

## Ask Genie a question

Last Modified on 09/04/2025 1:36 pm IDT

 This article is designated for all users.

### About

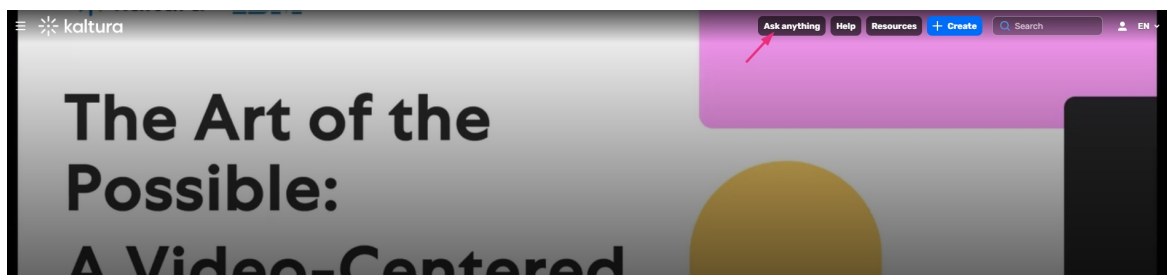
Use Genie to quickly get trusted answers based on your organization's verified content. Just ask a question in your video portal to get started.

### Ask your question

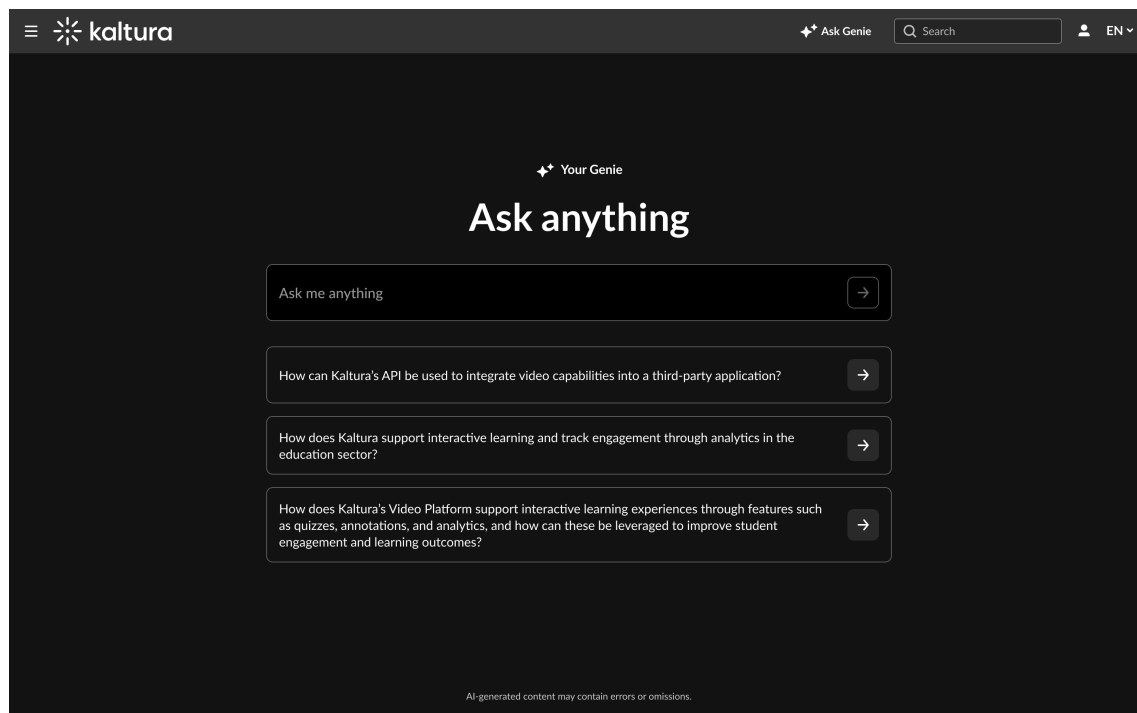
1. In your video portal, click the **Ask anything** button. Its location may vary depending on your organization's setup - it might be in the navigation bar, on a channel page, or somewhere else your admin has placed it.



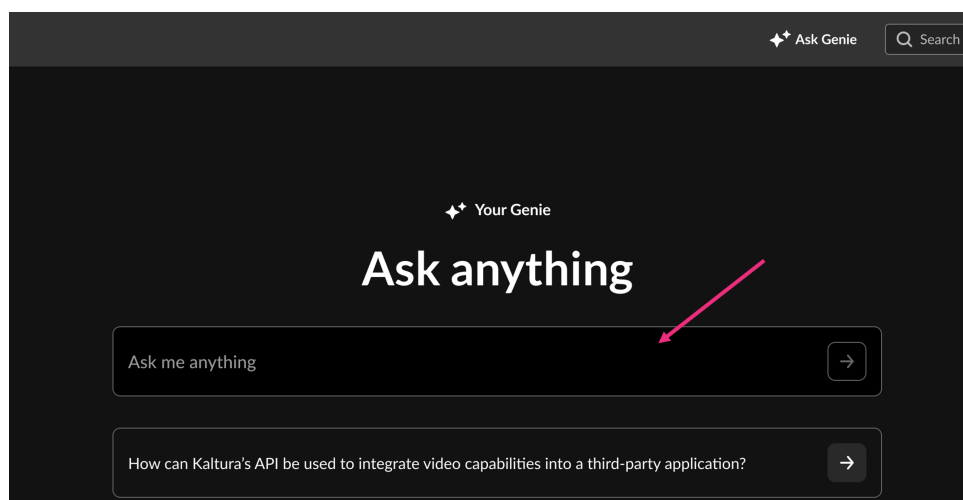
Can't access the Genie? Contact your admin to check permissions.



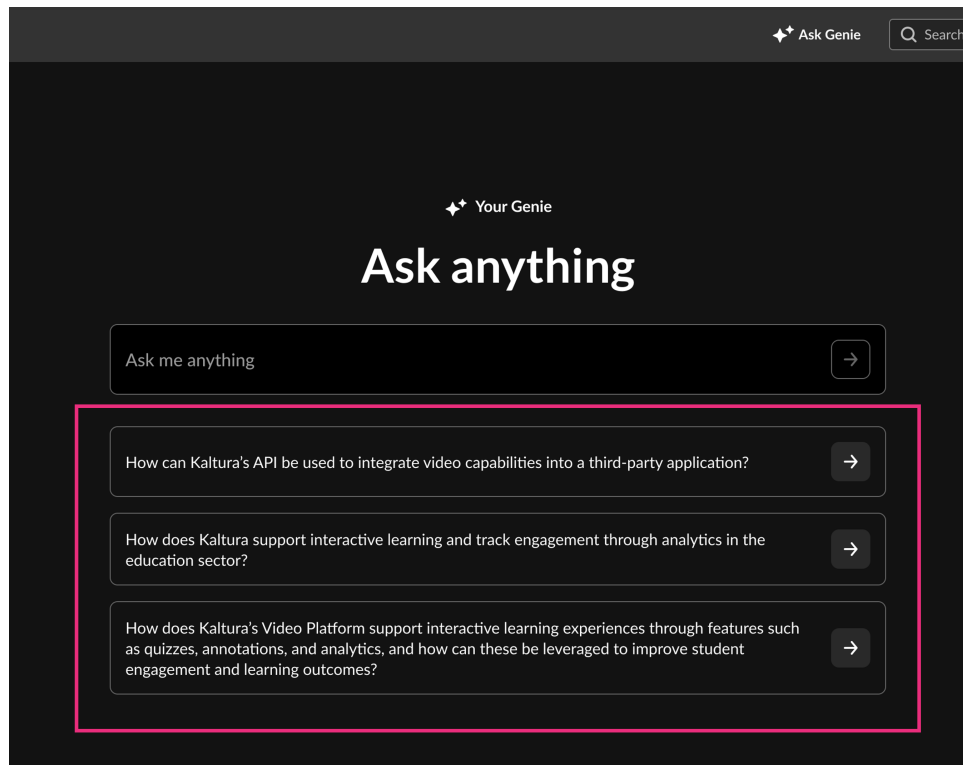
The 'Ask anything page' displays.



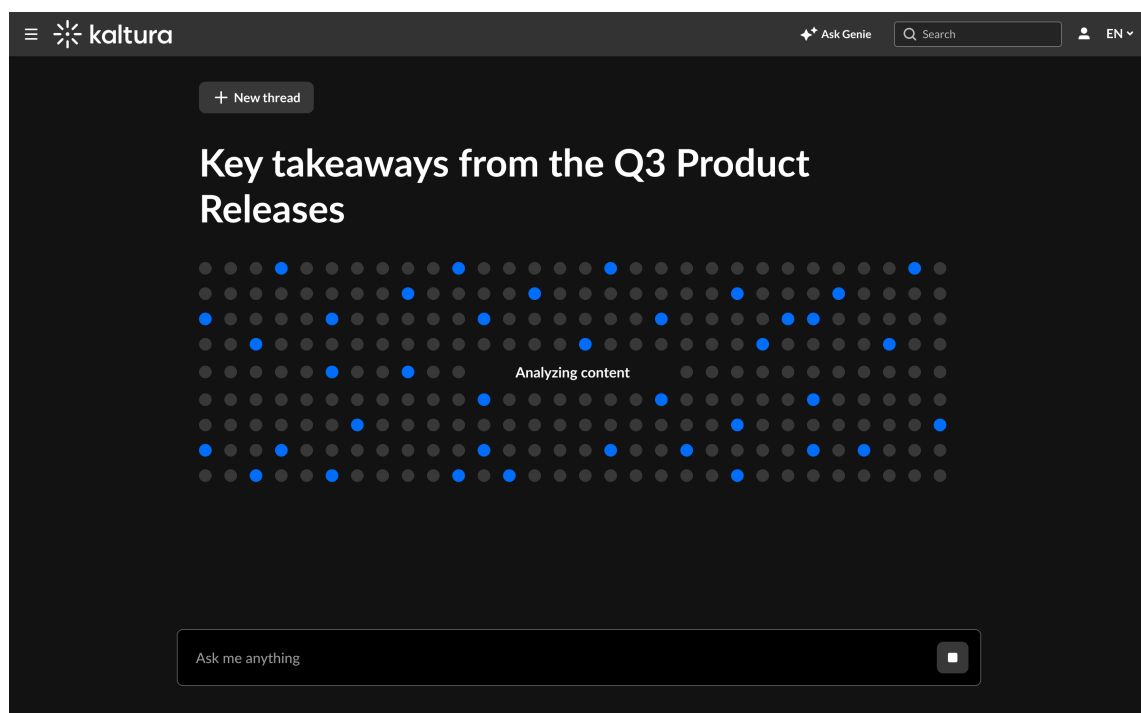
2. Type your question into the **Ask me anything** search field to retrieve personalized results (for example, “How do I create a new project report?”).



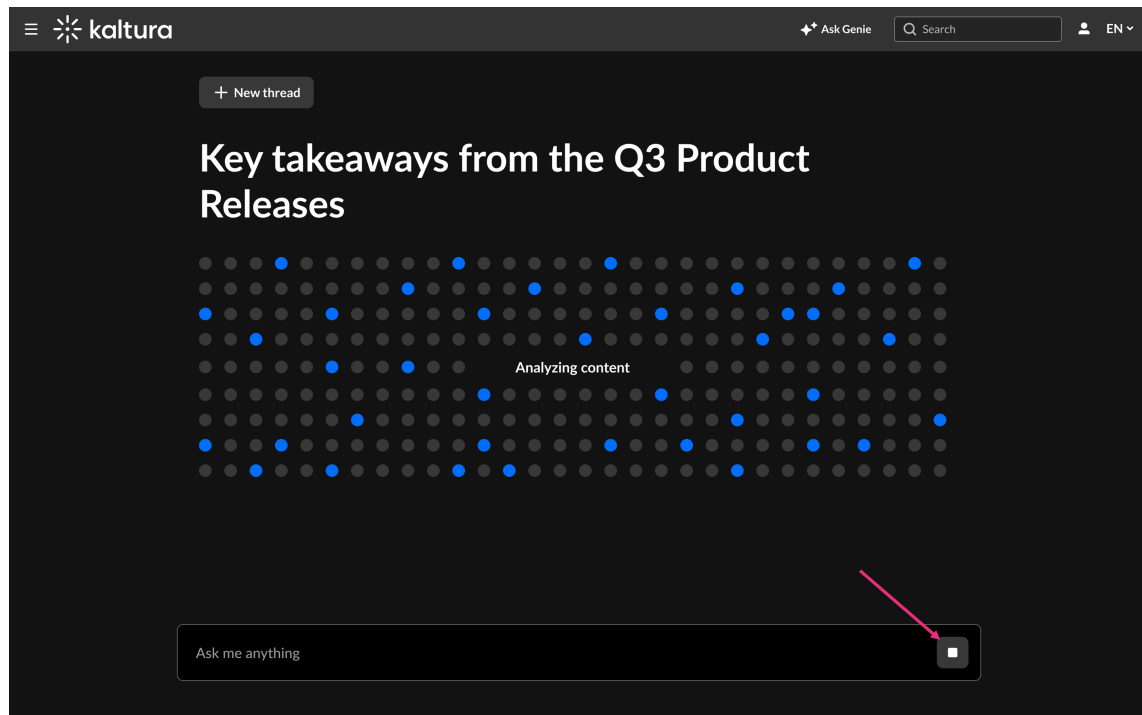
Alternatively, you can click on any of the **three suggested questions** to automatically populate the search field and get an instant response.



3. After typing in your question, press **Enter** on your keyboard. While Genie processes your request, the **Analyzing content** screen displays.



To **cancel** while Genie is generating a response, click the **Stop button** (square icon). You'll stay in the same thread and can immediately ask a new question.



After a few seconds, your answer appears on the same screen. Depending on your question, Genie will return:

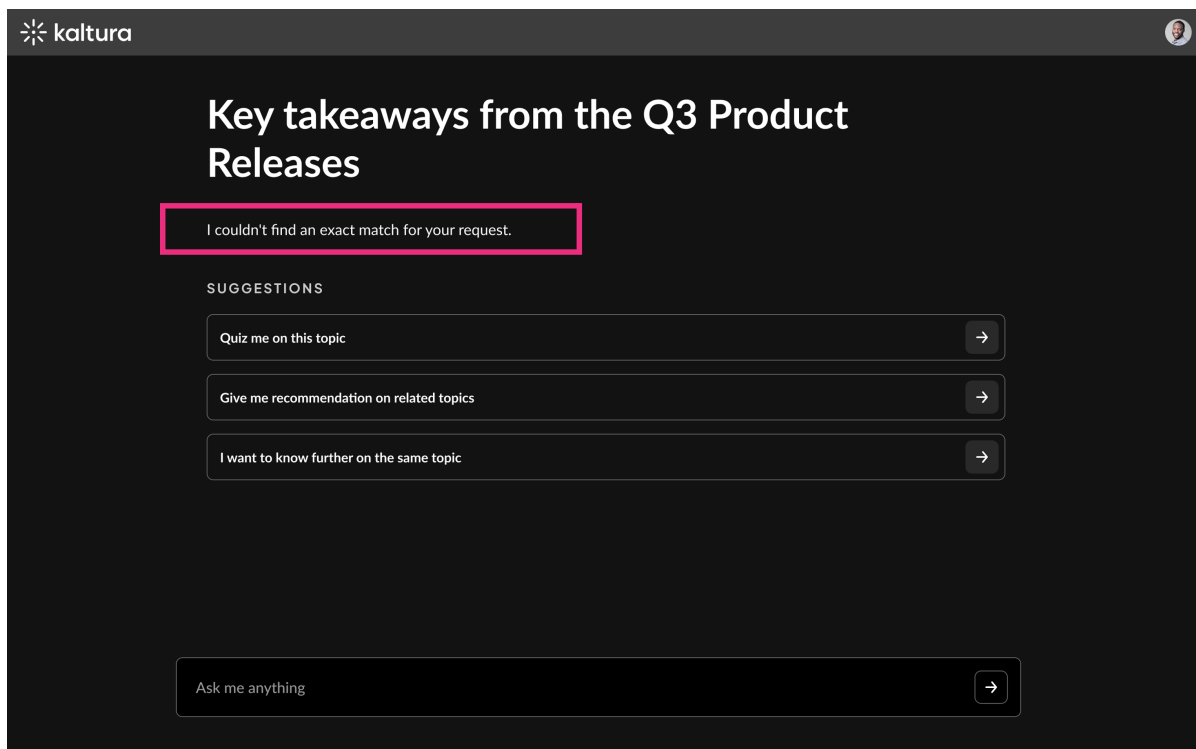
- **Flashcards** – Key takeaways, often with video clips, document excerpts, or images
- **Text answers** – A full written explanation with summaries, steps, or lists



Want to learn more? See [Understand Genie's answers](#).

If Genie can't find an exact match, it will:

- Show a message: *I couldn't find an exact match for your request*
- Suggest related questions you can try instead



## 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.

## How Genie decides the answer format

Genie provides answers in either flashcard or text format, depending on the type of question you ask.

- For step-by-step or “how-to” questions, you'll often get flashcards.
- For more open-ended or descriptive questions, Genie may return a text answer.


That said, it's not always consistent - Genie decides based on context.

You can also request a specific format up front (e.g., “Show this as a table” or “Create flashcards”), or ask Genie to switch formats after the fact. To learn more, see [Understand Genie's answers](#).

## Ask a follow-up question

To continue the conversation, just type your follow-up question into the 'Ask me anything' field or click one of the suggested follow-up questions beneath **the most recent answer**. Genie will keep the **thread** going by using the previous response as

context and generate a new answer directly below it.


**kaltura**
Ask anything
All Channels
+ Create

EN

+ New thread

## Can you make a table comparing Amazon and Alibaba?

I'll help you create a comparison table between Amazon and Alibaba. Let me search for relevant information about both companies. Based on the information I found, here's a comparison table between Amazon and Alibaba:

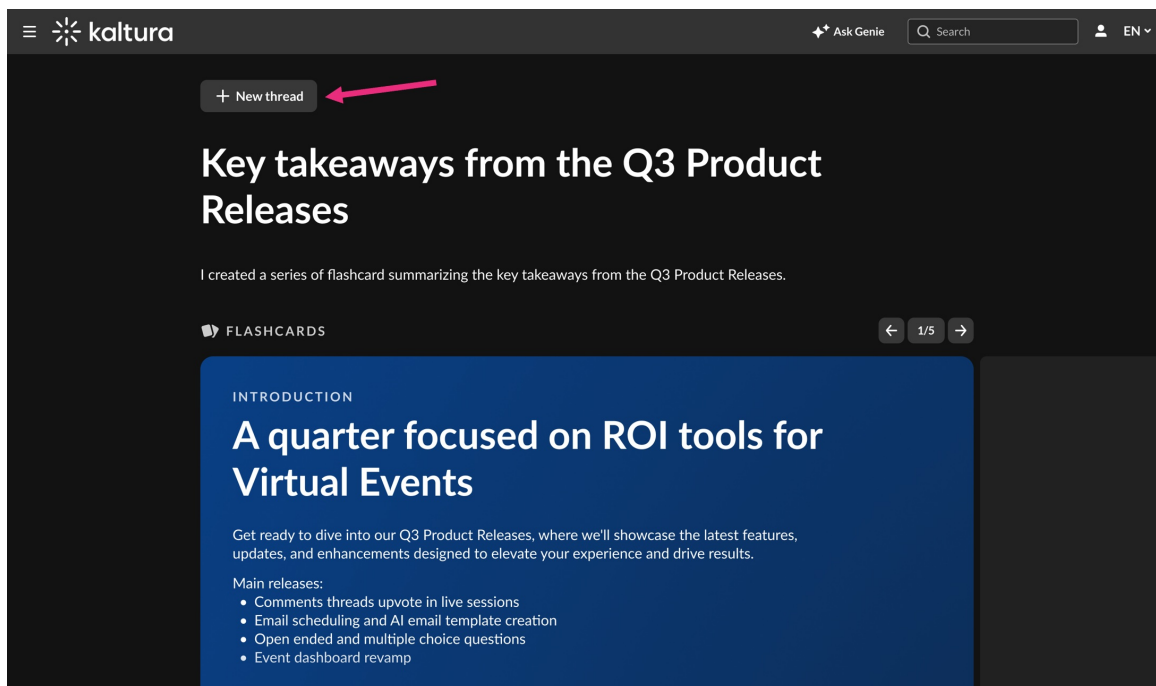
Aspect	Amazon	Alibaba
<b>Business Model</b>	Direct retail + marketplace + cloud services	Pure marketplace platform (no inventory)
<b>Primary Revenue</b>	Product sales, AWS, Prime subscriptions	Commission fees, advertising, subscription fees
<b>Market Position</b>	Global leader in Western markets	Dominant in Chinese market
<b>Gross Merchandise Volume (2016)</b>	Part of combined \$485B with eBay	\$485B (more than Amazon + eBay combined)
<b>Profitability</b>	Struggling to break even (as of transcript date)	\$11B profit with 48% growth projection
<b>Inventory Management</b>	Holds inventory, manages logistics	No inventory, no logistics participation

AI-generated content may contain errors or omissions.

Thread results

## Start a new thread

Click the **New thread** button at the top left to begin a new search. This clears the conversation and opens a new 'Ask Anything' window.



The screenshot shows a Kaltura interface with a dark theme. At the top, there is a navigation bar with the Kaltura logo, a search bar, and a user profile icon. Below the navigation bar, there is a button labeled '+ New thread' with a red arrow pointing to it. The main content area displays a thread titled 'Key takeaways from the Q3 Product Releases'. Below the title, there is a subtitle 'I created a series of flashcard summarizing the key takeaways from the Q3 Product Releases.' and a 'FLASHCARDS' section. The first flashcard is titled 'INTRODUCTION' and has the main heading 'A quarter focused on ROI tools for Virtual Events'. The flashcard content includes a paragraph about the Q3 Product Releases and a list of main releases.

**+ New thread**

## Key takeaways from the Q3 Product Releases

I created a series of flashcard summarizing the key takeaways from the Q3 Product Releases.

FLASHCARDS

← 1/5 →

**INTRODUCTION**

### A quarter focused on ROI tools for Virtual Events

Get ready to dive into our Q3 Product Releases, where we'll showcase the latest features, updates, and enhancements designed to elevate your experience and drive results.

Main releases:

- Comments threads upvote in live sessions
- Email scheduling and AI email template creation
- Open ended and multiple choice questions
- Event dashboard revamp