

Introduction to Work Genie

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 This article is designated for all users.

About

Work Genie is an AI-powered knowledge assistant that helps users quickly find answers using only your organization's verified content. Unlike traditional AI tools that search the internet, Genie works exclusively within your Kaltura environment, ensuring accuracy and relevance.

Users can ask natural-language questions and receive structured answers in two formats:

- **Flashcards** that include key takeaways, video clips, images, or document excerpts
- **Text answers** that provide detailed, scrollable responses with links, lists, and summaries

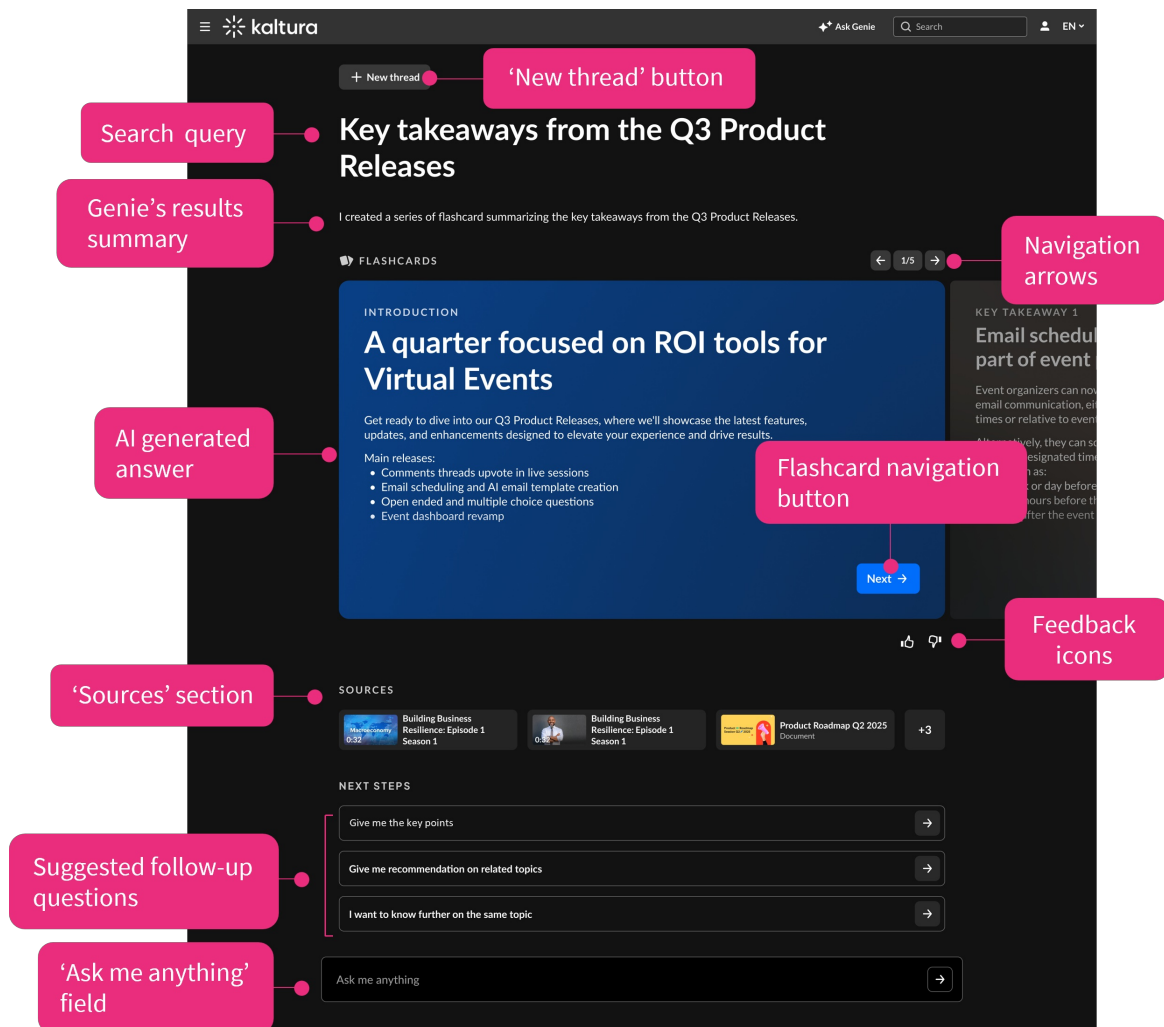
All responses are built from trusted sources like captioned videos, documents (PDF, DOCX, PPTX), and on-screen text (OCR). Genie respects user permissions, so each user only sees content they're allowed to access.

Learn more in our articles [Ask Genie a question](#) and [Understand Genie's answers](#)

Why use Genie?

- **Instant access to knowledge** – Get quick, structured responses without digging through documents
- **Trusted content only** – Genie uses only your published Kaltura content, not external data
- **Context-aware conversations** – Ask follow-up questions and stay in the same thread
- **Interactive results** – Click to view videos, documents, and sources without leaving the page
- **Enterprise-grade privacy** – Fully compliant with security and data privacy standards

Key features

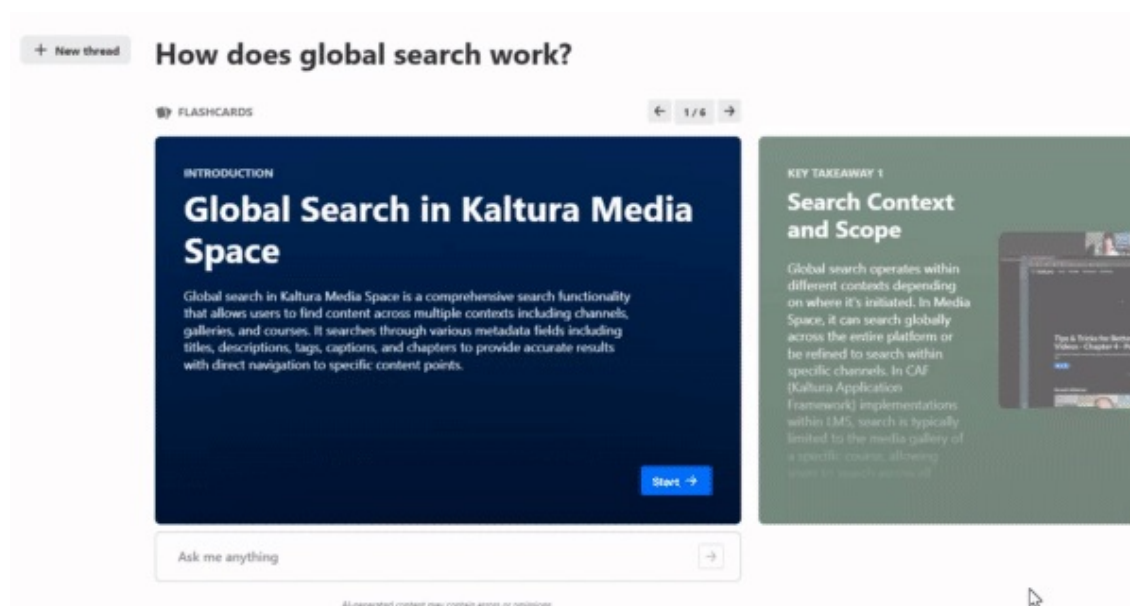


- **'New Thread' button** – Click to start a new search from scratch.
- **Search query** – See your typed question displayed prominently at the top.
- **Genie's results summary** – View a brief explanation of how Genie interpreted your question and generated the answer.
- **Navigation arrows** – Move between multiple flashcards if the answer spans more than one.
- **AI generated answer** – View responses as **flashcards** (as shown in the image above) with key takeaways and video clips (if available), or as structured **text** with summaries, steps, or tables, depending on your question.
- **Navigation button (flashcards)** – Click 'Start' to navigate to the next flashcard in the response set.
- **Thumbs up / down icons** – Rate Genie's response to improve accuracy.
- **'Sources' section** – See all the sources Genie used for building the answer.
- **'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 simple. Just type a question into the **Ask anything** field, and Genie searches your organization's indexed content to generate a structured response. Results appear in either flashcard or text format, based on your question type.

Genie pulls only from accessible, published content and respects user entitlements. That means different users might see different answers to the same question depending on their permissions. The AI also improves over time, learning from user interactions and feedback.



Genie speaks your language

Genie automatically detects the language of your question and replies in the same language when possible. It draws from multilingual content, prioritizing your organization's default language but using the most accurate sources available, even if they're in a different language.

¿Qué permisos se requieren para acceder a las colecciones de canales?

FLASHCARDS

← 1 / 5 →

INTRODUCTION

Permisos para Acceder a las Colecciones de Canales

Los permisos para acceder a las colecciones de canales en Kaltura se configuran a nivel de página y pueden incluir roles aplicativos específicos, usuarios individuales, grupos, o acceso anónimo para invitados.

Start →

KEY TAKEAWAYS

Configurar Permisos de Acceso

Los administradores pueden decidir cómo acceder a las colecciones de canales seleccionando roles aplicativos, desplegando grupos de usuarios, o haciendo disponibles opciones de acceso anónimo.

SOURCES

01:26 How to Associate a Channel to a Channel...

03:09 How To Configure The Channel Collections...

02:00 How to setup users and permissions for...

+3

NEXT STEPS

¿Cómo se configuran los diferentes niveles de permisos para usuarios en un canal específico? →

¿Qué pasos debe seguir un administrador para habilitar el acceso de invitados a una colección de canales? →

¿Cuáles son las diferencias entre los roles de Channel contributor y Channel moderator? →

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.



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

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.
