

Ask Work Genie a question

Last Modified on 11/23/2025 7:15 pm IST

 This article is designated for all users.

About

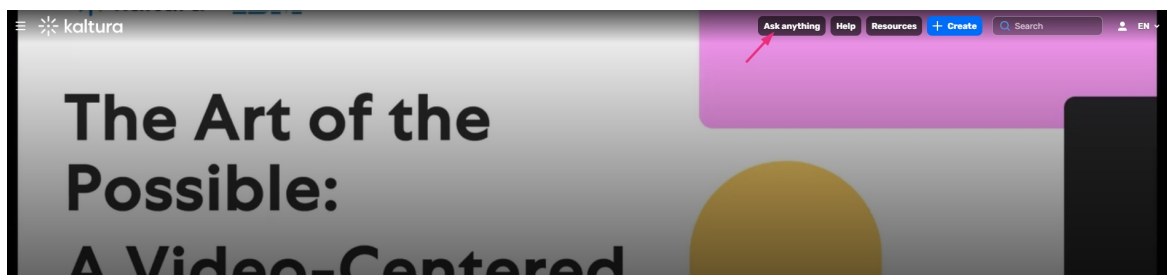
Use Genie to quickly get trusted answers based on your organization's verified content. Just ask a question in your video portal to get started.

Ask your question

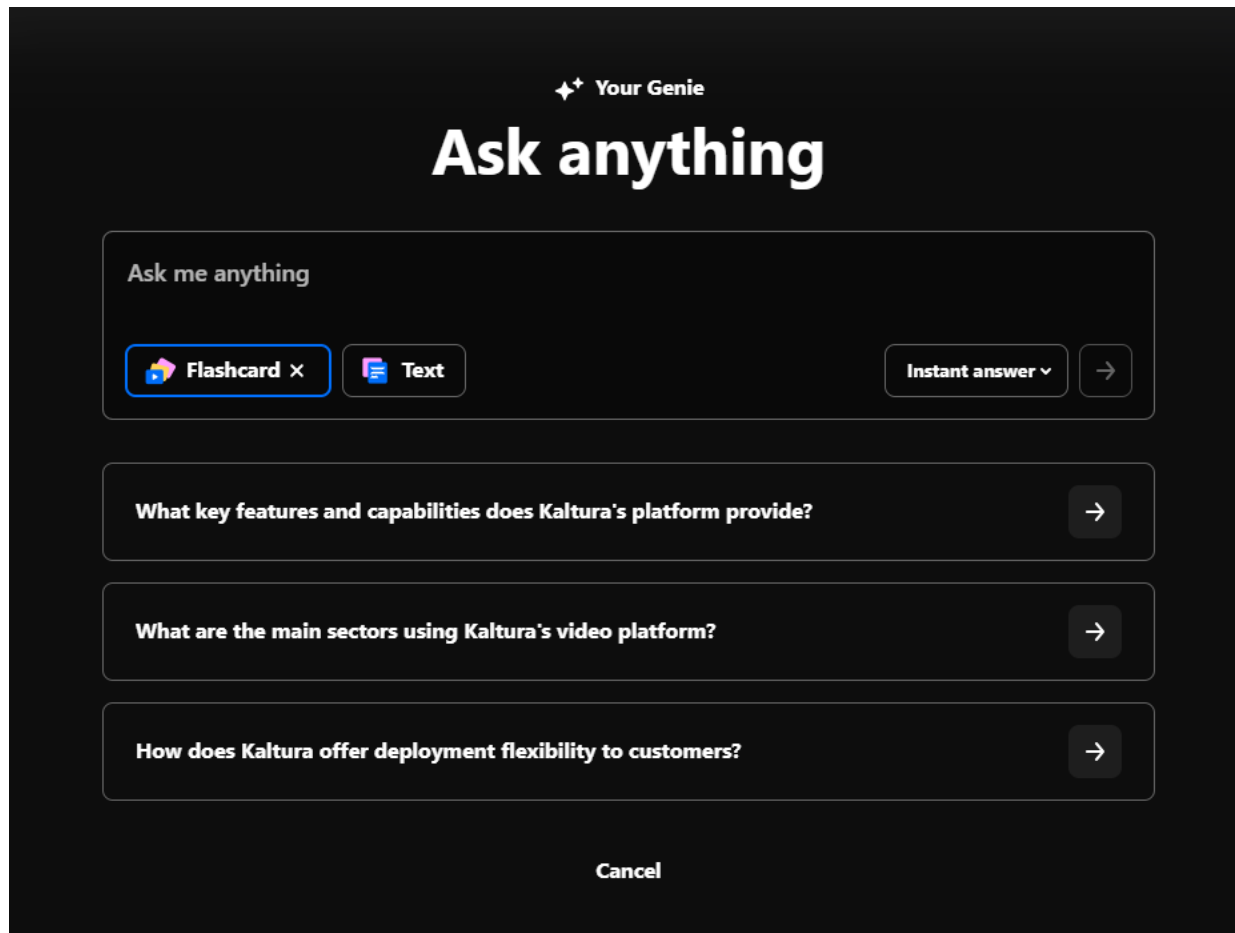
1. In your video portal, click the **Ask anything** button. Its location may vary depending on your organization's setup - it might be in the navigation bar, on a channel page, or somewhere else your admin has placed it.



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

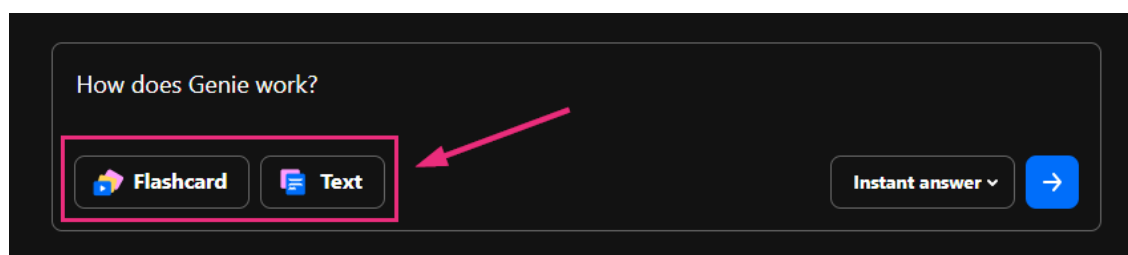


The 'Ask anything page' displays.



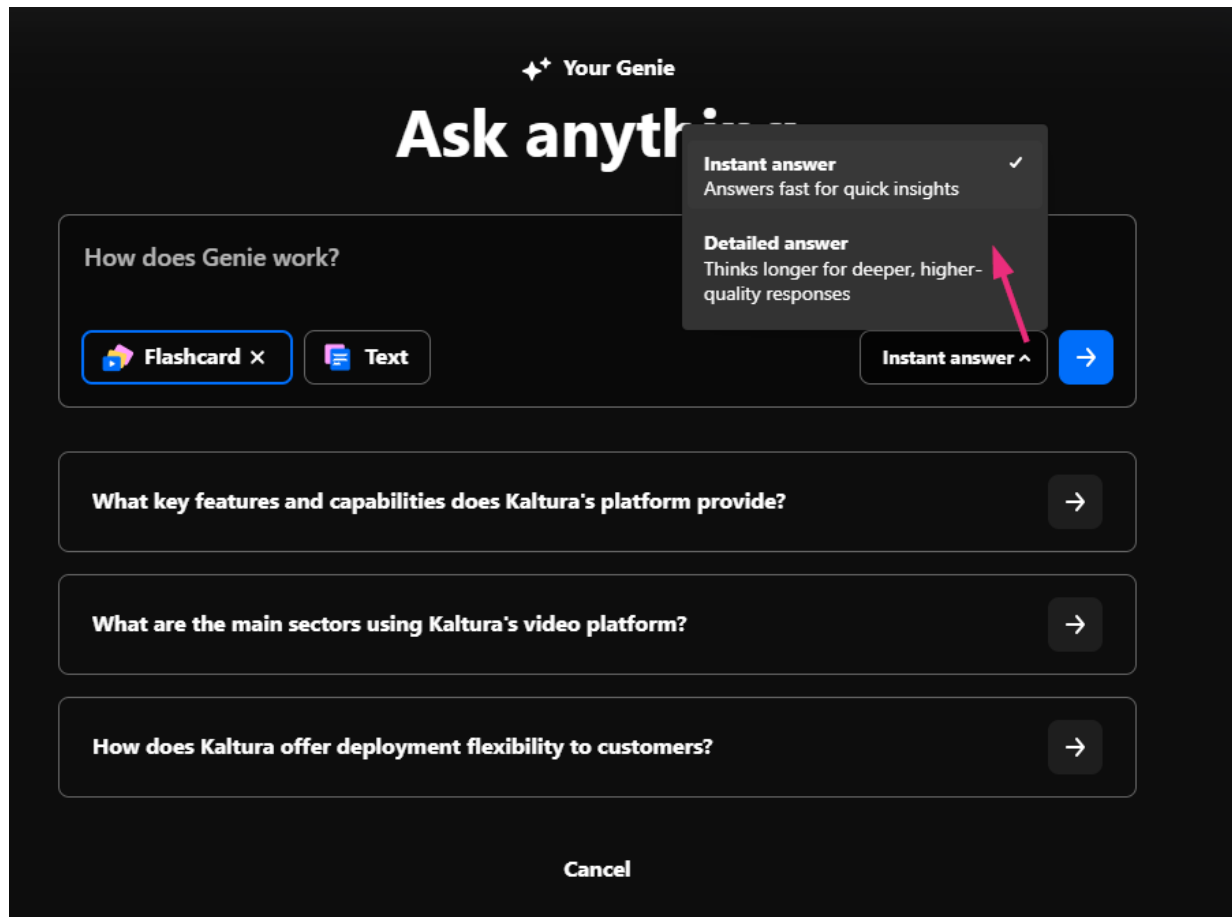
2. Type your question into the **Ask me anything** search field.

Next to the input field, you'll see preset buttons for **Flashcard** and **Text**. Click one of these to control the format of your answer. If you don't select a button, Genie chooses the format based on your question.

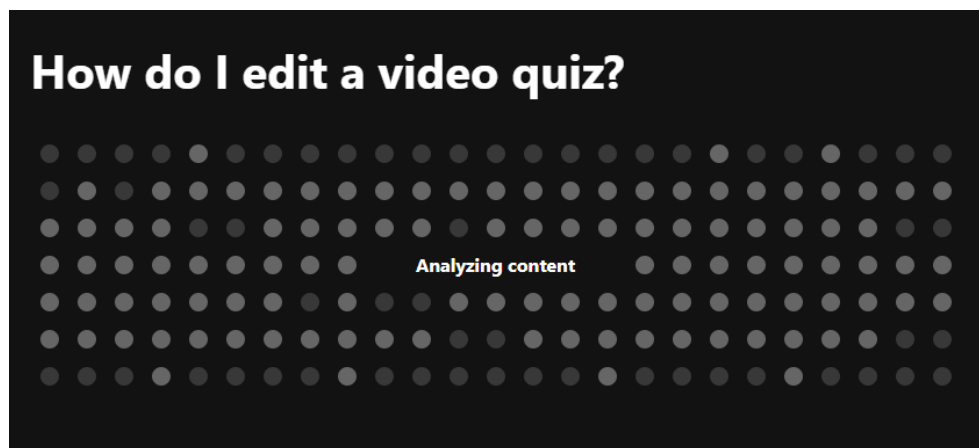


Alternatively, you can click on any of the three suggested questions below the input field to automatically populate the search field and get an instant response.

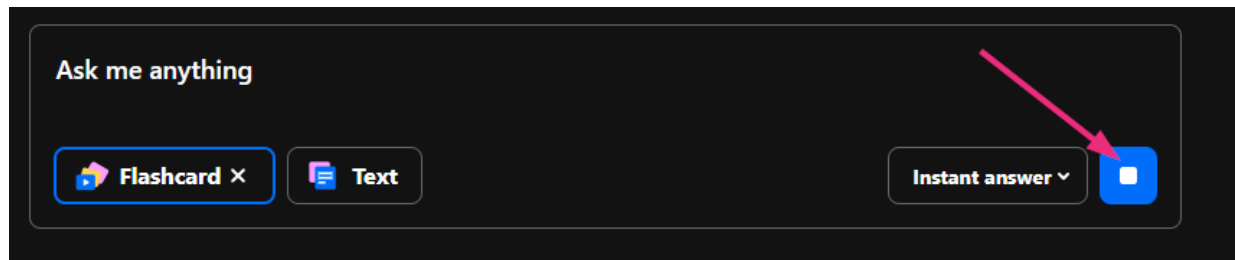
3. After typing in your question, choose **Instant answer** (for a quick response), or **Detailed answer** (for a deeper, higher-quality response). Then click the arrow button or press **enter** on your keyboard.



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

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, and for factual, definition-based, or conceptual questions (e.g., “what is...”, “define...”, “explain...”, “how does...”, “list the...”), you’ll often get flashcards.
- For more open-ended or descriptive questions, Genie will return a text answer.

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

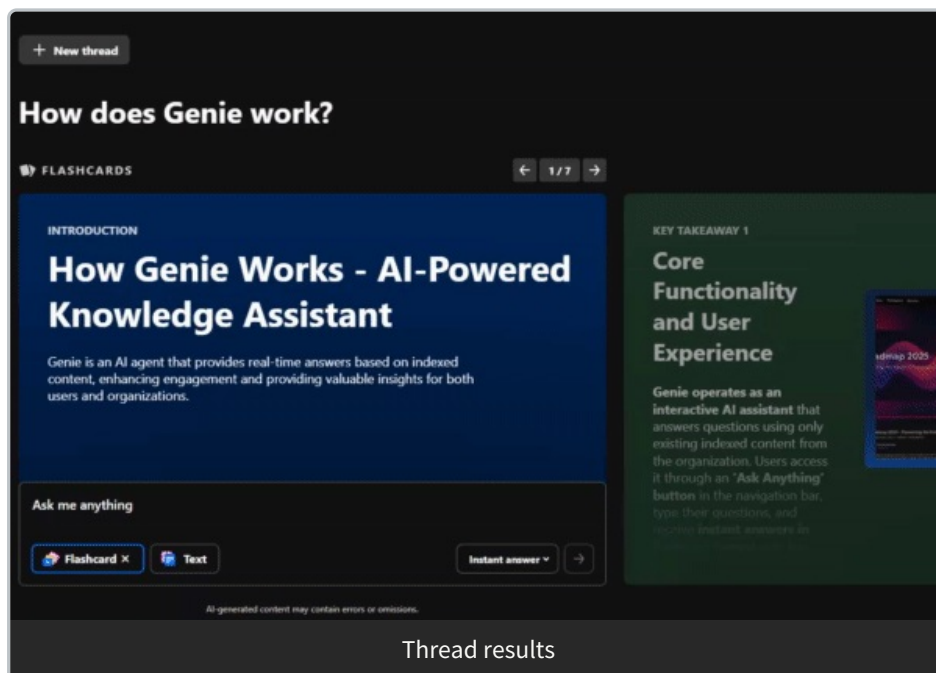
You can also use the answer format buttons to choose **Flashcard** or **Text**, request a specific format in your question (for example, “Show this as a table” or “Create flashcards”), or ask Genie to switch formats after the fact.

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.

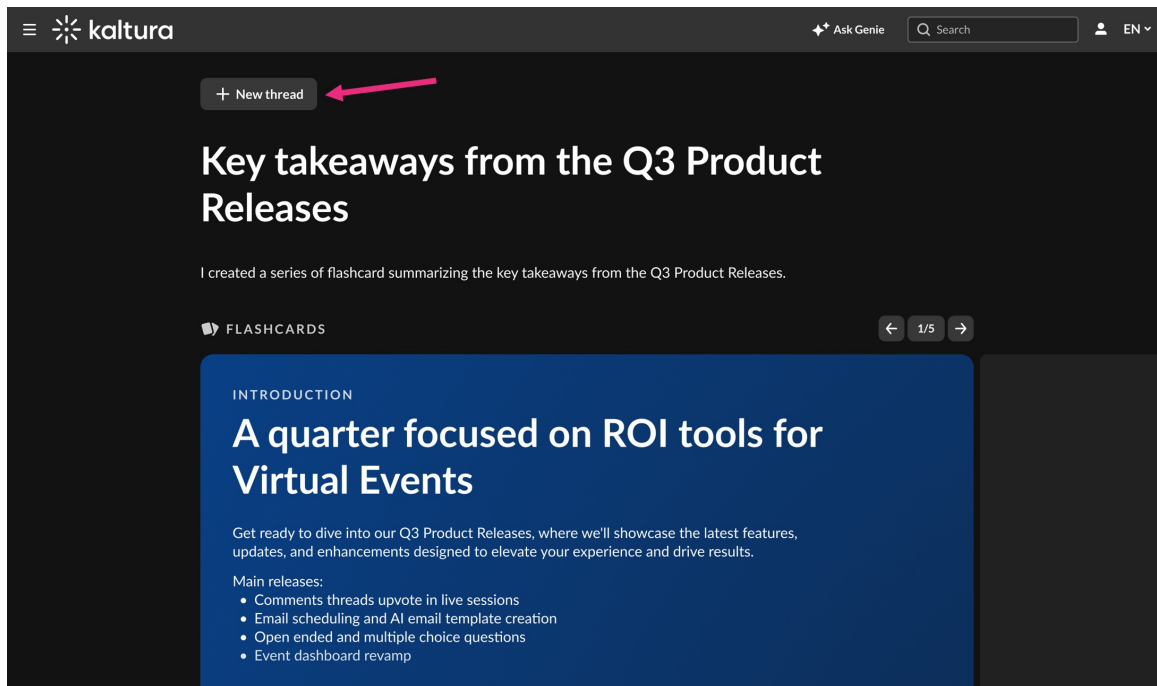


Multilingual support

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.

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 the Kaltura Genie interface. At the top, there's a navigation bar with the Kaltura logo, a search bar, and a user profile icon. Below the navigation bar, there's a dark-themed area with a '+ New thread' button highlighted by a red arrow. The main content area displays a flashcard titled 'Key takeaways from the Q3 Product Releases'. The flashcard has a dark blue header with the title and a white body with text and a bulleted list. The text reads: 'I created a series of flashcard summarizing the key takeaways from the Q3 Product Releases.' Below the text, there's a section titled 'INTRODUCTION' with the heading 'A quarter focused on ROI tools for Virtual Events'. The text continues: '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.' Below this, there's a section titled 'Main releases:' with a bulleted list: 'Comments threads upvote in live sessions', 'Email scheduling and AI email template creation', 'Open ended and multiple choice questions', and 'Event dashboard revamp'.



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