

Interaction settings for single session events

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 This article is designated for all users.

About

Kaltura's [Chat & Collaboration widget](#) (C&C) is a built-in engagement panel used in live sessions that lets participants, speakers, and moderators interact with each other in real time and manage session activity. It's essentially the central hub for communication and interactive tools during a session.

The Interaction settings page allows organizers to set how the C&C widget functions and what users are allowed to do within it during a session. Here organizers can:

- Enable or disable participants' ability to send emoticon reactions during the session.
- Control specific chat functionality including private chat and session group chat.
- Enable or disable Q&A chat. If Q&A chat is enabled, organizers can also set the sessions' live moderation schedule and define an automatic response for the Q&A chats.



This article pertains only to single session events.

Looking for more information about single session events? Feel free to contact your Kaltura representative.



The behavior described here applies to the **default** configuration. Customer-specific variations are highlighted where applicable.

Access the Interaction settings page

Navigate to the Interaction settings page; from the Event page, choose **Interaction settings** from the Interactions tab pull-down menu.

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Overview

21 : 04 : 16 : 54
days hrs min sec

Live webcast

Virtually live!

2/2/22 10:00 AM > 2/2/22 4:30 PM
EST (GMT-5)

It's no surprise that virtual events have prevailed over all other forms of business get-togethers since Covid-19 entered our lives. At Kaltura, we spent the past year videofying events, transforming the conventional into the extrao...



Prepare the presentation and manage the live stream

[Launch studio](#) [Copy link](#)

Event page for audience

[Visit event page](#) [Copy link to share with your registrants](#)

Share chat moderation app with your moderators

[Go to app](#) [Copy app link to share with your moderators](#)

Assign resource location

Select a resource

[Show Live stream details](#)Event controls [Create with AI](#)

★ Basics

Configure event basics: adjust settings and view event recordings. [✎](#)

CC Captions

Order live captions for streaming events or order/add captions to your on-demand content. [✎](#)

📎 Attachments

Attach downloadable content to the event. [✎](#)</> Share & embed [✎](#)

Stream anywhere anonymously with no registration required. Share live on social media.

Speakers

[Invite](#)[See all](#)

No speakers yet

Moderators

[Invite](#)[See all](#)

No moderators yet

The Interaction settings page displays.

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General

Reactions Allow attendees to send emoticon reactions during the session

Chat

Private chat Allow 1:1 chat conversations and search between attendees

Session group chat Allow attendees to participate in session group chats

Q&A

Q&A chat Allow Q&A chat and set the sessions' live moderation schedule

Start moderation before the session start time

End moderation after the session end time

Auto reply Define an automatic response for the Q&A chats

Hi! Thank you for reaching out, we'll get back to you shortly.

Enable or disable reactions



Not all events support the use of reactions. In such cases, the option to enable or disable reactions will not be displayed on the Interaction settings page.

Choose whether to allow attendees to send emoticon reactions during the session. Move the blue toggle button next to **Reactions** to the left to disable or to the right to enable.

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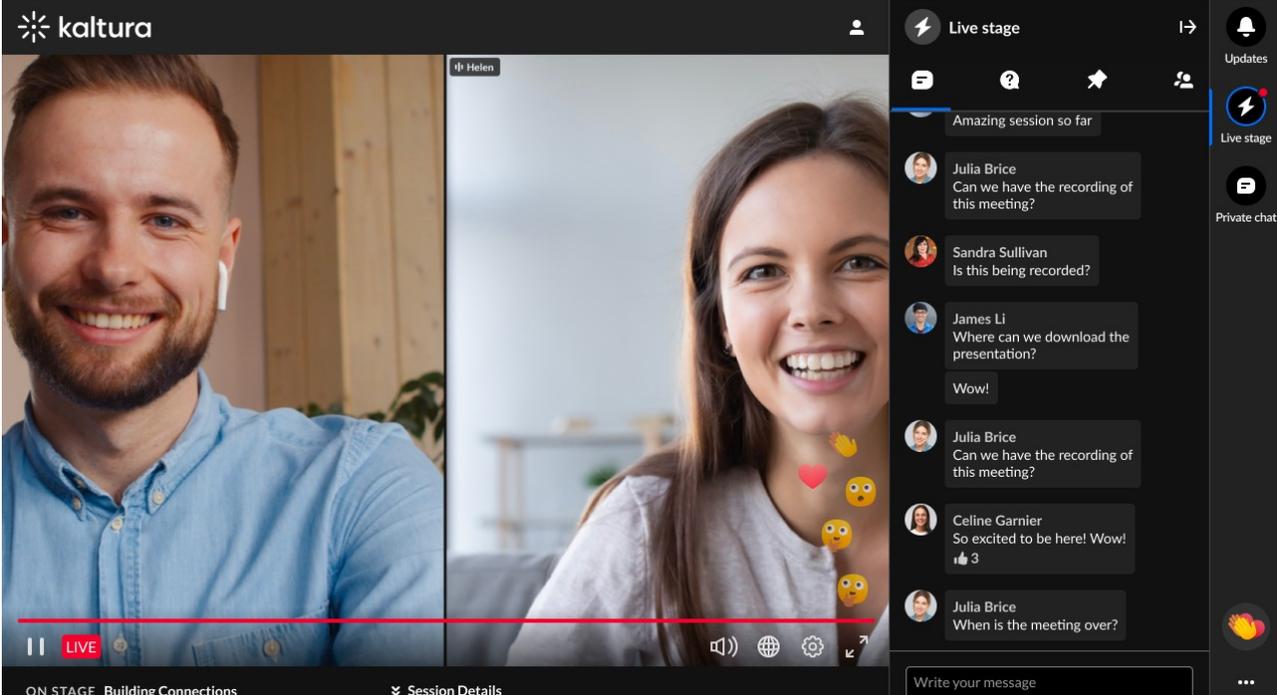
Start moderation Minutes before the session start time

End moderation Minutes after the session end time

Auto reply Define an automatic response for the Q&A chats

Hi! Thank you for reaching out, we'll get back to you shortly.

If the setting is **enabled**, attendees will be able to simulate applause, laughter, and much more during the session. Reactions initiated by attendees will be displayed to everyone in the session.



The screenshot shows a live session interface. On the left, a video feed displays two participants: a man in a blue shirt and a woman in a white shirt. The woman's video has a row of reaction emoticons (heart, smile, etc.) overlaid on it. On the right, a chat window is open, showing a list of messages from attendees such as "Amazing session so far", "Can we have the recording of this meeting?", and "Wow!". At the bottom, there is a "Write your message" input field and a "LIVE" indicator.

If the setting is **disabled**, attendees will not be able to send reactions during the session.

Enable or disable conversations

Three types of conversations are available:

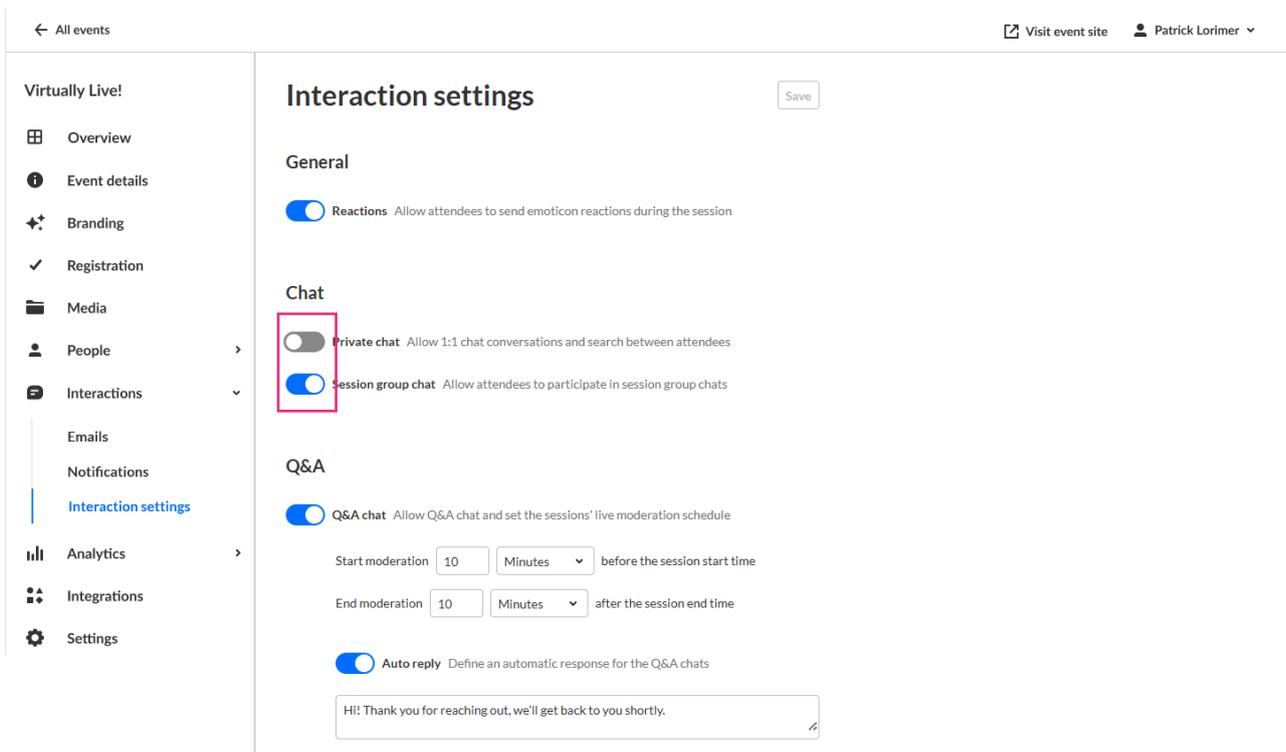
- Private chat - Allow 1:1 chat conversations and search between attendees.



Depending on your account settings, Private Chat may be restricted to Admins only.

- Session group chat - Allow attendees to participate in group chat in all the sessions.

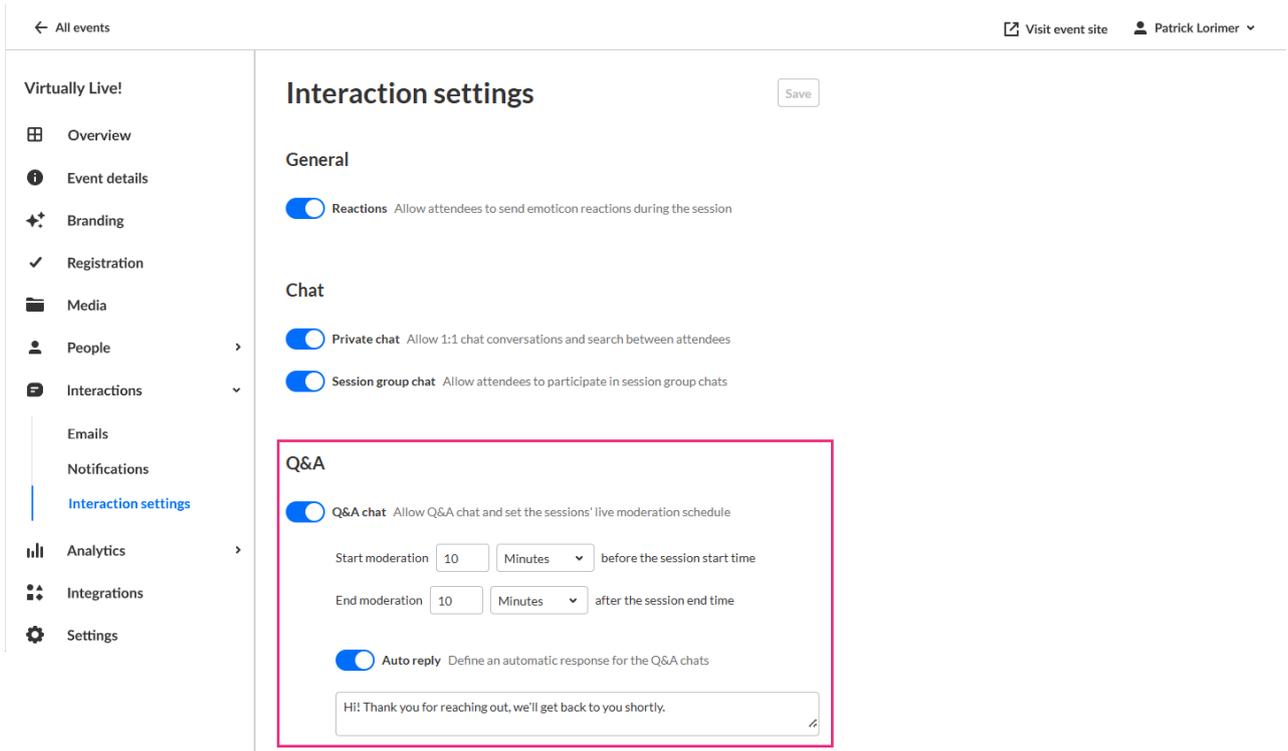
Choose to enable or disable conversations for your event by sliding the button next to the specific conversation type to the left to disable or to the right to enable. In the example below, we are disabling Private chat. Notice once Private chat is disabled, the button turns gray.



Choose whether to enable Q&A chat

During the event, other than connecting with each other, attendees can engage and ask speakers or event moderators questions via the Q&A tab of the Live stage. This functionality improves interaction and exchange of information among speakers and attendees, thus encouraging discussions and boosting attendee engagement.

Q&A chat is enabled by default. As shown below, the feature is enabled when the blue toggle button is the "On" position.



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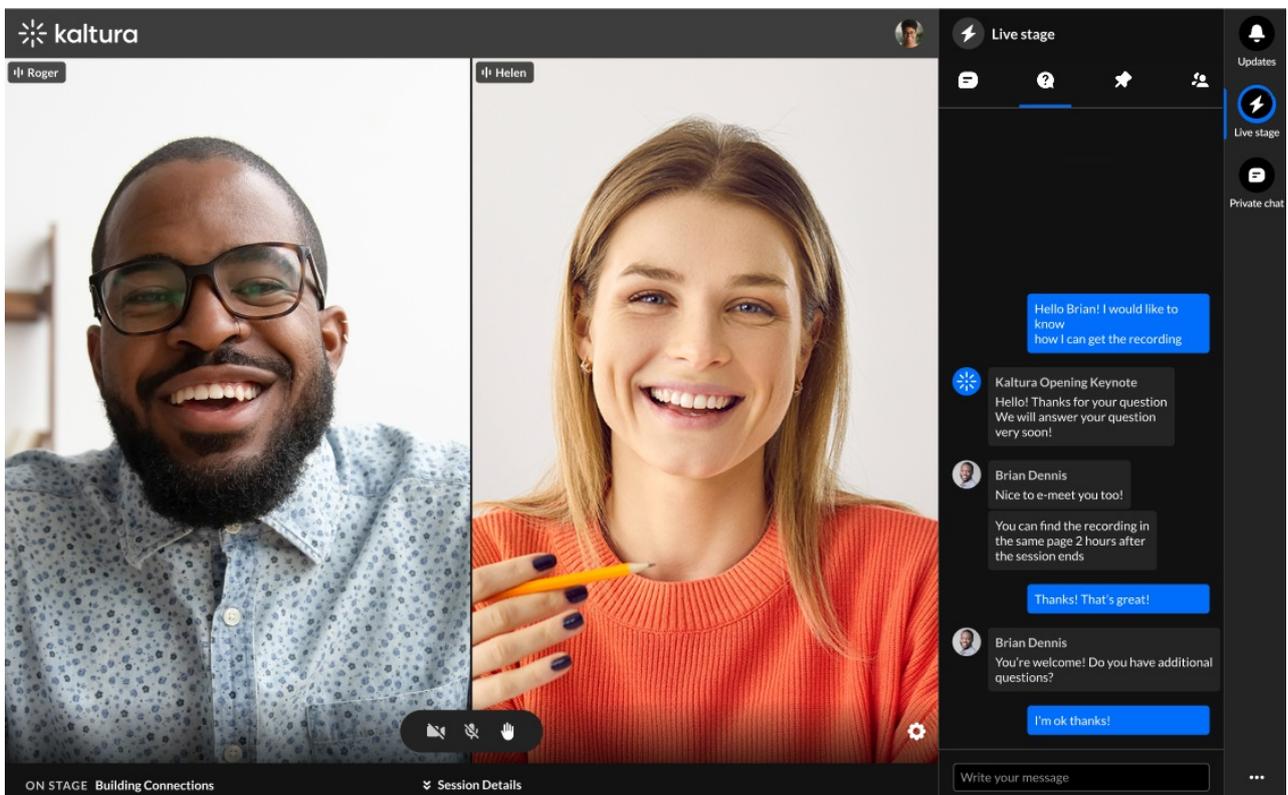
Start moderation Minutes before the session start time

End moderation Minutes after the session end time

Auto reply Define an automatic response for the Q&A chats

Hi! Thank you for reaching out, we'll get back to you shortly.

If the setting is "On", the Q&A tab will be activated in the session when there are moderators assigned to the session and the moderation will be set according to the live moderation schedule.



ON STAGE Building Connections Session Details

Live stage Updates

Live stage Private chat

Hello Brian! I would like to know how I can get the recording

Kaltura Opening Keynote
Hello! Thanks for your question We will answer your question very soon!

Brian Dennis
Nice to e-meet you too!
You can find the recording in the same page 2 hours after the session ends

Thanks! That's great!

Brian Dennis
You're welcome! Do you have additional questions?

I'm ok thanks!

Write your message

You may disable Q&A chat by moving the blue toggle button to the "Off" position.

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[Save](#)

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When the setting is "Off", the Q&A tab will not be displayed in the session

Define your sessions' live moderation schedule

If you chose to enable Q&A chat, additional settings are available to define your sessions' live moderation schedule.

Set when you would like moderation to start and end for your live session. In the example below, we are starting moderation 10 minutes before the session start time and ending moderation 10 minutes after the session end time.

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Enable Auto reply and define an automatic response for Q&A chats



If your account administrator has enabled a public Q&A experience for Chat and Collaboration, Auto reply configuration in the Interaction settings page **is not available**. To learn about the two experiences, see [public Q&A experience](#) and [non-public Q&A experience](#).

Automated reply messages are predefined responses used to communicate with attendees. Prior to the moderator's response, an automatic message that was pre-configured displays. Use it to:

- Provide reassurance - Attendees who reach out to the moderator or your sponsors booth expect to hear back from them quickly.
- Provide further direction - You can use auto reply to offer additional resources and communicate accurate information or redirect attendees to specific pages.
- Increase engagement - Attendees are open to information when they see an automatic reply. The engagement increases because personalized timing is as important as personalized content.

Auto reply is enabled by default and a default reply message is displayed in the text box.

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If you would like to change the default reply message, type the desired text in the text box. In the example below, we are setting the auto reply as "Hello! Thank you for your message! Our team will respond in just a few minutes."

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Auto reply Define an automatic response for the Q&A chats

Hello! Thank you for your message! Our team will respond in just a few minutes.

Save your work

Once you've finished making all your changes to the Interaction settings page, be sure



to click the **Save** button.
