Activate AI Assistant for your live session

Content updated: 12/04/2025

This article is designated for all users.

About

The **AI assistant** gives moderators more insight and guidance during live sessions. Event organizers who have the 'AI Events bundle' enabled on their account can activate the assistant for supported sessions via the Basics tab in the session settings panel.

To enable the AI Events bundle, contact your Kaltura representative.

What you gain by activating the AI assistant

Moderators receive AI-powered insights throughout the live session, which appear in the Assistant tab and the Live stage tab. Insights include:

- **Chat mood*** – a quick reading of positive, neutral, negative, or quiet chat mood
- **Engagement indicators** – how many viewers are actively watching (full screen, focused tab, sound on)
- **Notifications and prompts** – alerts that help moderators respond to changes in mood or engagement
- **Suggestions for interaction** – ideas for polls, questions, or actions to boost participation
- **Attendance updates** – current viewer numbers
- **Time to end** – a session countdown

Activating the AI assistant also enables **creation of custom email templates with AI**.

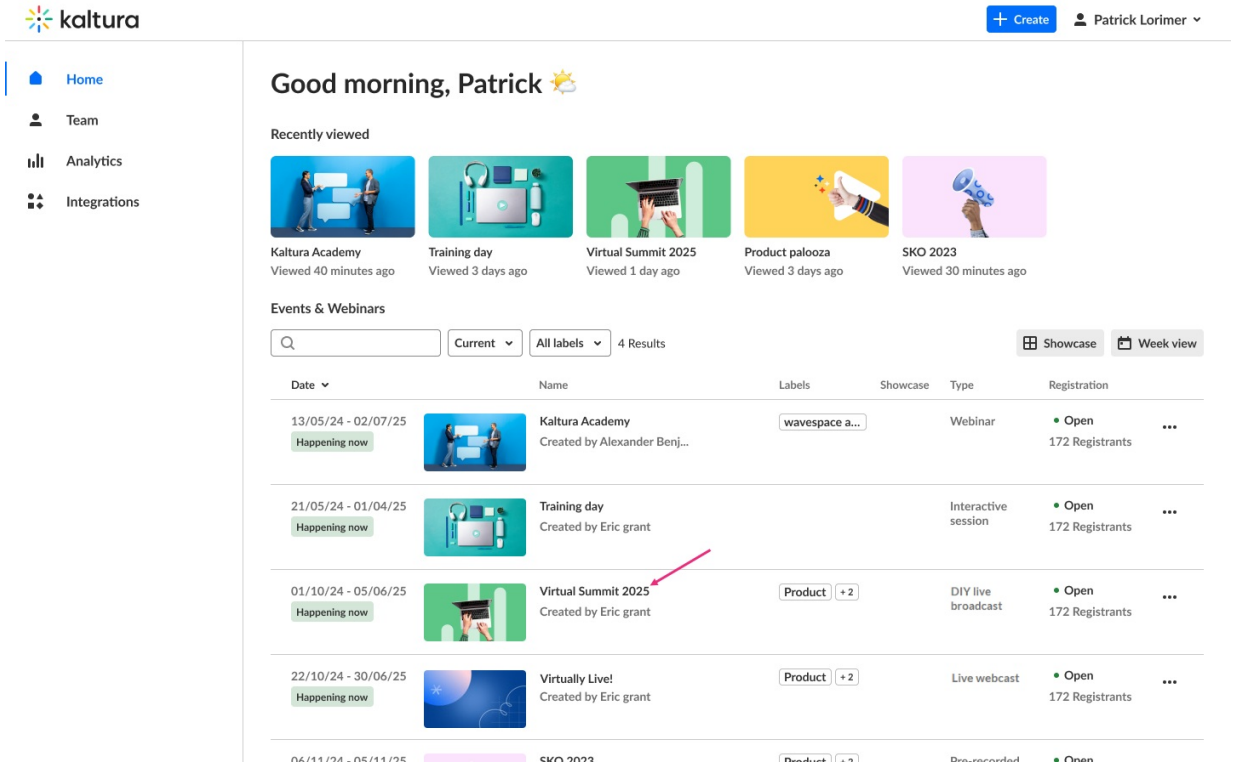
* When the AI assistant is not activated, chat mood is replaced with **Turnout rate**, which shows the percentage of registered attendees who are logged into the session.

Single-session events

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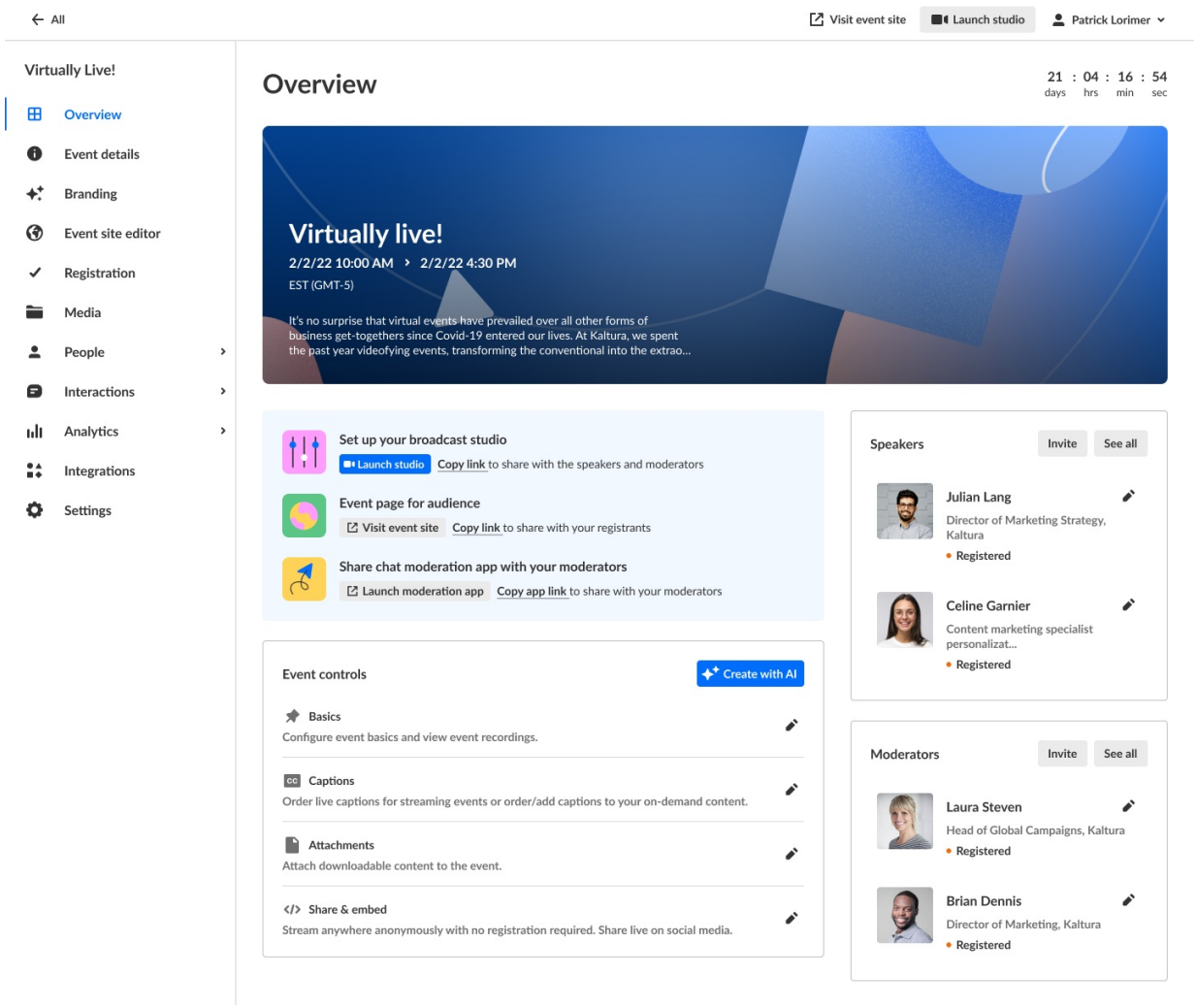
Access session settings

1. From the Events homepage, click the event you want to manage.



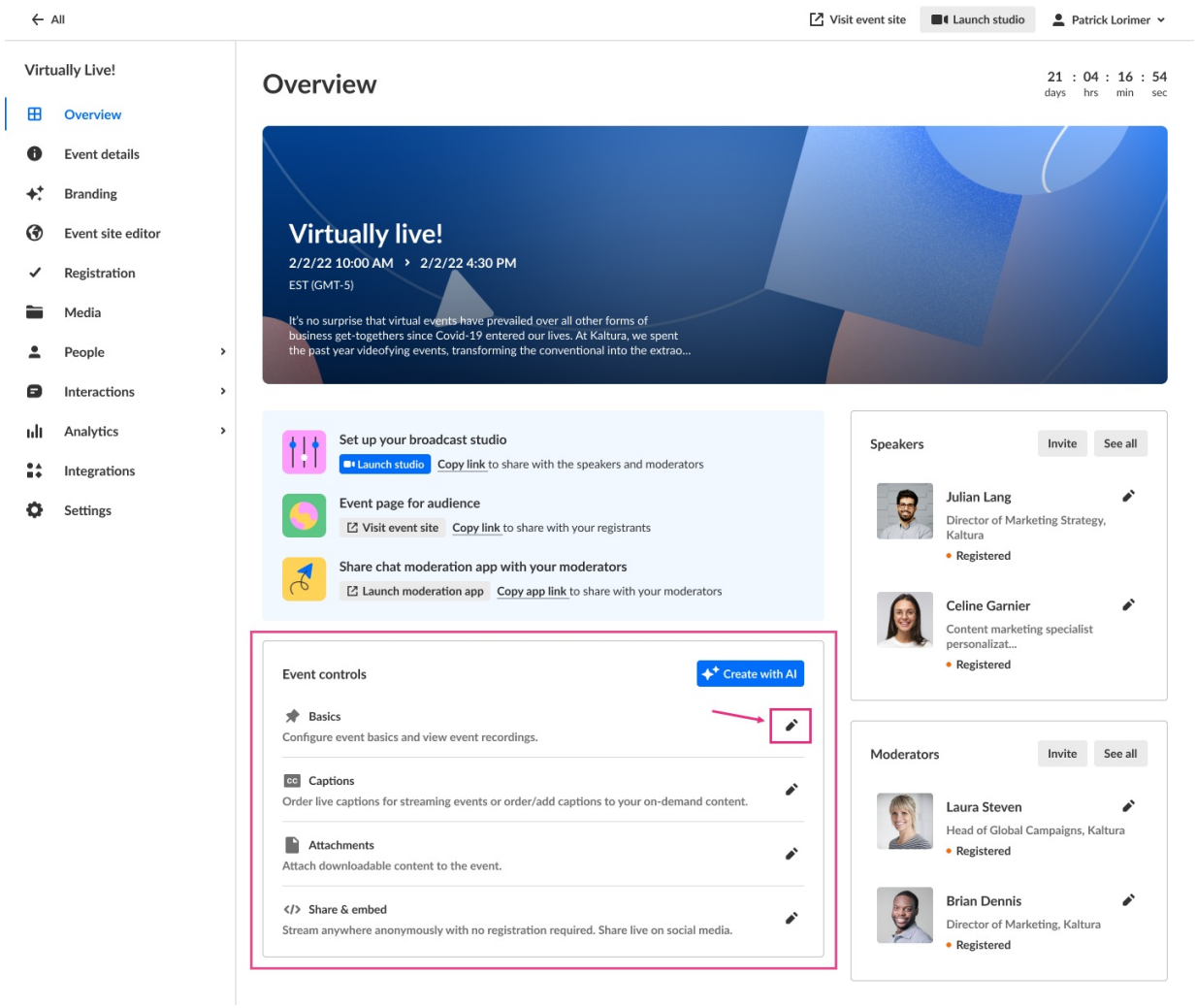
The **Overview** page displays.

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2. In the **Event controls** area, select the edit icon next to Basics.

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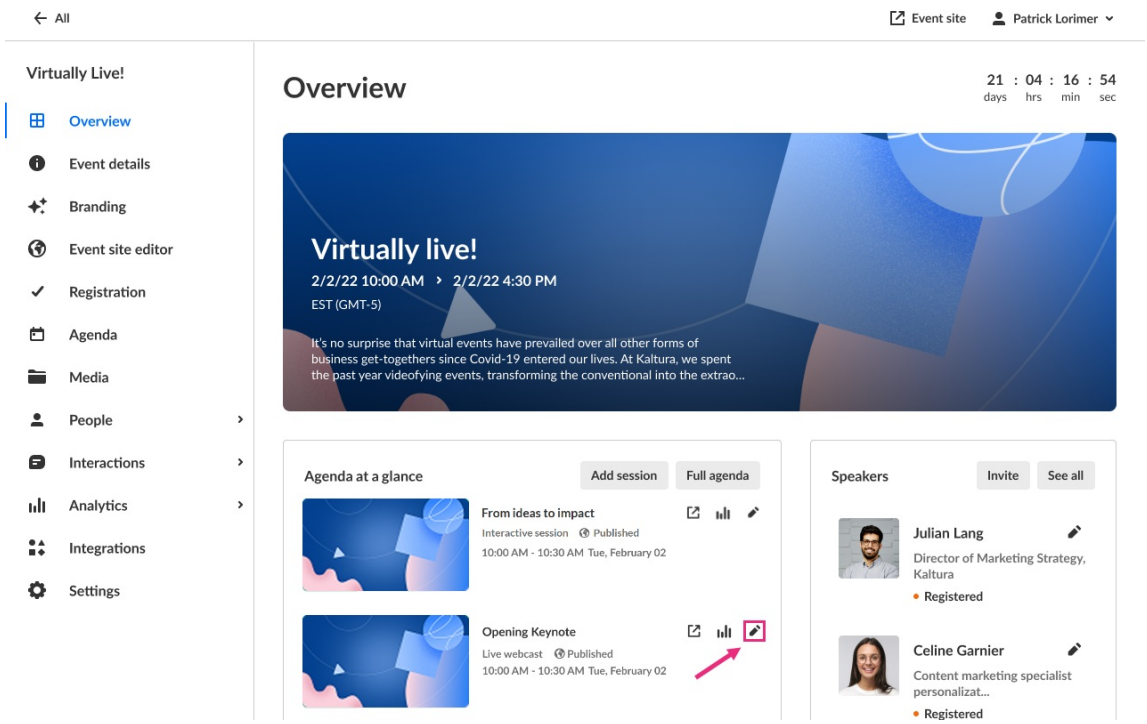
Multi-session events

Access session settings

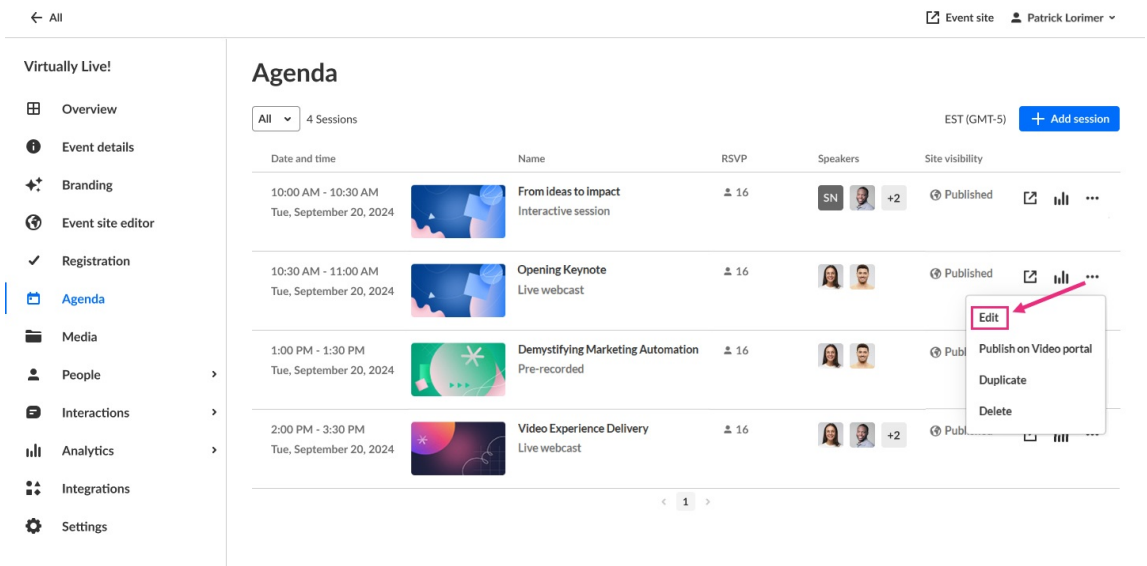
There are two ways to reach session settings:

- On the Overview page, in the **Agenda at a glance** section, click the **pencil icon** next to the session.

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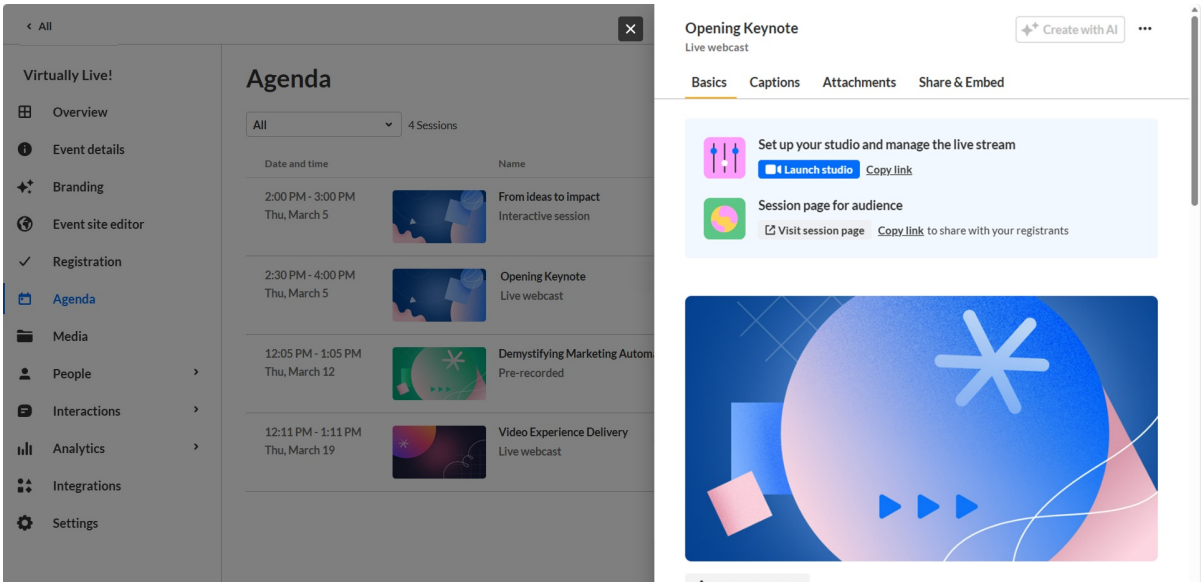


- On the **Agenda** page, click the **three-dot actions menu** to the right of the session and choose **Edit**.



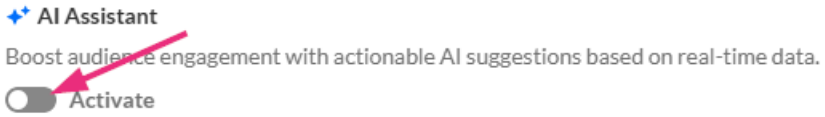
The session settings open in a side panel with the **Basics** tab selected by default.

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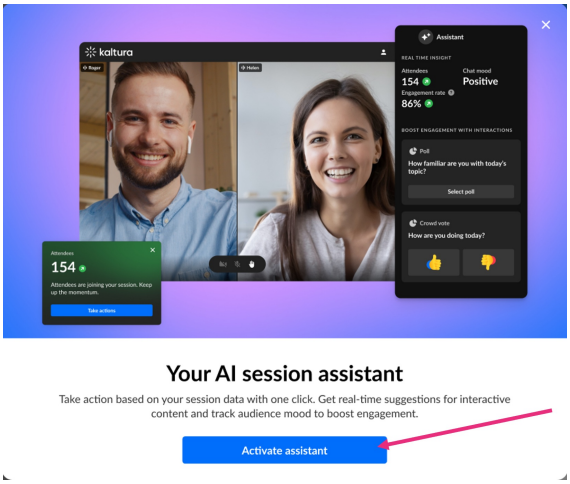
Activate the AI assistant

1. Enable the **AI assistant** by clicking the toggle next to **Activate**.



   A new window opens.

2. Click **Activate assistant** to confirm your action.



   After activation, the **Assistant tab** becomes available to moderators in the Chat & Collaboration widget during the live session.

3. When you are finished making your edits, click **Save changes.**

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- For a full overview of the Assistant tab's features, see Chat and Collaboration widget – Assistant tab.
- For details on how these insights appear in the Live stage view, see Chat and Collaboration widget – Live stage tab.

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