

# Understand Conversational Agent responses

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 This article is designated for all users.

## About

After you submit a question using the text-based experience or start a conversation with an Agentic Avatar (if enabled), the Conversational Agent returns AI-generated responses based on your organization's verified content.

Responses may appear as:

- flashcards
- structured text answers
- spoken responses through an Agentic Avatar (if enabled)

Whether you use the text-based experience or an Agentic Avatar, responses may include:

- a summary of how the Conversational Agent understood your question
- links to all sources used to build the answer
- suggested follow-up questions (Next steps)
- feedback options



To enable **Agentic Avatars**, contact your Kaltura representative.

## Personalized answers

When you're signed in, the Conversational Agent can use basic information from your user profile, such as your first name, last name, title, company, bio (depending on the admin configuration), to deliver more personalized and relevant results.

This information is used only within your organization's environment and isn't shared externally.



The Conversational Agent also detects the language used in your question and responds in that language when possible.

## How answer formats are selected

Answers are provided 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, a text answer may be returned.

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 ask for a different format after the fact.

## Metadata





The Conversational Agent considers the context of your question to shape the answer. When relevant, it may use metadata such as creation date, creator name, speaker, category, or tags, to refine results or explain why specific items appear in the response.

Find videos created in 2024 about data privacy

 I found 2 videos created in 2024 related to data privacy:

- How to Create a Channel and set its Privacy Settings** (ID: 0\_bq2ft35a)
  - Created: November 24, 2024
  - Type: Video
  - Tags: channel settings, kaltura, channel, tutorial, metadata, access, privacy settings
  - Description: Demonstrates how to create a Channel and configure its privacy settings.
- How to Configure Gallery's Privacy Settings and Information** (ID: 0\_q8xvfhr0)
  - Created: November 24, 2024
  - Type: Video
  - Tags: kms, restricted, mediaspace
  - Description: Shows how to configure the gallery's information and privacy settings. Note that only the gallery's owner or manager can adjust privacy settings.

Would you like me to get more details about either of these videos, or search for additional content?

    2 sources

Example text-based answer showing creation date, tags, and more

## Agentic Avatar conversations

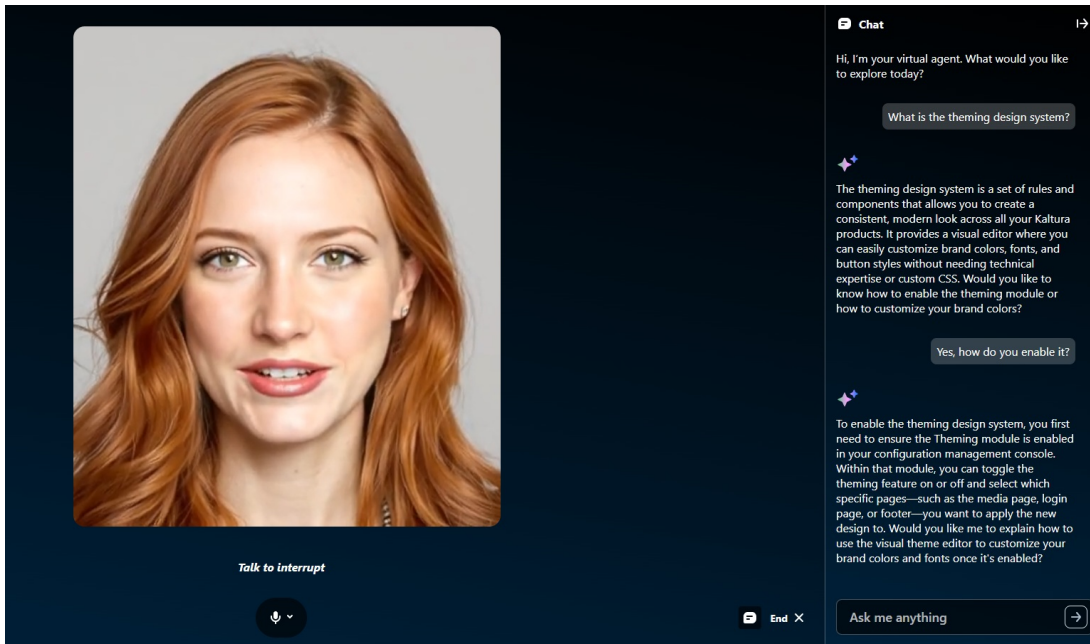
When you use an [Agentic Avatar](#), responses are delivered through live, spoken interaction.

During the conversation, you can interact using voice or text. A conversation panel displays a live transcript of the interaction, including your messages and the avatar's responses.

Use the Ask me anything field in the conversation panel to send text messages to the avatar.

Voice and text interactions are combined into a single conversation, allowing you to

switch between speaking and typing at any time while maintaining the same conversation context.



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

## Flashcard answers

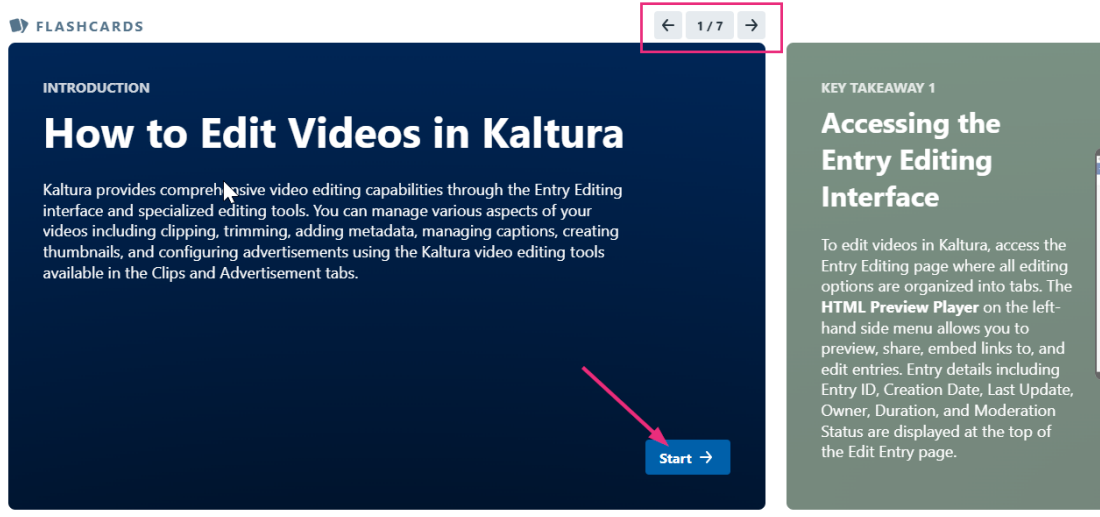
Flashcards highlight key takeaways from your organization's verified content.

Each card may include:

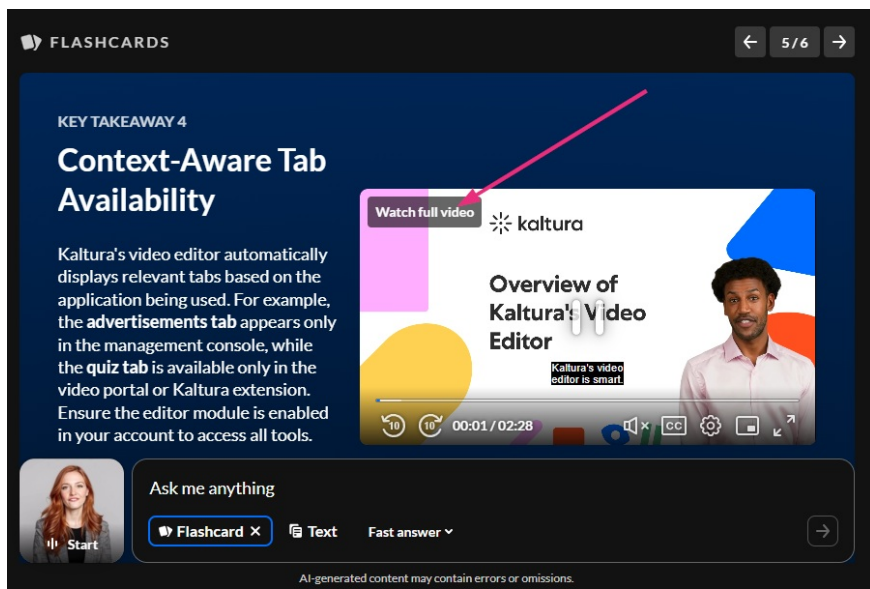
- A short summary
- Video clips with a play button
- Document excerpts (PDF, PPTX, DOCX)
- Images captured from video using OCR (on-screen text)

## How to navigate flashcards

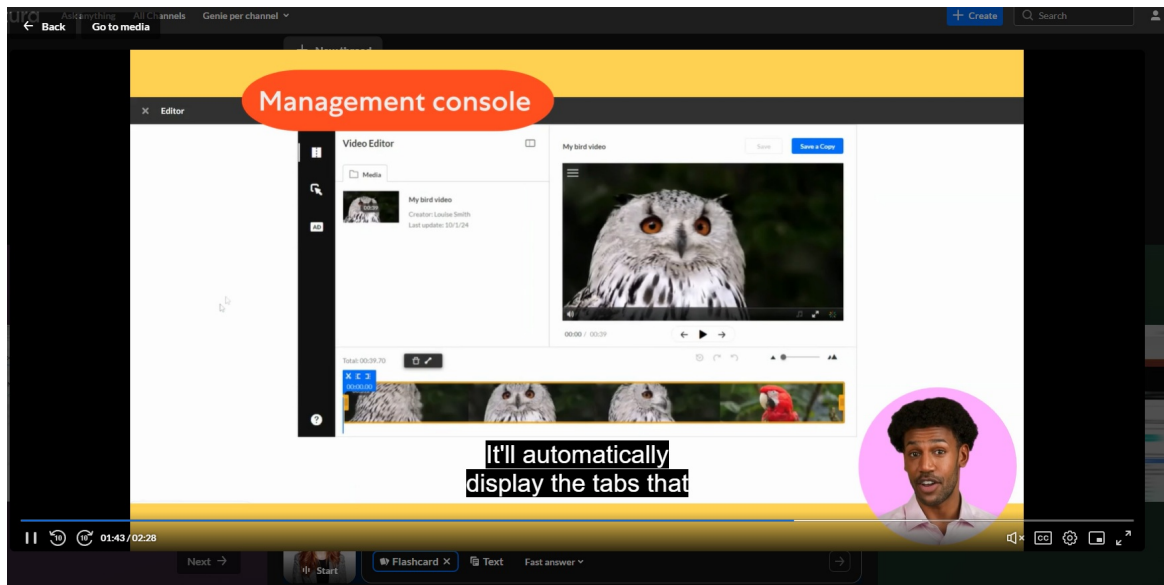
- Click the **Start** button to begin viewing flashcards. Use the arrow buttons at the top of the card to move between cards



- Click **Watch Full Video** to view the original content.



The video opens in a window on top of the flashcard you're viewing, and starts at the beginning of that clip.



- Click **Back** at the top left to return to the flashcard.
- To open the full video in a new tab, click **Go to media** at the top left. The video opens on the media page and starts from the clip's defined start time.



The first flashcard is always an introduction and does not include a video clip

## Text answers

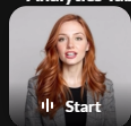
In some cases, a written answer is returned instead of flashcards. These appear as a single, scrollable response.

Text answers are structured for easy reading and may include lists or tables. Like flashcards, they include sources, feedback options, and follow-up suggestions.

## Create a table about the Media Gallery

I'll retrieve the instructions for creating a table about the Media Gallery. Now let me search for information about the Media Gallery. # Media Gallery Overview Table

Feature	Description
<b>Purpose</b>	Central hub for browsing, searching, adding, and playing back media content within each course
<b>Automatic Generation</b>	Automatically created for each course in the LMS
<b>Content Creation</b>	Users can create videos using Webcam Capture or Personal Capture tools built into the LMS
<b>Content Sources</b>	Supports adding videos from personal files, shared repositories, YouTube, and classroom recordings
<b>My Media</b>	Private collection where users manage, edit, enhance, and publish their videos
<b>Video Editing</b>	Clipping, trimming, adding chapters and slides, managing thumbnails, and repurposing content
<b>Accessibility</b>	Users can upload caption files or order captions via Kaltura Reach for searchable and accessible content
<b>Interactive Tools</b>	Includes interactive video paths, video quizzes, and multi-stream viewing experiences
<b>Analytics Tab</b>	Provides insights on video popularity, student engagement, and detailed performance metrics per video



Ask me anything

Flashcard Text Fast answer ▾



AI-generated content may contain errors or omissions.

Example of an answer in a table format

## Threaded experience

Conversations are organized into threads, including follow-up questions and avatar interactions.

### Text and flashcard responses

For [text](#) and [flashcard](#) responses, each follow-up answer appears directly under the previous message.

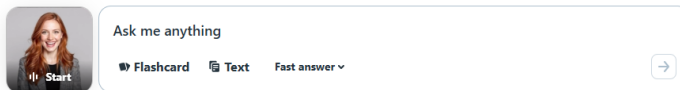
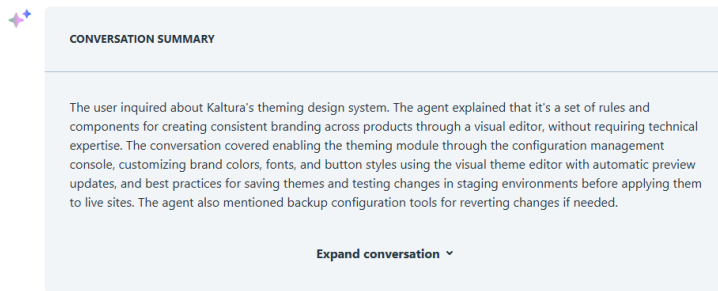
When a new answer is added, the system automatically scrolls to the latest response, unless you're viewing an earlier part of the thread. In that case, scrolling pauses so you don't lose your place.

You can also **share** any individual answer from a thread. If the answer originated from a follow-up question, the Conversational Agent rewrites the question so the shared version makes sense on its own.

### Avatar conversations in the thread

Avatar conversations are saved as part of the conversation thread. After you finish a conversation, the interaction appears in the same thread as your other questions and answers.

When an Agentic Avatar conversation ends, a conversation summary is added to the thread.



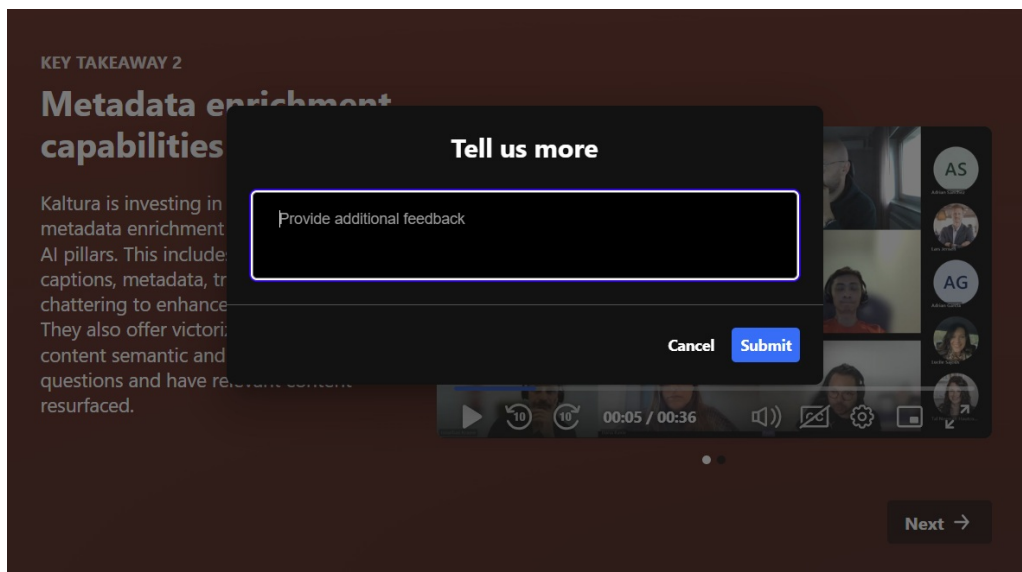
Click **Expand conversation** to view the full conversation transcript, sources and feedback options.

The conversation is also saved in your **History**, so you can return to it later. See [View and manage your conversation history](#) for more information.

## Provide feedback

You can rate any answer using the **thumbs up** or **thumbs down** icons.

1. Click the icon to open the feedback window.



2. Add an optional comment if you'd like
3. Click **Submit** to send your feedback

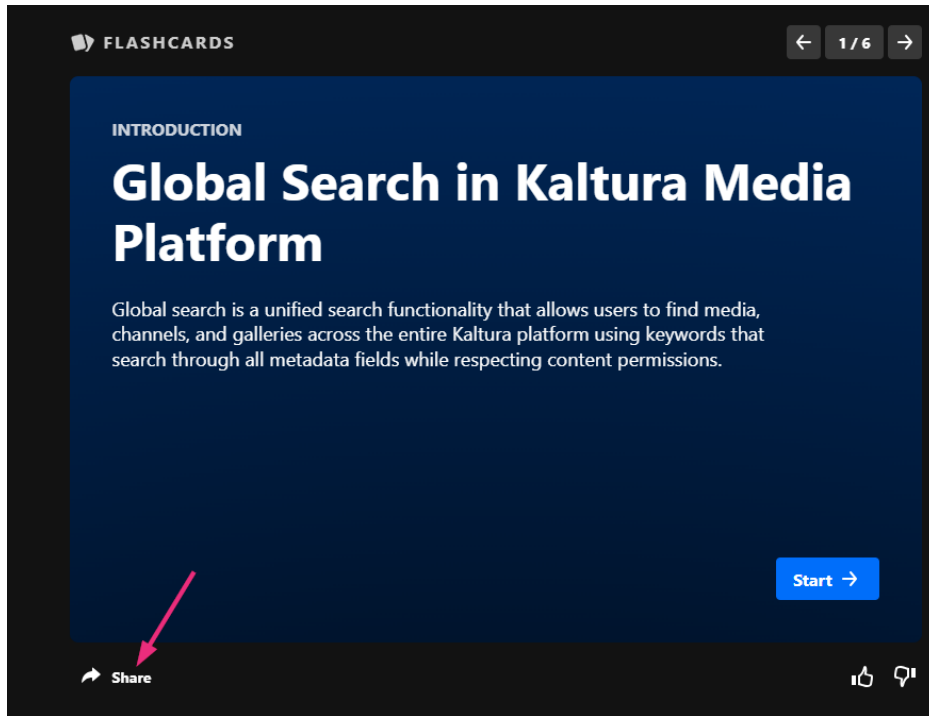
Once submitted, you can't edit the feedback.

## Share an answer

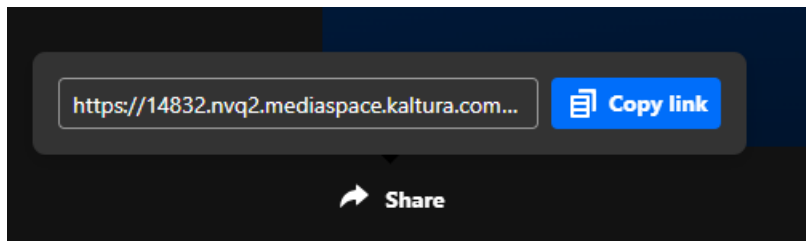
You can share any response, whether it was generated through the text-based experience or an Agentic Avatar.

## How to share

1. Click the **Share** button on a result.



A tooltip opens with a **Copy link** button.



2. Click to copy the link.

A confirmation banner appears. The tooltip closes when you click outside it or click **Share** again.

## What recipients see

When someone opens your shared link, they see the same answer on a dedicated page, including:

- The response
- Sources
- Follow-up options

If the shared answer came from a follow-up, the Conversational Agent rewrites the question so it stands on its own.

## Access permissions



If the shared answer includes sources the viewer doesn't have access to, a 'no access' message is displayed and the viewer is prompted to re-ask the question.

If the Conversational Agent can't retrieve the answer or the share ID doesn't exist, the home page shows an error banner.

### Follow-up questions from a shared link

When someone asks a follow-up from a shared answer, the page updates automatically and the conversation continues from that point.

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