

Kaltura Genie - User guide

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 This article is designated for all users.

About

Kaltura Genie is a powerful AI-driven tool that transforms how you access knowledge. Unlike traditional AI solutions that rely on external sources, Genie pulls exclusively from your organization's verified content, ensuring accurate, reliable answers, free from hallucinations.

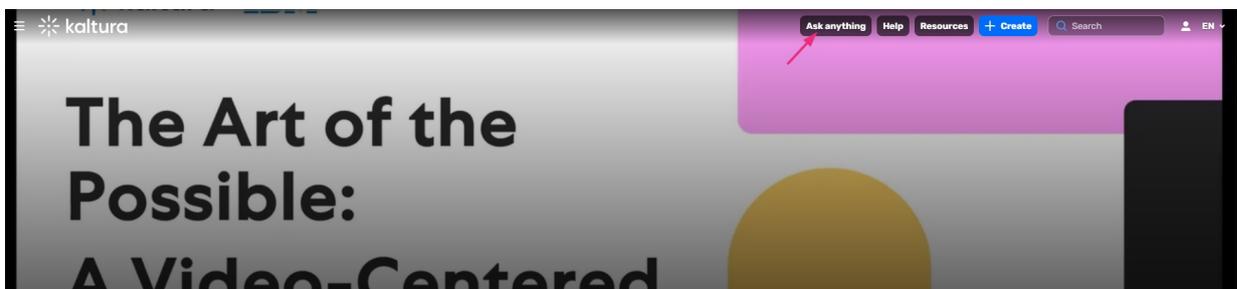
By simply asking a question, you receive structured responses, including key takeaways, video clips, and follow-up suggestions. With hyper-personalized insights and enterprise-grade security, Genie streamlines knowledge discovery, providing you with trusted, relevant information at your fingertips.

Ask Genie

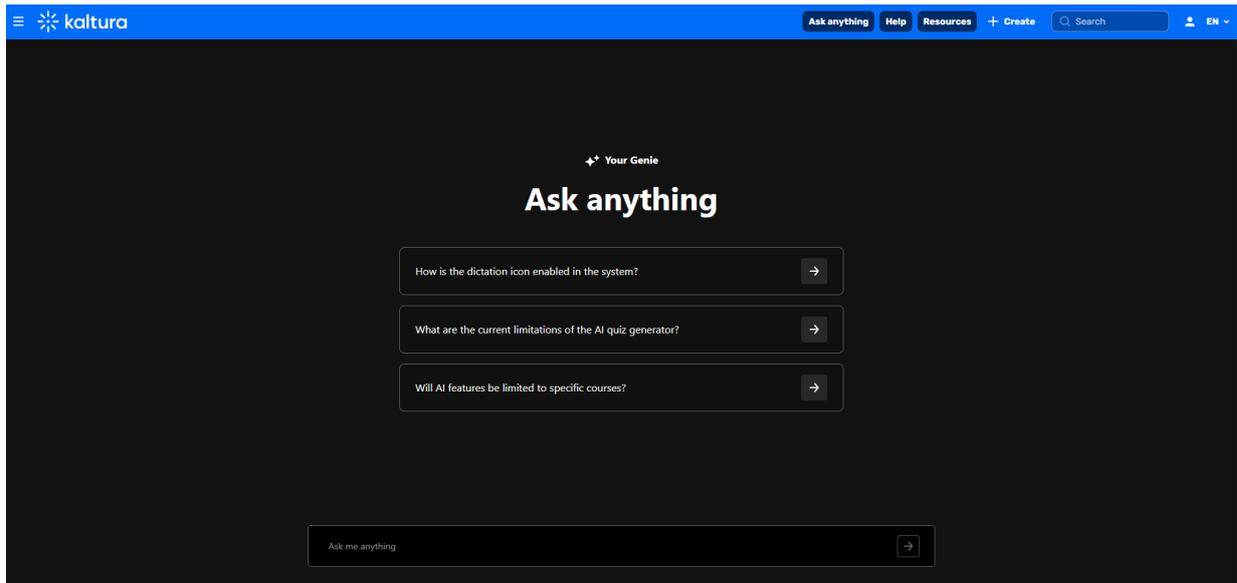
1. In your video portal, click the **Ask Anything** button. Its location may vary depending on your organization's setup - it might be in the navigation bar, on a channel page, or somewhere else your admin has placed it.



Can't access the Genie? Contact your admin to check permissions.



The Ask anything page displays.



2. Type your question into the **Ask me anything** search field to retrieve personalized results.

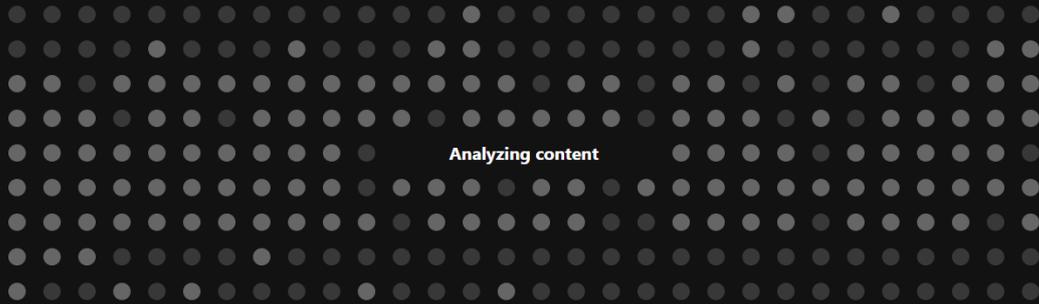


Type your question in natural language (for example, “How do I create a new project report?”).

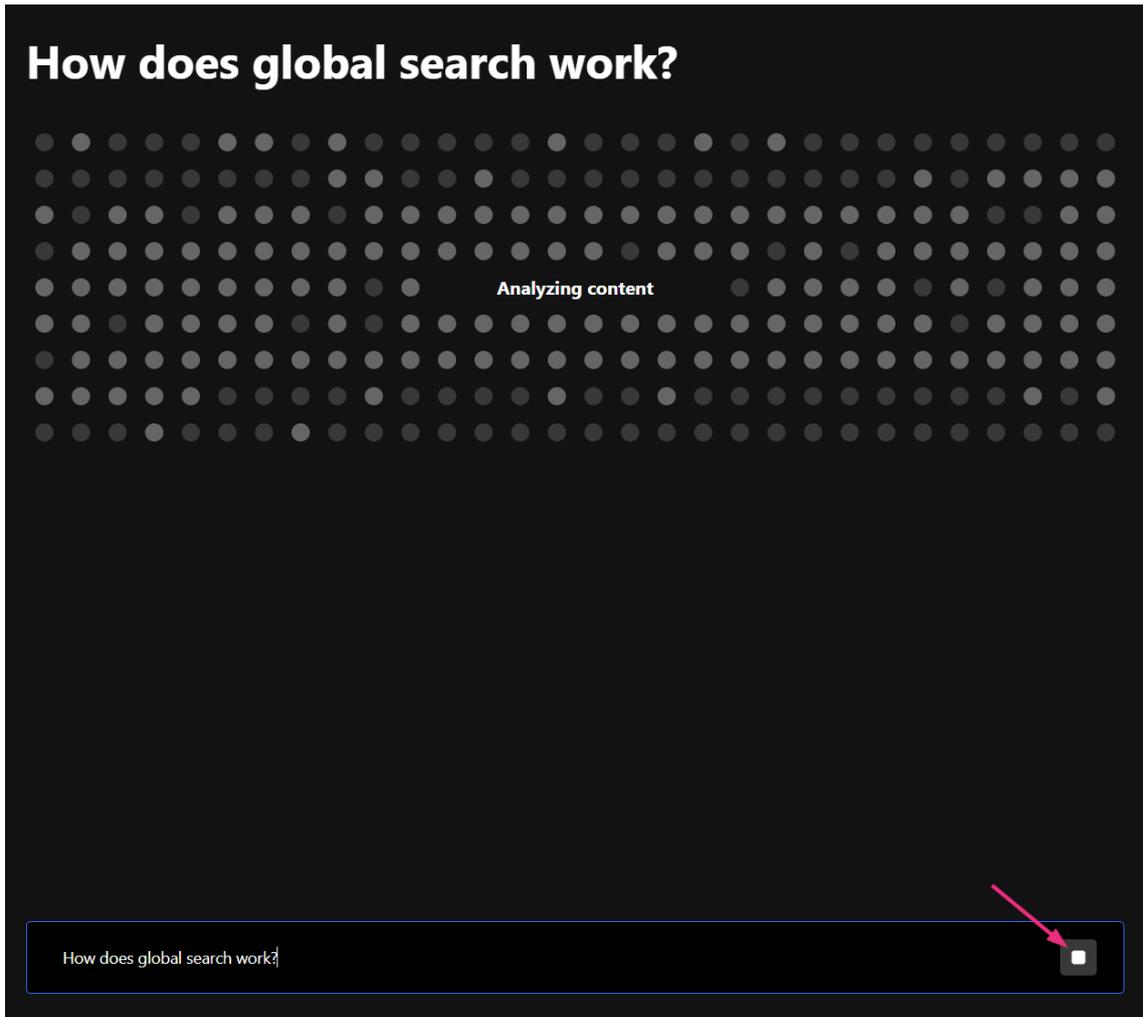
Alternatively, you can click on any of the **three suggested questions** to automatically populate the search field and get an instant response.

3. After typing in your question, press **Enter** on your keyboard.
Genie processes your request, which may take a few seconds. During this time, the **Analyzing content** screen displays.

How does global search work?

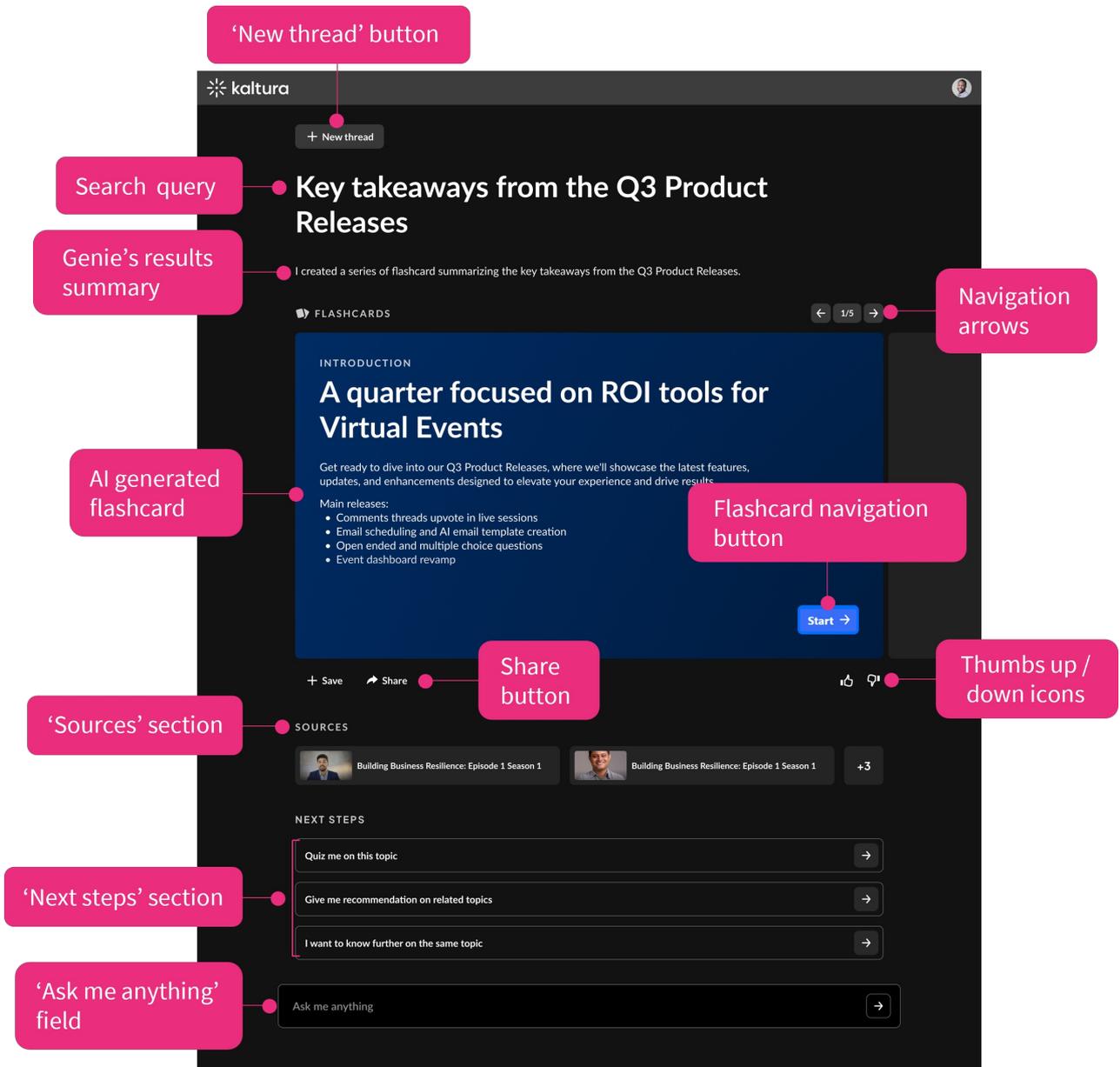


You can cancel the process by clicking the **Stop icon** in the query field.



Results interface

Genie delivers results in an easy-to-navigate interface. Your question appears at the top, followed by AI-generated flashcards that present key takeaways, video clips, and related resources.

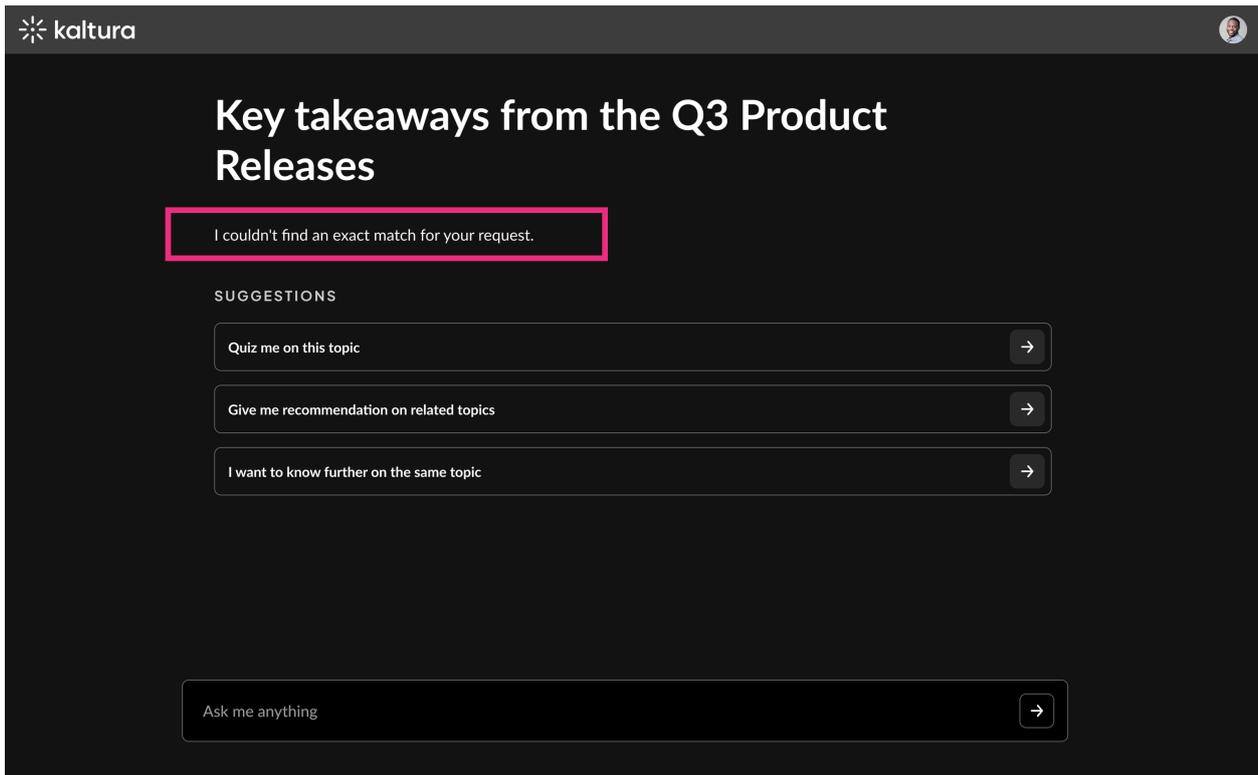


Key features

- **'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.

If Genie cannot find relevant results, it will display the following message: *I couldn't find an exact match for your request.*



If Genie cannot find an exact match for your request, it will suggest alternative questions related to your query.

Review the results

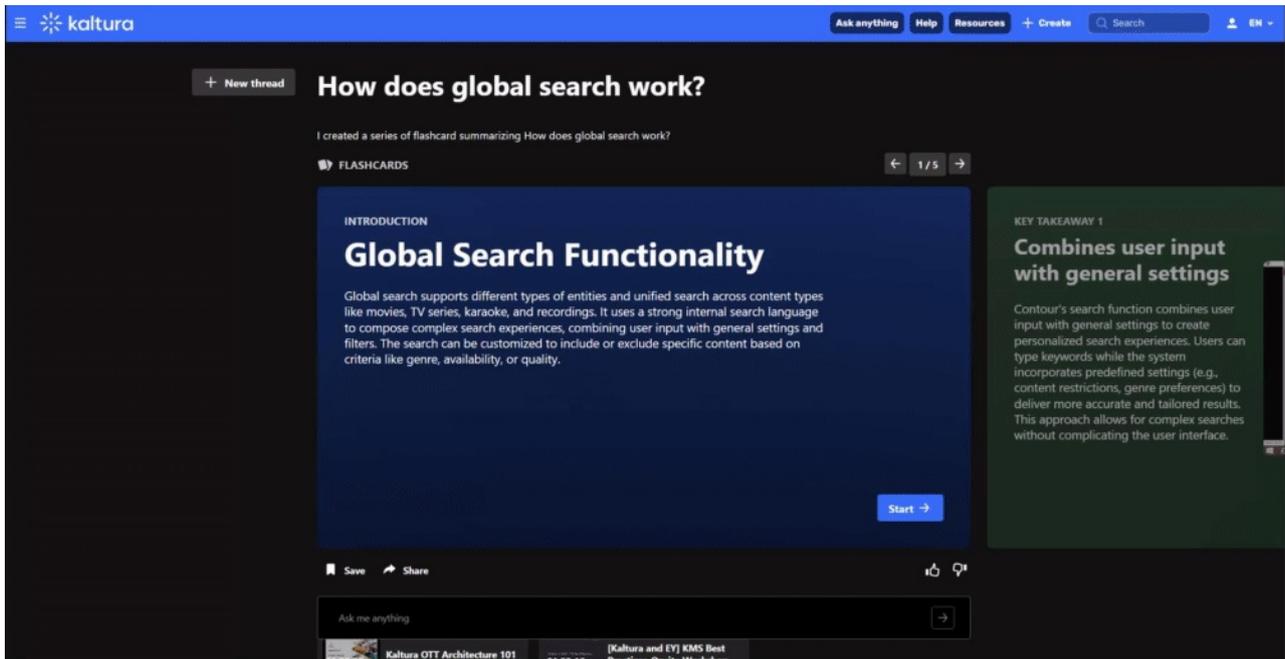
Genie will return AI-generated flashcards with:

- a summary of the answer to the presented question, with each flashcard presenting a certain key takeaway.
- video clips extracted from relevant content.
- links to full videos.

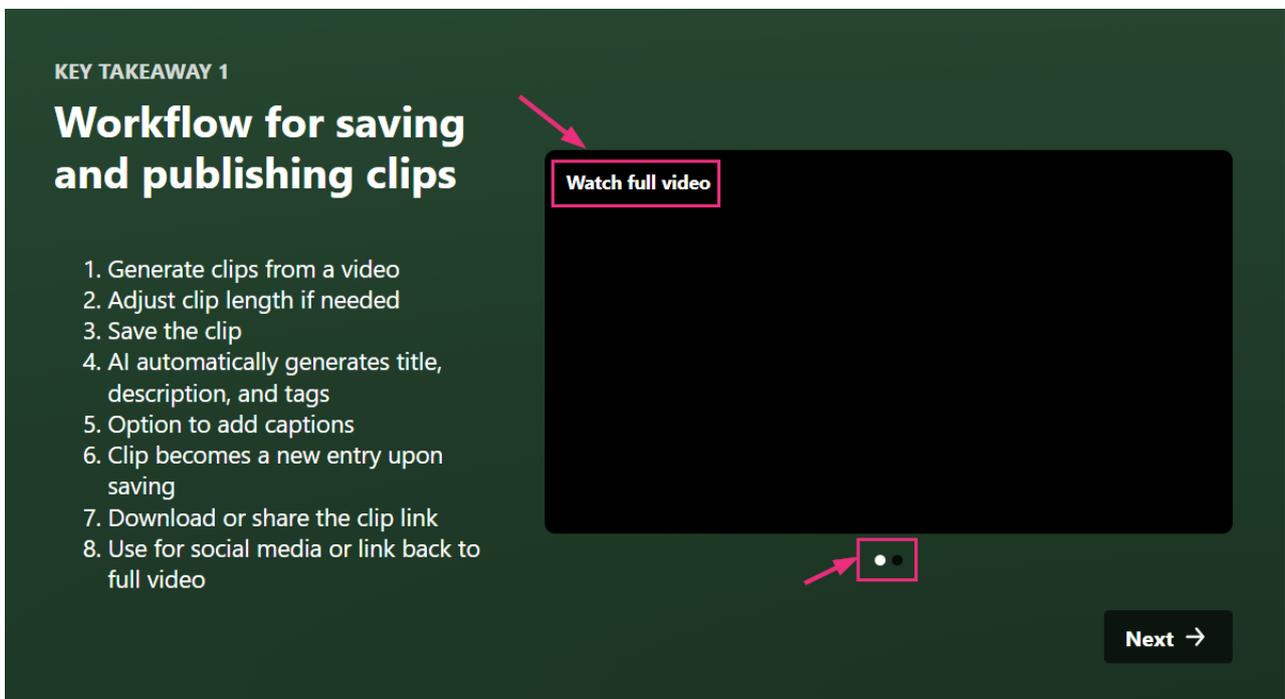


The first flashcard will always be an introduction to the overall answer and will not include a video clip.

Click the **Start** button to navigate through additional flashcards on the topic.



If a flashcard contains a video clip, you can click **Watch Full Video** to be redirected to the entry page of the source video with the player set to the starting point of the clip. Some flashcards may include multiple video clips. You can navigate between them using the dots under the video.



Click the **Share** button to send the response link to colleagues.

What is My Media

I created a series of flashcard summarizing What is My Media

FLASHCARDS

← 2 / 4 →

KEY TAKEAWAY 1

Personal media repository in MediaSpace

My Media is the personal media repository in MediaSpace. It allows users to see all the content they've created or uploaded over time. The My Media repository is private to each user and serves as their personal collection of media within the MediaSpace environment.

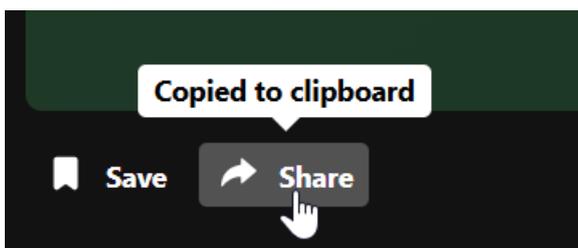
Watch full video

Next →

Save Share

👍 🗨️

The **Share** button copies to the clipboard a shareable link to the specific answer. Any user with Genie access will then be able to use this link to immediately upload the answer generated by Genie.



The **Save** button (for locally saving an answer) is not yet available.

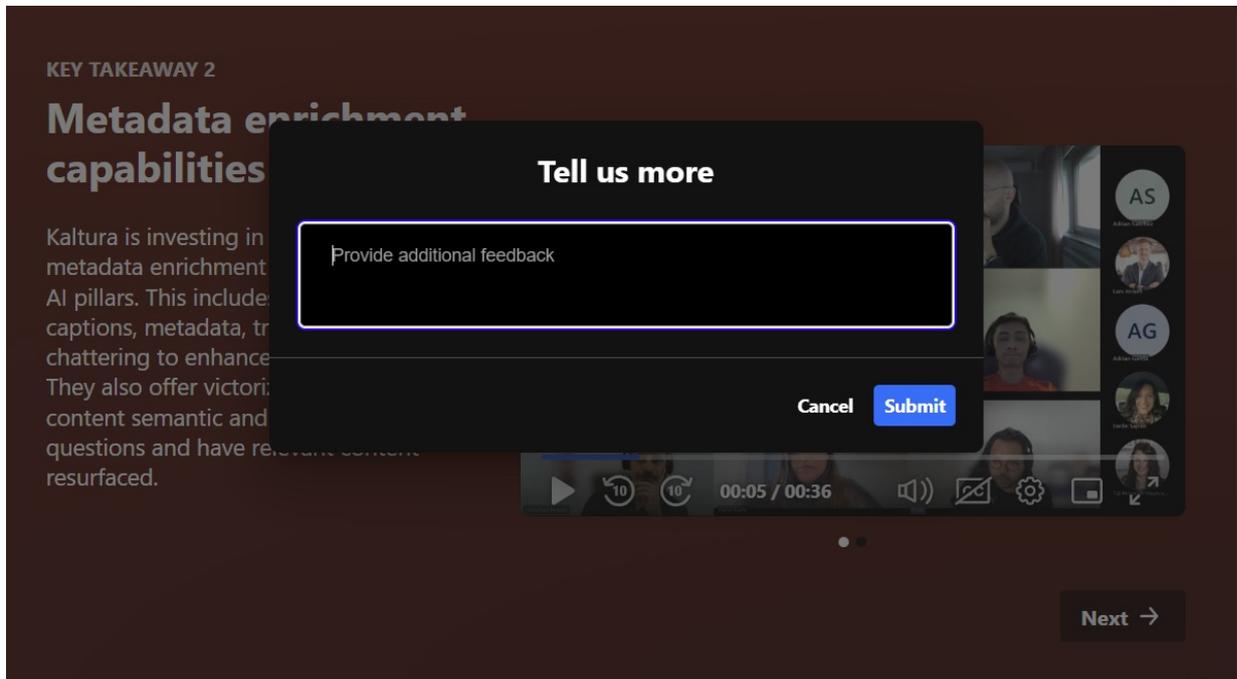
Press the **Next** button at the bottom right of the flashcard to move to the next flashcard.

Provide feedback

Providing feedback on Genie’s responses plays a crucial role in improving its accuracy and future recommendations. When you use the **Thumbs up** / **Thumbs down** icons, you help Genie refine its understanding of what makes an answer relevant and useful.

1. Click a **Thumbs up** or **Thumbs down** icon to provide feedback.

The **Tell us more** window displays.



2. Type in your feedback.

✓

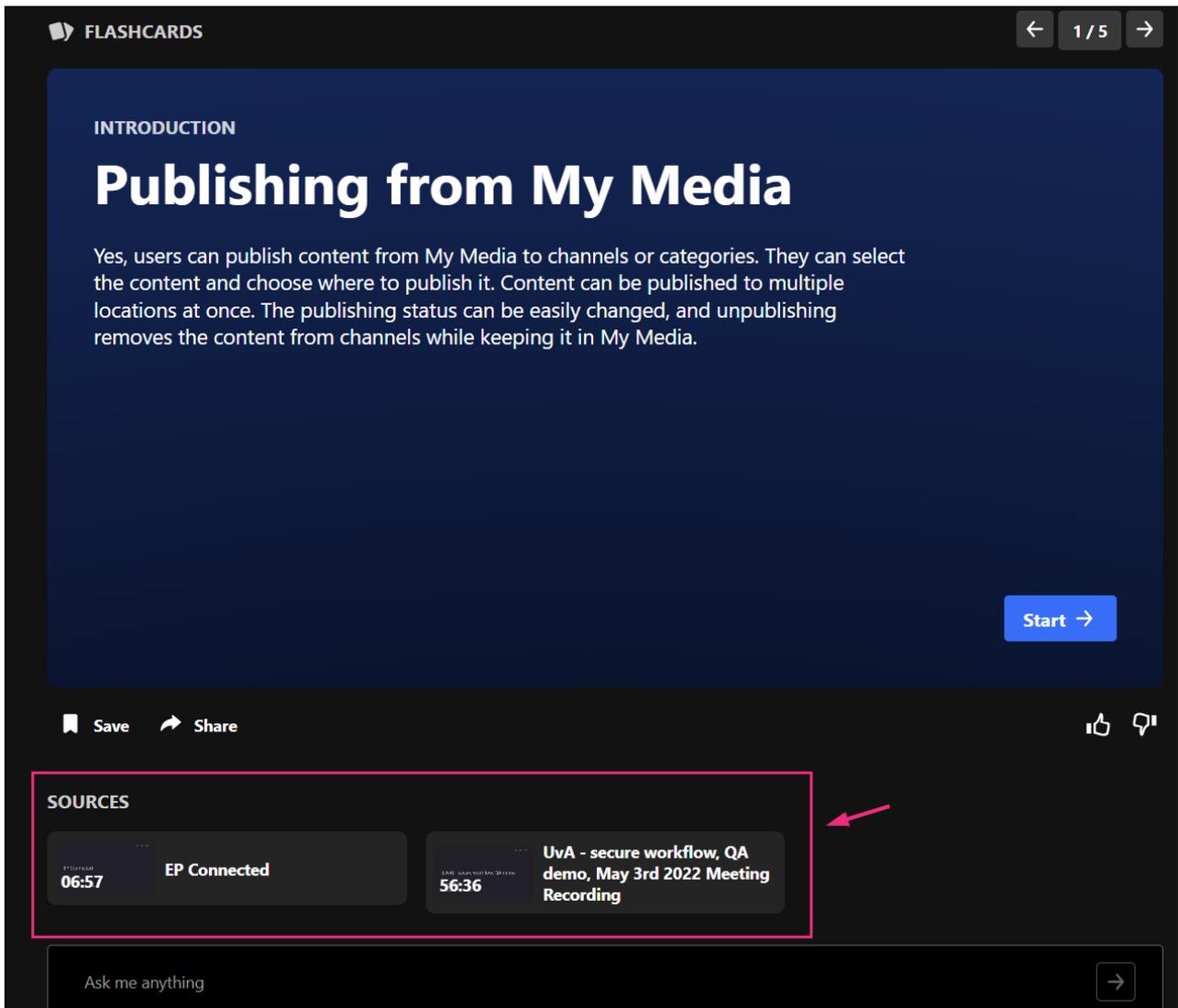
Examples of feedback:

- 👍 *The answer was accurate and the video clip explained it well.*
- 👎 *This answer is outdated. The process has changed.*

3. Click **Submit**.

Sources

The **Sources** section lists the videos Genie used to generate your answer. You can use the sources to verify the content and explore related materials if multiple videos were referenced.

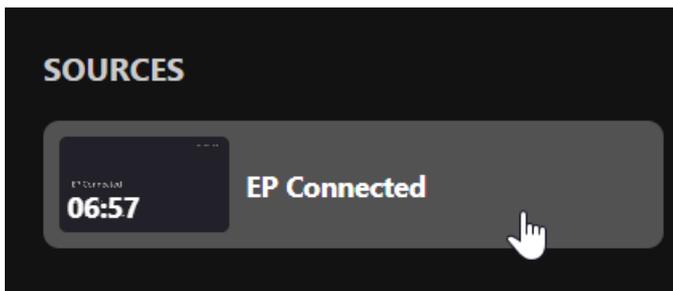


The screenshot shows a Kaltura Flashcard interface. At the top, it says 'FLASHCARDS' with navigation arrows and '1/5'. The main content area has a dark blue background with the title 'Publishing from My Media' and an introductory paragraph. A 'Start' button is in the bottom right. Below the main content are 'Save' and 'Share' icons. A 'SOURCES' section is highlighted with a red box and a red arrow, containing two video thumbnails: 'EP Connected' (06:57) and 'UvA - secure workflow, QA demo, May 3rd 2022 Meeting Recording' (56:36). At the bottom is a search bar with the placeholder text 'Ask me anything' and a search icon.



If multiple flashcards use clips from the same video, that video will only appear **once** in the Sources section, for example, you may have five flashcards with video clips but only two sources.

To access the source, click the video thumbnail to open the full video at the relevant timestamp.

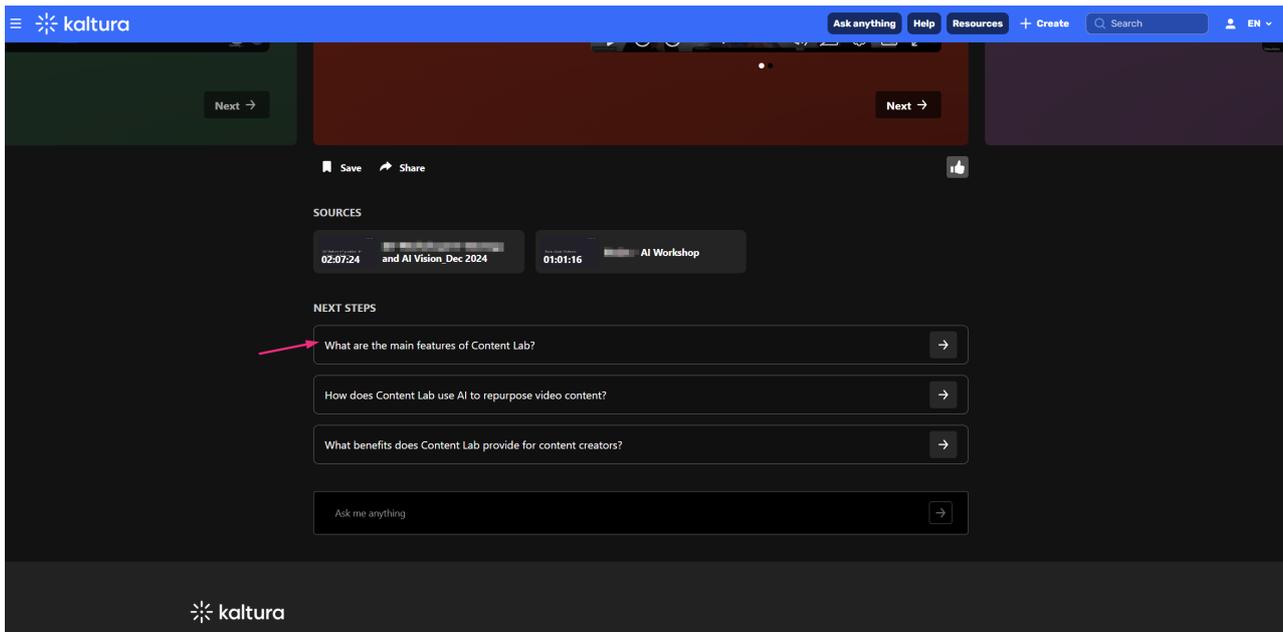


This image is a close-up of the 'SOURCES' section from the screenshot above. It shows a single video thumbnail for 'EP Connected' with a timestamp of '06:57'. A white hand cursor is positioned over the thumbnail, indicating it is clickable.

Refine your search

You can ask follow-up questions in the **Ask me anything** field at the bottom of the window to get more specific information.

You can also click suggested related topics for deeper insights under the **Next Steps** section to help refine or expand your search or follow another learning path based on your query.



Best practices for using Genie

- Use clear, specific queries for the best results.
- Check multiple flashcards to get a complete understanding.
- Use follow-up questions to refine and expand on answers.
- Provide feedback (thumbs up/down) to improve Genie's accuracy.
- No relevant results? Try rephrasing your question or using keywords.