

Understand Work Genie's answers

Last Modified on 11/28/2025 1:19 pm IST

 This article is designated for all users.

About

After submitting a question, Genie returns an AI-generated answer using one of two formats: **flashcards** or a structured **text** answer.

No matter the answer format, Genie's responses always include:

- A summary of how your question was interpreted
- Links to all the sources Genie used for building the answer
- Suggested follow-up questions ('Next Steps')
- Feedback options
- Threaded responses – If you ask follow-up questions, Genie keeps them in the same conversation thread. Each response appears under its question, with its own sources, feedback, and follow-up suggestions.
- Share options – Copy a link to share Genie's answer with others.

Personalized answers

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

This information helps Genie tailor answers to your context and is only used within your organization's environment. It isn't shared externally or stored outside Kaltura's secure system.



Genie also supports **multilingual** answers. It detects the language you used in your question and returns responses in that same language when possible.

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 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.

Metadata

Genie 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:


Videos About Data Privacy (2024)

- How to Create a Channel and set its Privacy Settings**
 - ID:** 0_bq2ft35a
 - Created:** November 24, 2024
 - Tags:** channel, channel settings, 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
 - Tags:** kms, restricted, mediaspace
 - Description:** Shows how to configure gallery information and privacy settings, with notes that only gallery owners or managers can adjust privacy settings


Both videos were created recently in November 2024 and focus on privacy configuration for different platform features - channels and galleries respectively.

 Share
  




SOURCES



02:57
 How to Create a Channel and set its Privacy Settings



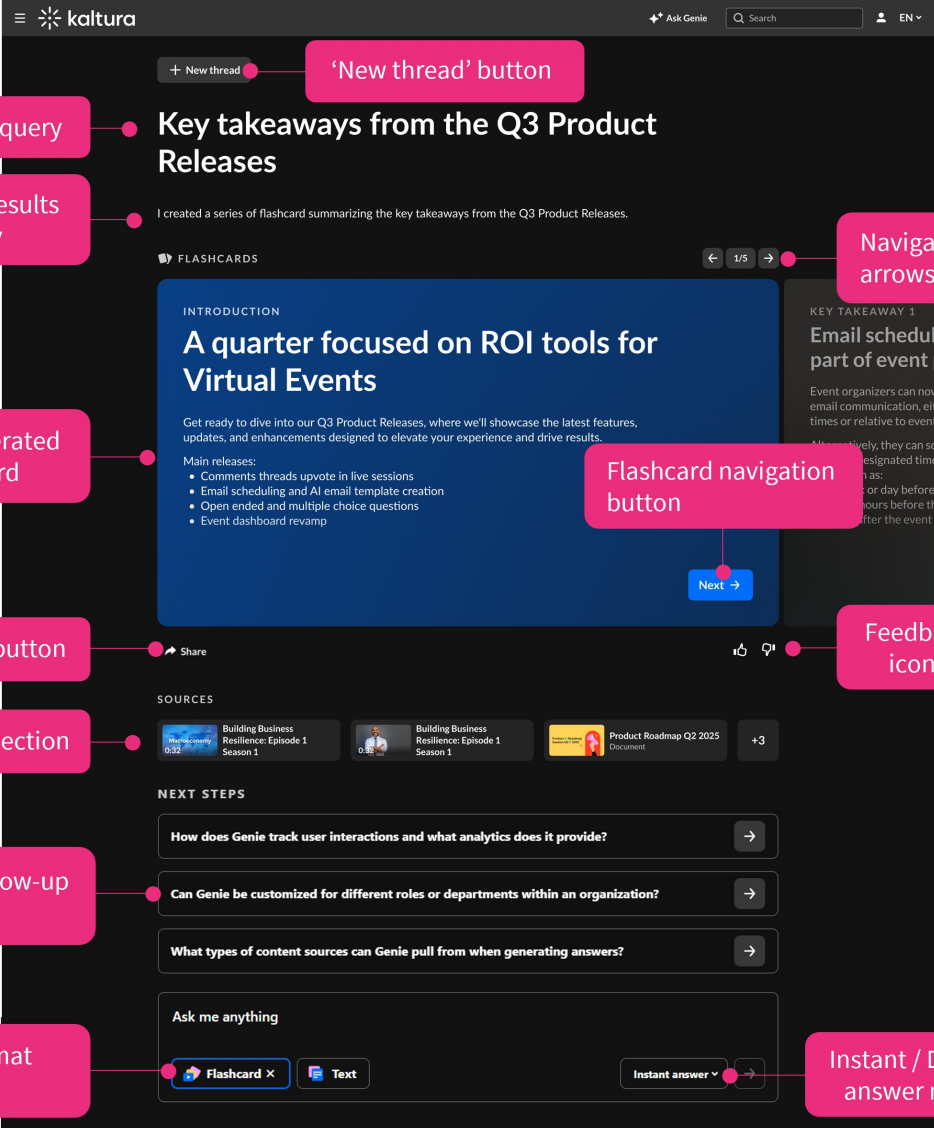
02:19
 How to Configure Gallery's Privacy Settings and Information

 **Flashcard**
 **Text**


Example Genie answer showing creation date, tags, and more

Flashcard answers

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



The screenshot displays the Kaltura Genie interface. At the top, there's a search bar with the text 'Ask Genie' and a search icon. Below the search bar, a 'New thread' button is visible. The main content area shows a flashcard titled 'Key takeaways from the Q3 Product Releases'. The flashcard content includes an introduction, a list of main releases (Comments threads upvote in live sessions, Email scheduling and AI email template creation, Open ended and multiple choice questions, Event dashboard revamp), and a 'Next' button. To the right of the flashcard, there are navigation arrows and a 'Flashcard navigation button'. Below the flashcard, there's a 'Share' button and a 'Feedback icons' section. The 'SOURCES' section shows three items: 'Building Business Resilience: Episode 1 Season 1', 'Building Business Resilience: Episode 1 Season 1', and 'Product Roadmap Q2 2025 Document'. The 'NEXT STEPS' section contains three questions with right arrows: 'How does Genie track user interactions and what analytics does it provide?', 'Can Genie be customized for different roles or departments within an organization?', and 'What types of content sources can Genie pull from when generating answers?'. At the bottom, there's an 'Ask me anything' section with 'Flashcard' and 'Text' options, and an 'Instant answer' dropdown menu.

Callouts in the image:

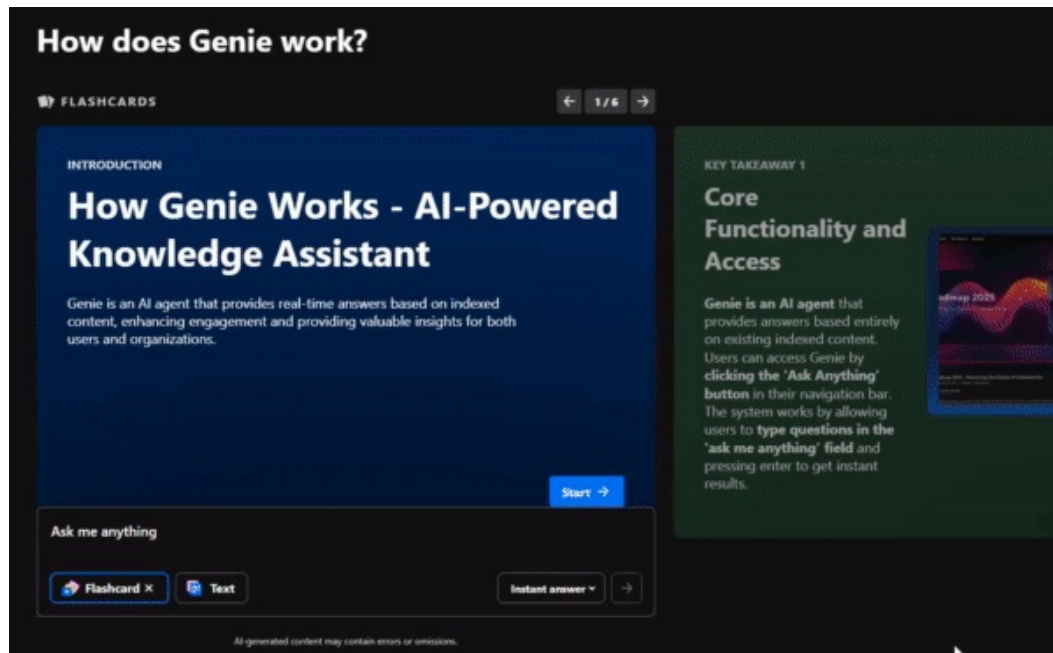
- 'New thread' button
- Search query
- Genie's results summary
- Navigation arrows
- Flashcard navigation button
- Flashcard
- Share button
- Feedback icons
- 'Sources' section
- Suggested follow-up questions
- Answer format options
- Instant / Detailed answer modes

Each card may include:

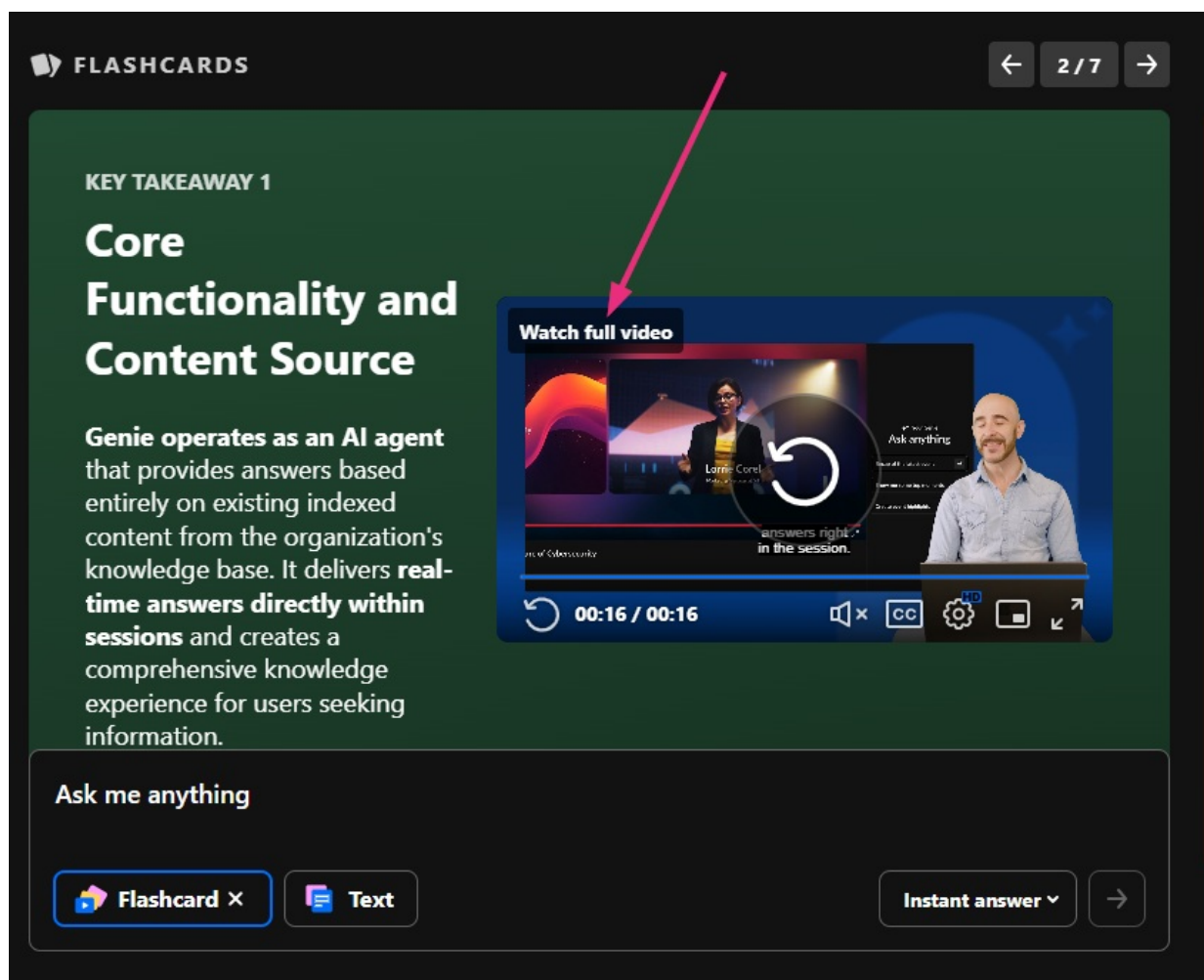
- A short summary or answer to part of your question
- Video clips with a play button you can click
- Document excerpts (PDF, PPTX, DOCX)
- Images captured from video using OCR (on-screen text)

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

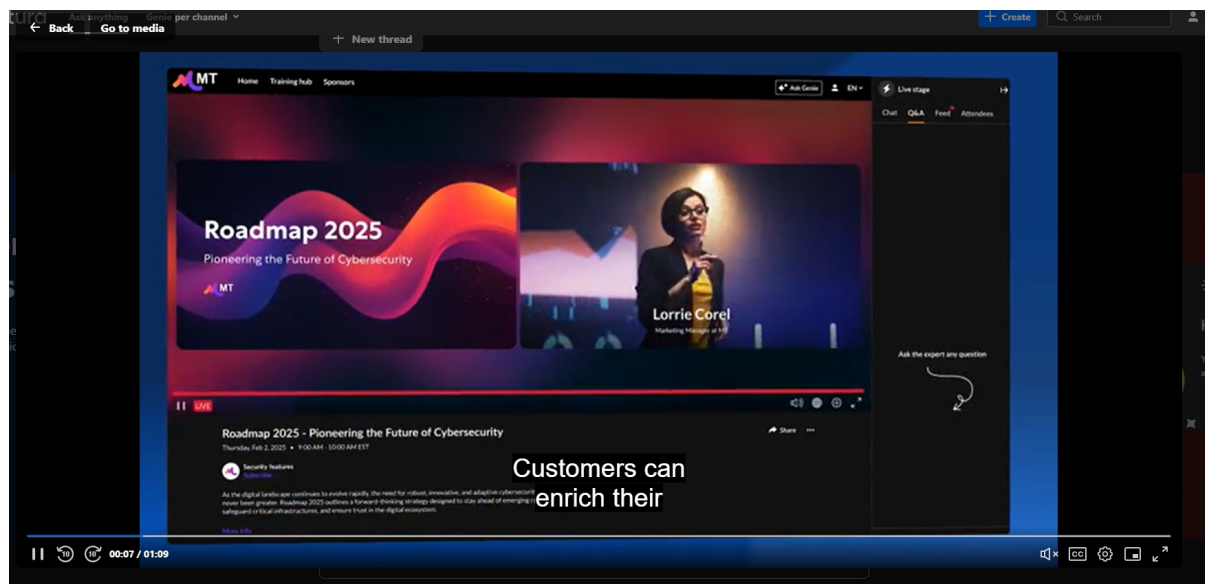


- Click **Watch Full Video** to view the original content.



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 close the window and return to the flashcard. To open the full video in a new tab, click **Go to media** at the top left. The video will open on the media page and will start playing from the clip's defined start time.

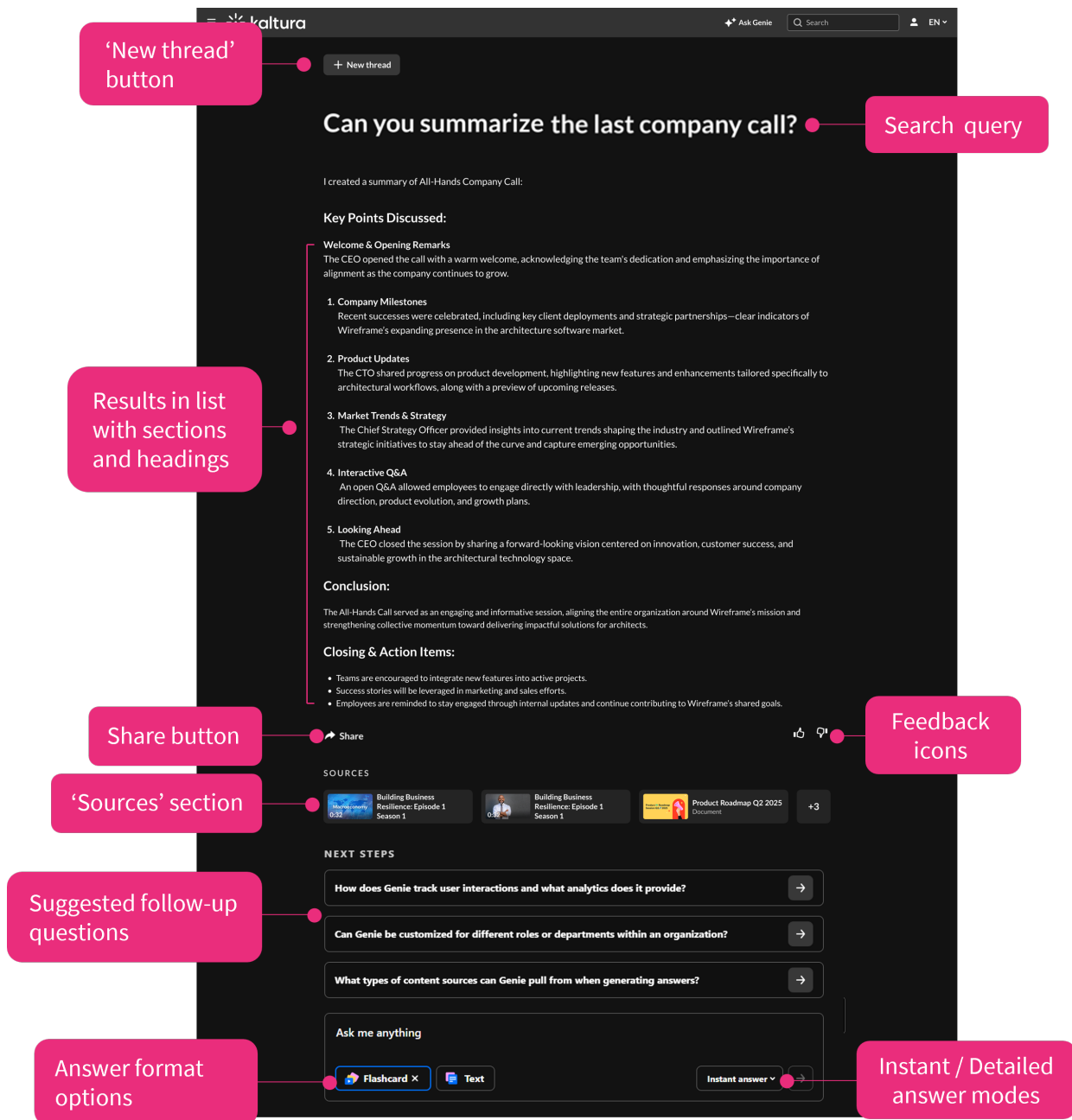


The first flashcard is always an introduction and does not include a video clip

Text answers

In some cases, Genie will return a written answer instead of flashcards. These are typically used for more descriptive or step-based questions and appear as a single, scrollable response.

Text answers are structured for easy reading and may include lists or tables. They're built from the same trusted sources and can include feedback options, links to sources, and follow-up suggestions, just like flashcards.



The screenshot displays the Kaltura Genie interface with the following callouts:

- 'New thread' button:** A button labeled '+ New thread' at the top left.
- Search query:** A search bar at the top right containing the text 'Can you summarize the last company call?'.
- Results in list with sections and headings:** A list of key points from a company call, including 'Welcome & Opening Remarks', 'Company Milestones', 'Product Updates', 'Market Trends & Strategy', 'Interactive Q&A', and 'Looking Ahead'.
- Share button:** A 'Share' button located below the main content area.
- 'Sources' section:** A section titled 'SOURCES' displaying a list of documents, including 'Building Business Resilience: Episode 1 Season 1' and 'Product Roadmap Q2 2025 Document'.
- Suggested follow-up questions:** A section titled 'NEXT STEPS' with three suggested questions, each with a right arrow button.
- Answer format options:** A section titled 'Ask me anything' with two format options: 'Flashcard' and 'Text'.
- Instant / Detailed answer modes:** A dropdown menu labeled 'Instant answer' with a right arrow button.
- Feedback icons:** A set of icons (thumbs up, thumbs down, and a speech bubble) located to the right of the 'Share' button.

Below is an example of an answer in a table format:

Create a table about the Theming design system


I'll search for information about the Theming design system to create a comprehensive table for you. Based on the information I found about Kaltura's Theming design system, I'll create a comprehensive table for you:


Theming Design System Overview

| Aspect | Details |
|-------------------------|---|
| What is Theming? | A design system created by Kaltura experts that follows top industry design standards using a set of themes to customize and standardize the look and feel of sites |
| Target Users | Anyone - no need to be a designer or IT expert to create beautiful pages |
| Core Benefits | • Consistency • Responsiveness • Accessibility • Scalability • Functionality and flexibility |
| Key Features | • Pre-built templates and components • Easy customization of colors, fonts, and overall vibe • Mix and match components • Create unlimited custom pages |

Available Components

Ask me anything

 Flashcard

 Text X

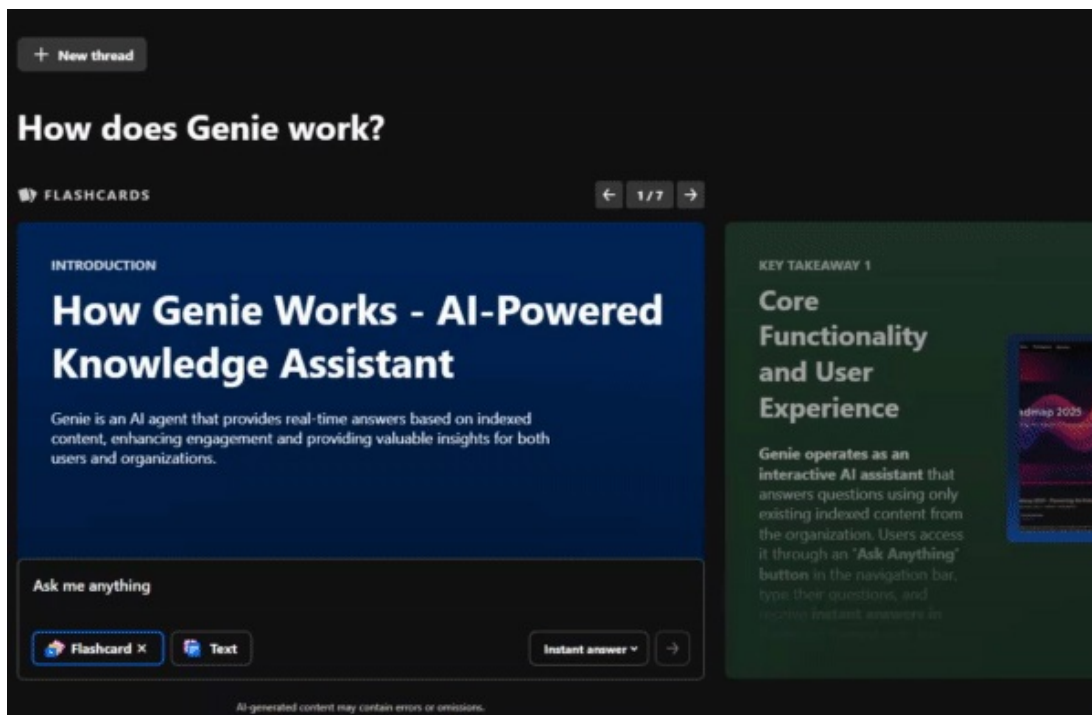
Instant answer v



Text answer in table format

Threaded experience

Genie keeps your conversation organized by displaying follow-up answers directly below your original question. 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 which case scrolling pauses so you don't lose your place.

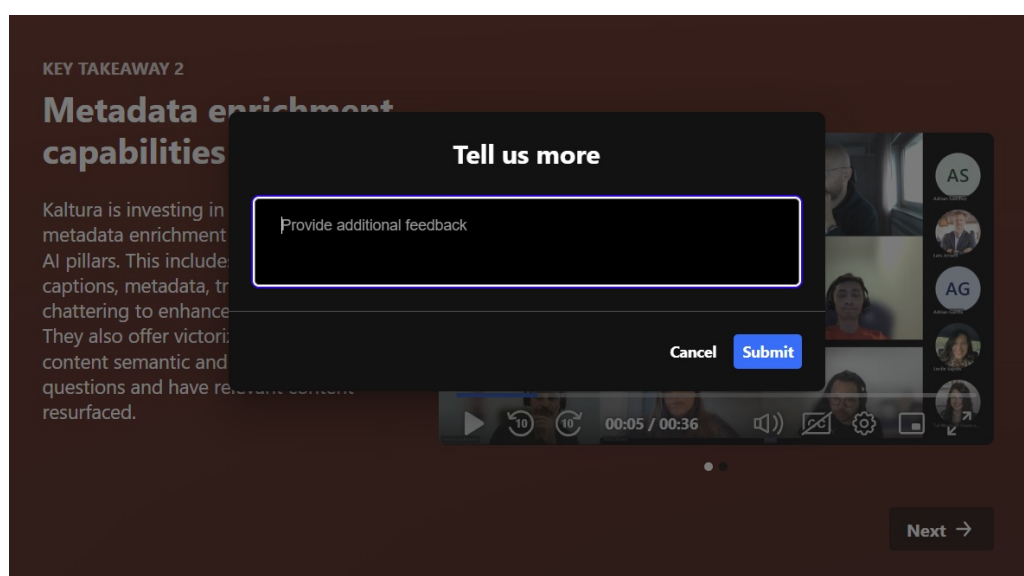


You can also **share** any individual answer from a thread. If the answer came from a follow-up, Genie rewrites the question so the shared version makes sense on its own.

Provide feedback

Providing feedback on Genie's responses plays a crucial role in improving its accuracy and future recommendations. 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

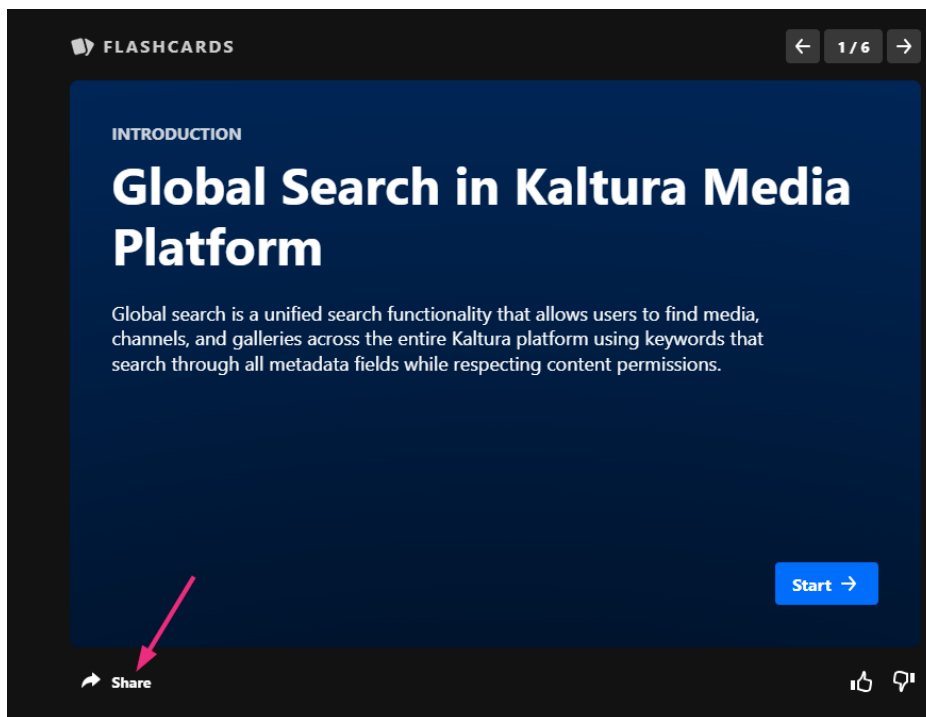
Once submitted, you can't edit or resubmit feedback for that answer.

Share an answer

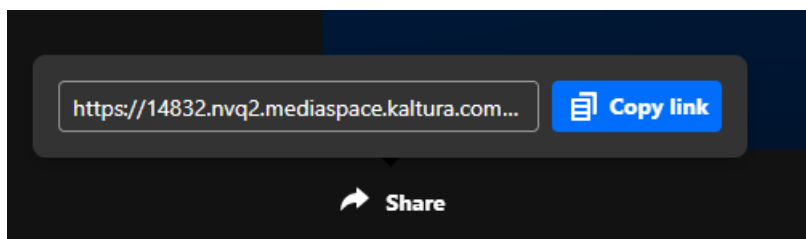
You can share any Genie answer, whether a flashcard or text response, with other users.

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

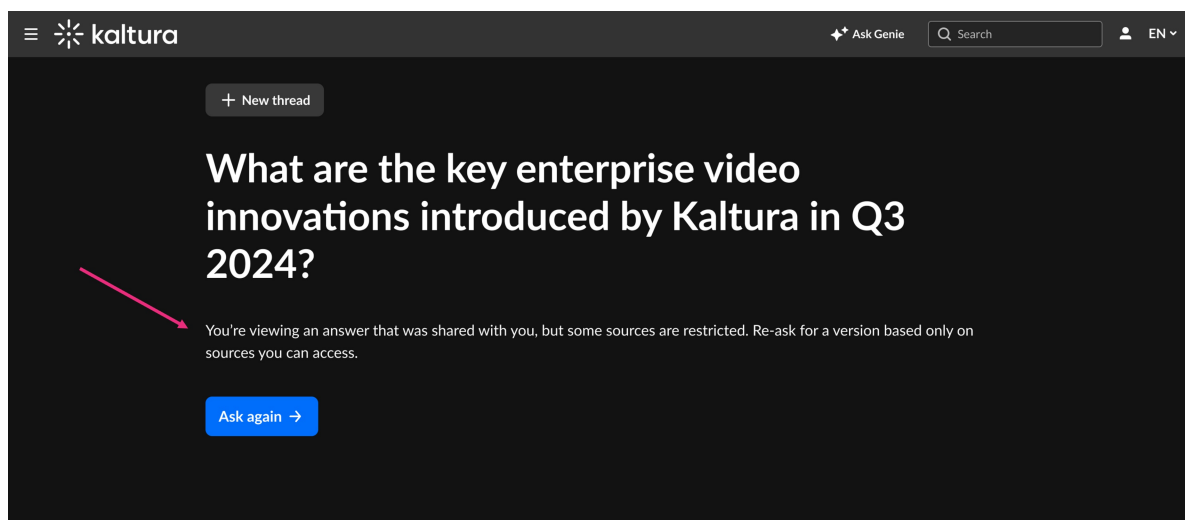
When someone opens your shared link, they'll see the same answer you shared on a

dedicated page. This includes the answer itself, its sources, and options to ask follow-up questions.

If the shared answer came from a follow-up in your thread, Genie rewrites the question so the answer makes sense on its own. For example, if your first question was “What is Content Lab all about?” and your follow-up was “Give me more info on quizzes,” the shared version will appear as “Content Lab AI Quiz Generation Features and Workflow.”

Access permissions

If the shared answer includes sources the viewer doesn’t have access to, Genie will display a 'no access' message and suggest re-asking the same question with their available sources.



If Genie can’t retrieve the answer or the share ID doesn’t exist, the Genie 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 seamlessly from that point.