

# View sources used in Conversational Agent responses

Last Modified on 06/14/2026 4:08 pm IDT

 This article is designated for all users.

## About

Conversational Agents build answers using your organization's verified videos and documents.

Sources help you understand where information came from and provide direct access to the content used to generate a response.

## Where to find sources

Sources are available for:

- Flashcard responses
- Text responses
- Agentic Avatar conversations

The Sources section includes:

- Thumbnails for each video or document used
- The entry title, and if available, additional info (like season/episode or document type)
- A plus (+) icon if more sources were used than fit in the visible list

Sources are shown per response. In threaded conversations, each response includes its own Sources section.



Sources may not appear for every response, depending on the content and configuration.

# Metadata vs Custom Metadata Schema Fields in Kaltura

Metadata refers to the predefined standard fields (Name, Description, Tags, Categories) available by default in Kaltura for tagging and managing content. Custom Metadata Schema fields are user-defined, organization-specific fields created in KMC that extend the standard metadata to capture additional descriptive information tailored to your organization's needs.

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## SOURCES




**How to Create a Custom Metadata Schema**

03:53



**How to Apply a Custom Metadata Schema**

02:02




**How to add moderation to REACH requests...**

04:28

+1

## NEXT STEPS



Ask me anything

▶ Flashcard   ▶ Text   ▶ Fast answer ▼

→

AI-generated content may contain errors or omissions.

For Agentic Avatar conversations, click **Expand conversation** under the conversation summary to view the conversation transcript and sources.

Hi, I'm your virtual agent. What would you like to explore today?

What are conversational agents?

Conversational agents are AI systems designed to interact with users through natural language, often acting as assistants or chatbots. While current tools like standard chatbots require human direction, the next generation of AI agents aims to be more autonomous, capable of setting their own goals and completing complex, multi-step tasks independently. Would you like to know more about how these agents are being used in the workplace?

🔗 👍 🗨️  5 sources

How do I get a conversational agent?

To get a conversational agent, you can typically access them through your organization's support portals or internal platforms, often by clicking on a chat widget or virtual assistant icon. These tools are designed to help with repetitive tasks or provide quick information, and they can often connect you to a human agent if your issue is complex or requires more personalized support. Would you like to know more about how to use a specific virtual assistant within our systems?

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## Supported source types

The Conversational Agent supports the following source types:

- **Video entries** - Used with spoken dialogue or OCR (on-screen text)
- **Document entries** - Including PDFs, PowerPoint files (PPTX), and Word documents (DOCX)

## Open a source

Click any source tile to open the original entry in a new tab. When available:

- Videos open at the relevant timestamp
- Documents open at the relevant slide or page
- OCR images shown in flashcards represent captured on-screen text



- The Conversational Agent follows your organization's permissions, and users only see and can access content they're allowed to view.
- To learn how sources appear within responses, see [Understand Conversational Agent responses](#).