

Conversational Agents Dashboard - Agentic Avatar Studio

Last Modified on 05/24/2026 1:11 am IDT

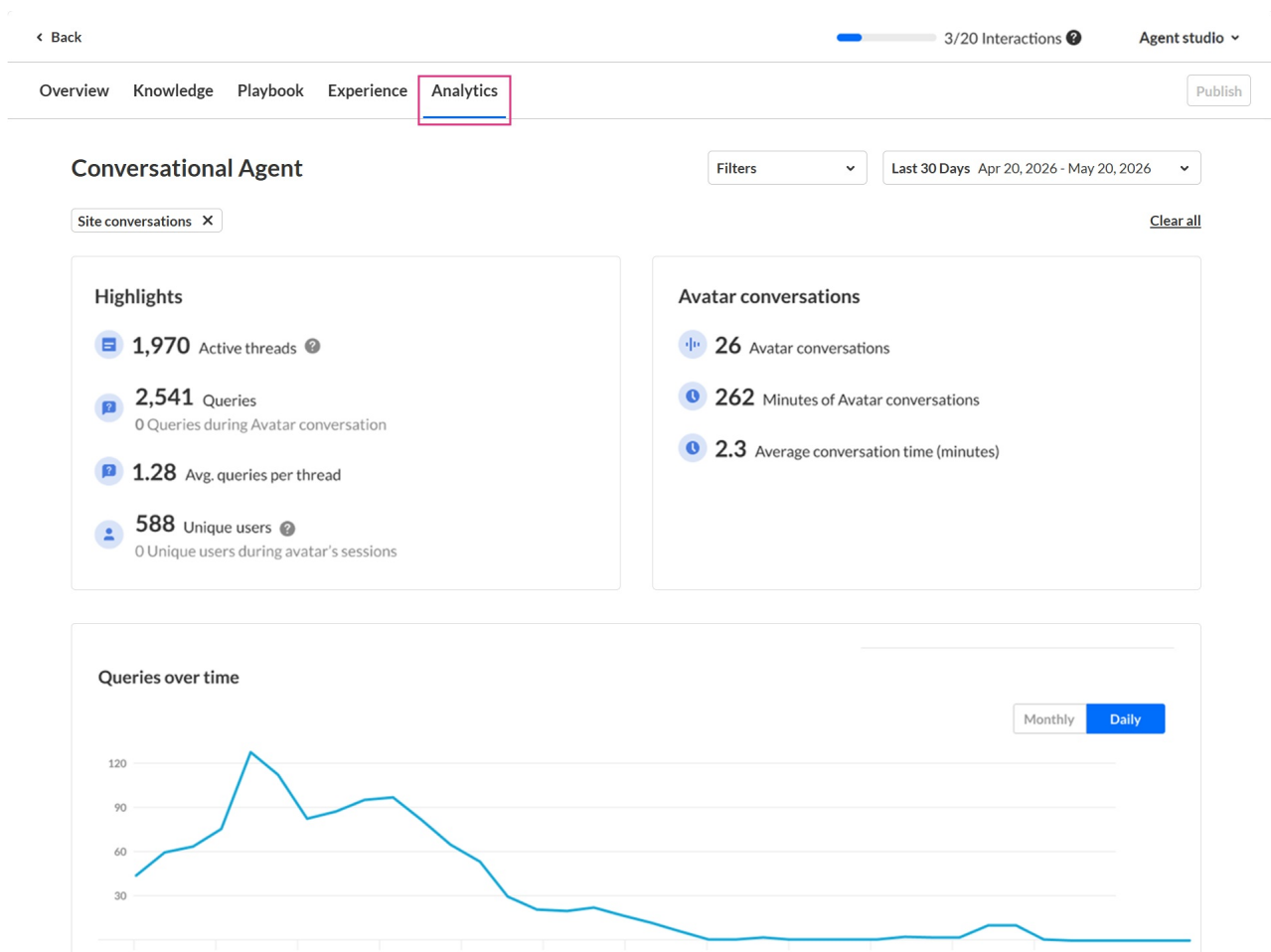
 This article is designated for administrators.

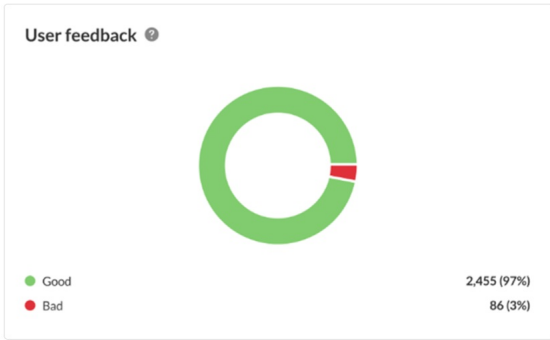
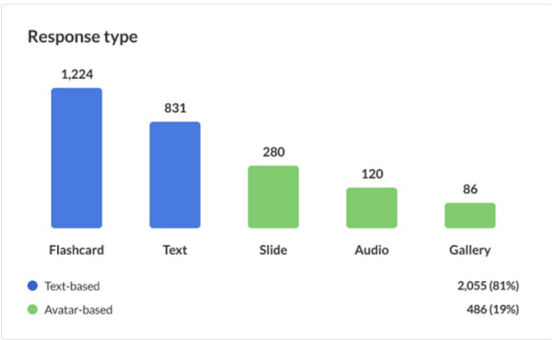
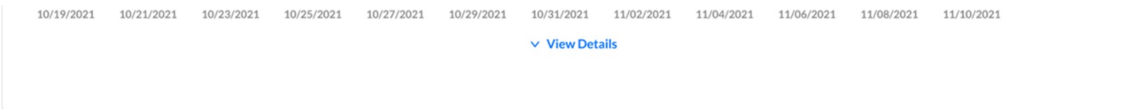
About

Welcome to the **Conversational Agents Dashboard** - your go-to place for understanding how your Kaltura conversational agents are performing. Whether you want a quick snapshot of today's activity or a deeper look at trends over time, this dashboard makes it easy. You can filter by date range to focus on the time period that matters most to you and view key metrics laid out in a clean, easy-to-read format. If you've used other Kaltura Analytics dashboards before, you'll feel right at home. This guide will show you how to get started, explore your data, and make the most of the insights available to you.

Navigate to the Conversational Agents Dashboard






Click on the Analytics tab. The Conversational Agents Dashboard displays.





Knowledge sources

556 Sources were referenced to generate answers

	Name	Type	Referenced	Unique users
1	 Gen-Z Marketing Trends: A Deep Dive	Video	28	3
2	 Sustainable Fashion Movements in 2024	Document	21	5
3	 Augmented Reality in E-commerce Experiences	Video	17	4
4	 The Rise of Remote Work: Tools and Tips	Image	16	6
5	 AI-Driven Personalization in Mobile Apps	Document	12	7

Filter by conversation type

1. Click the **Filters** pulldown menu.

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3/20 Interactions ? Agent studio v

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[Knowledge](#)
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[Experience](#)
[Analytics](#)
Publish

Conversational Agent

Site conversations x

Filters v

Last 30 Days
v
Apr 20, 2026 - May 20, 2026
v

[Clear all](#)

Highlights

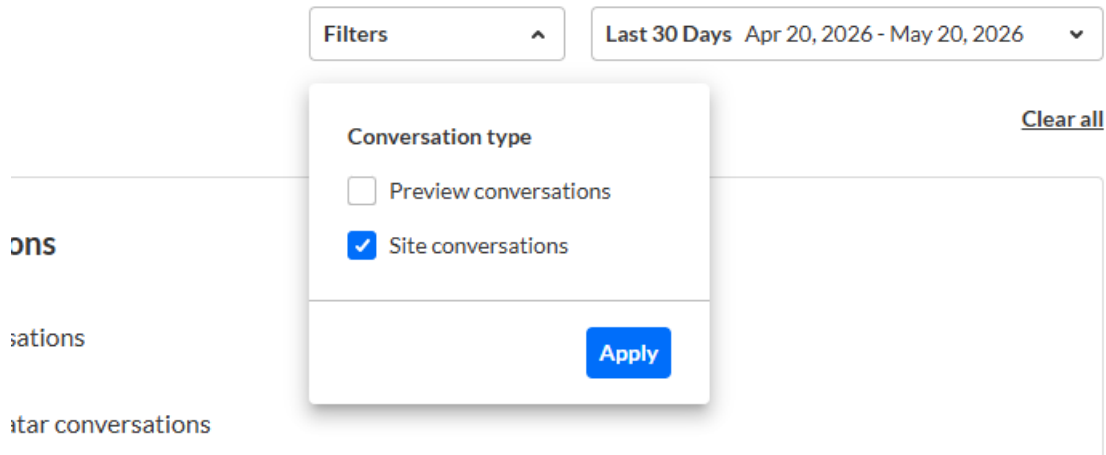
1,970 Active threads ?

2,541 Queue

Avatar conversations

26 Avatar conversations

262 Minutes of Avatar conversations



2. Click to choose a **Conversation type**.

Preview conversations - This is when the admin previews and interacts with their real-time avatar on the right of the screen while on the Overview tab. Note that this type of conversation does not consume interactions. See [Real time agent interaction](#).

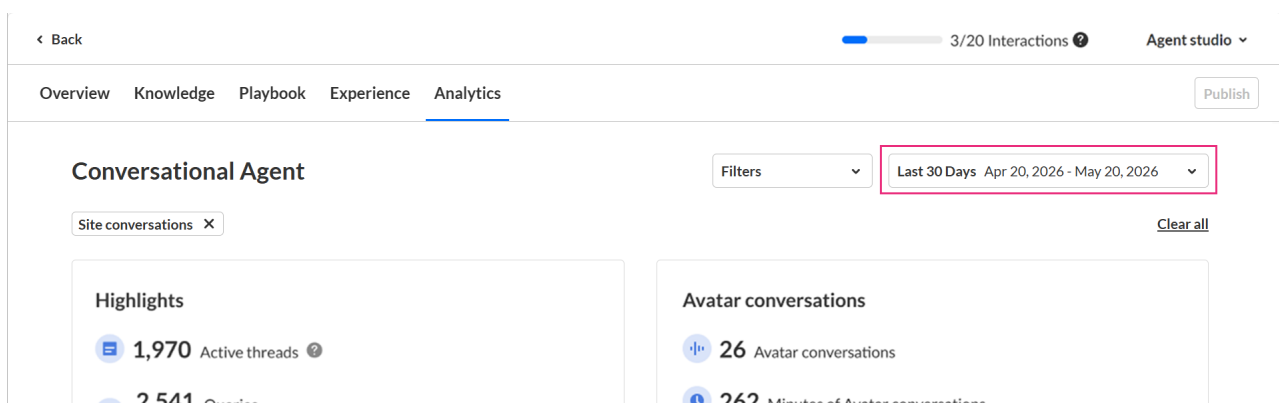
Site conversations - This is when the user is having a conversation with the agent on the site and is actually consuming interactions. Note that this includes the admin opening the agent site from the Overview page, clicking **Open agent site**.

See [Open agent site](#).

3. Click **Apply**.

Filter by time period

From the date/time pulldown menu, click to choose a period of time for which to filter.



Available data

The first portion of the page provides the key performance metrics at a glance.

Highlights

Threads created - Count of unique thread IDs in the selected time period

Queries sent - Count of all queries across all threads

Avg. queries sent per thread - total queries ÷ total threads

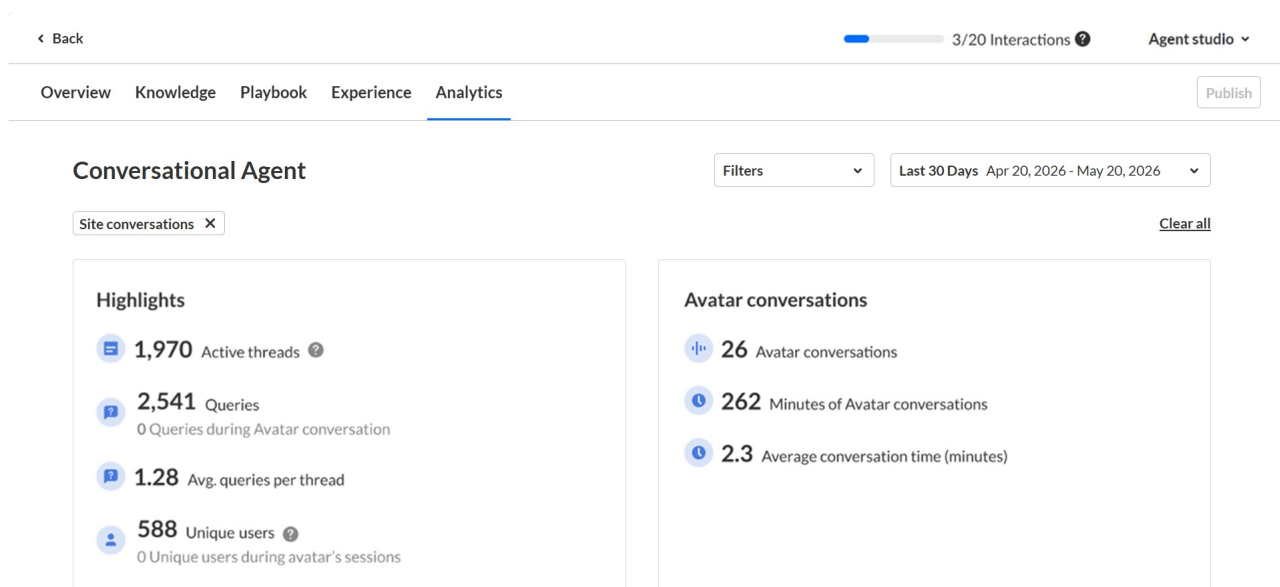
Unique users - Count of unique user IDs that had at least one interaction in the timeframe

Avatar conversations

Number of avatar conversations - count of conversations initiated with an avatar

Total minutes of avatar conversations - sum of minutes over all avatar conversations in selected time period

Average avatar conversation time (in minutes) - total minutes ÷ total conversations



The next portion, **Queries over time**, focuses on query volume trends over time. This allows you to identify patterns and peak usage periods.

Click to choose time granularity -

- Choose Monthly to display aggregate queries by month
- Choose Daily to display individual days (default)

Hover over data points to see tooltip with exact date and query count

Click **View Details** below the chart to expand to full detailed view.

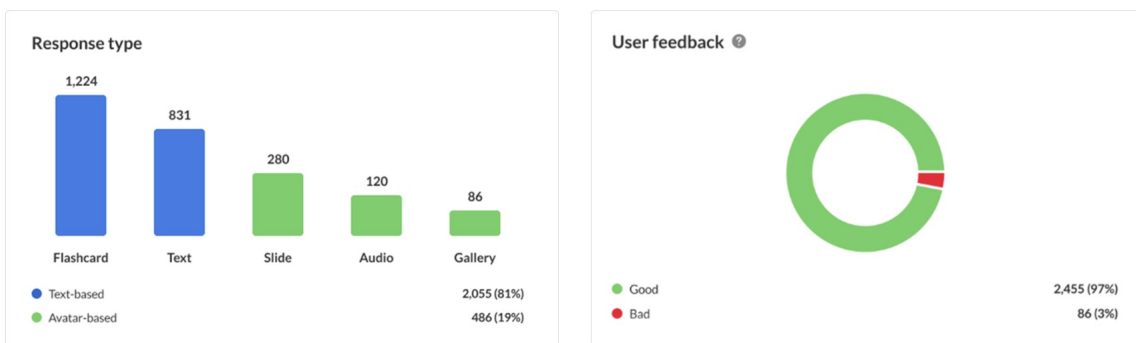


The next portion of the page provides the following information:

Response type: Breakdown of answer types provided by the agent, so that you can understand which formats are most commonly used to respond to queries.

Below the chart, you'll find a breakdown (including count and percentage) by query source.

User feedback: User satisfaction feedback visualized so that you can understand the quality of agent responses. On the visual, the red segment indicates bad/negative feedback, and the green segment indicates good/positive feedback. Feedback count, along with percentages of good and bad feedback are shown below the visual.



The final portion provides data on **Knowledge sources**, including the top sources that the agent referenced, so that you can understand which content is most valuable for generating answers.

The total number of sources that were referenced to generate answers is shown in the upper left corner.

You may enter text in the search box to search for a specific source.






All sources are shown in a ranked list based on number of times they were referenced.

Data includes source name, source type, number of times the source was referenced, and unique users.

You may click on a source link to navigate to the entry dashboard of that source.

Knowledge sources

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