

Manage the agent knowledge

Last Modified on 04/30/2026 6:47 pm IDT

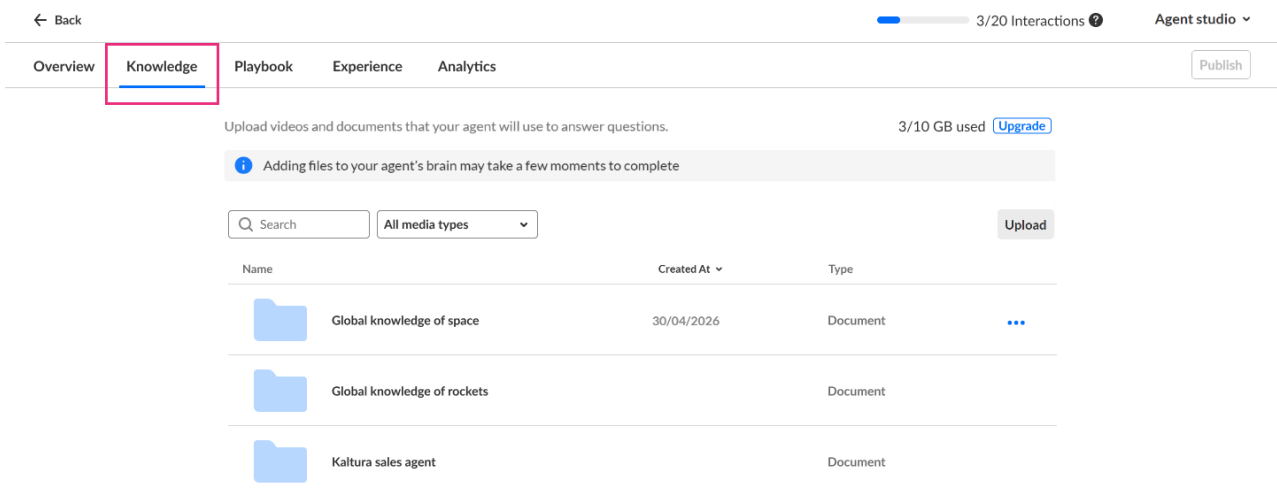
 This article is designated for administrators.

About




The Knowledge tab allows administrators to efficiently manage the agent's knowledge base. Quickly locate, filter, and delete media items; as well as upload new media items so you can keep the agent's knowledge accurate, focused, and up to date.

Navigate to the Knowledge tab

Click on the Knowledge tab.



The screenshot shows the Kaltura Knowledge tab interface. At the top, there is a navigation bar with tabs for Overview, Knowledge (highlighted with a red box), Playbook, Experience, and Analytics. To the right of the tabs, there is a 'Publish' button and a progress indicator showing '3/20 Interactions'. Below the navigation bar, there is a section for uploading videos and documents, with a '3/10 GB used' indicator and an 'Upgrade' button. A message states: 'Adding files to your agent's brain may take a few moments to complete'. Below this, there is a search bar and a dropdown menu for 'All media types'. The main content area displays a table of knowledge items:

Name	Created At	Type
 Global knowledge of space	30/04/2026	Document
 Global knowledge of rockets		Document
 Kaltura sales agent		Document

Search media

Use the **Search** and **Filter** controls in the top bar to quickly find specific media items in your knowledge library.

Start typing in the **Search** field in the top bar.

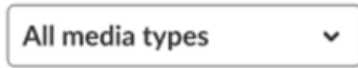


After you enter **at least 3 characters**, the system automatically runs the search.

The list is updated to show only media items that match your query.

Filter by media type

You can narrow results further using the **Media type** filter in the top bar.

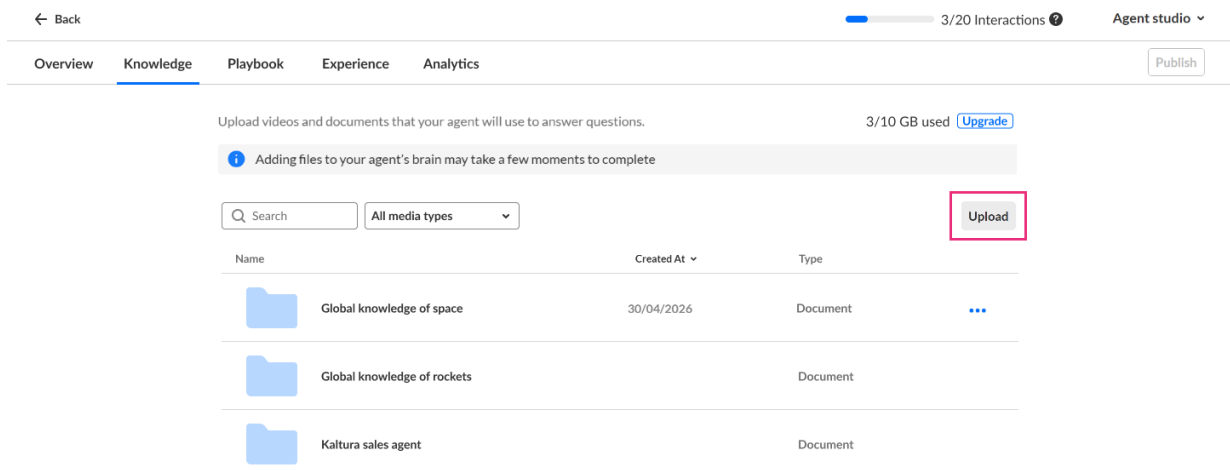


Available media types:

- **Video** – shows only video assets.
- **Document** – shows only document files (e.g., PDFs, slides, text docs).
- **Audio** – shows only audio assets (e.g., podcasts, voice recordings).

Upload media

1. Click the **Upload** button.

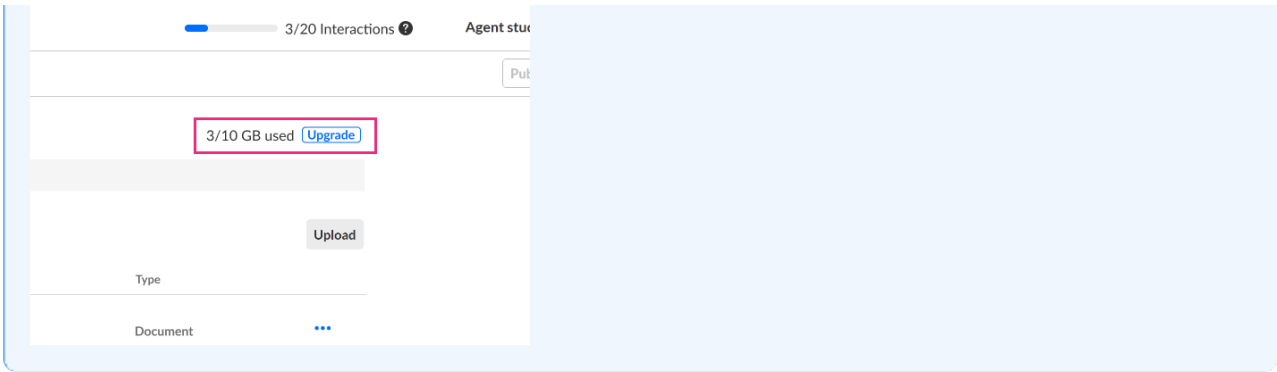


2. Locate and choose a media to upload.

The media is now shown in the list.

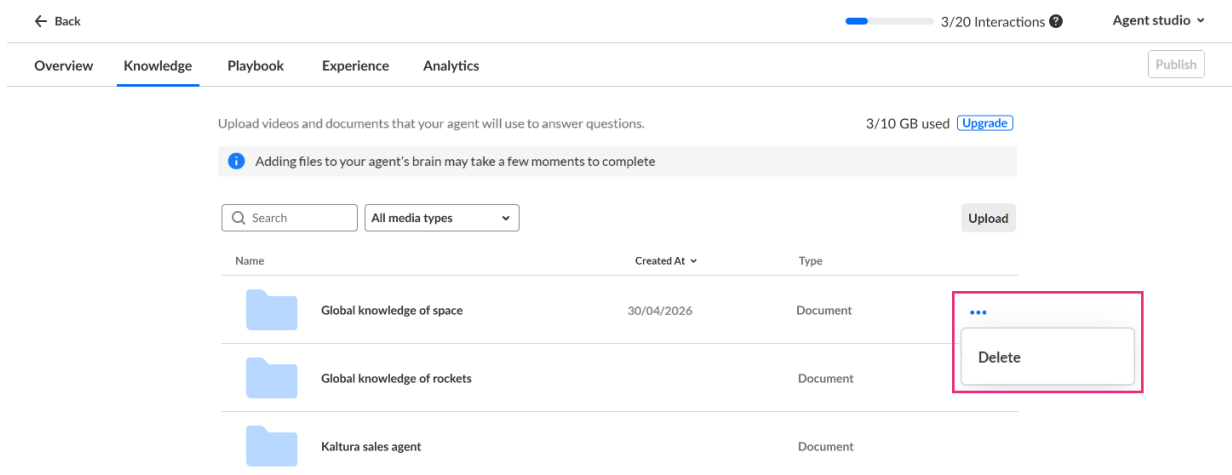


Notice the storage tracker above the **Upload** button. This tracks storage usage in real-time, helping you manage your knowledge upload space. Interested in unlimited storage? Click the **Upgrade** button to view available monthly and annual plans and easily upgrade your plan to best suit your needs. Plan upgrade takes effect immediately upon successful payment.



Delete media

1. Click the three-dot action button to the right of a media.



2. Click **Delete**. You are asked to confirm your action.

Delete media

Are you sure you want to delete this media?

Cancel **Delete**

3. Click **Delete**. You receive confirmation that the media was deleted successfully.



Remember to click the **Publish** button to publish any changes you've made.



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