Introduction to Kaltura Genie

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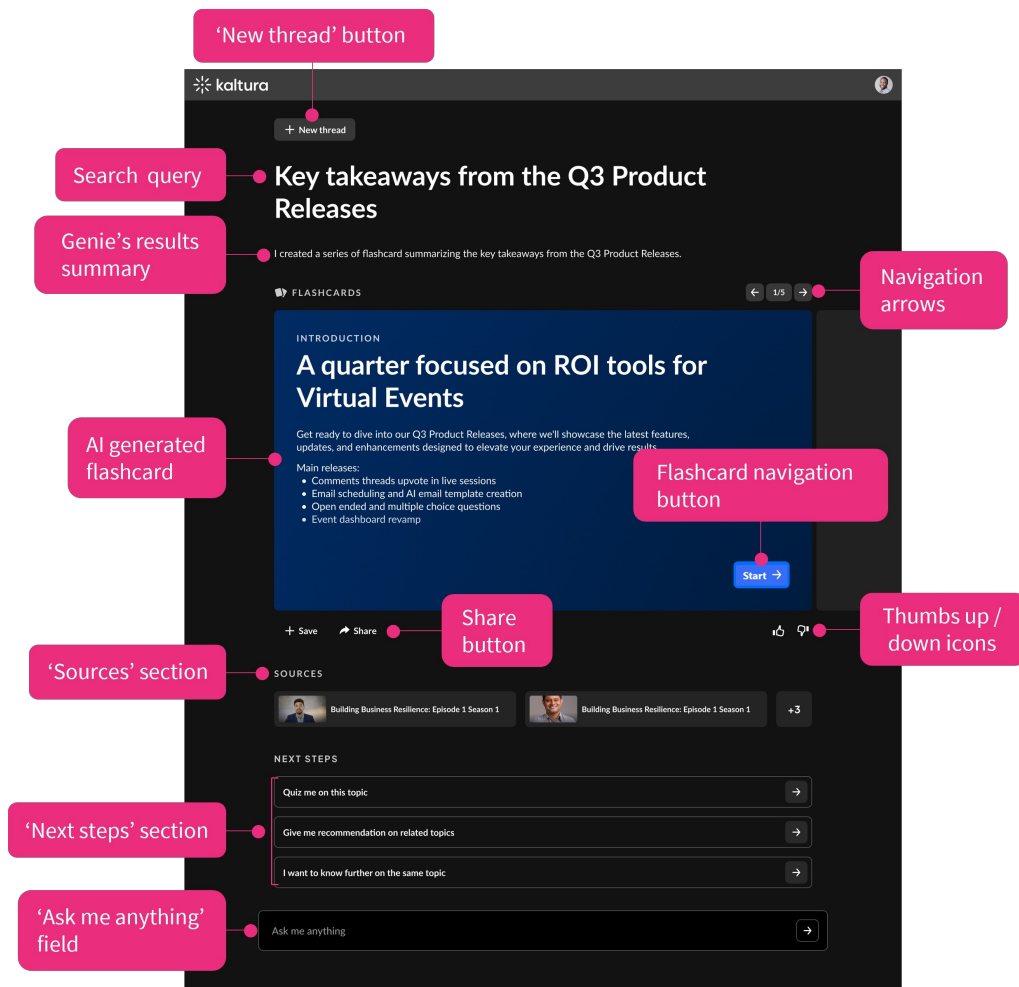> 👥 **This article is designated for all users.**

About

Kaltura Genie is an intelligent, AI-driven knowledge tool designed to help users quickly find relevant, accurate information from their organization's verified content. By simply asking a question, Genie provides structured responses in an intuitive flashcard format, including key takeaways, video clips, and follow-up suggestions to enhance learning and productivity.

Why use Genie?

- **Instant access to knowledge** – No more searching through endless documents; Genie delivers quick, structured responses in seconds.
- **Context-aware AI** – Answers are drawn only from trusted sources within your organization.
- **Interactive learning** – Engage with responses through video flashcards, related resources, and follow-up questions.
- **Enterprise security & compliance** – All data remains secure within your organization's ecosystem.

Whether you are an end-user looking for quick answers or an admin managing Genie's setup and analytics, Kaltura Genie helps streamline knowledge retrieval, making information more accessible and actionable.

Key features

- **'New Thread' button** – Click to start a new search from scratch.
- **Search query** – See your typed question displayed prominently at the top.
- **Genie's results summary** – View a brief explanation of how Genie interpreted your question and generated the answer.
- **Navigation arrows** – Move between multiple flashcards if the answer spans more than one.
- **AI generated flashcard** – View answers in the form of flashcards, including key takeaways and video clips (if available).
- **Flashcard navigation button** – Click 'Start' to navigate to the next flashcard in the response set.
- **Save button (Coming Soon)**
- **Share button** – Copy a link to the specific Genie response to share with others.
- **Thumbs up / down icons** – Rate Genie's response to improve accuracy.
- **'Sources' section** – See the video clips Genie used to generate the response.
- **'Next Steps' section** – Get suggested follow-up questions.
- **'Ask Me Anything' field** – Refine your search or ask additional questions.
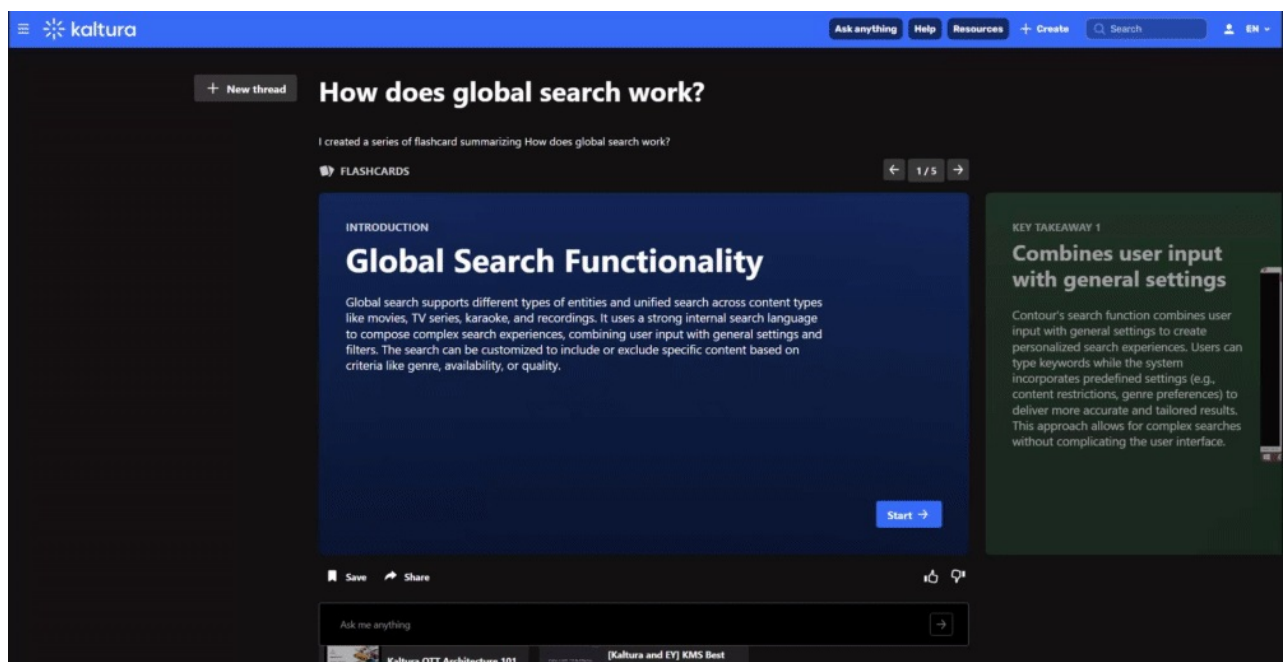
How Genie works

Using Genie is easy - just type a question into the **Ask Anything** field, and it instantly searches your organization's indexed content to generate structured responses. Results appear as interactive flashcards with key takeaways, video clips, and follow-up suggestions to help you dive deeper.

Genie only pulls from content it has access to, ensuring all responses are accurate, relevant, and aligned with your organization's knowledge base. It also respects user entitlements, so the same question may yield different results for different users based on their access permissions.

Its AI continuously improves based on user interactions and feedback, making responses smarter over time.

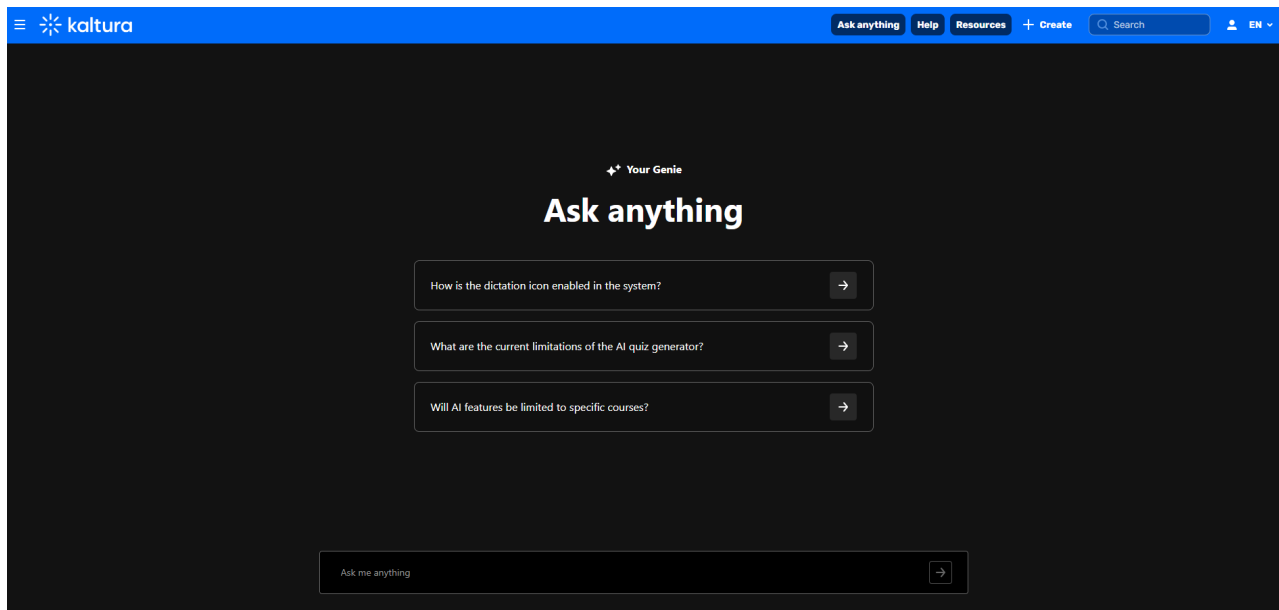For a detailed guide, check out Kaltura Genie - User guide.

Security and data privacy

Kaltura ensures that Genie operates within a secure, closed-circuit environment, meaning:

- **No external AI training** – Genie never learns from or shares your organization's data externally.
- **Role-based permissions** – Users only receive results from content they have access to.
- **Enterprise-grade security** – Genie complies with strict security standards, including ISO 27001, SOC 2 Type II, and GDPR.

- **Data encryption** – All interactions are protected through industry-leading encryption protocols.

How Genie is set up

Genie is configured at the organizational level and is set up by your Kaltura representative. Administrators work with Kaltura to define content access, permissions, and any integrations with internal systems, such as Learning Management Systems (LMS).

Once set up, end-users can access Genie directly through their video portal or integrated platforms. Admins can monitor usage and review analytics to understand search trends and user engagement, helping to ensure Genie provides the most relevant responses.

See Kaltura Genie - Admin guide for more information.