

## Ask an Agentic Avatar questions about your content

Last Modified on 04/29/2026 6:33 pm IDT

 This article is designated for all users.

### About

Use an Agentic Avatar to ask questions through a live spoken conversation based on your organization's verified content.

Agentic Avatar responses use the same underlying knowledge sources as text-based Genie responses.



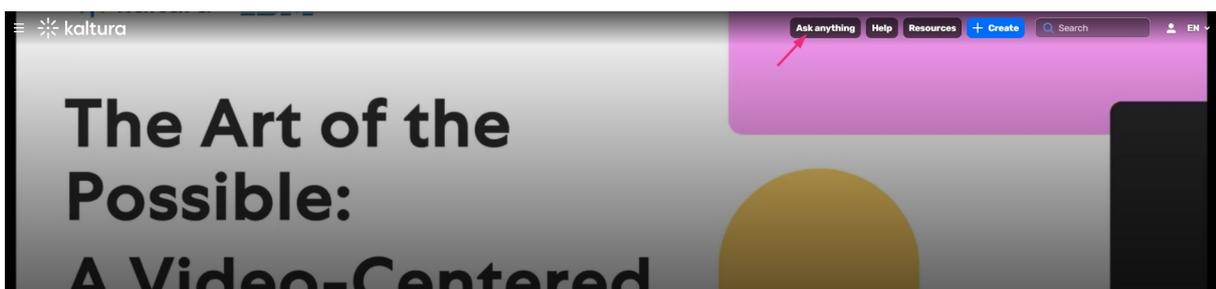
To enable **Agentic Avatars** for your Genie configuration, contact your Kaltura representative.

### Open the Ask anything page

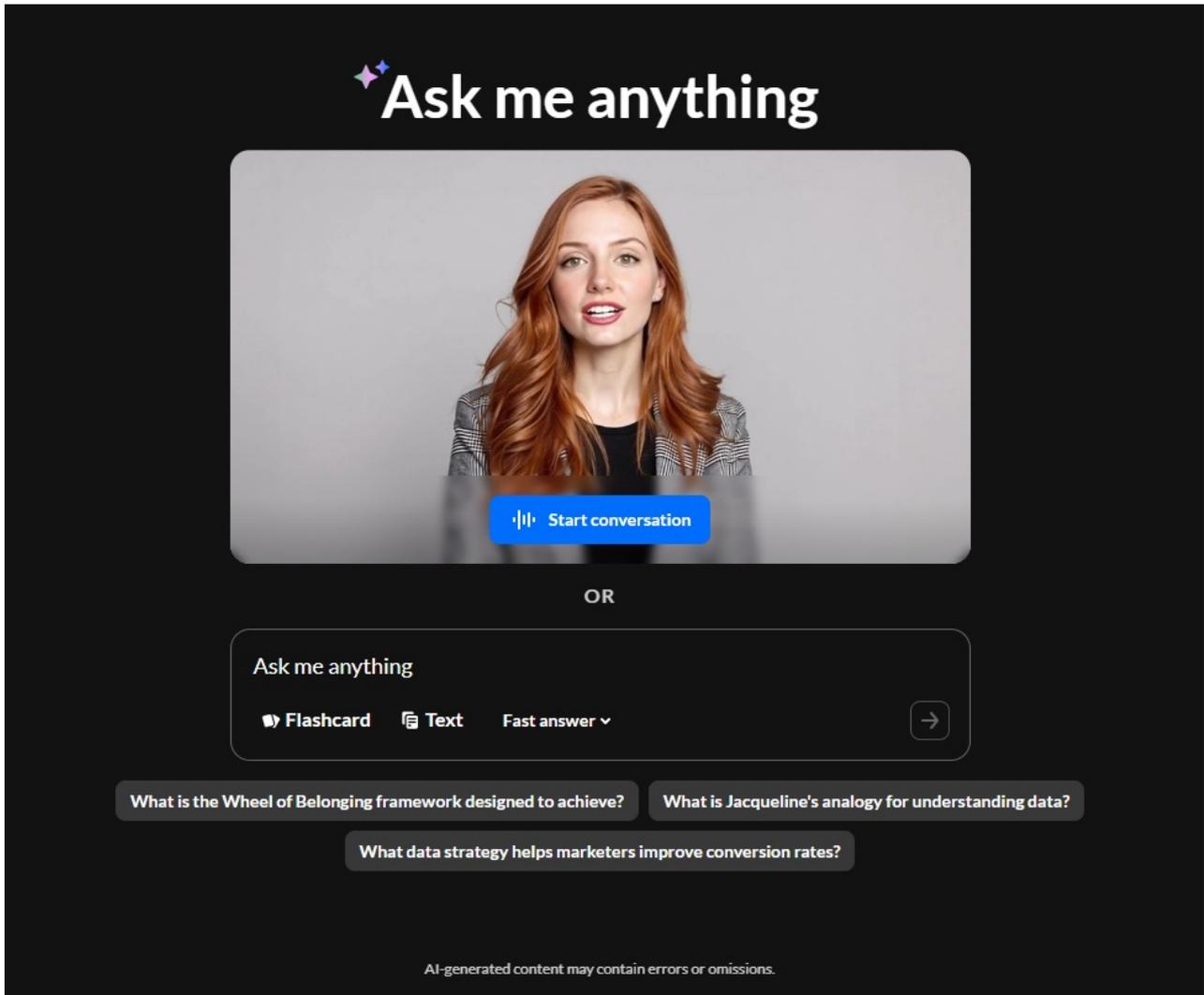
In your [Content Hub](#), click the **Ask anything** button. It might appear in the navigation bar, on a channel page, or in another location your admin configured.



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



The 'Ask me anything' page displays.



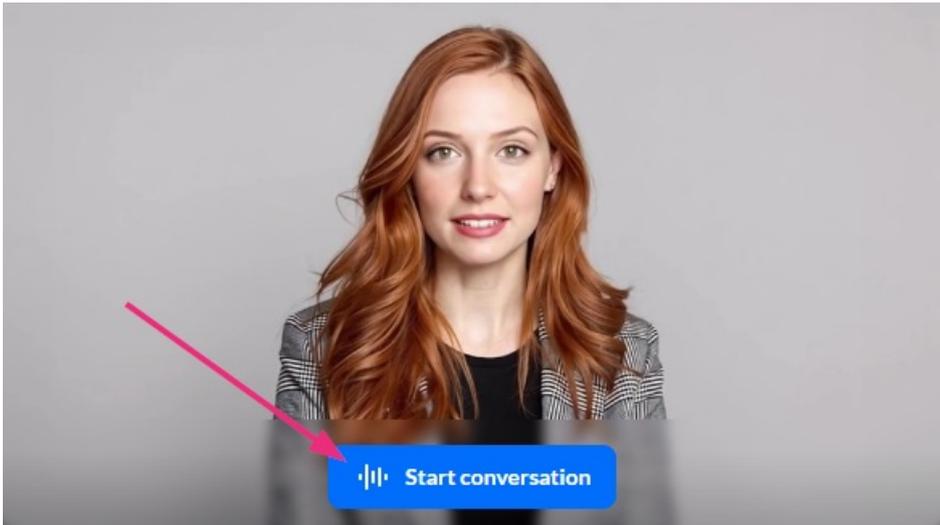
If you don't see the Agentic Avatar option, you can still use Genie by typing your question in the 'Ask me anything' field (see [Ask Genie a question using text](#)).

The 'Ask me anything' page shows the following:

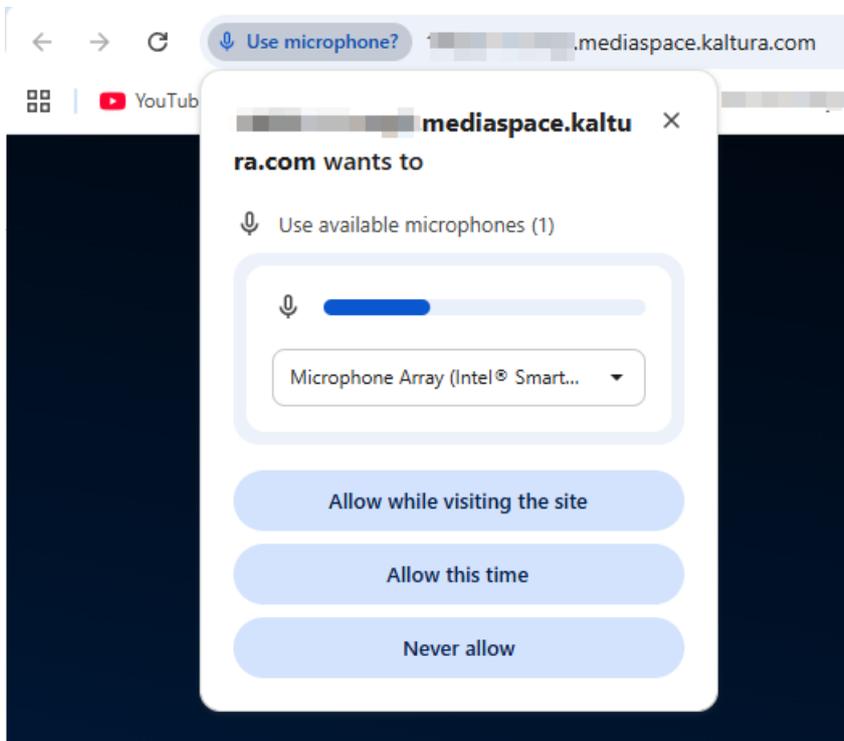
- An Agentic Avatar
- A **Start conversation** button
- The **Ask me anything** input field below

## Start a conversation with the Agentic Avatar

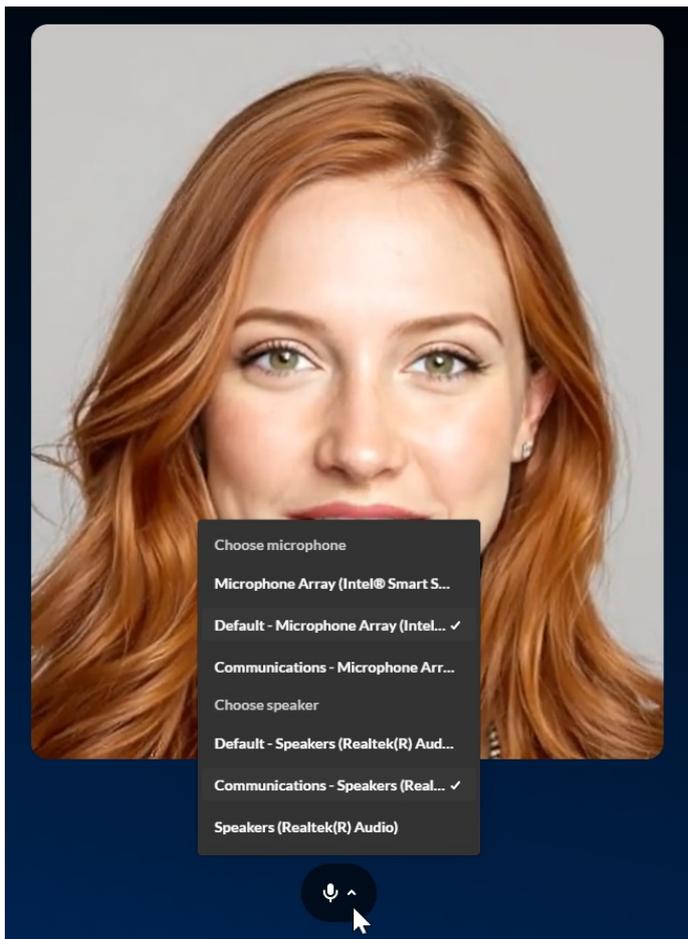
To start a live conversation, click **Start conversation**.



The first time you start a conversation, you're prompted to allow microphone access.



After allowing access, you can select your preferred microphone and speaker from the device selector on the microphone control.



## During the conversation

When the avatar loads, it greets you and introduces itself as an agent. If available, it can use basic profile information (e.g. your name) to personalize the conversation.

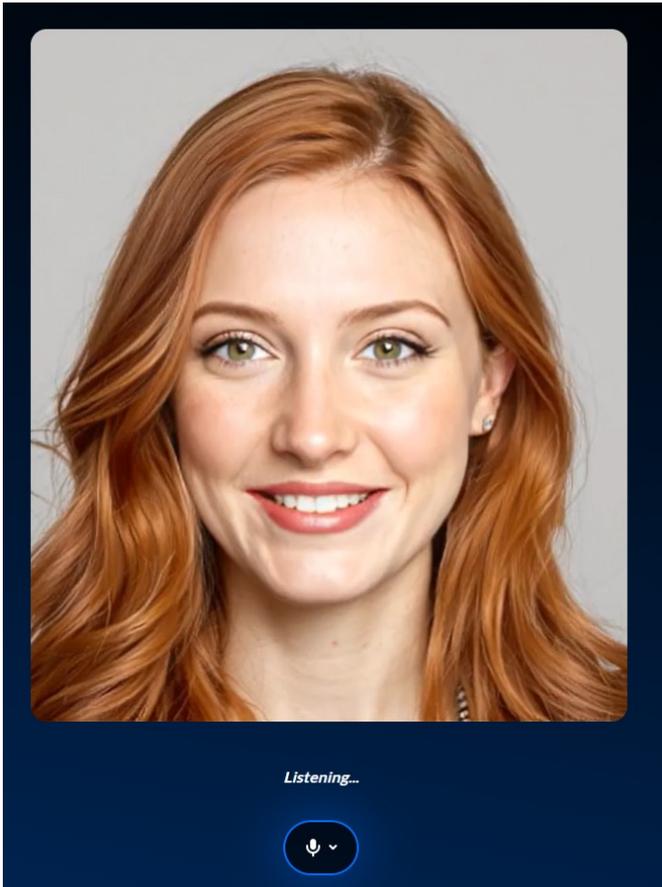
Speak naturally to the avatar and ask your question.

You can:

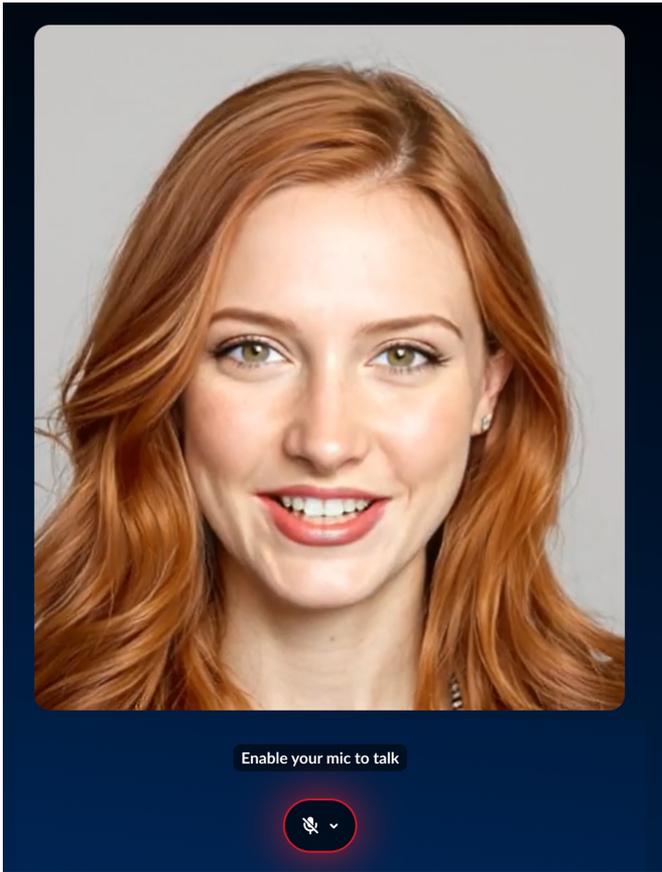
- Interrupt the avatar while it's speaking
- End the conversation at any time

## Microphone indicators

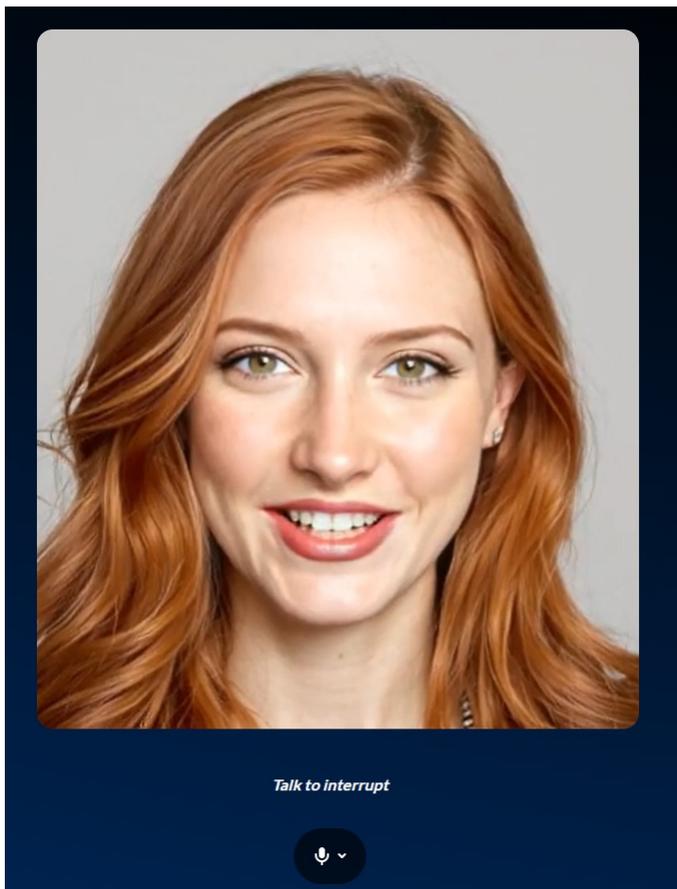
When your microphone is active and you're speaking, a **blue** glow appears on the microphone button.



When your microphone is **muted**, a **red indicator** appears with a message prompting you to enable your mic.

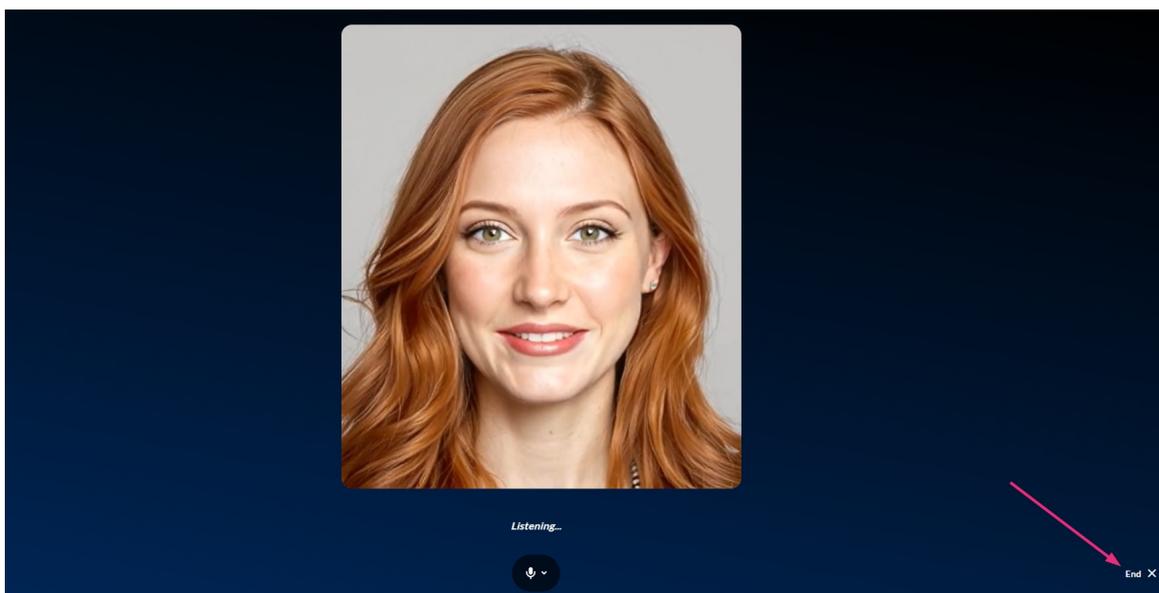


When interruptions are enabled, a *Talk to interrupt* message appears while the avatar is speaking.



### After you end the conversation

When you end a conversation, click **End** in the lower right corner to return to the main screen.



When you exit to the main screen, you see a text version of your conversation with the avatar

## Start a new thread

Click the **New thread** button at the top right to start a new conversation.

How to Ask Better Questions and Improve Answer Quality from Genie



How does Genie work?

✦ I'll retrieve the instructions on how Genie works for you. Now let me search for information about how Genie works. Genie is an AI-powered assistant designed to provide personalized, contextual support and learning experiences. Here's how it works:

**Core Functionality:**

- Genie answers questions based entirely on your organization's existing indexed content and knowledge base
- It delivers real-time answers directly within sessions and interactions
- The AI is trained to understand your specific organizational context and provide accurate, relevant responses

A new thread opens and the avatar screen appears, ready for your next question.



To learn how to share or collaborate on Genie answers, see [Understand Genie's answers](#).

## Multilingual support

Genie can respond in the language you use to ask your question. It automatically detects the language and pulls from matching multilingual sources.

If content isn't available in your preferred language, Genie will return the most accurate results it can find, even if they're in another language.