

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.

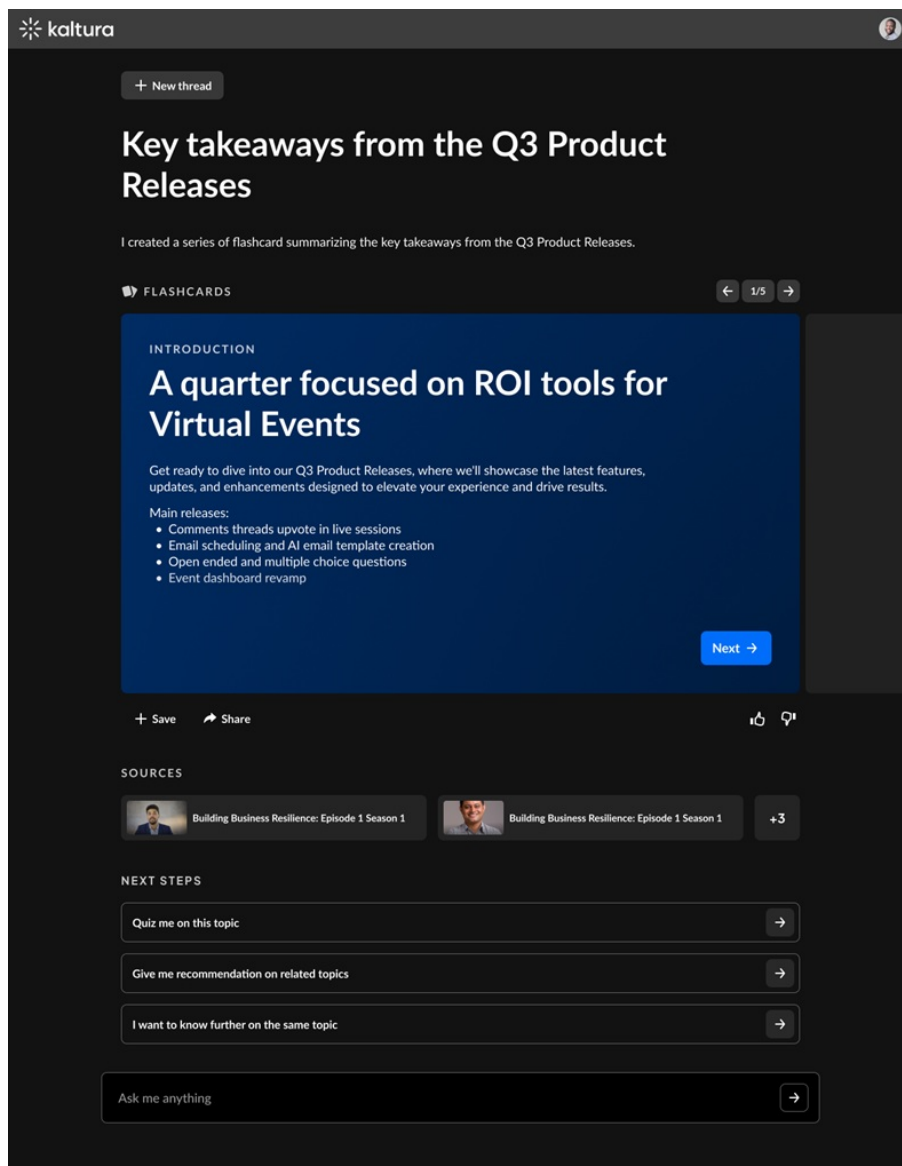
It works within your video portal, event site or LMS video integration, and uses only published, captioned entries organized in dedicated categories. Proper planning ensures Genie runs smoothly, respects user permissions, and stays fully aligned with your content controls.

This guide gives admins an overview of how Genie uses your content, what's required to keep it working well, and how to manage key features like channels, OCR, permissions, and navigation.

How Genie uses your content

Genie only pulls from your organization's own verified videos and documents, and does not use any external sources. It always respects user entitlements so people only see results they're allowed to access, for example, two users with different permissions might get different answers to the same question. Unlisted or private entries are never included.

Kaltura does not use customer data to train its AI models. To learn more, see [Kaltura's Artificial Intelligence Principles](#). For more on user entitlements, visit our article [Video Portal and LMS Video roles and permissions](#).



Content requirements

Genie relies on captions as its main source of information for video and audio entries. Make sure each relevant entry has an English caption file. It's fine to include multiple caption files, but at least one must be in English.

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.

OCR support

When enabled, **OCR** (Optical Character Recognition) pulls visible text from slides, whiteboards, or other on-screen content to help enrich flashcard results.

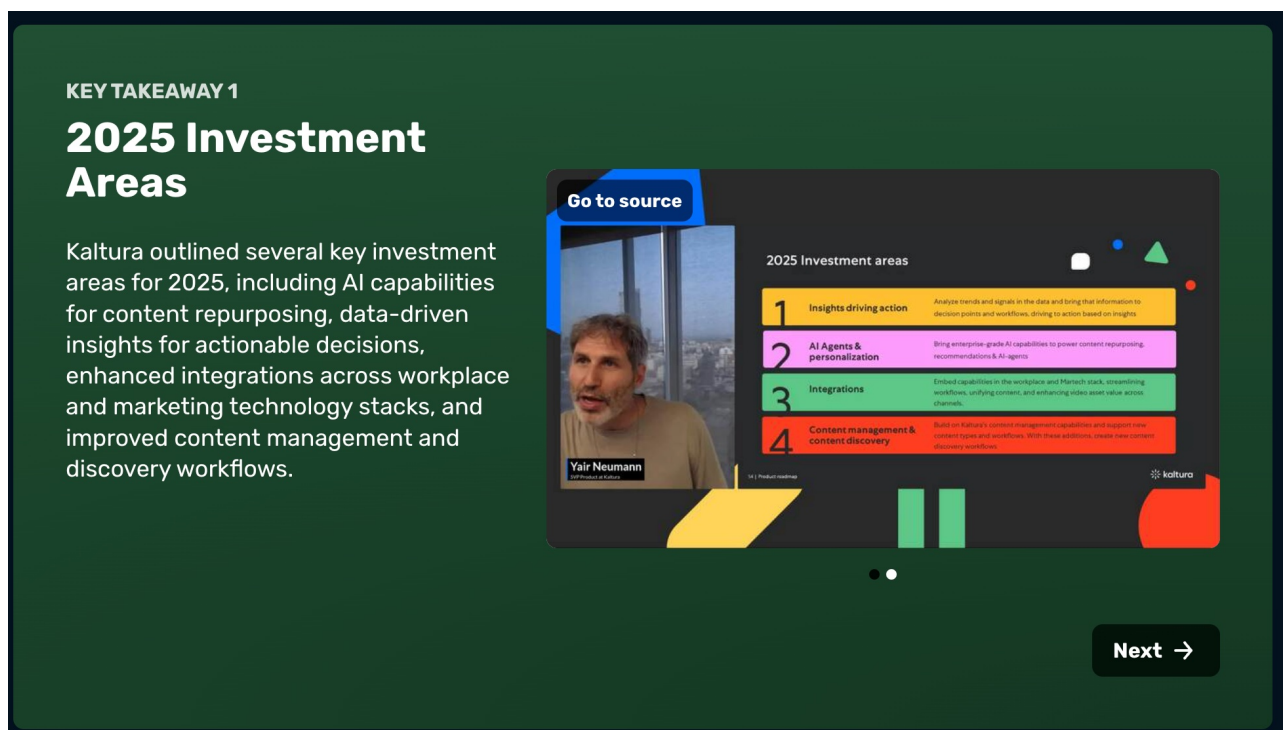
When to use it:

OCR is especially useful for videos with presentation slides, classroom whiteboards, or any other visible on-screen text. 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.
4. Once processed, the OCR data is automatically added to Genie's database.

What it looks like:

Information from OCR text is integrated in the flashcard summary. If specific OCR results are relevant, a thumbnail preview is shown, with a link to the source entry. These entries also appear in the Sources list, alongside videos and documents.



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 in video portal](#).

INTRODUCTION

Setting Up Wochit in Kaltura MediaSpace

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

1. Search for the 'Wochit 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 Wochit 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-Wochit 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.

For instructions, see the [Genie module](#).

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EN

kaltura room

Kaltura Room

Ask anything about the media in this channel **Genie**

Media

Search in Media

Filters

Set your devices

Storyboard

Customize your room

Add Genie to the navigation

Add a link to Genie in your video portal navigation so users can find it easily. Check out

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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.

For instructions on setting up roles and groups, see the [Genie module](#).

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)