

Chat and Collaboration widget - Assistant tab

Last Modified on 07/08/2025 4:35 pm IDT

Assistant tab (moderator only)

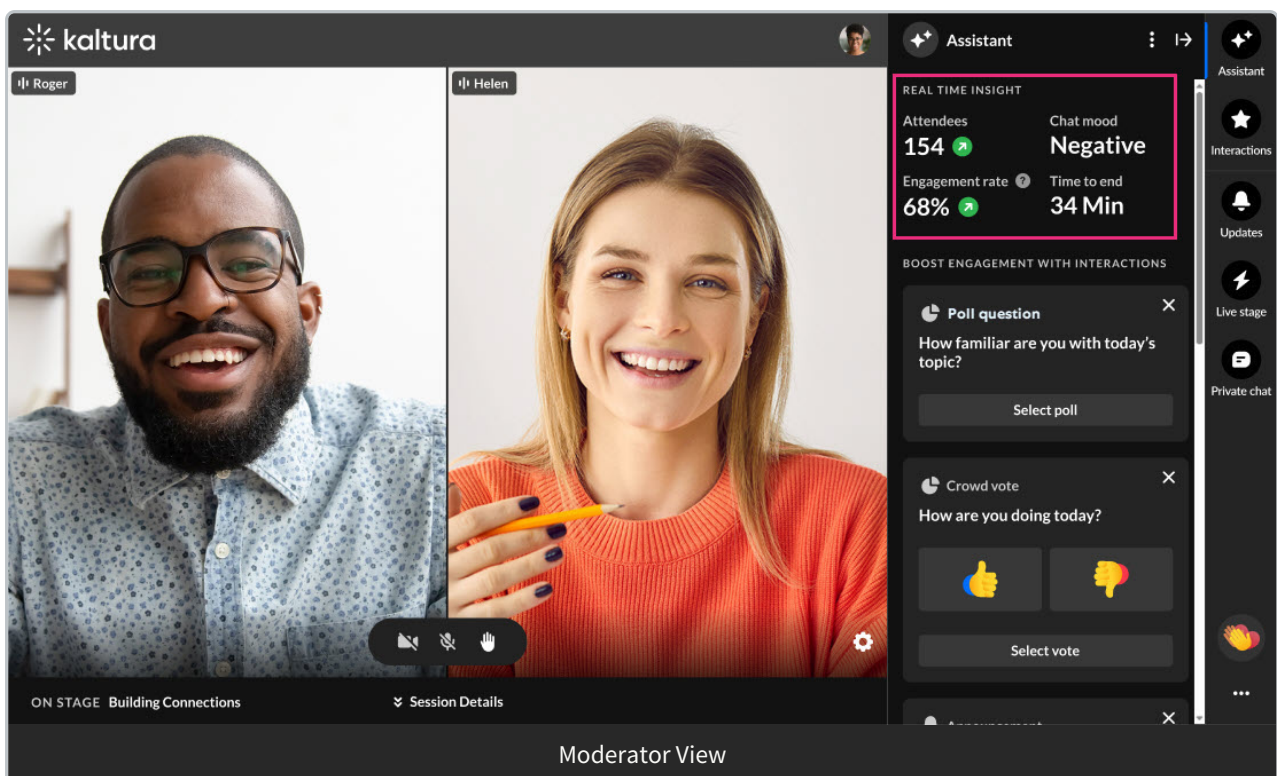


Looking for more information about this feature? Feel free to contact your Kaltura representative.

The Assistant tab offers moderators peace of mind via several functionalities that empower them to more easily moderate and do more with their time during a session.

Gain real time insight on your session

Kaltura pulls a number of crucial data points right into the session, including attendee numbers, chat mood (results of sentiment analysis), engagement rate (viewers who watch in full screen or with the focus on the tab and sound on), and time to end. These real time, crucial metrics keep moderators minded of how their session is performing.



Attendees - The number of attendees currently logged into the session.

Chat mood - This feature revolutionizes the way event team members understand and interact with group conversations. Chat mood analyzer uses sentiment analysis to evaluate the atmosphere expressed in group chats and categorizes it into three distinct

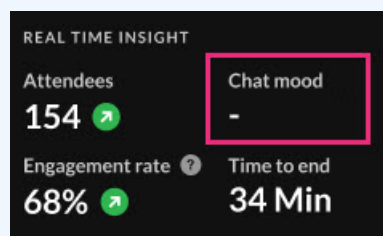
values. Values presented may be Positive, Neutral, Negative, or Quiet (no new messages in the chat for at least 5 minutes). Chat mood analyzer allows event organizers to gain deeper insights into the overall mood and tone of group discussions; make informed decisions based on the collective sentiment of their team or community; and identify and address concerns promptly, fostering a more positive and productive environment.



As with all AI features, this is officially supported in English only.



Note that upon starting a session, sentiment begins calculating immediately, however values take approximately two minutes to display on screen.



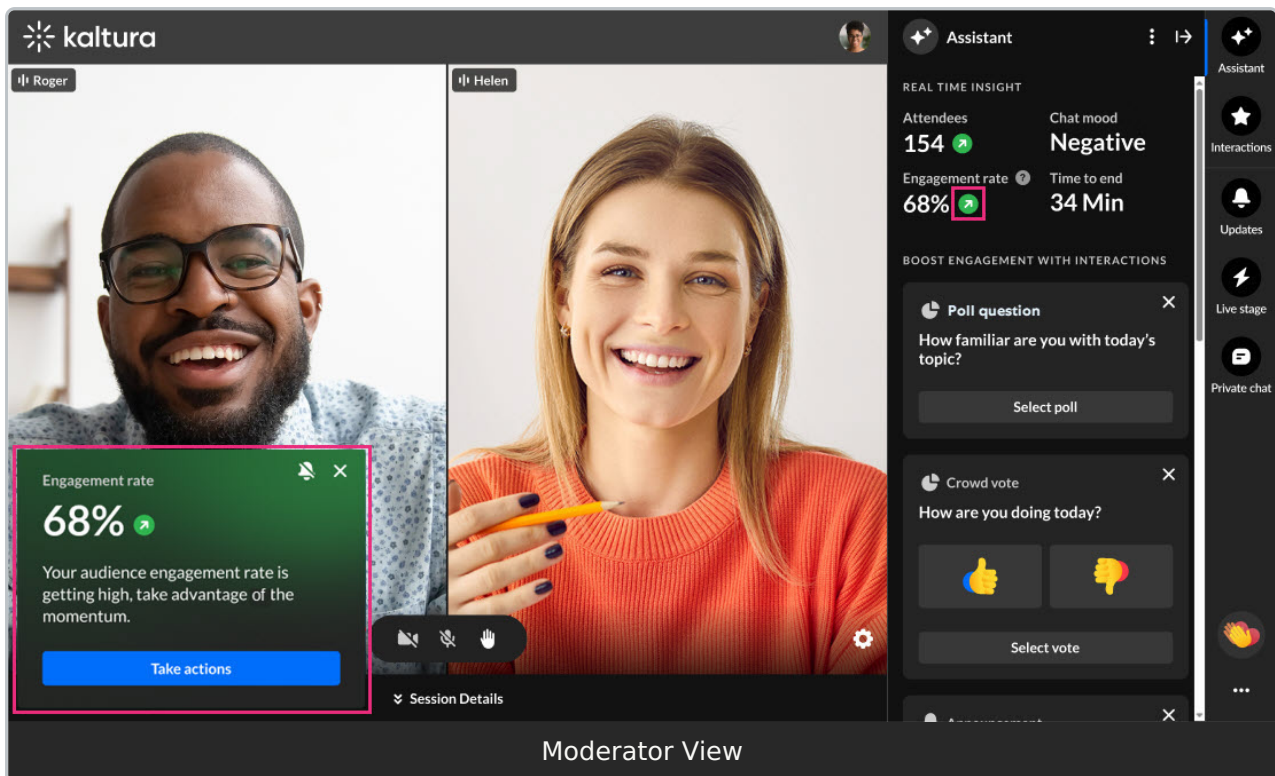
Engagement rate - Viewers who watch in full screen or with the focus on the tab and sound on.

Time to end - The amount of time left in your session.

These real time, crucial metrics keep moderators minded of how their session is performing.

Choose appropriate engagement methods based on indicators and automatically triggered signals

Kaltura provides indicators and signals to moderators based on metric trends. For example, if engagement rates are trending up, a green up arrow is displayed next to Engagement rate and a pop-up notification displays in the lower left corner of the screen. These indicators and signals prompt the moderator to take appropriate action. In keeping with our same example, now may be a great time to send out a poll!



Moderators are, thus, empowered to choose appropriate engagement methods based on what's going on in their session.

Other signals prompting moderators to take action accordingly include the following:

"Time to session - 15 minutes - Webinar starts in 15 min. Open doors for attendees in the lobby."

"Time on session - 5 minutes - Moderator, 5 min left. Send attendees a heads-up now - we're gearing up to roll!"

"Time left on session - 15 Minutes left - Your webinar is about to end. Check out our recommendations."

"Engagement rate - [%] - Your audience engagement rate is dropping, and it's time to boost it."

"Engagement rate - [%] - Your audience engagement rate is getting high, take advantage of the momentum."

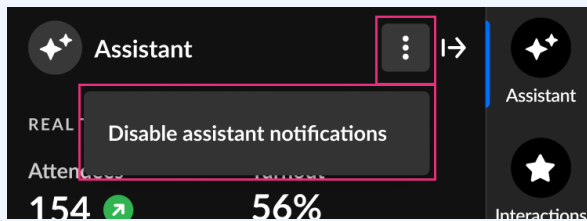
"Attendees - [number] - Attendees are dropping dramatically. Time to take actions."

"Attendees - [number] - Attendees are joining your session. Keep up the momentum."



Not interested in receiving pop-up notifications? Simply click the three-dot action

menu and choose Disable assistant notifications. You can always enable them again later if desired.



Quickly drive actions to boost engagement

Kaltura provides shortcuts to drive these actions (creating and publishing polls, crowd votes, and chat messages to the group) right inside the Assistant, keeping everything at the moderator's fingertips.



Create and publish a poll, crowd vote, or chat message from the Assistant tab

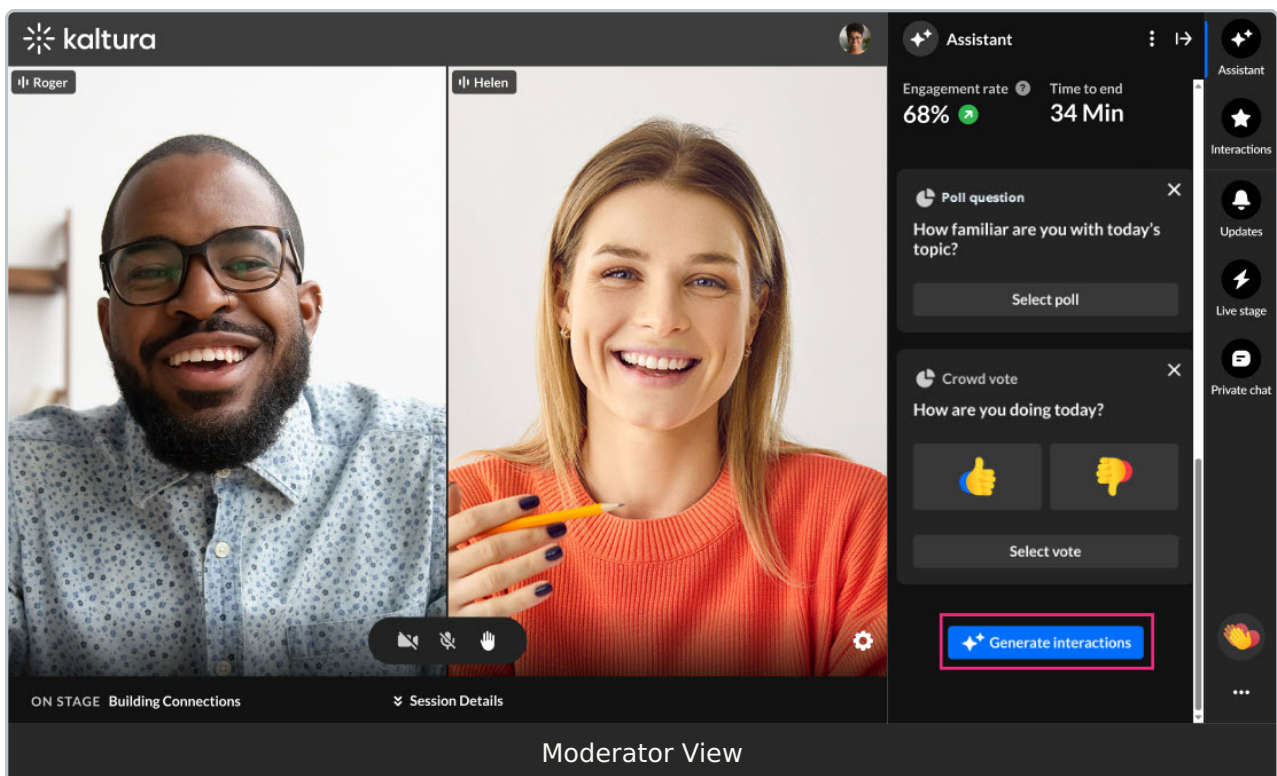
As stated above, you may choose from any of the automatically generated shortcuts to drive actions.

- If you would like to create a poll, click **Select poll**. You are redirected to the [Interactions tab](#) with the poll displayed and text pre-filled for both the question and

possible answers. Edit the question and possible answers as desired.

- If you would like to create a crowd vote, click **Select vote**. You are redirected to the [Interactions tab](#) with the crowd vote displayed and text pre-filled. Edit the text as desired.
- If you would like to create a chat message, click **Select chat message**. You are redirected to the [Live stage Chat tab](#) with the chat displayed and text pre-filled. Edit the text as desired.

You may also scroll down and click **Generate interactions** to generate even more ideas for other possible interactions.



Interested in exploring other tabs of the Chat and Collaboration widget menu? Click [here!](#)