Introduction to the Conversational Agent Studio

Content updated: 04/17/2026

This article is designated for administrators.

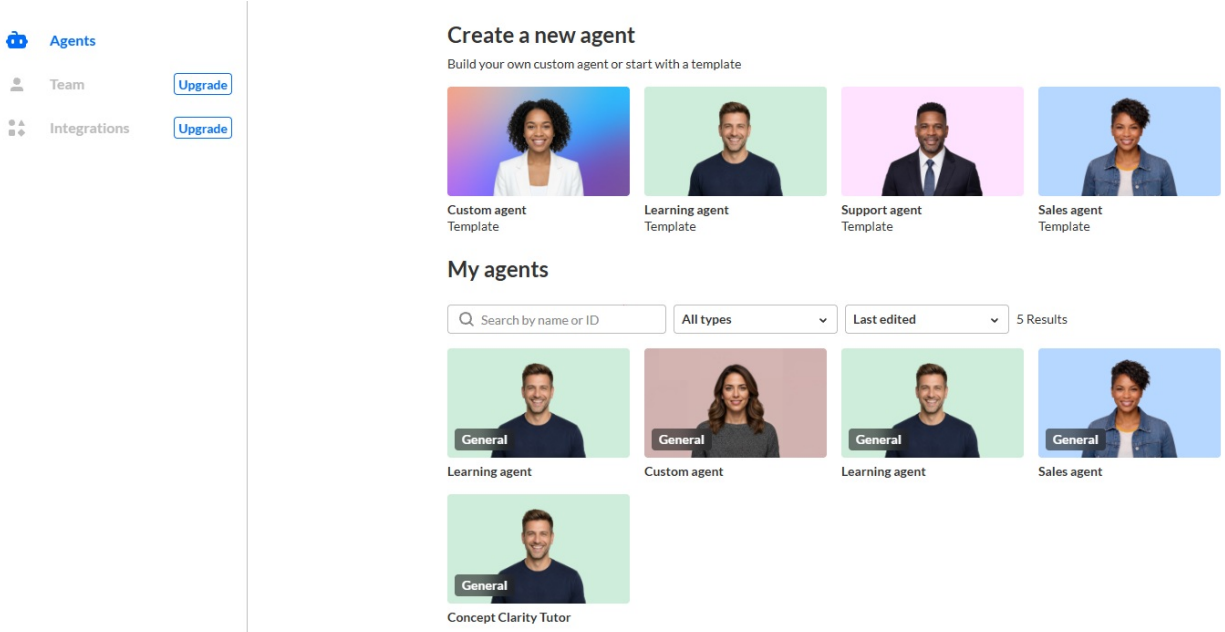
About

Conversational Agent Studio is a no-code workspace for creating AI-powered agents that users can interact with through an avatar, chat, or both.

You can create, configure, test, share, embed, and monitor your agents from one workspace.

Conversational Agent Studio at a glance

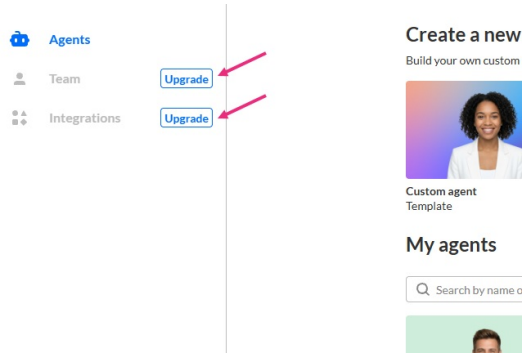
When you log in, the Conversational Agent Studio home page displays.



Use the tabs in the left navigation panel to access the main areas of Conversational Agent Studio.

The tabs available to you depend on your account and plan. If a feature isn't included in your current plan, an **Upgrade** button displays next to the tab.

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For more information about plans and upgrades, see Manage your Conversational Agent Studio account.

Agents tab

Create agents from preconfigured templates, and view, edit, or delete your existing agents.

Team tab

Add, edit, and delete team members and assign them roles and event responsibilities within Conversational Agent Studio.

Integrations tab

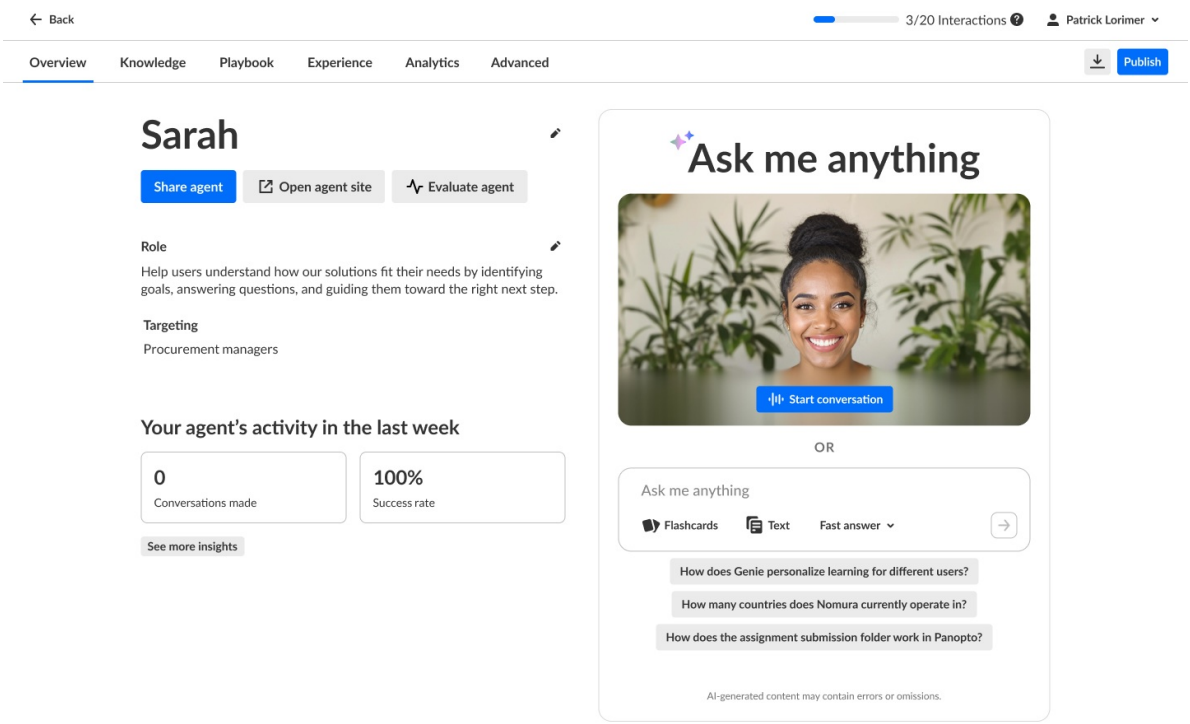
Add and manage connections with supported third-party systems, such as CRM or marketing platforms.

Configure your agent

After you create or open an agent, the agent workspace displays on the **Overview** tab by default.

The **Overview** tab is your agent's main page, where you can preview and interact with your agent, view recent activity, share your agent, and publish changes.

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Use the tabs across the top to control what your agent knows, how it behaves, how it looks and sounds, and how users interact with it:

Add knowledge

Use the **Knowledge** tab to control the information your agent can use when responding to users. You can add media files, public website content, and free text such as policies, product information, or frequently asked questions.

See Add knowledge to your agent.

Define your agent's behavior

Use the **Playbook** tab to define your agent's role and conversation behavior. You can describe what your agent should do, set its target audience and opening message, and define topics it shouldn't discuss.

See Define your agent's behavior.

Customize the user experience

Use the **Experience** tab to configure how your agent appears and how users interact with it. You can choose the interaction model, select or create an avatar and voice, and customize your agent site's branding and theme.

See Manage the agent experience.

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Access analytics for your agent

Use the **Analytics** tab to help you understand how users interact with your agents and how agents respond. You can use this data to monitor usage, identify trends, review user feedback, and see which knowledge sources agents reference when generating responses.

See Introduction to Conversational Agents analytics.

Monitor your agent

Use the **Advanced** tab to configure additional settings for live conversations. You can set the maximum conversation length and talk speed, adjust avatar movement, and control screen sharing and whether the agent can present media.

See Monitor your agent's performance.

Configure conversation settings

The **Advanced** tab gives you additional control over live conversations with your agent. You can set the maximum conversation length and talk speed, adjust how much the avatar moves while speaking and listening, and control whether users can share their screen and whether the agent can present media and other visual content.

See Configure advanced conversation settings.

Ready to begin?

See Create an agent.

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

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