

Interaction tools for moderators in Town Hall events

Last Modified on 11/05/2025 10:32 am IST

 This article is designated for moderators

About

This article explains how moderators can use Kaltura Room's interaction tools to engage attendees during live webcast sessions.

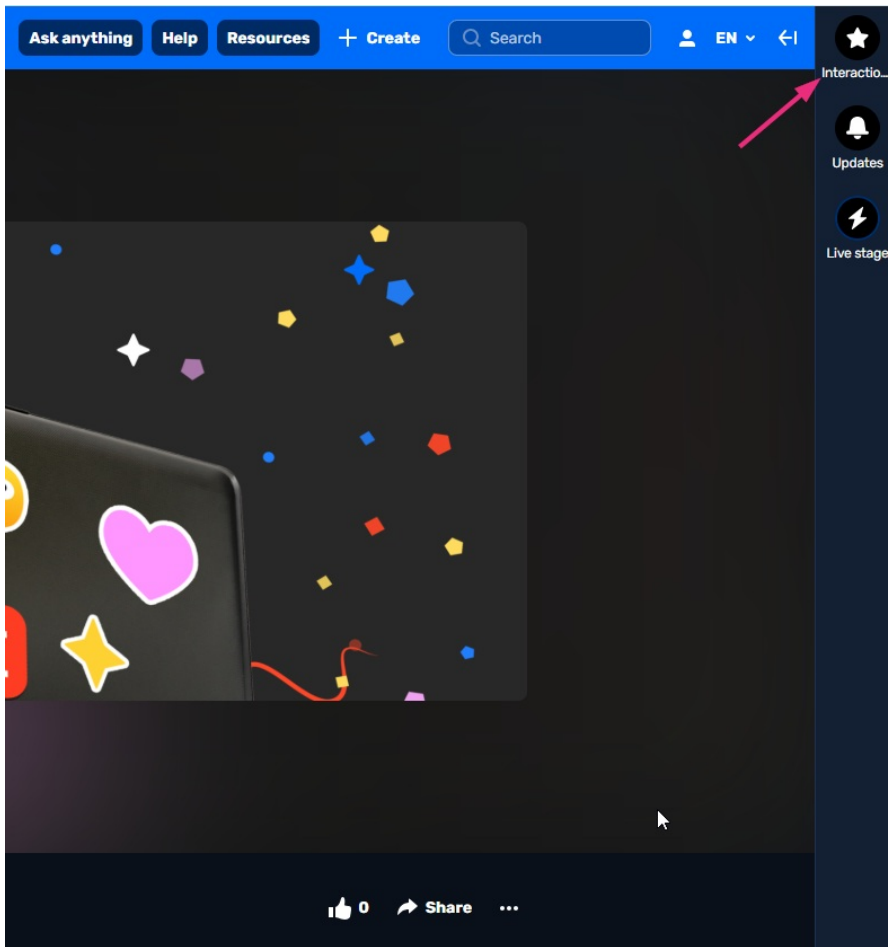
From the **Interactions tab** in the [Chat and collaboration widget](#), moderators can create polls, quizzes, rating scales, surveys, word clouds, announcements, and more - all designed to keep audiences engaged and participating in real time. Once created, interactions can be **published** (made visible to attendees) right away, saved as drafts, or scheduled to appear at a later time.



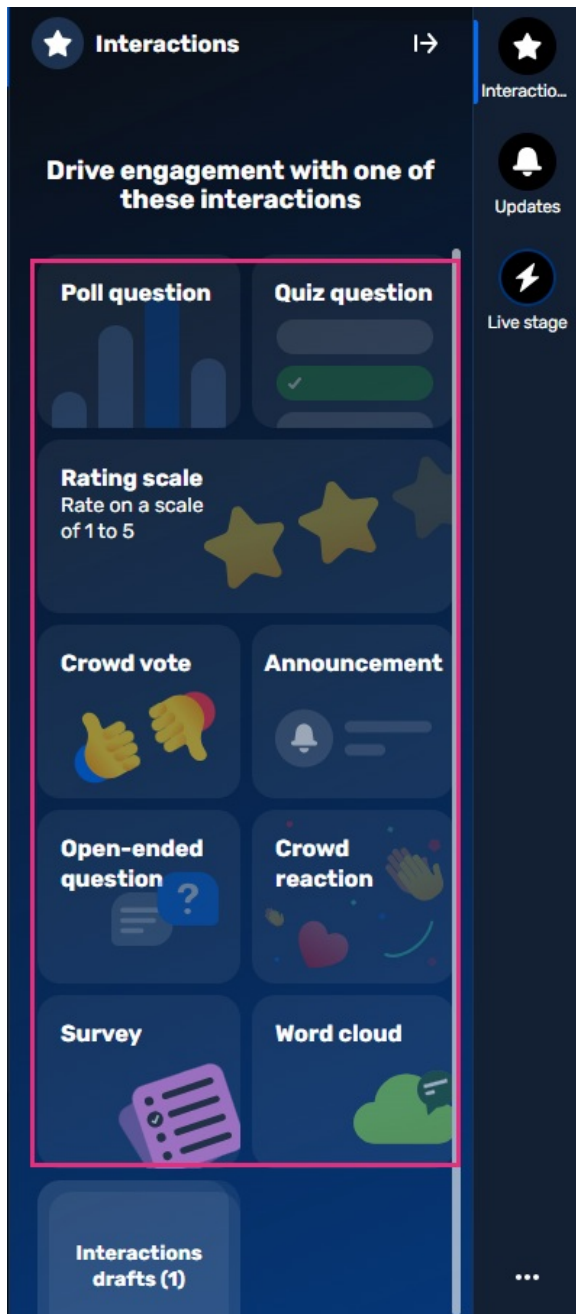
Moderators can manage the C&C widget per session via the media edit page (Chat tab), tailoring the experience to meet specific needs. Check out our article [Manage chat settings for Kaltura Room](#) for details.

Access the Interactions tab

In your [Kaltura Room](#), at the upper-right of your screen, click the **Interactions** tab.



The list of **Interactions** displays in the engagement panel on the right.



What's in the tab?

The Interactions tab has the following sub-tabs:

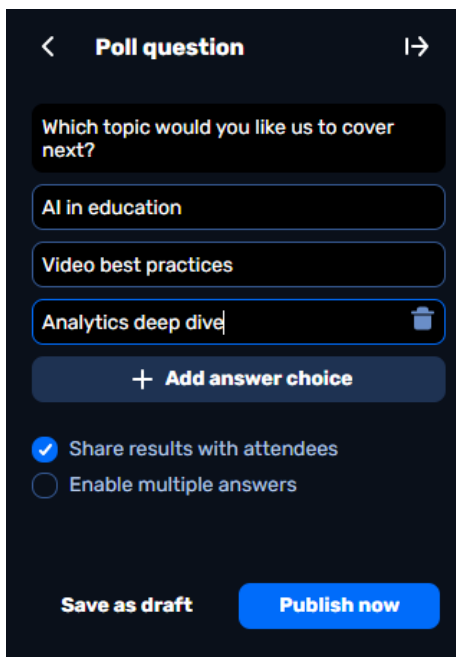
- [Poll question](#) - multiple-choice question with instant results
- [Quiz question](#) - knowledge check with a multiple-choice question
- [Rating scale](#) - rate a statement or idea
- [Crowd vote](#) - quick “yes/no” or emoji-based votes
- [Announcement](#) - share important updates or CTAs
- [Open-ended question](#) - collect written responses
- [Crowd reaction](#) - send emoji reactions

- [Survey](#) - structured feedback with multiple questions
- [Word cloud](#) - visualize short responses

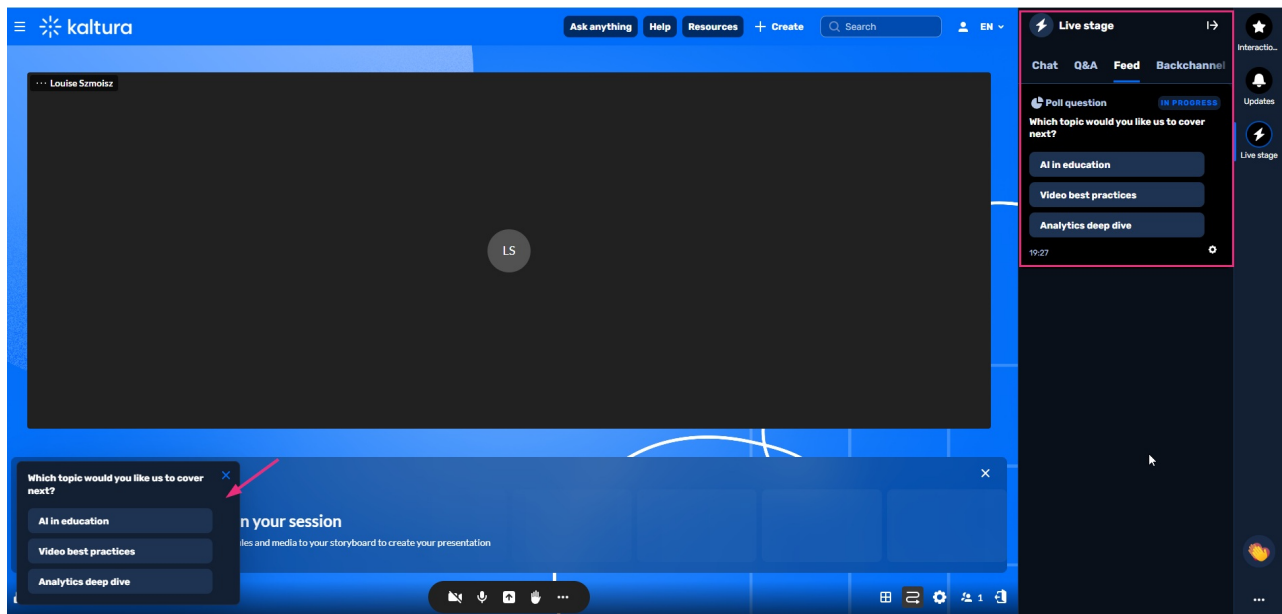
Create interactions

Poll question

1. Click **Poll question**.
2. Type your question (up to 300 chars).
3. Enter up to five answer options. Click **+ Add answer choice** to add more options.
(To remove an answer, hover over it and click the **trashcan icon**.)

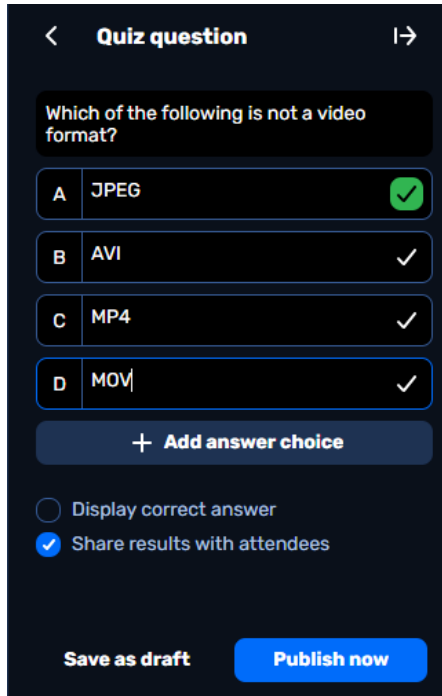


4. Choose whether to **share results with attendees** or **enable multiple answers**.
5. (Optional) Set a duration for how long the poll stays active. See [Set interaction duration](#).
6. Decide whether to save as draft, publish now, or schedule. See [Publish interactions](#) for details.

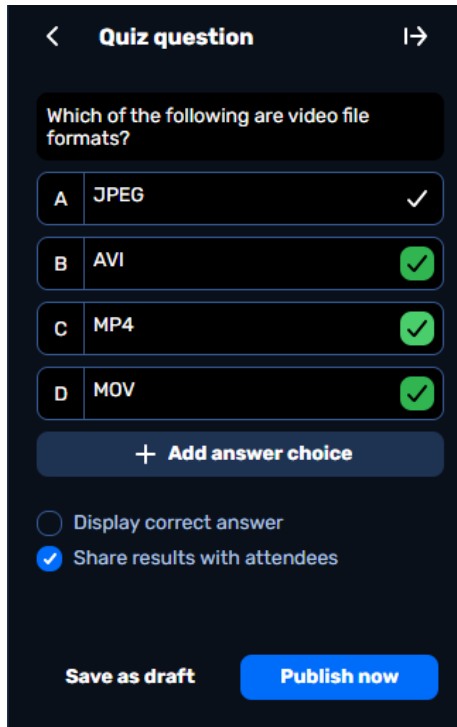


Quiz question

1. Click **Quiz question**.
2. Type your question (up to 300 chars) and answers (up to five total).
3. Click **+ Add answer** to add more. (To remove an answer, hover over the answer and click the **trashcan icon**.)



(Optional) Allow multiple correct answers by clicking the check mark next to each correct option. At least one must be correct.



< Quiz question I→

Which of the following are video file formats?

A JPEG ✓

B AVI ✓

C MP4 ✓

D MOV ✓

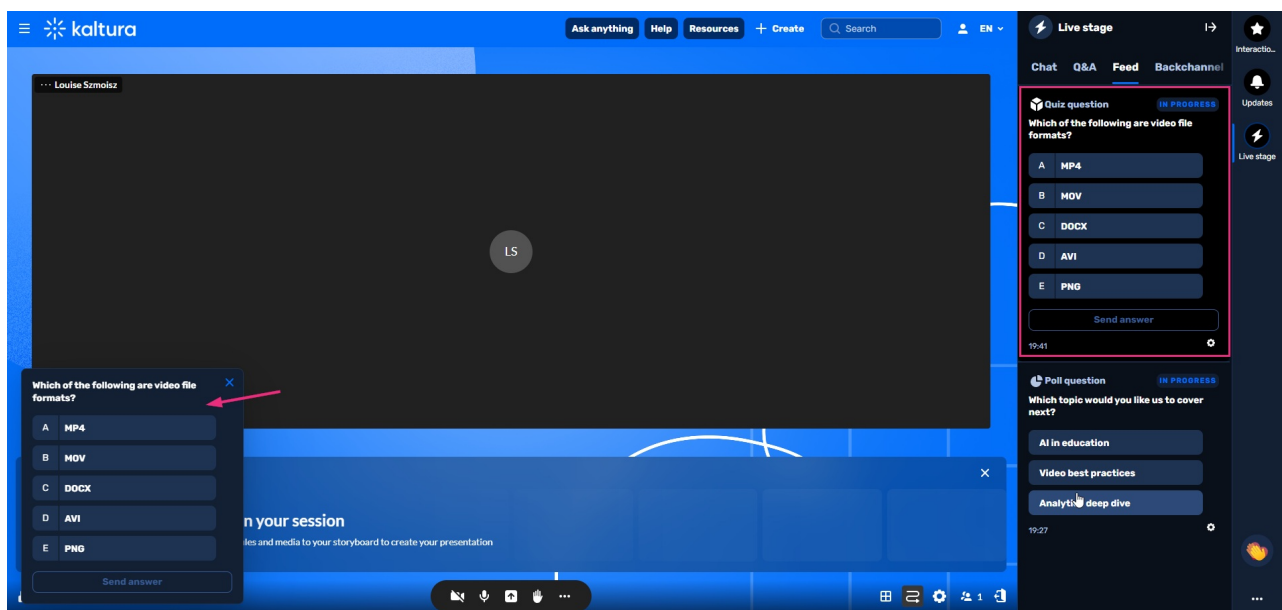
+ Add answer choice

☐ Display correct answer

☒ Share results with attendees

Save as draft Publish now

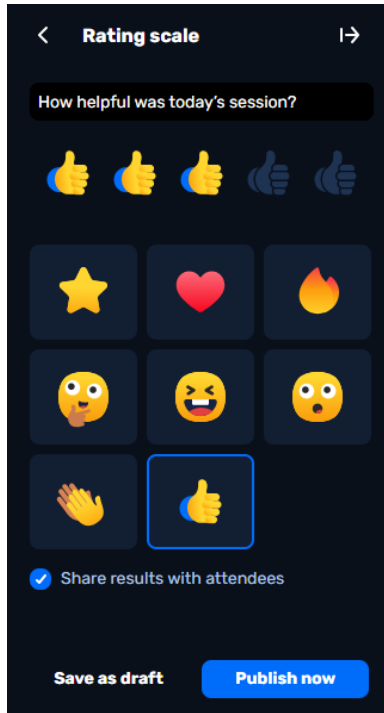
4. Choose whether to **display the correct answer** or **share results with attendees**.
5. (Optional) Set a duration for how long the quiz stays active. See [Set interaction duration](#).
6. Decide whether to save as draft, publish now, or schedule. See [Publish interactions](#) for details.



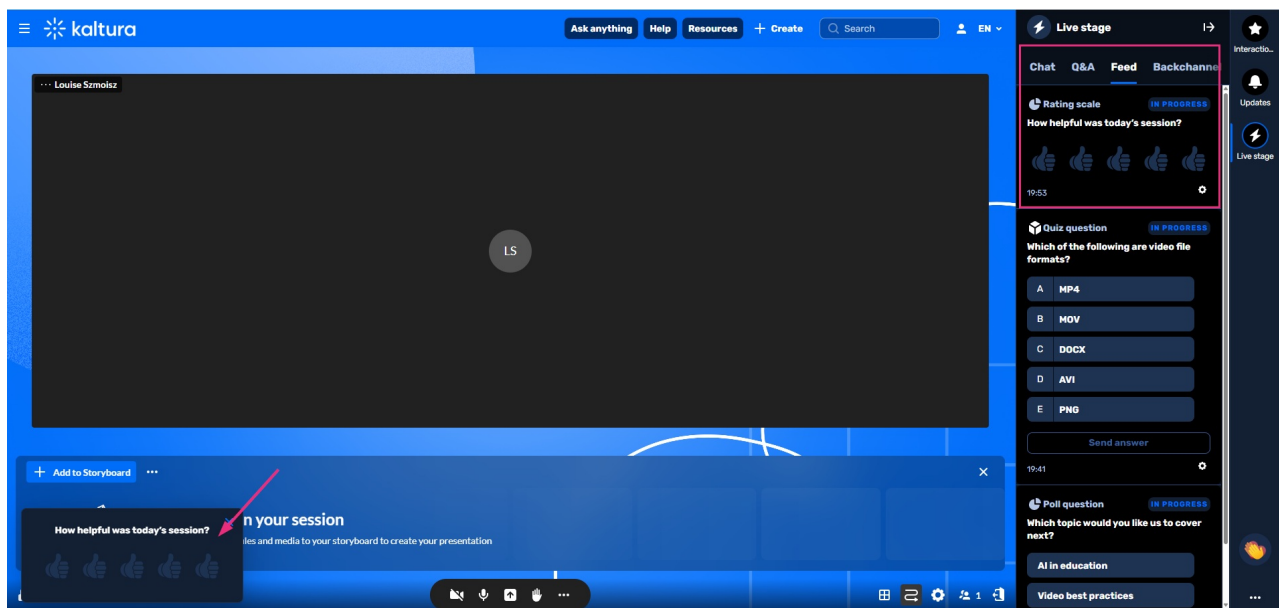
Rating scale

1. Click **Rating scale**.

2. Replace the default text with your question or statement.
3. Choose your rating scale emoji.

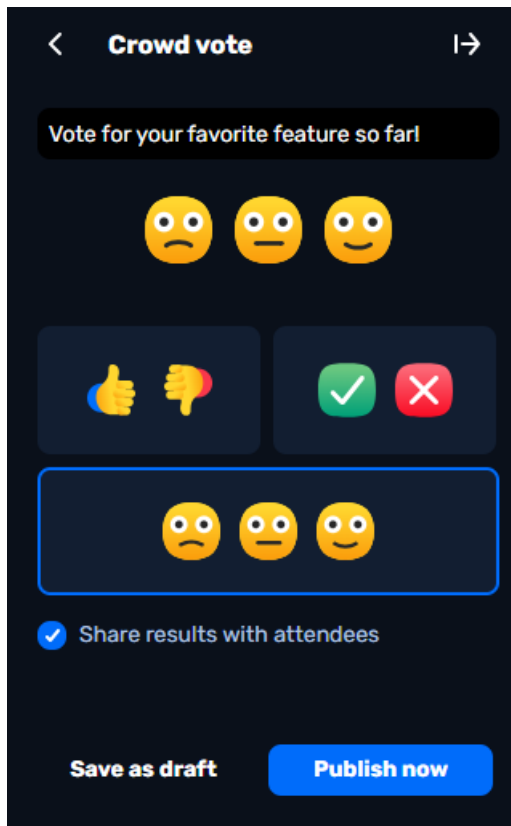


4. Decide whether to share results with attendees.
5. (Optional) Set a duration for how long the rating stays active. See [Set interaction duration](#).
6. Decide whether to save as draft, publish now, or schedule. See [Publish interactions](#) for details.

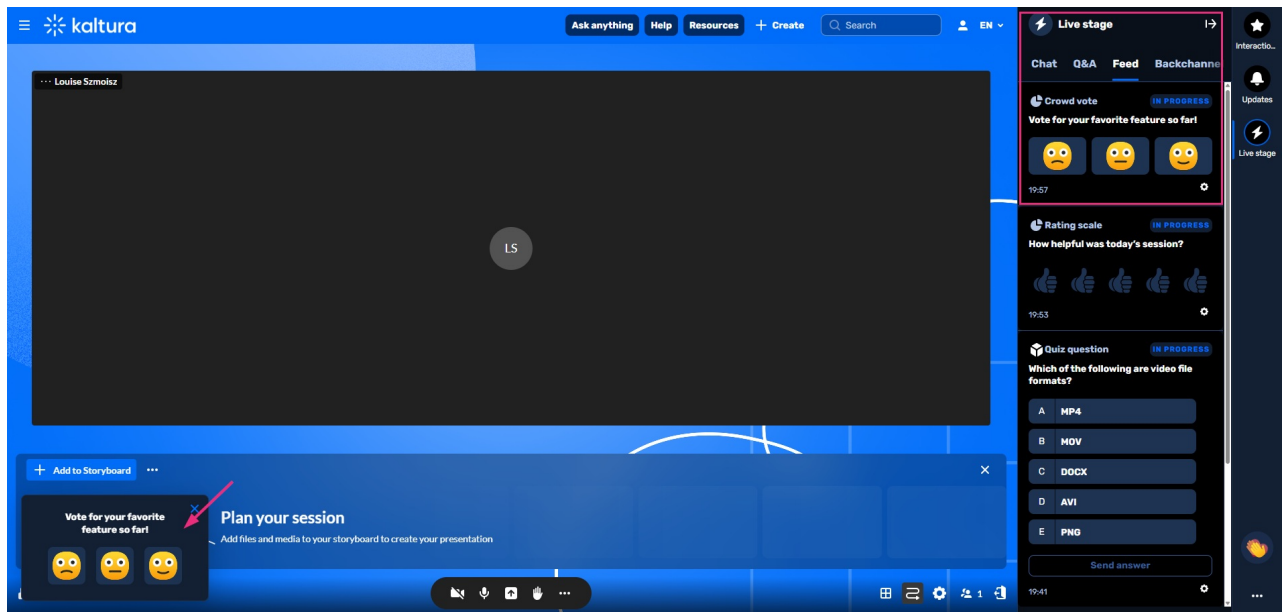


Crowd vote

1. Click **Crowd vote** to begin.
2. Replace the default text with your question or statement.
3. Choose your crowd vote emoji.

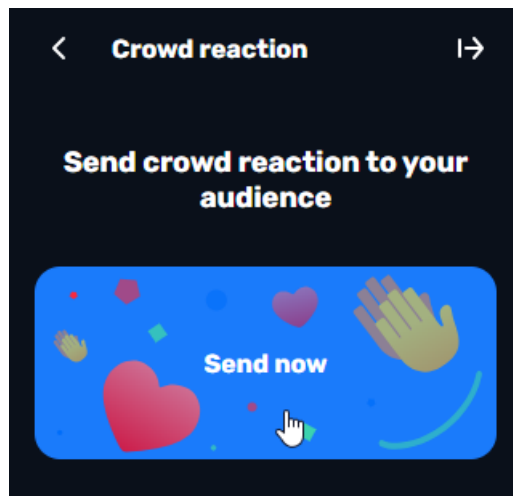


4. Decide whether to share results with attendees.
5. (Optional) Set a duration for how long the vote stays active. See [Set interaction duration](#).
6. Decide whether to save as draft, publish now, or schedule. See [Publish interactions](#) for details.



Crowd reaction

1. Click **Crowd reaction**.
2. Hover over the desired crowd reaction to highlight it, and a **Send now** button will appear.



3. Click to send the crowd reaction.



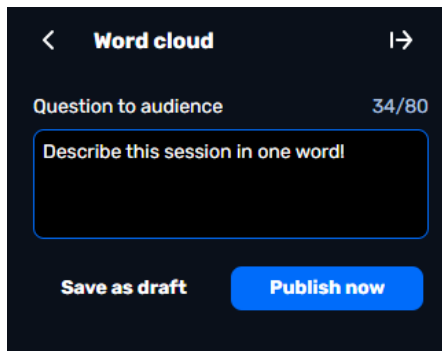
Crowd reactions are always sent immediately and can't be scheduled.

Survey

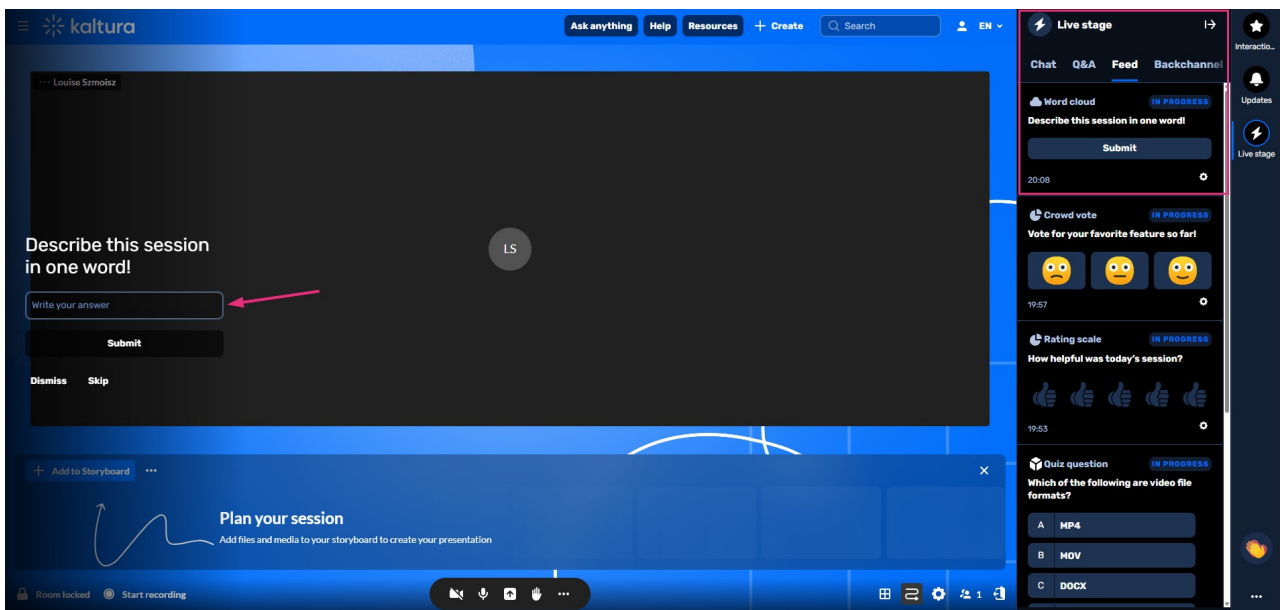
See our article [Create and manage surveys in Kaltura Rooms](#) for full instructions.

Word cloud

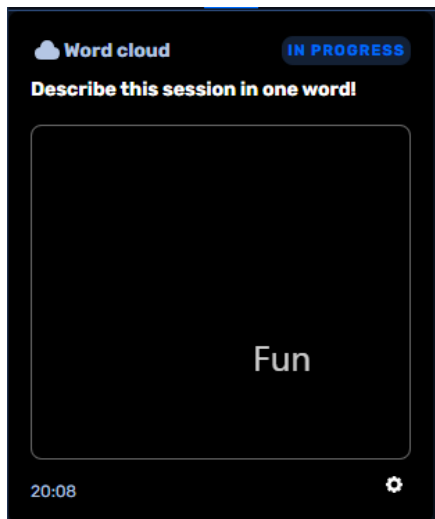
1. Click **Word cloud**.
2. Type your question in the **Question to audience** field (up to 80 char).



3. (Optional) Set a duration for how long the word cloud stays active. See [Set interaction duration](#).
4. Decide whether to save as draft, publish now, or schedule. See [Publish interactions](#) for details.

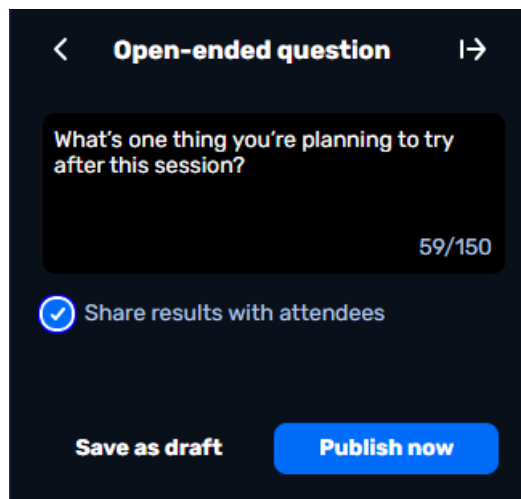


Once results are in, they are displayed to all in the **Feed** sub-tab of the **Live stage** tab.

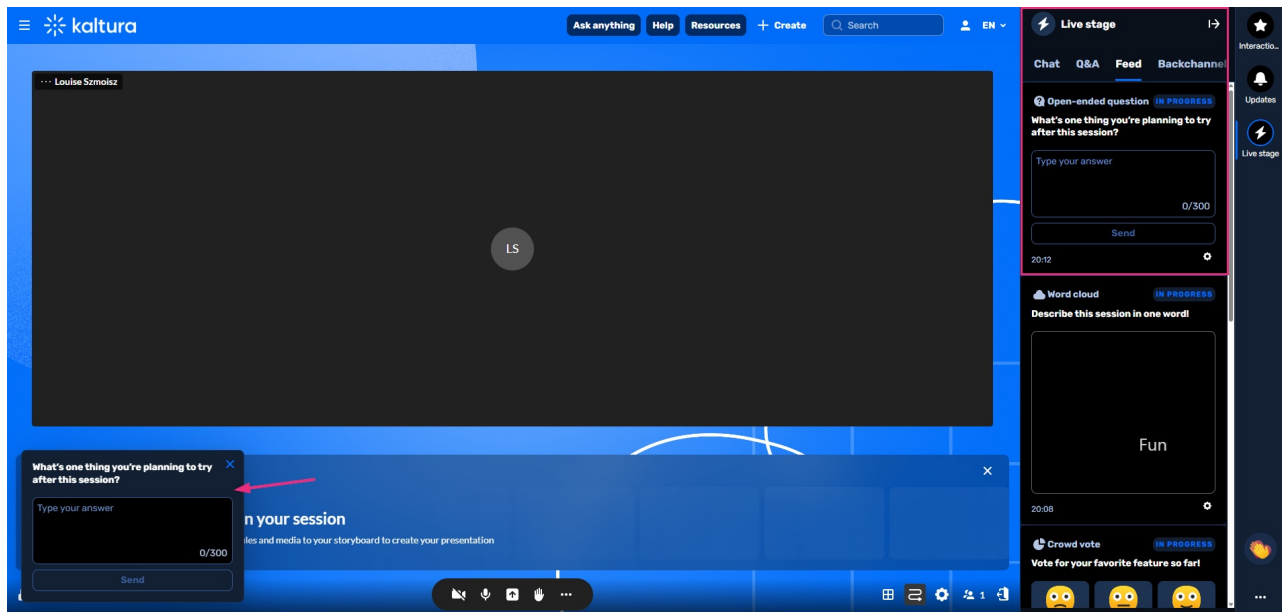


Open-ended question

1. Click **Open-ended question** to begin.
2. Type your question in the text field.
3. Decide whether to share results with attendees.

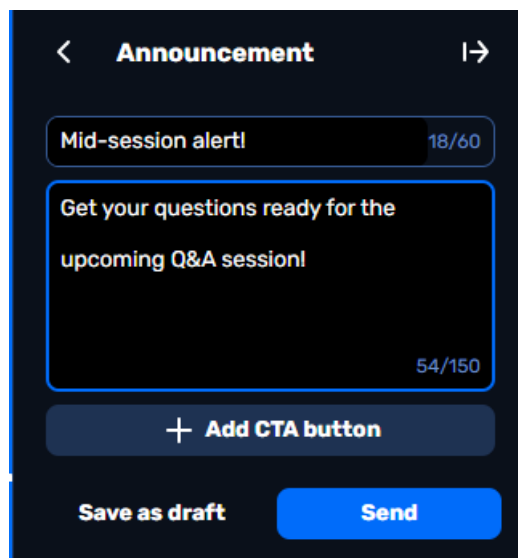


4. (Optional) Set a duration for how long the word cloud stays active. See [Set interaction duration](#).
5. Decide whether to save as draft, publish now, or schedule. See [Publish interactions](#) for details.



Announcement

1. Click **Announcement** to begin.
2. (Optional) Enter a **title** for your announcement.
3. Type your announcement text.



4. (Optional) Click + **Add CTA button** to include a call-to-action button.

Additional options display.

<
Announcement
|>

Mid-session alert!
18/60

Get your questions ready for the upcoming Q&A session!
54/150

CTA button


Button label
Submit a question

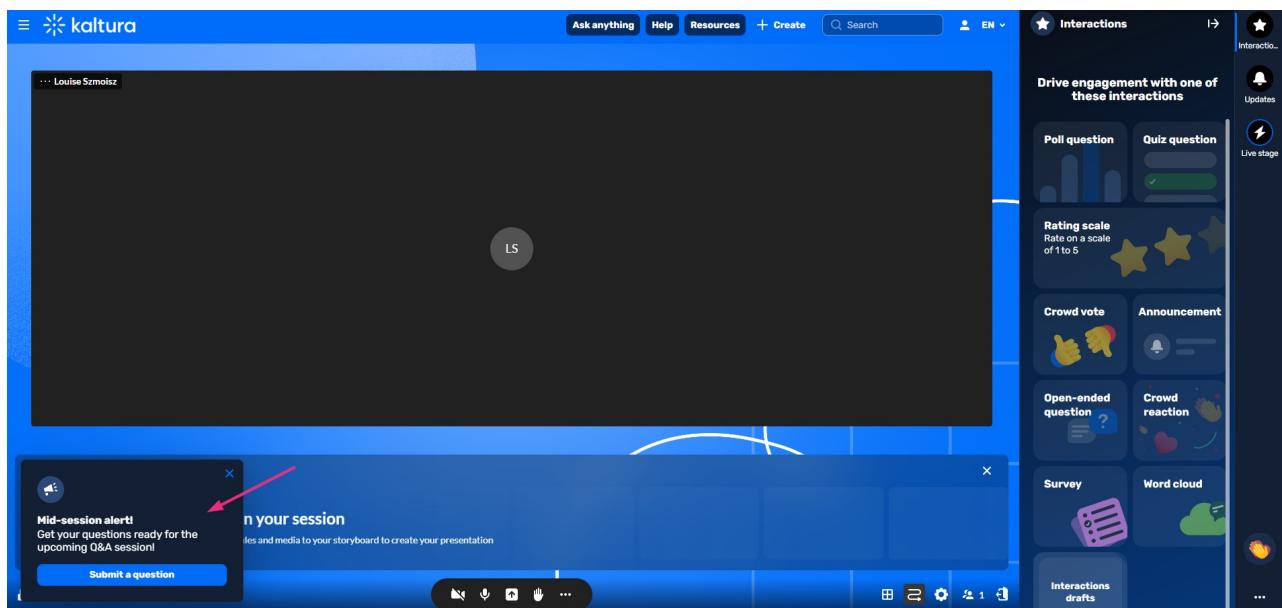
URL
example.com/qna-guide

Save as draft
Send

- Enter a **label** for your CTA button and the URL users will be directed to when they click it. To remove the CTA, click the **trashcan icon**.
- Decide whether to save as draft, publish now, or schedule. See [Publish interactions](#) for details.



Announcements don't use duration settings.



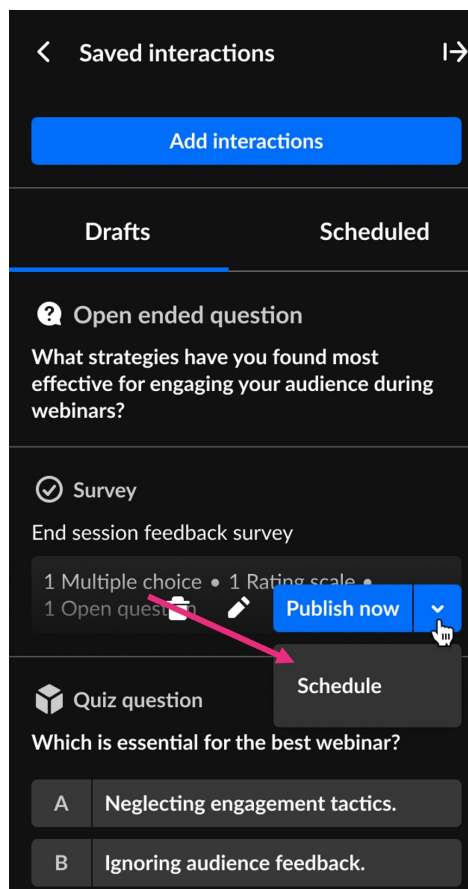
Publish interactions

When you create an interaction, you can choose how and when it should go live:

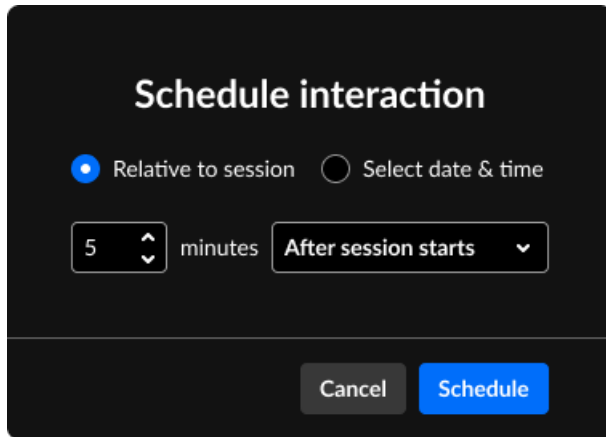
- **Publish now** – immediately displays the interaction as a toast popup and adds it to the Feed sub-tab in the Live stage tab
- **Save as draft** – saves the interaction for later
- **Schedule** – set the interaction to publish at a specific time (see below)

Schedule an interaction

1. Click the arrow next to **Publish now** and select **Schedule**.



The Schedule interaction screen displays.



Schedule interaction

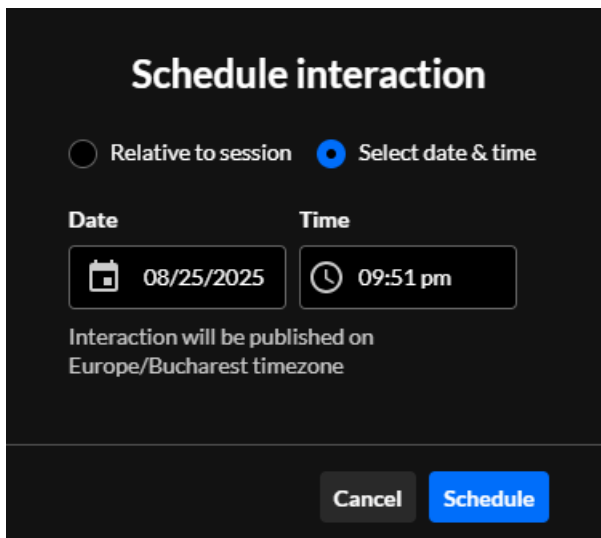
☒ Relative to session
 ☐ Select date & time

5 minutes
 After session starts

Cancel Schedule

2. Choose one of the following:

- **Relative to session** – use the arrows to set the number of minutes, then select **After session starts** or **Before session ends**
Example: to launch an interaction 10 minutes after the session starts, set 10 minutes and choose 'After session starts'.
- **Select date & time** – pick a date and time from the calendar
 - Interactions can only be scheduled for future dates and times.
 - The scheduled time must be at least one minute after the current time.



Schedule interaction

☐ Relative to session
 ☒ Select date & time

Date **Time**

08/25/2025 09:51 pm

Interaction will be published on Europe/Bucharest timezone

Cancel Schedule

3. Click **Schedule**.

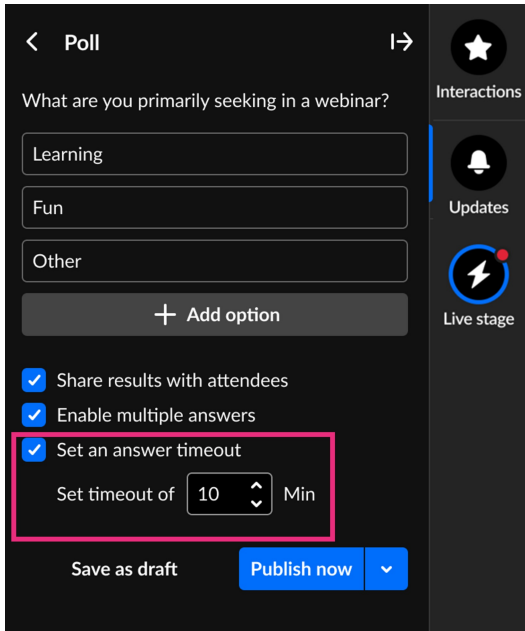


Scheduled interactions appear in [Drafts](#) and can't be published immediately.

Set interaction duration

You can define how long an interaction remains active (answer timeout).

- Default duration is 5 minutes.
- You can adjust the time between 1 and 120 minutes.

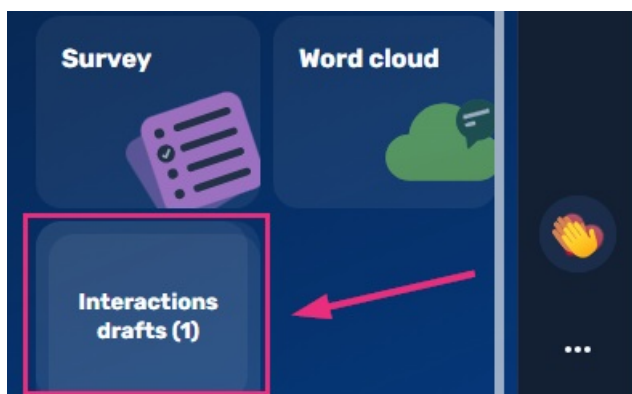


Access saved drafts

When you save an interaction as a draft, it appears at the bottom of the engagement panel in **Interactions drafts**. You can return to it anytime to edit or publish.



If you have scheduled interactions cannot be modified within **two minutes** of scheduled time.

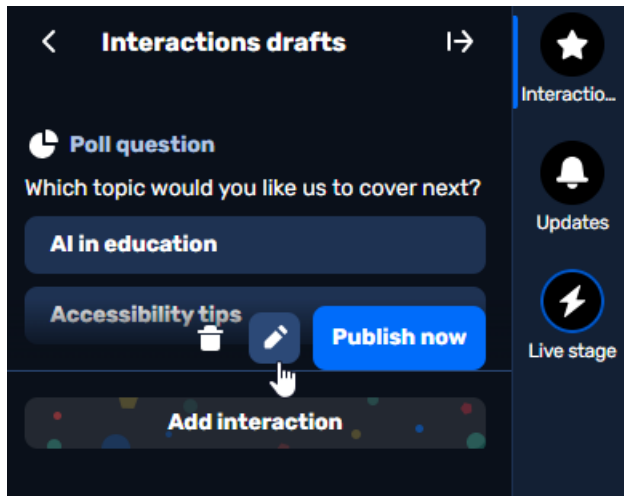


Manage drafts

Hover over a draft to display:

- **Trash can icon** - delete the draft

- **Pencil icon** - edit the draft
- **Publish now** - click to make it live



Scheduled draft rules

- Scheduled interactions can't be edited within **1 minute** of their scheduled publish time.
- Interactions can't be modified within **2 minutes** of their scheduled publish time.
- You can remove or adjust the scheduled time if it's more than **1 minute** away.
- Drafts scheduled **relative to session** keep their scheduling details when copied.
- Drafts scheduled for a **specific date and time** are copied as regular drafts without scheduling.