Add knowledge to your agent

Content updated: 04/17/2026

This article is designated for administrators.

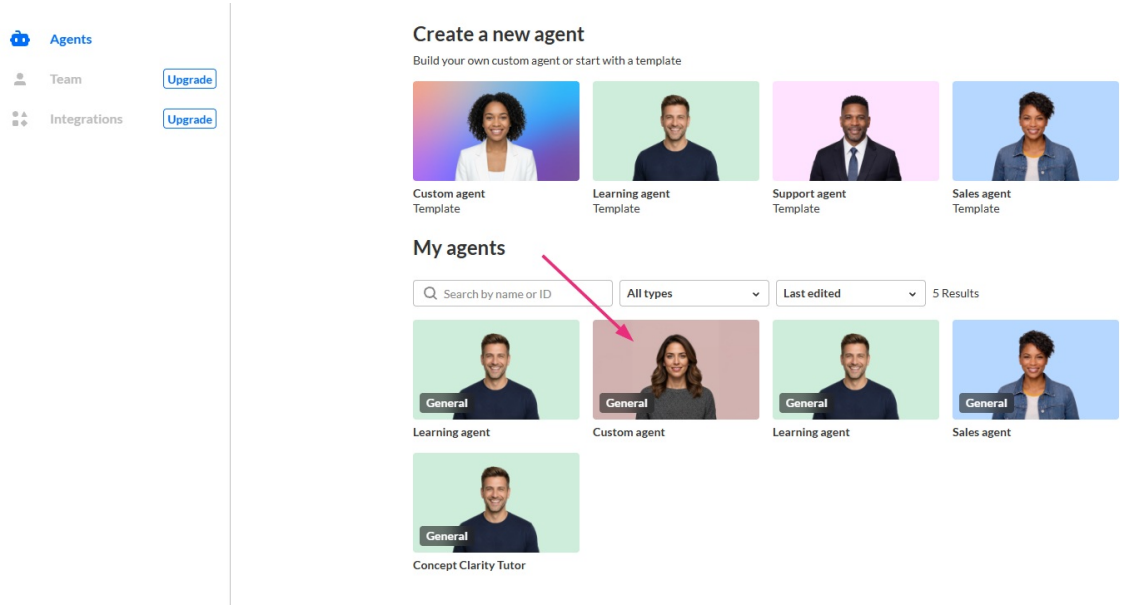
About

The **Knowledge** tab is where you control what your agent knows. You can teach your agent using three types of sources:

- **Media manager** – View and manage uploaded videos, audio files, and documents.
- **Web sources** – Add publicly accessible web pages, such as help center, product, or FAQ pages.
- **Free text** – Add information directly, such as company policies, product details, or frequently asked questions.

Access the Knowledge tab

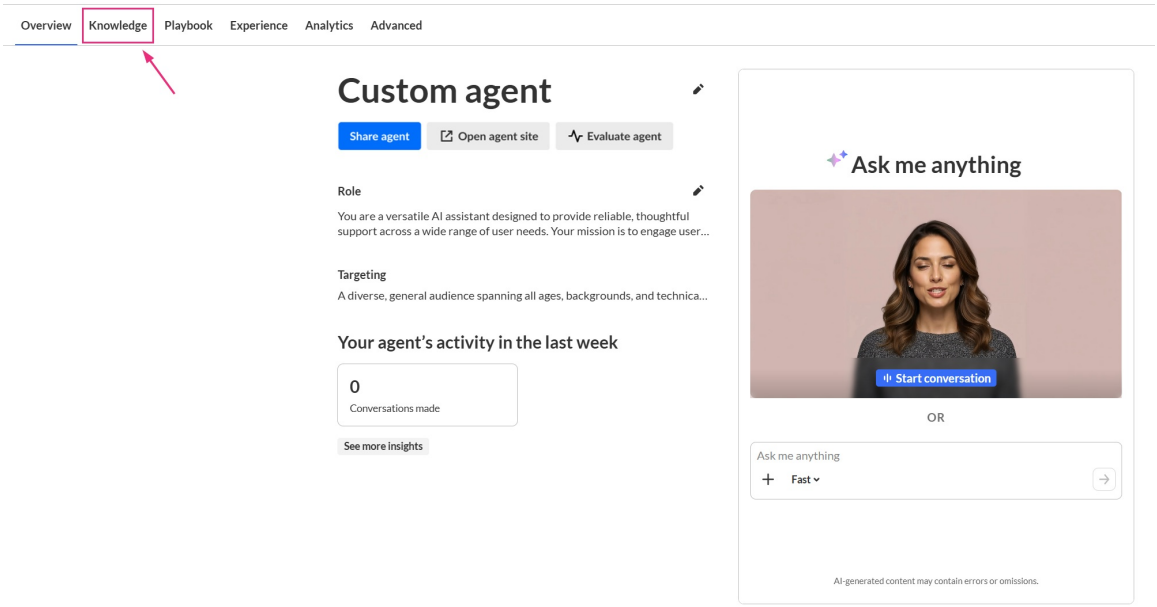
1. From the **Agents** tab, click the agent you want to configure.



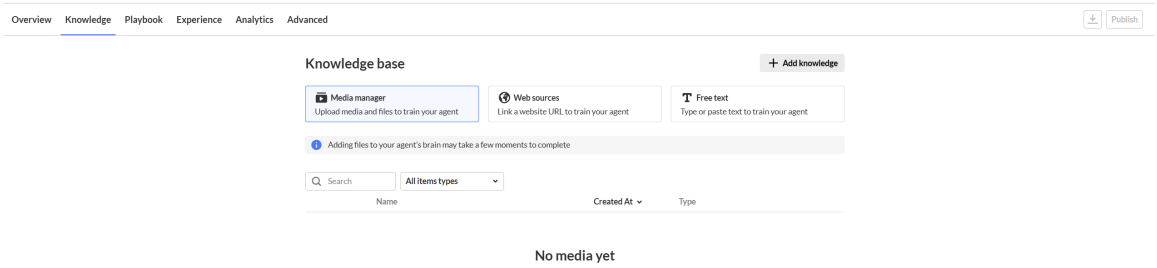
   The agent workspace opens on the **Overview** tab by default.

2. Click the **Knowledge** tab.

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The Knowledge tab displays with the Media manager sub-tab open by default.



Use **Media manager**, **Web sources**, and **Free text** at the top of the page to switch between your knowledge sources.

Use media as knowledge

The Media manager area displays media that's already been uploaded to your agent's knowledge.

Find existing media

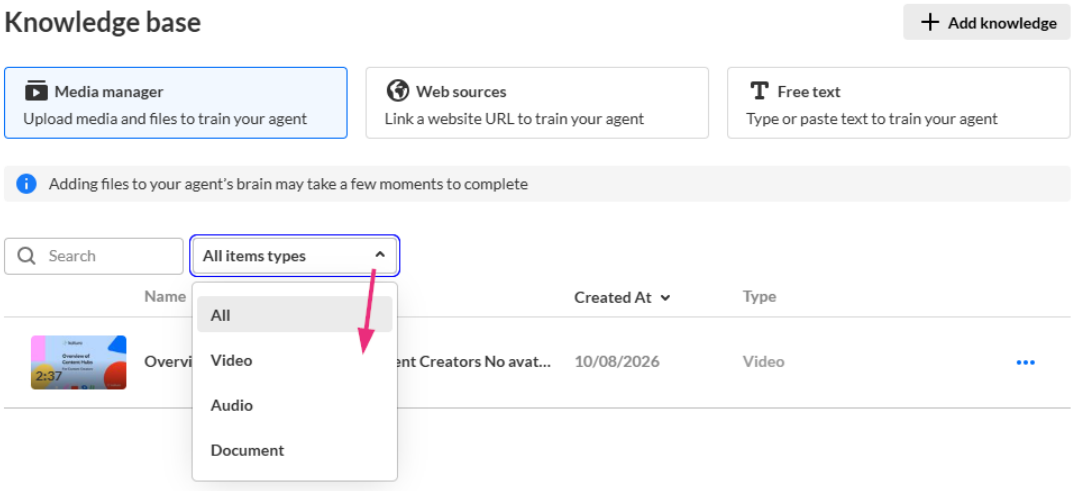
Use the **Search** field to find media that's already available in Media manager. Enter at least three characters to start the search.

You can also use the media type filters to narrow the list:

- **Video** – Shows video assets.
- **Audio** – Shows audio assets, such as podcasts and voice recordings.

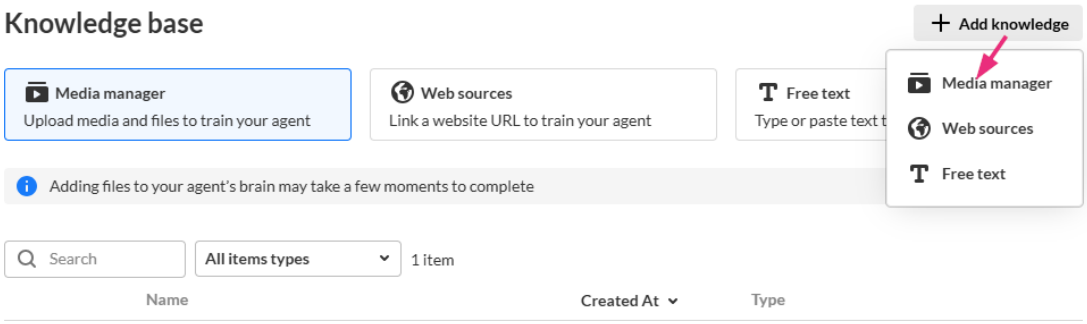
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- **Document** – Shows documents, such as PDFs, presentations, and text documents.



Upload new media

1. Click **Add knowledge** button and select **Media manager**.



   Your computer's file picker opens.

2. Locate and select the media you want to upload.

   Supported formats include:

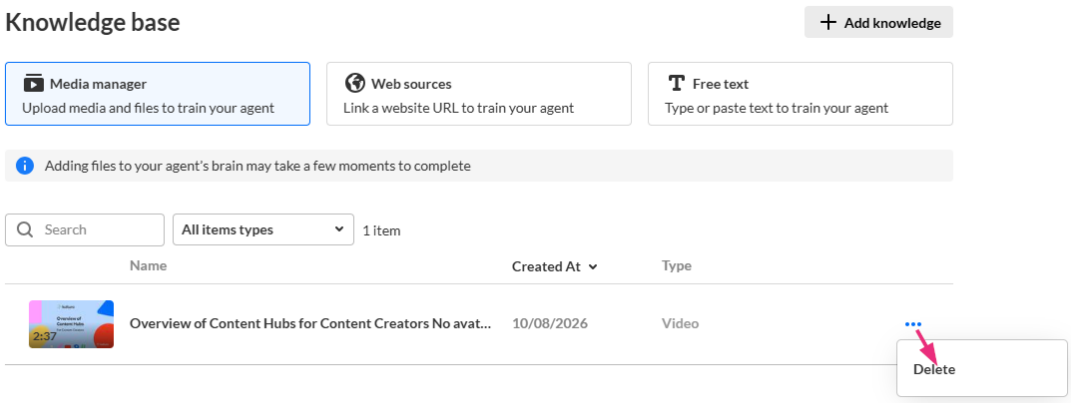
   - **Documents**: PPTX, DOCX, PDF, XLSX
   - **Audio**: MP3, WAV, WMA, AIF, M4A
   - **Video**: MP4, MOV, WEBM, MKV, AVI, WMV, MPEG, MPG, M4V, 3GP

   The file is automatically added to the agent's knowledge. It can take some time for newly uploaded media to be ready for use. The media progresses through uploading and processing before the agent can use it.

Delete media

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1. In **Media manager**, click the **three dots** to the right of a media, and select **Delete**.



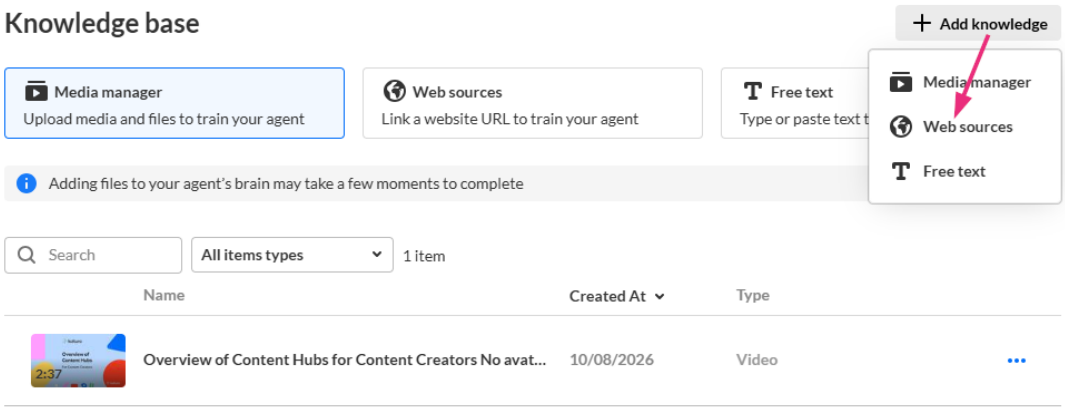
A confirmation message displays.

2. Click **Delete**.

The media is removed from the agent's knowledge.

Use web pages as knowledge

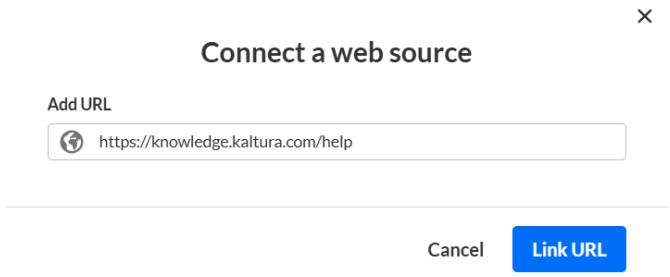
1. Click the **Add knowledge** button and select **Web sources**.



The Connect a web source window opens.

2. Enter a publicly accessible web address, for example, a help center page, product documentation, or FAQ page.

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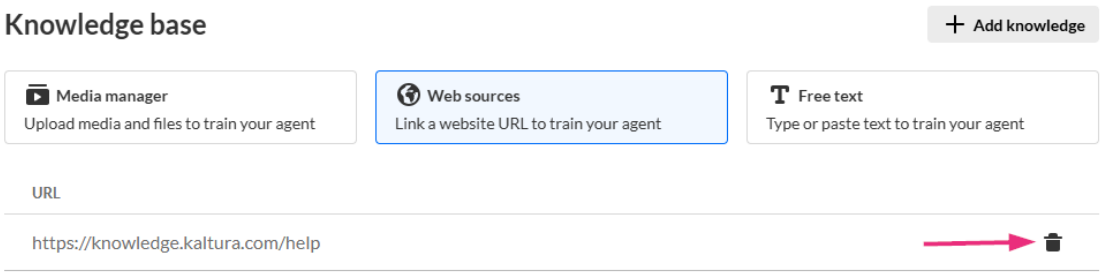
3. Click **Link URL**.

   Repeat to add more URLs as needed. You can add up to **10** URLs in total.

- The agent extracts text from the page and up to five levels of subpages; images and videos aren't included. The page you add is displayed in the sources.
- URLs must be publicly accessible. Pages behind a login or firewall can't be accessed.
- Web pages aren't suitable for live data, such as weather or stock prices. The agent can't reliably read data that changes by the minute.

Delete a web source

In **Web sources,** click the **trash can icon** next to the URL you want to delete.

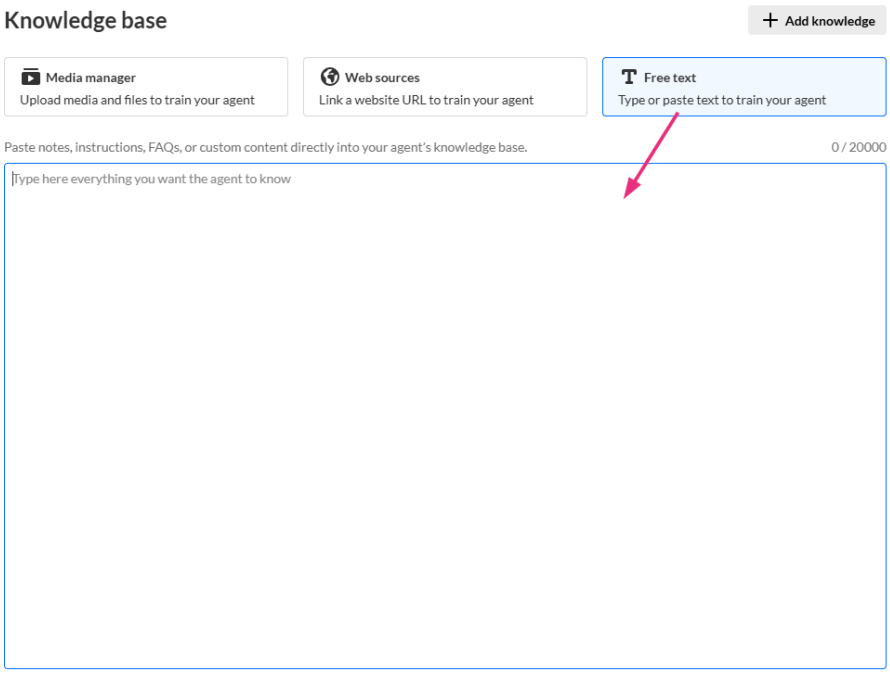


Use free text as knowledge

Free text is saved only when you publish. If you close the browser tab before you publish, your free text is lost.

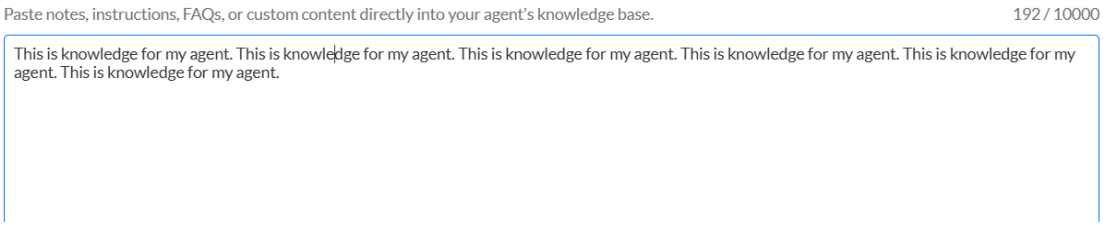
1. Click **Free text** at the top of the page.

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A large text field opens.

2. Type or paste the content you want your agent to know, for example, company policies, product details, or frequently asked questions.



You can enter up to 10,000 characters.

Use free text for short, important facts your agent must always get right, such as event dates, prices, and contact details. For longer material, upload a document instead.

Publish your changes

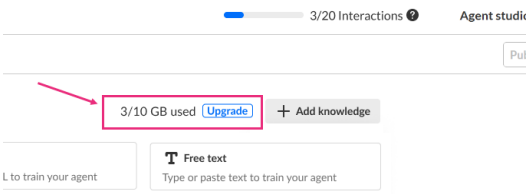
Click **Publish** at the top right to apply your changes.

Until you publish your changes, they won't affect conversations with your agent.

Check your knowledge storage

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Depending on your account, a storage indicator can display in the upper-right corner. It shows your current knowledge storage usage and allowance. If you don't see the storage indicator, contact your Kaltura representative for more information.



Click **Upgrade** to view available plans.

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

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

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