Create a new agent

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This article is designated for administrators.

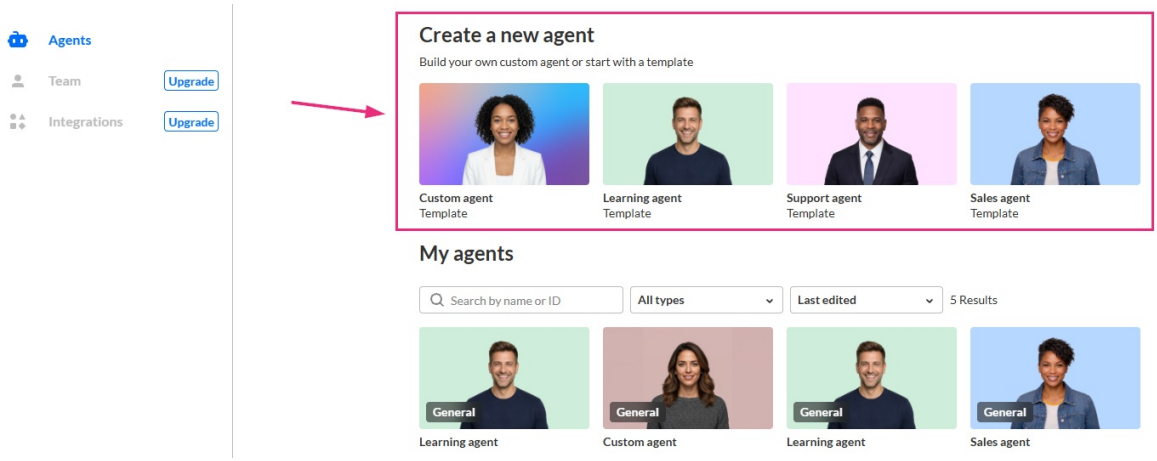
About

You can create a new agent based on a preconfigured template, then customize it for your specific needs.

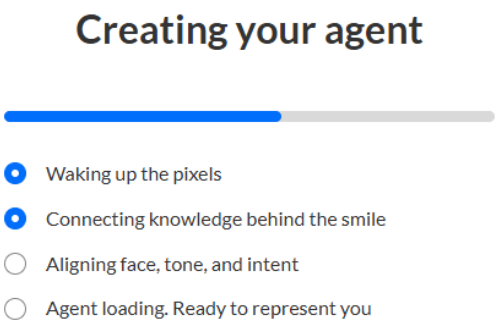
Create an agent

On the **Agents** tab, select one of the available preconfigured templates.

The templates are provided by Kaltura, and the available options can vary depending on your organization's configuration.

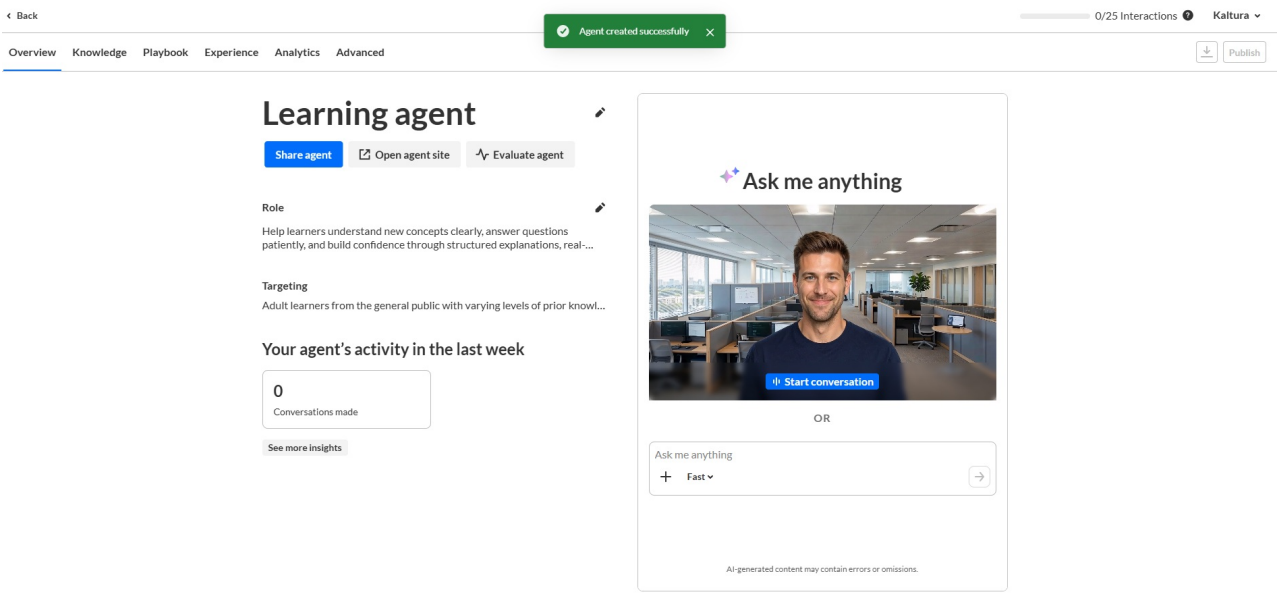


Kaltura begins creating your agent.



Once finished, the Conversational Agent Studio **Overview** tab displays by default.

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Get to know your workspace

After your agent is created, the **Overview** tab opens by default. This is your agent workspace, where you can configure, test, and manage your agent.

Use the tabs at the top of the workspace to access the different areas:

- **Overview** – Review your agent, update its basic details, preview conversations, and access the agent site. See Manage your agents in Conversational Agent Studio.
- **Knowledge** – Add and manage the knowledge your agent uses to answer questions. See Add knowledge to your agent.
- **Playbook** – Define how your agent should behave and what information it should collect during conversations. See Define your agent's behavior.
- **Experience** – Configure how users interact with your agent and customize the look of your agent site. See Customize your agent site and Choose a voice and avatar.
- **Analytics** – Review your agent's conversations and activity. See Introduction to Conversational Agents analytics.
- **Advanced** – Configure advanced conversation features, including conversation controls, screen sharing, and presenting media. See Configure your agent's conversation settings, Enable screen sharing for your agent, and Control whether your agent can present media.

Kaltura does not use customer data to train its AI models. To learn more, see Kaltura's Artificial Intelligence Principles.

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