlisted content and always respects user permissions. That means users only see content they're allowed to access.

For more on user entitlements, visit our article [Video Portal and LMS Video roles and permissions](#).




Kaltura does not use your data to train AI models. To learn more, see [Kaltura's Artificial Intelligence Principles](#).




- Email scheduling and AI email template creation
- Open ended and multiple choice questions
- Event dashboard revamp

Next →


SOURCES



Building Business Resilience: Episode 1 Season 1



Building Business Resilience: Episode 1 Season 1



Product Roadmap Q2 2025 Document

+3

What are the release related to enterprise?

I created a series of flashcard summarizing the releases related to enterprise.

FLASHCARDS

← 1/5 →

INTRODUCTION


Kaltura Q3 2024: Enterprise Video Innovations

In the third quarter of 2024, Kaltura introduced several enhancements tailored for enterprise use cases:


- Kaltura Content Lab:** This new feature leverages Generative AI to analyze video captions and viewer engagement data, enabling the real-time creation of personalized clips, highlight reels, and immersive experiences.
- Enhanced Integrations:** Kaltura expanded its video content management and portal capabilities by integrating with Microsoft Teams, complementing existing connections with Zoom and Webex. This provides organizations with a unified workflow to access, manage, and share video content across multiple conferencing platforms.
- AI-Driven Features for Media and Telecom:** At the IBC 2024 conference, Kaltura showcased beta versions of AI-powered tools designed for media and telecom sectors. These tools offer automated metadata enrichment, subtitles, dubbing, chaptering.

Next →


SOURCES



Building Business Resilience: Episode 1 Season 1



Building Business Resilience: Episode 1 Season 1



Product Roadmap Q2 2025 Document

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NEXT STEPS

Give me the key points →

Give me recommendation on related topics →

I want to know further on the same topic →

Ask me anything →

Content requirements

- Each relevant entry includes at least one English caption file (multiple languages are supported, but English is required).
- If you use machine-generated captions, consider adding a dictionary to improve accuracy for domain-specific terms and names.
- Genie will always use the caption file with the highest accuracy available.
- Genie also pulls from DOCX, PPTX, and PDF entries that meet these content

requirements.

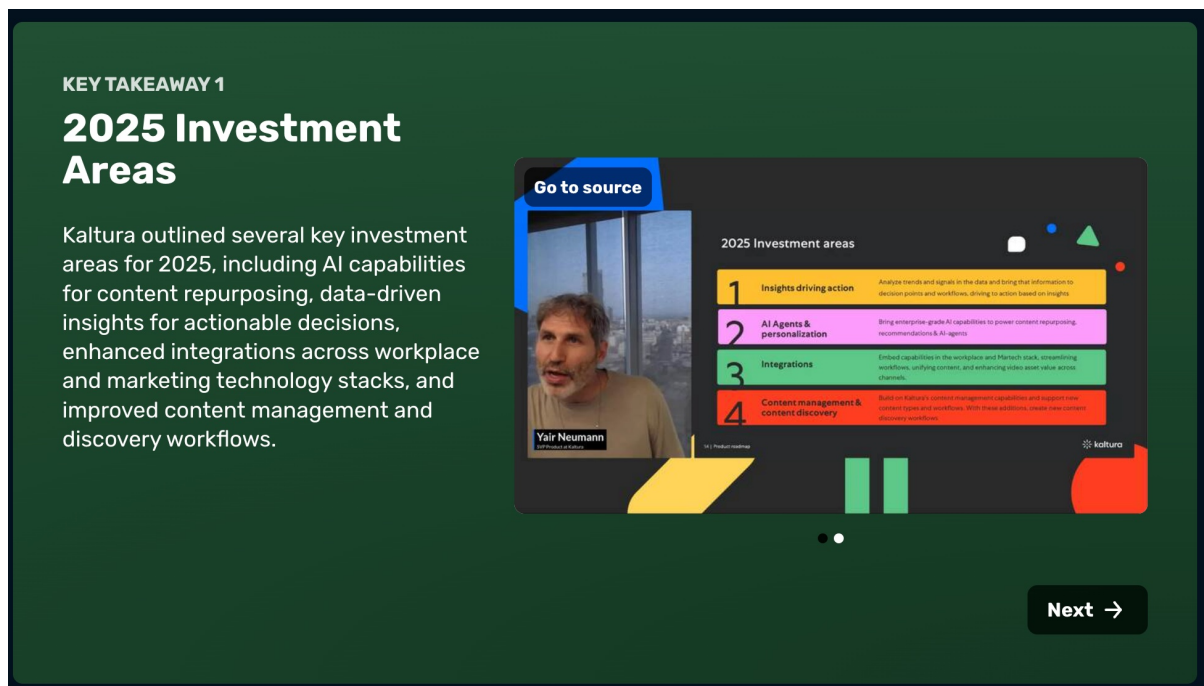
OCR support

OCR (Optical Character Recognition) extracts visible text from video content, such as slides or whiteboards. This can improve searchability and enrich flashcard results.

To use OCR:

1. Your Kaltura account must have [REACH](#) enabled.
2. OCR must be enabled in the Genie configuration for specific Genie IDs.
3. Videos must have OCR metadata, which is generated by ordering a REACH task.

Once processed, OCR data is automatically added to Genie's searchable content. Flashcards that use OCR show image thumbnails with a **Go to source** link.



For ordering instructions, see our articles [Order captions](#), [Order captions via KMC](#), and [Order OCR](#).

Document support

Genie also supports document entries, specifically **DOCX**, **PPTX**, and **PDF**, making it less dependent on video content and dramatically expanding its coverage. Content from these documents will appear in Genie results as text summaries and will also be listed in the Sources section, just like videos.

For more information, check out [Document entries](#).

INTRODUCTION

Setting Up Wotchit in Kaltura MediaSpace

To set up Wotchit (also referred to as Wochit in the documentation) in Kaltura MediaSpace, you need to follow these steps:

1. Search for the 'Wotchit Video Module' in your MediaSpace Configuration Management panel.
2. If you don't have access to the Configuration Management, contact your Kaltura CSM (Customer Success Manager).
3. When activating the Wotchit module, use the *allowedRoles* dropdown to select which users you want to grant access to.
4. Once these settings are configured, you and your users can start creating videos.

For additional customization options such as adding openers/closers, logo bugs, updating default colors and fonts, creating custom text overlays, or adding custom transitions, you should contact

Start →

Save Share

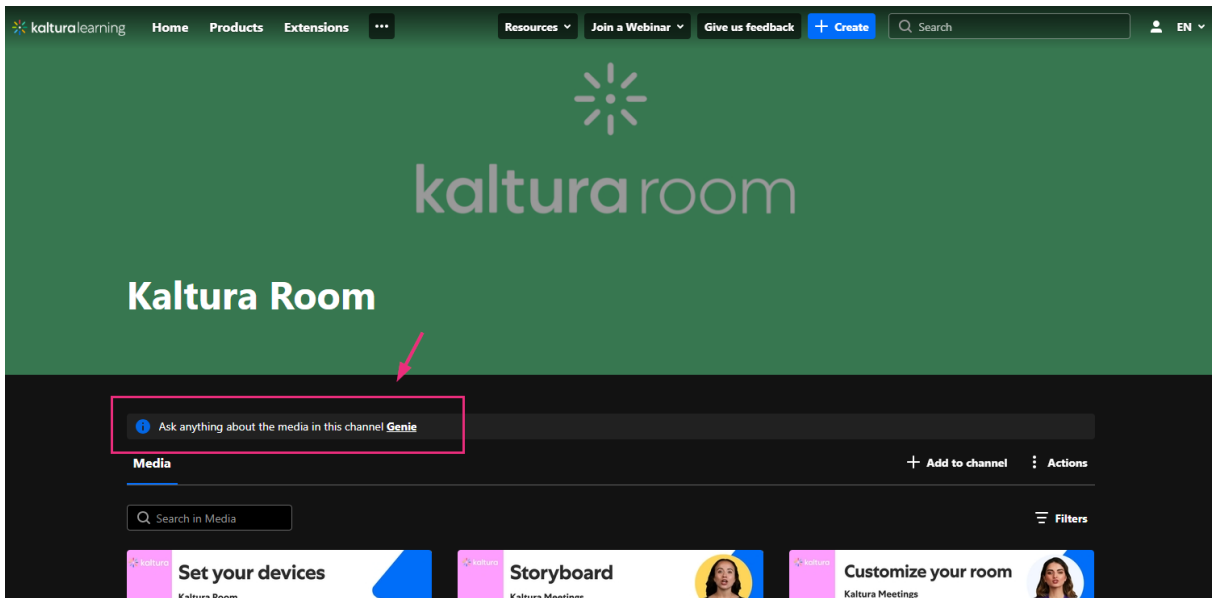
SOURCES

Kaltura-Wotchit User...

Document

Channel-based Genie

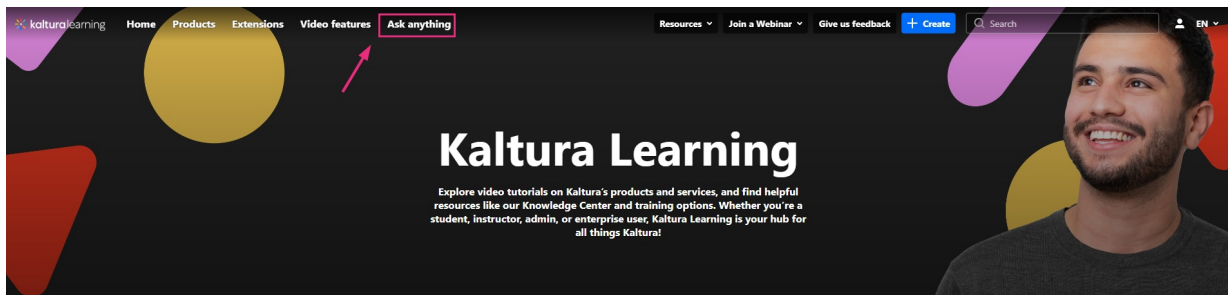
You can enable Genie at the channel level for more contextual answers. Choose to enable it for all channels or just specific ones. When active, a banner appears on the channel page and users click **Genie** to open the 'Ask Anything' page.



The screenshot shows the Kaltura Room interface. At the top, there's a navigation bar with links like Home, Products, Extensions, Resources, Join a Webinar, Give us feedback, and a Create button. Below this is a large green banner with the Kaltura logo and the text "Kaltura Room". A red arrow points to a banner at the bottom of the green area that says "Ask anything about the media in this channel Genie". Below the green banner is a dark blue section with a "Media" tab and a search bar. At the bottom, there are four cards: "Set your devices", "Storyboard", "Customize your room", and another "Customize your room" card.

Add Genie to navigation bar

Add a link to Genie to your navigation bar so users can find it easily. Check out our article [Navigation module](#) for instructions.



User access & permissions

Genie strictly follows your existing user access controls - it only shows entries the user has permission to see. You can enable Genie for everyone in a **specific user role**, limit it to a **specific user group**, or allow access for **unauthenticated visitors** on public video portals.

Analytics

Admins can request a Genie usage report through their Kaltura representative. This report includes:

- All questions asked by users
- The answers they received
- Any feedback provided (thumbs up/down and explanations)