

Understand Work Genie's answers

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28 This article is designated for all users.

About

After submitting a question, Genie returns an Al-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.



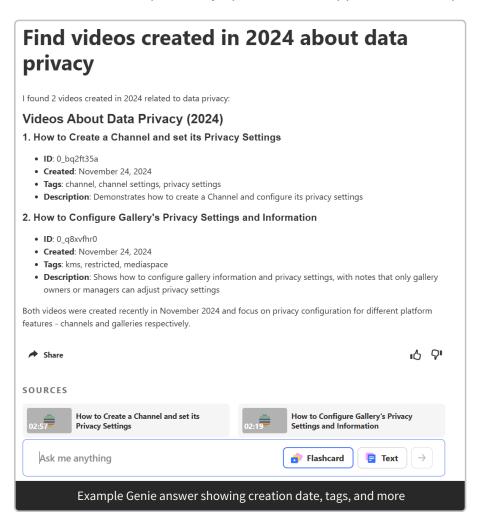
- For step-by-step or "how-to" questions, you'll often get flashcards.
- For more open-ended or descriptive questions, Genie may return a text answer.

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

You can also use the <u>answer format buttons</u> 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

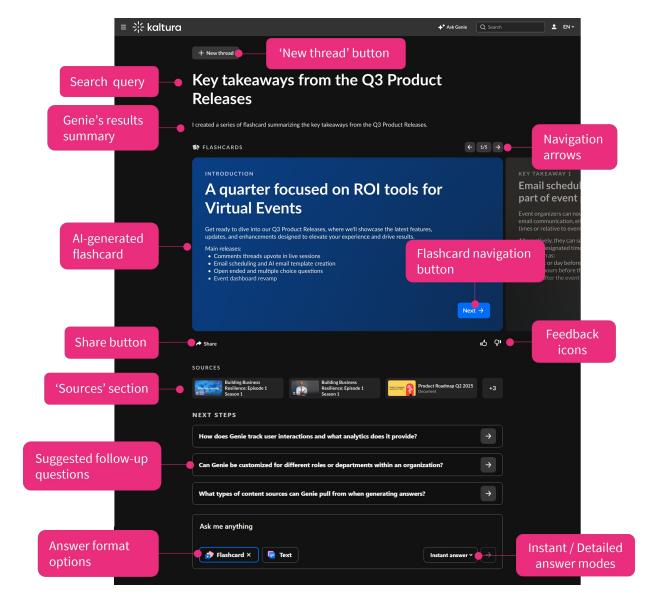
Genie considers the context of your question to shape the answer. When relevant, it may use metadata such as creation date, creator name, speaker, category, or tags, to refine results or explain why specific items appear in the response.



Flashcard answers

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





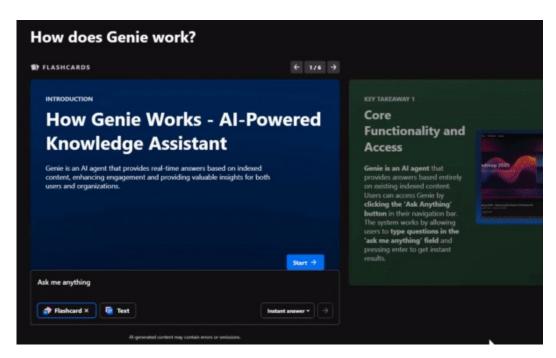
Each card may include:

- 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)

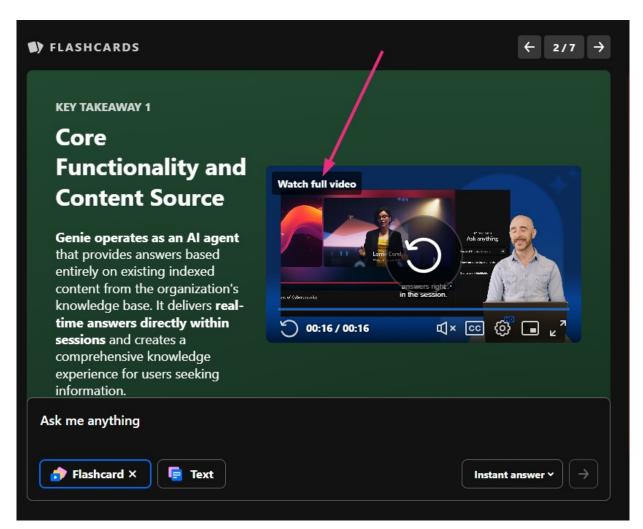
How to navigate flashcards

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





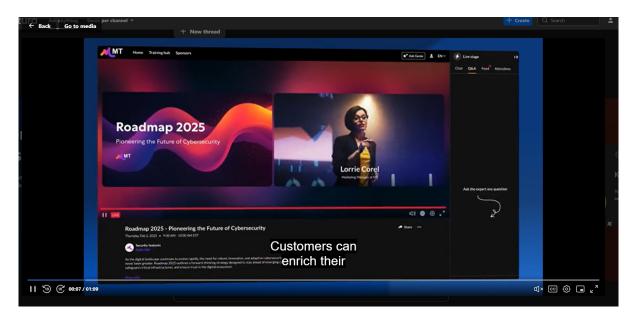
• Click **Watch Full Video** to view the original content.



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.



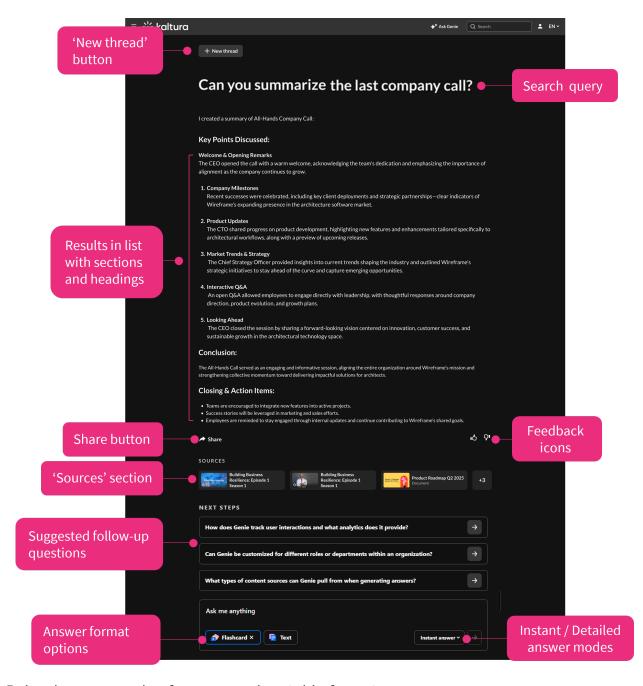
The first flashcard is always an introduction and does not include a video clip

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.

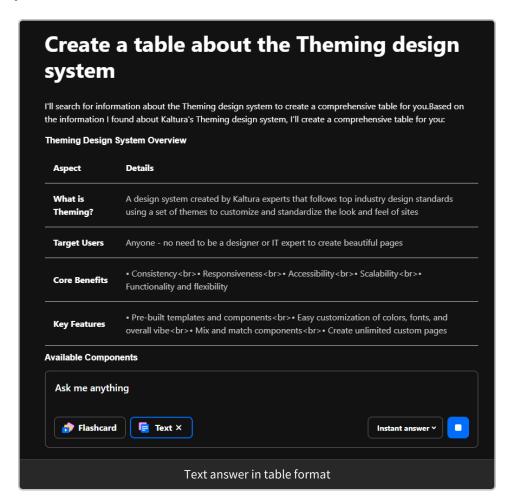
Text answers are structured for easy reading and may include lists or tables. They're built from the same trusted sources and can include feedback options, links to sources, and follow-up suggestions, just like flashcards.





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

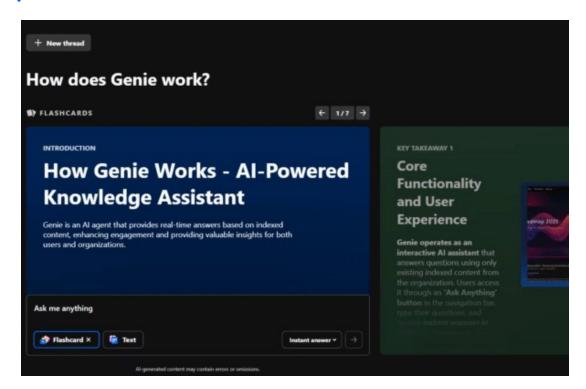




Threaded experience

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.



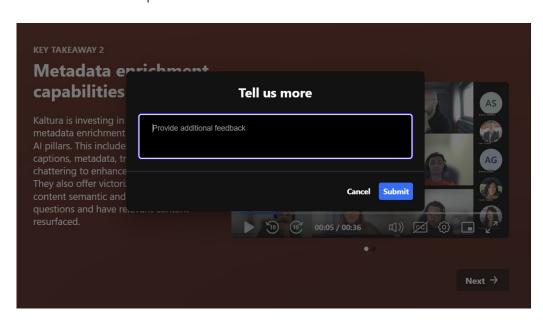


You can also **share** any individual answer from a thread. If the answer came from a follow-up, Genie rewrites the question so the shared version makes sense on its own.

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

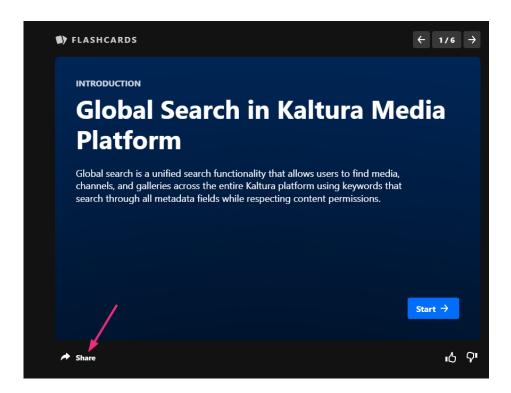
Once submitted, you can't edit or resubmit feedback for that answer.

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

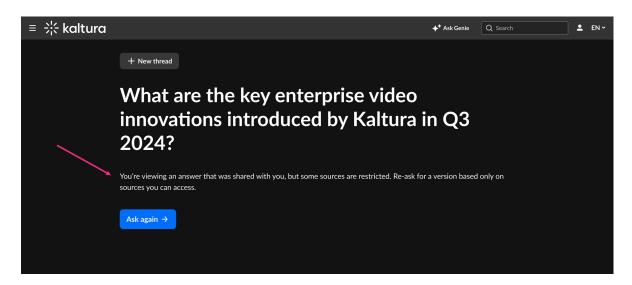


dedicated page. This includes the answer itself, its sources, and options to ask followup questions.

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 Al 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.