

Class Genie - Admin guide

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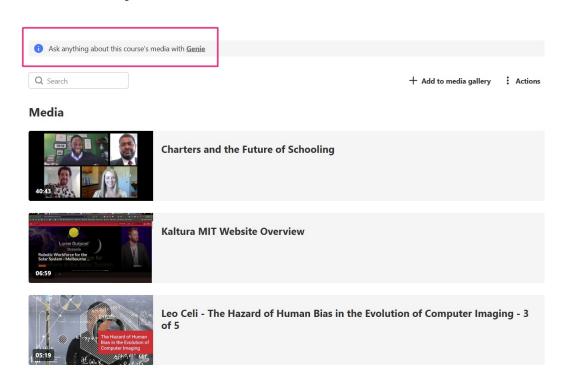
This article is designated for administrators.

About

Class Genie is Kaltura's Al-powered knowledge assistant, designed to help students and instructors quickly find trusted answers based only on your institution's verified course content.

In an LMS environment, Genie works inside each course's Media Gallery, which may also include sub-categories for embedded course content. When active, a banner appears on the media gallery page and users click **Genie** to open the 'Ask Anything' page.

Media Gallery



How Genie uses your course content

Genie only pulls from your institution's verified videos and supported documents stored in your LMS Media Galleries, and does not use any external sources.

Genie always respects course entitlements so students only see content they're allowed to access, for example, two students in different sections may see different



answers depending on their permissions. Unlisted or private entries are never included.

To learn more about LMS video roles and entitlements, see Video Portal and LMS Video roles and permissions.



Kaltura does not use your data to train its Al models. To learn more, see Kaltura's Artificial Intelligence Principles.

Content guidelines

Genie indexes only published, captioned media and document entries that users have permission to access.

- Each entry should include at least <u>one English caption file</u> (multiple languages are supported, but English is required).
- Genie uses the caption file with the highest accuracy available.
- If you use machine-generated captions, consider adding a dictionary to improve accuracy for domain-specific terms and names.
- You can provide a glossary and custom prompts to help Genie understand your organization's internal terminology and communication style. To enable this feature, contact your Kaltura representative.

OCR support

When enabled, <u>OCR</u> (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:

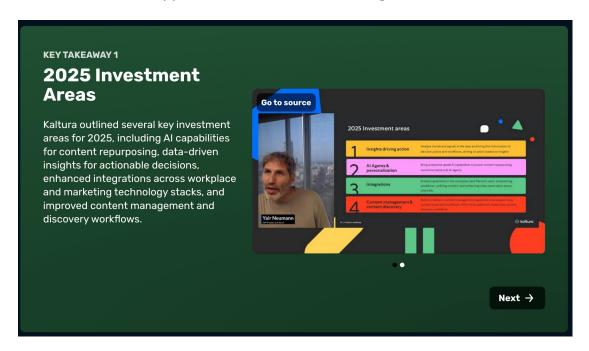
- 1. Your Kaltura account must have REACH enabled.
- 2. OCR must be enabled in the Genie configuration for specific Genie IDs.
- 3. Videos must have OCR metadata, which is generated by ordering a REACH task.
- 4. Once processed, the OCR data is automatically added to Genie's database.

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.



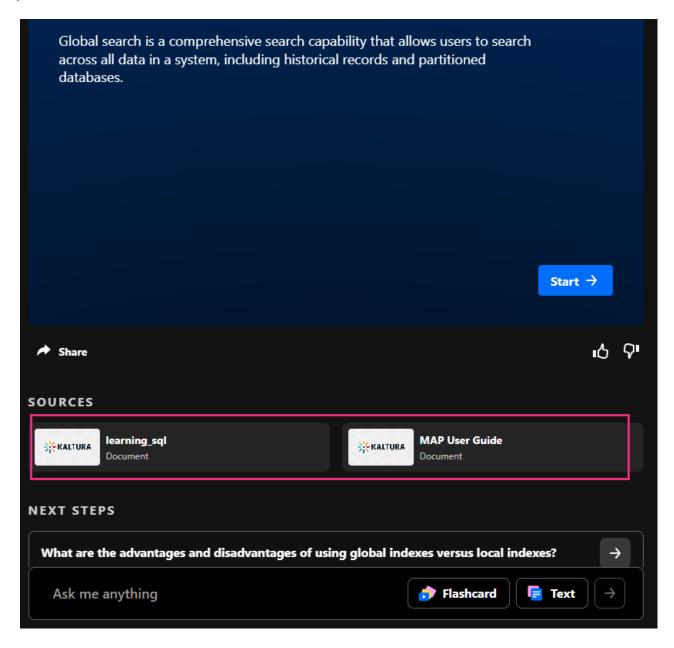
For ordering instructions, see our articles Order captions, Order captions via KMC, and Order OCR.

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.





Enable Genie in specific media galleries

You can enable Genie in specific media galleries to give users contextual answers based on the content within that media gallery. Check out our article Genieai 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)