

# Manage the agent experience

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

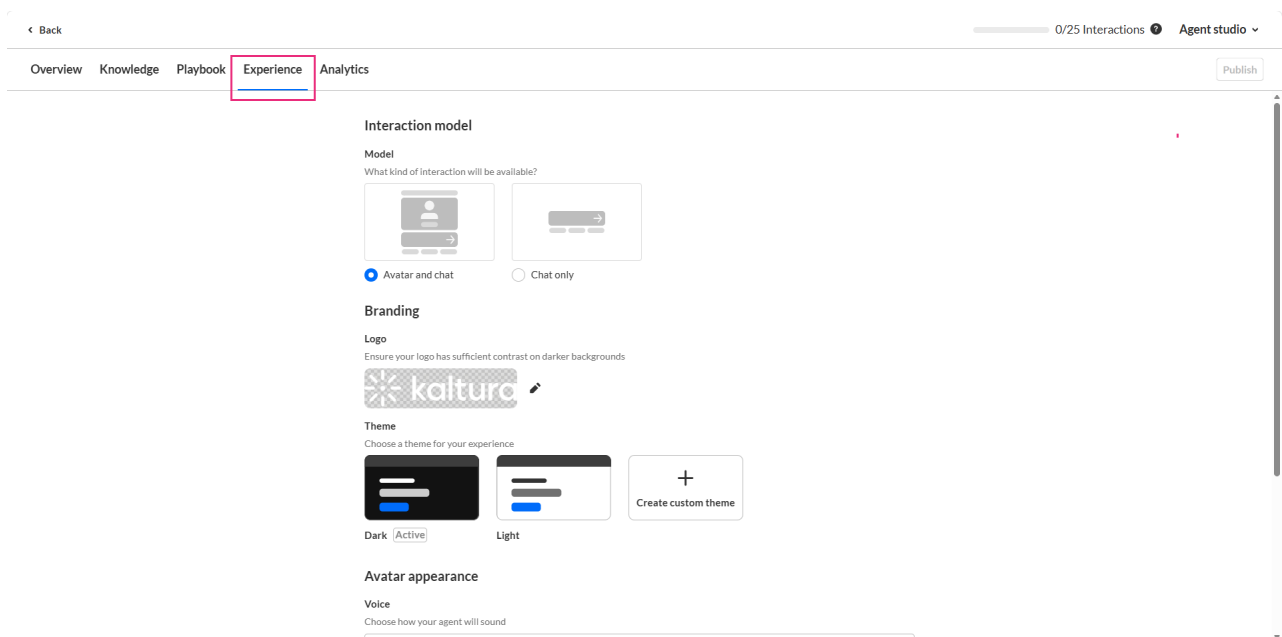
 This article is designated for administrators.

## About

This article explains how to customize the look, feel, and personality of your agent via the Experience tab. You'll learn how to configure key settings - including the agent's interaction type, appearance, and voice, as well as the site's visual theme - so that the experience aligns with your brand and your users' expectations.

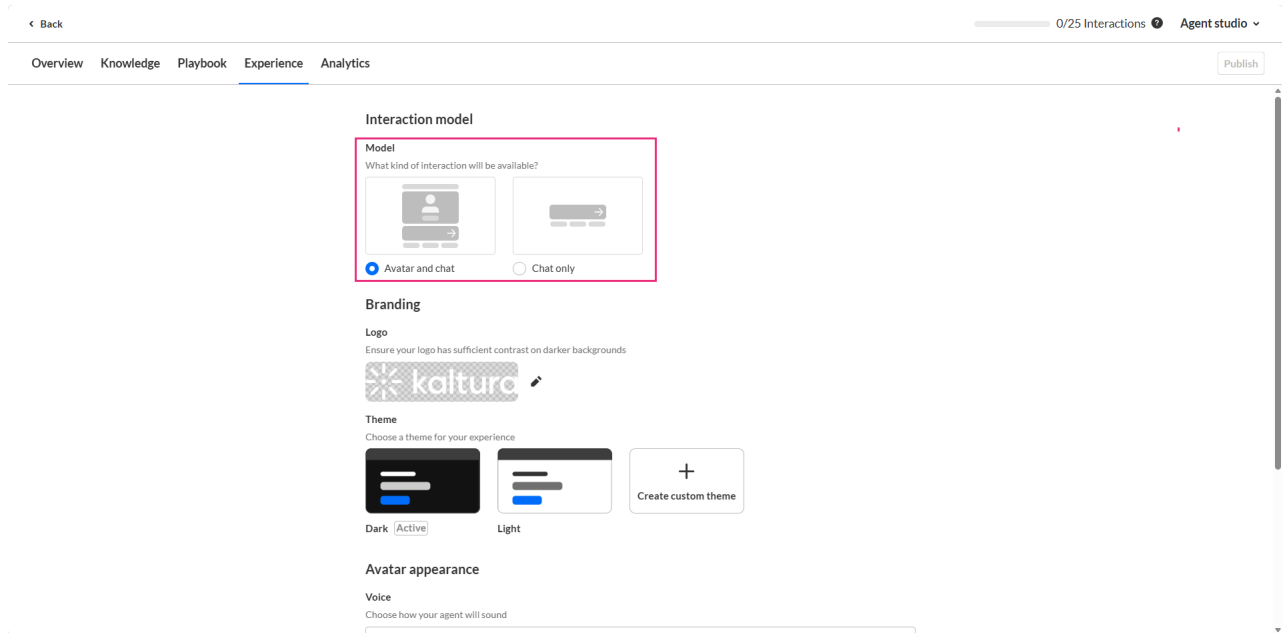
## Navigate to the Experience tab

Click on the Experience tab.



## Interaction model

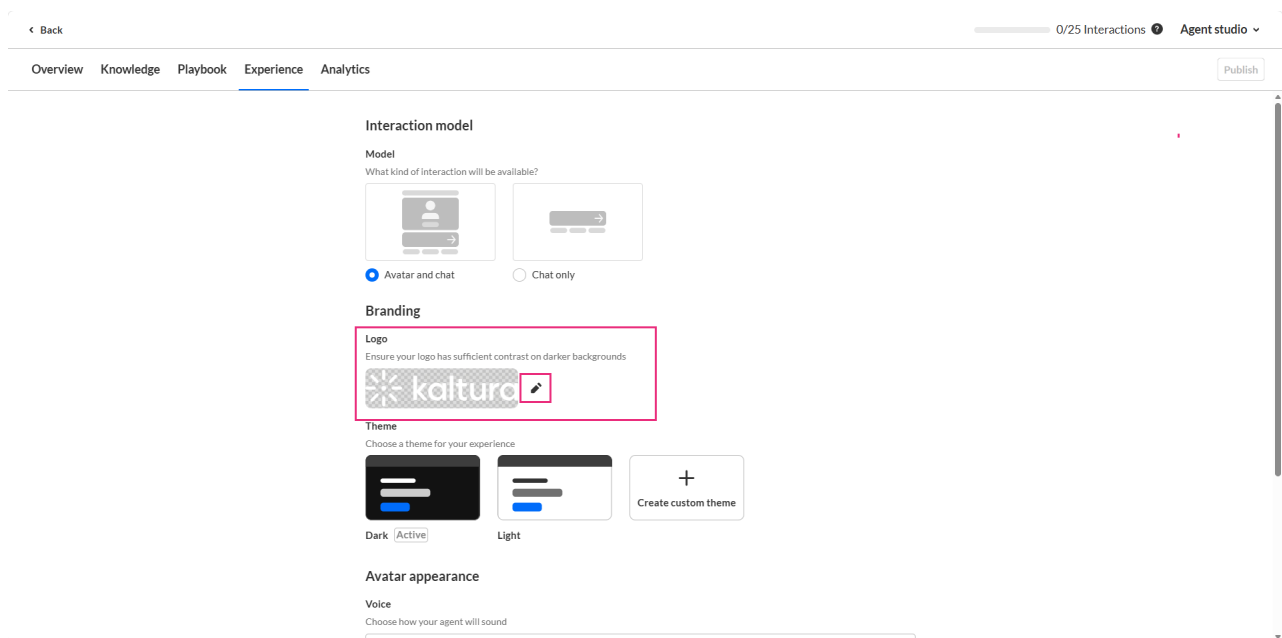
What kind of interaction would you like for the agent to have with your users? Choose 'Avatar and chat' or 'Chat only'.



## Branding

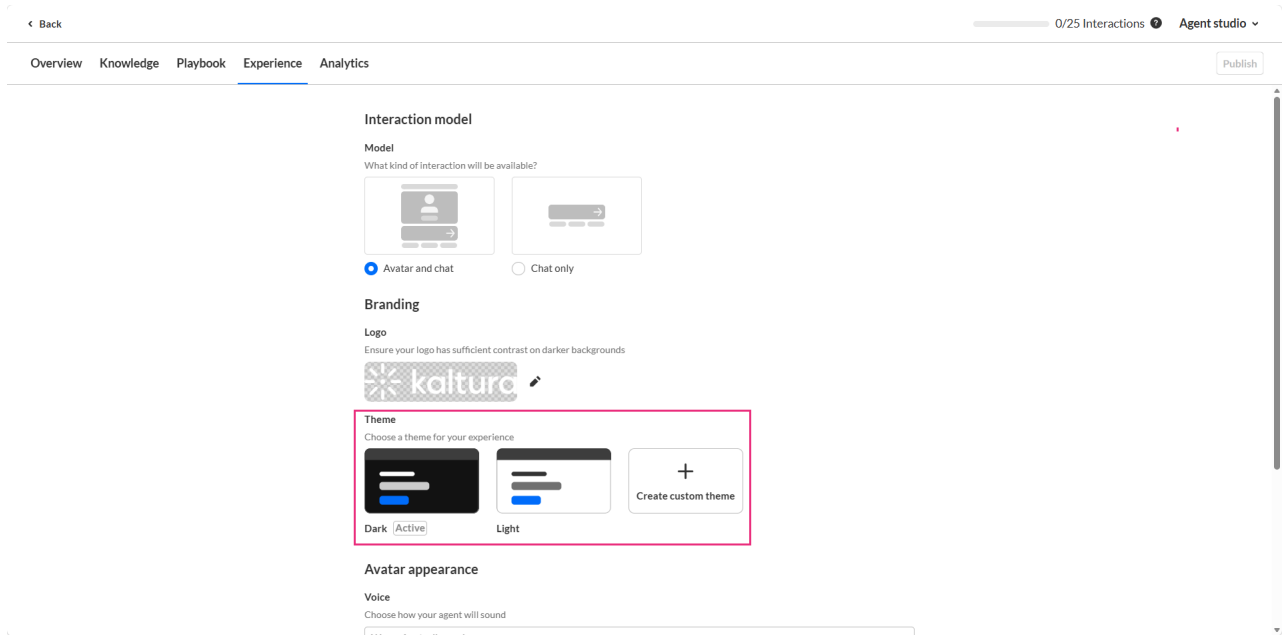
### Logo

Want to edit the logo on your avatar site? Click the 'Edit' pencil icon and choose a different image.



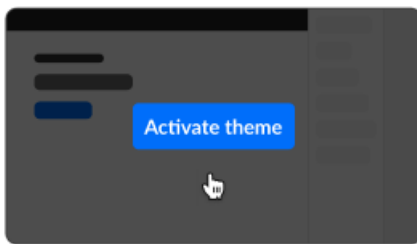
### Theme

Choose a theme for your experience.



## Activate theme

1. Hover over the desired theme, then click **Activate theme**.

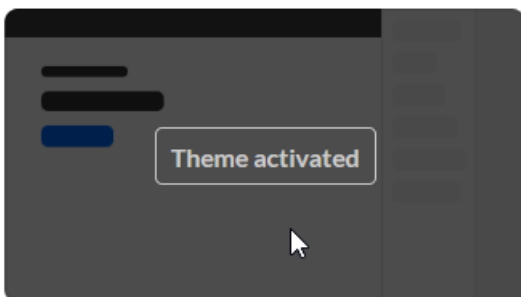


Light

A confirmation screen displays.

2. Click **Activate theme** to confirm or click **Cancel** or cancel.

A message displays confirming your request. The activated theme is denoted below the theme box by "Active" and when you hover over the theme box, "Theme activated".

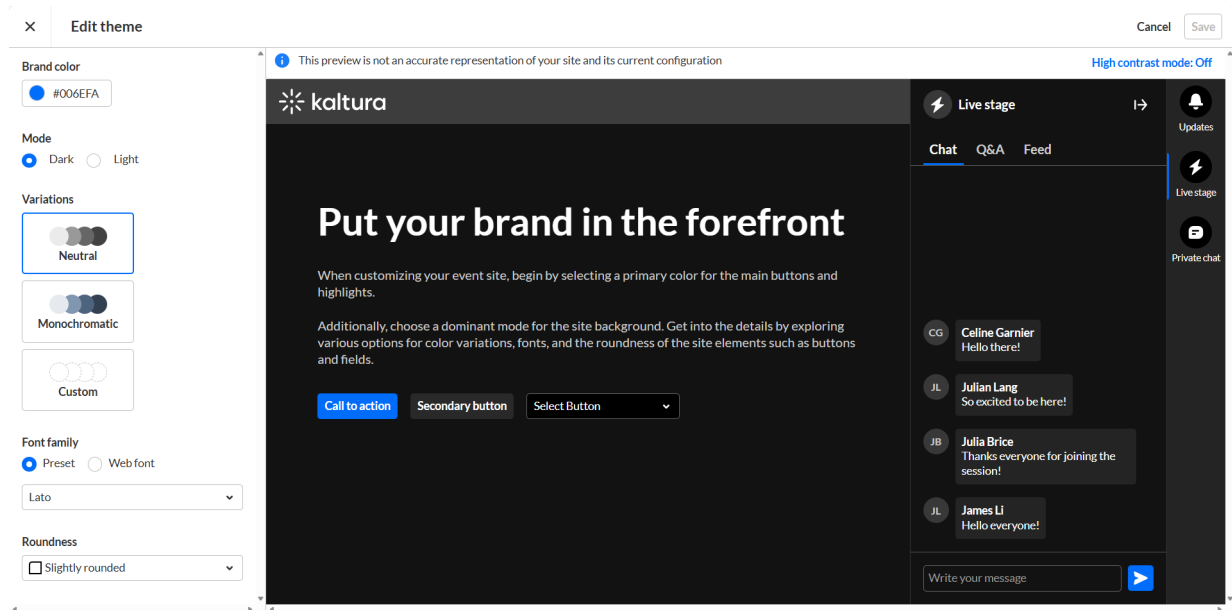


Light **Active**

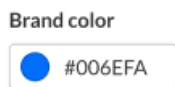
## Edit a custom theme

1. Click the + **Create custom theme** button.

The Edit theme screen displays. The options display on the left side of the screen, and a preview of the event site displays on the right.



2. Type a hex brand color. The brand color is used as an accent color, reflected in interactive elements such as call-to-action buttons, links, and highlighted elements.



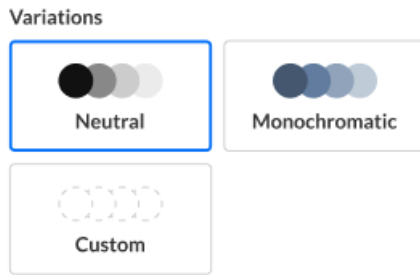
3. Select the theme color mode from one of the following options:

- o Dark Mode
- o Light Mode



4. Variations offer several options to add a unique touch to your theme. It controls the colors of your backgrounds, text, and other UI elements. You can select from three options:

- o **Neutral** - The scheme will be composed with shades of neutral grays.
- o **Monochromatic** - The scheme will use the tint from your brand color to create a low-saturated color palette.
- o **Custom** - This gives you more control. You can set a separate color for your header and choose a specific color to create the color palette for the rest of the UI elements. If you choose Custom variation, two additional options display on the Edit Theme screen - "Header" and "All other elements".

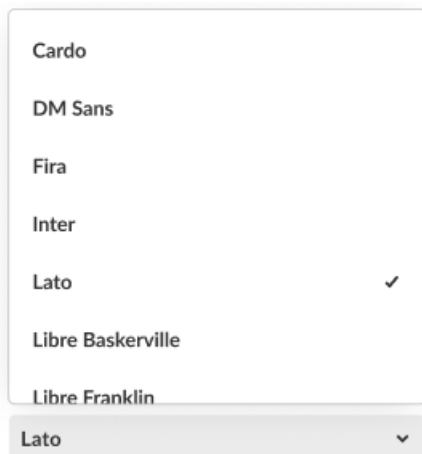


5. Choose either Preset or Web fonts.



6. If you chose **Preset**, select from the following fonts:

- o Arial
- o Garamond
- o Georgia
- o Lato (default)
- o Sans-serif
- o Tahoma
- o Times New Roman
- o Trebuchet MS
- o Verdana



7. If you chose **Web font**, complete the following sub-steps:

a. Enter an **External stylesheet URL** containing your embedded fonts.

For example, you can grab the URL from your provider:

<https://fonts.googleapis.com/css2?family=Roboto:wght@400;700&display=swap>

Only a single font family should be embedded. We recommend including the following weights: 400 (Normal) and 700 (Bold).

b. Enter a **Font family name** as it is declared in the stylesheet or supplied by your provider.

**Font family**

Preset  Web font

External stylesheet URL [?](#)

Font family name [?](#)

8. Select the roundness of UI elements such as buttons, input fields, and certain menus. Choose from the following options:

- Sharp Edges
- Slightly Rounded (Default)
- Rounded

Roundness

Slightly Rounded [v](#)

Sharp edges

Slightly rounded [✓](#)

Rounded

9. When finished click **Save**. Once the theme is activated, changes will be applied on avatar site.

## Avatar appearance


### Voice

What type of voice would you like your avatar to have? Use the pulldown menu to select from a list of 10 available voices.

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**Logo**  
Ensure your logo has sufficient contrast on darker backgrounds



**Theme**  
Choose a theme for your experience

Dark  Active Light  + Create custom theme

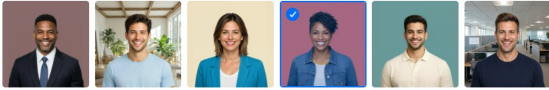
**Avatar appearance**

**Voice**  
Choose how your agent will sound

Warm Australian voice ▾

**Avatar design**  
Choose how your agent will look

Jane is selected



[See more](#)


## Avatar design

What do you want your avatar to look like? Click to select one of the available avatar designs. Click **See more** to expand your choices.

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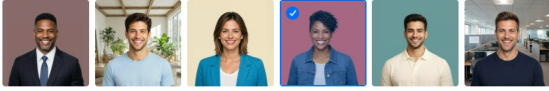
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[See more](#)



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](#).

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