Manage live session interactions in Content Hubs

Last Modified on 07/27/2026 10:32 am IDT

This article is designated for all users.

About

The **Interactions** tab lets you control which interaction features are available for supported live sessions. From here, you can enable or disable group chat, comments and Q&A, reactions, and sentiment analysis.

Chat moderators are managed separately from the Interactions tab. To assign chat moderators, see Manage roles and permissions for media.

This feature requires the following to be enabled:

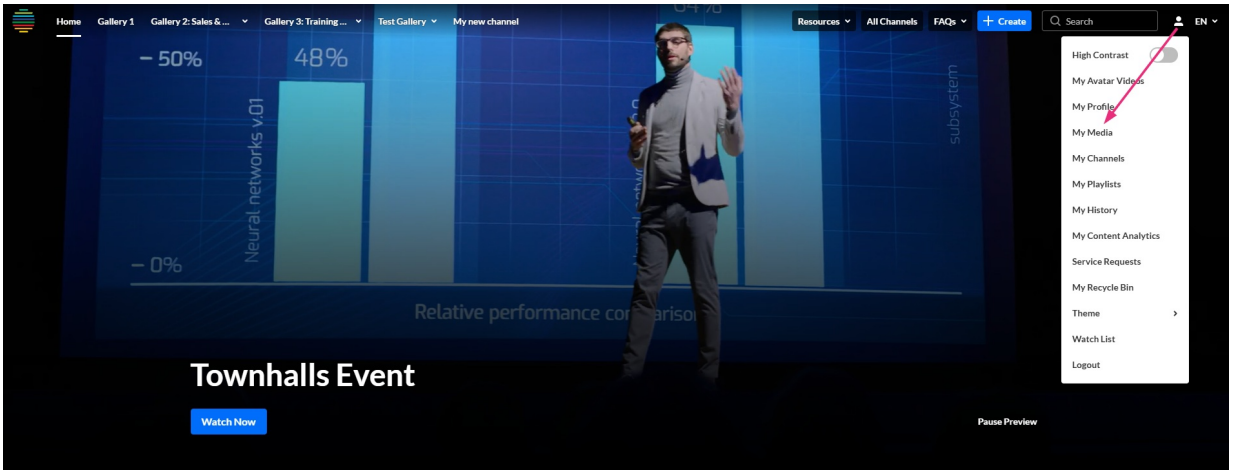
- Chat & Collaboration module
- Theming module with the 'mediaedit' feature set to 'Yes'

Who can use this

- Media owners
- Co-editors

Access the Interactions tab

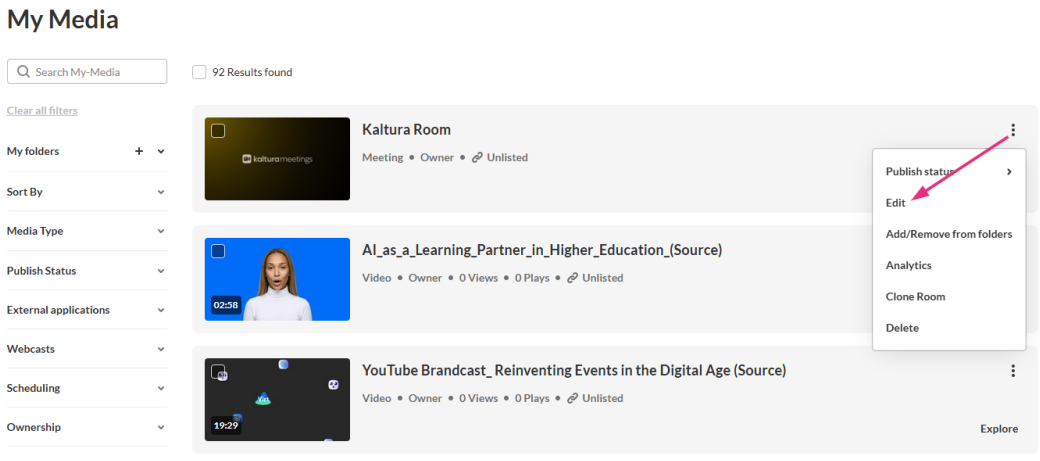
1. From the user menu, select My Media.



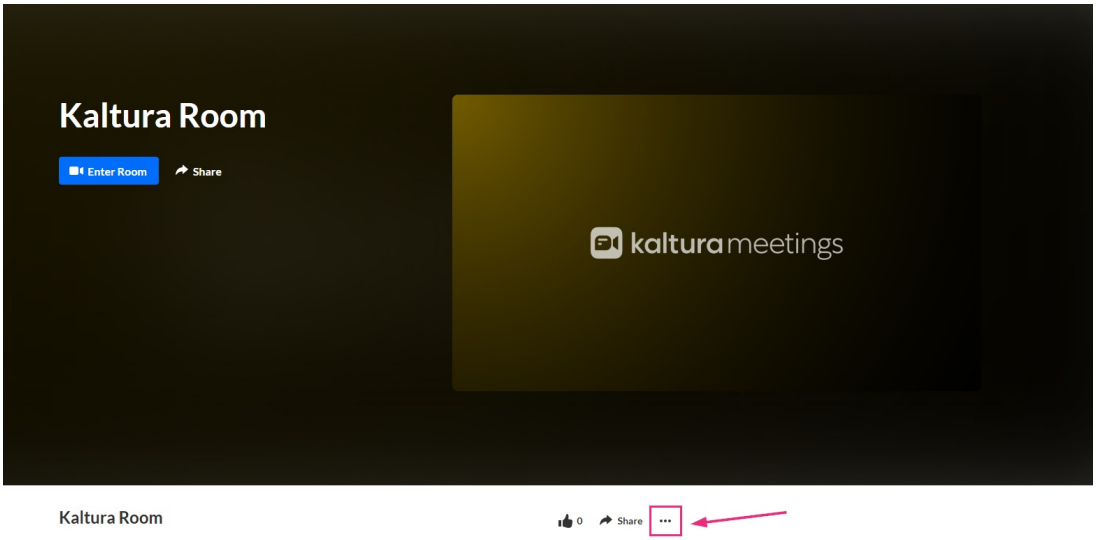
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

The 'My Media' page displays.

2. Click the **three dots** to the right of the desired media and select **Edit**.

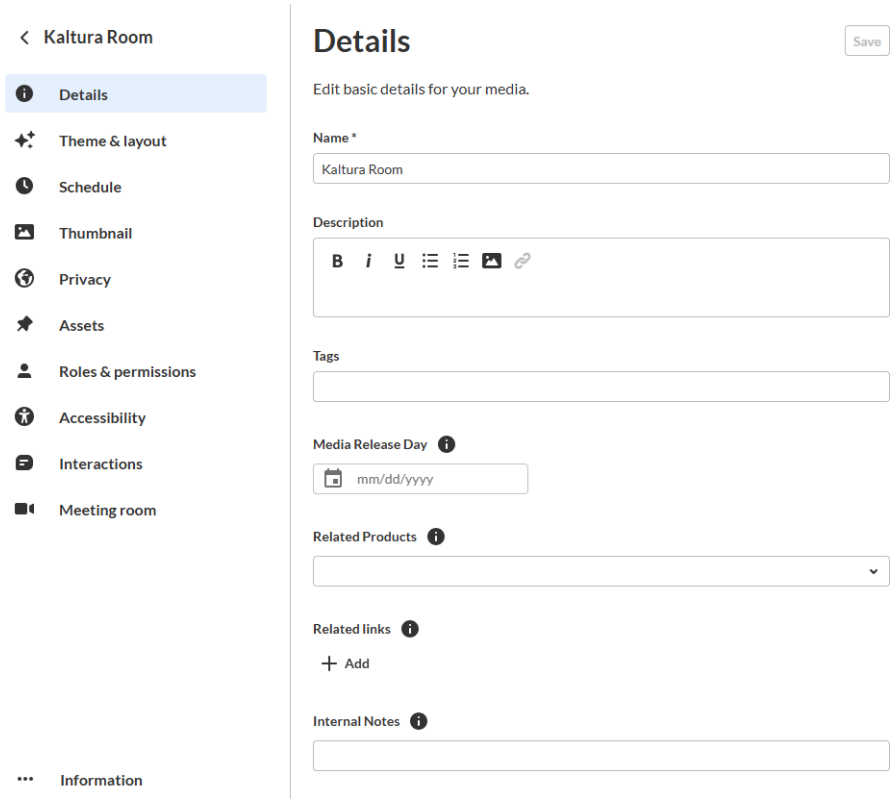


Alternatively, you can access the edit page from the media page by clicking the **three-dot menu** and selecting **Edit**.

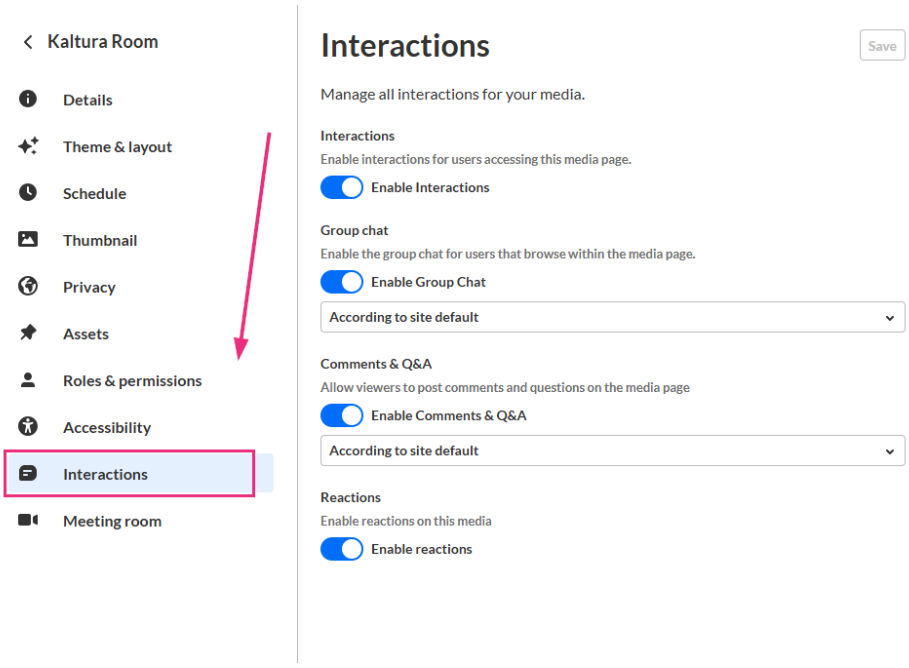


The edit page opens on the **Details** tab by default, with a left-hand navigation.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



3. In the left navigation, click the **Interactions** tab to display the 'Interactions' settings.

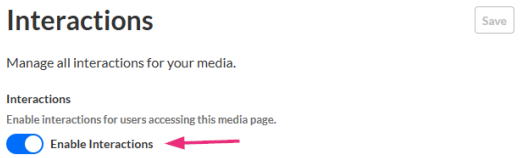


Enable interactions

Use the **Enable interactions** toggle to control whether interaction features are available.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

Interaction features are enabled by default for new supported media entries.



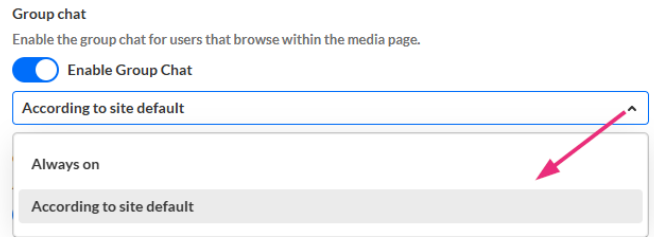
- When off, all interaction features are hidden.
- When on, the interaction options become configurable.

Configure group chat

Turn on **Enable group chat** to display chat on the media page.

Click the dropdown and choose when chat is available:

- **Always on** — chat is always visible
- **According to site default** — chat follows scheduling rules set by your administrator



Enable sentiment analysis

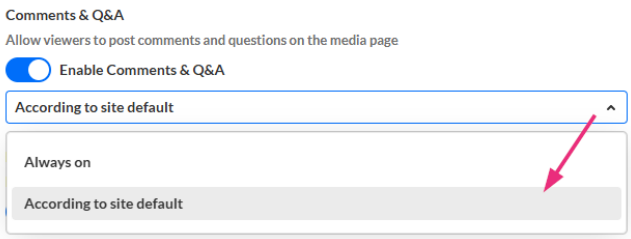
Turn on **Enable sentiment analysis** to activate AI-based sentiment analysis for chat activity.

This option is available only if AI Insights is enabled in your account.

Configure comments and Q&A

Turn on **Enable comments & Q&A** to allow viewers to participate in discussions.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

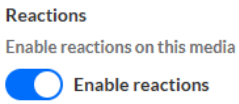


Click the dropdown and choose when comments and Q&A is available:

- **Always on** — comments and Q&A is always visible
- **According to scheduling** — comments and Q&A follows scheduling rules set by your administrator

Enable reactions

Turn on **Enable reactions** to allow viewers to react to the media (for example, likes or emojis).



Save your changes.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.