


Real time agent interaction

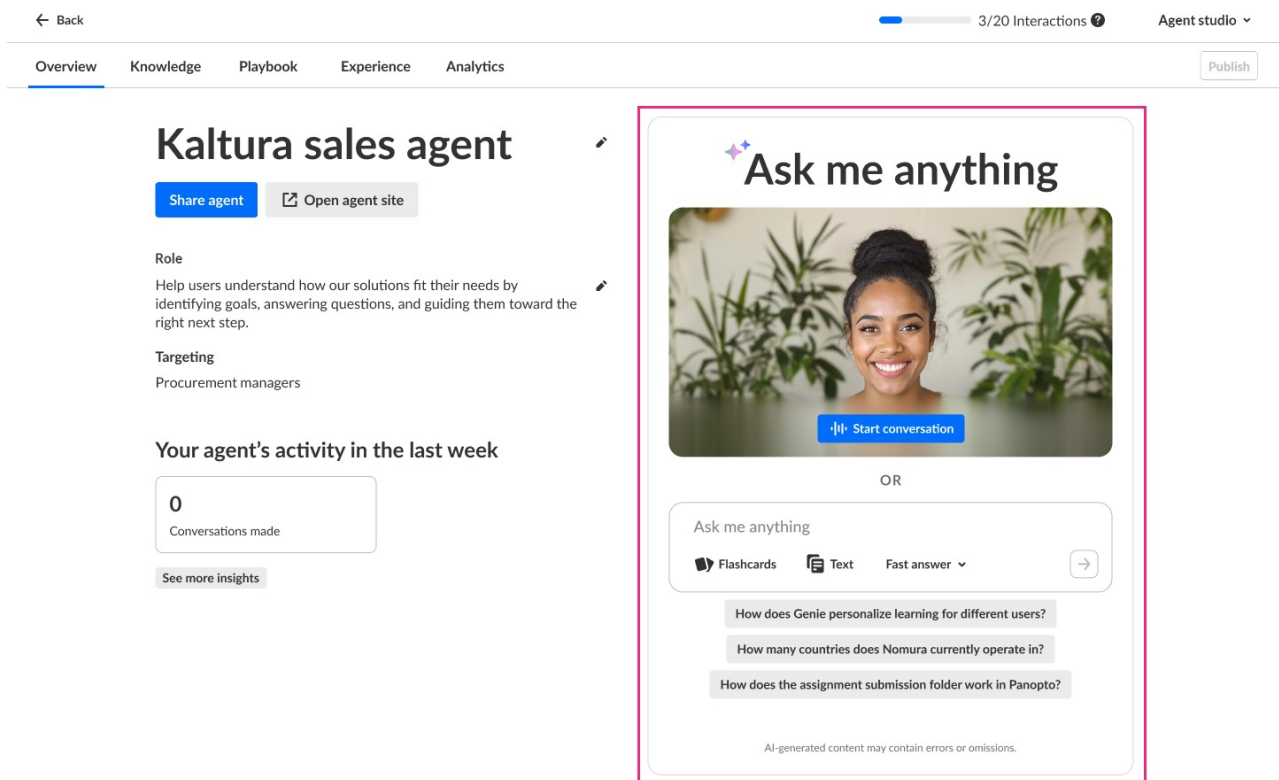
Last Modified on 05/12/2026 6:30 pm IDT

 This article is designated for administrators.

About

Preview and interact with your agent in real time on the Overview tab! See your agent as it will appear to users and interact with it to test the experience. Simply open the Overview tab and you'll find real-time avatar on the right of the screen.

 Please note - Usage in the preview area does not consume interactions.



The screenshot displays the 'Kaltura sales agent' overview page. On the left, there are buttons for 'Share agent' and 'Open agent site'. Below, the 'Role' is described as helping users understand solutions, and 'Targeting' is set to 'Procurement managers'. A box shows '0 Conversations made' in the last week. On the right, a preview window titled 'Ask me anything' features a smiling woman's avatar with a 'Start conversation' button. Below the avatar, there are input fields for 'Ask me anything' and options for 'Flashcards', 'Text', and 'Fast answer'. Three example questions are listed: 'How does Genie personalize learning for different users?', 'How many countries does Nomura currently operate in?', and 'How does the assignment submission folder work in Panopto?'. A disclaimer at the bottom states 'AI-generated content may contain errors or omissions.'

Interact with your agent

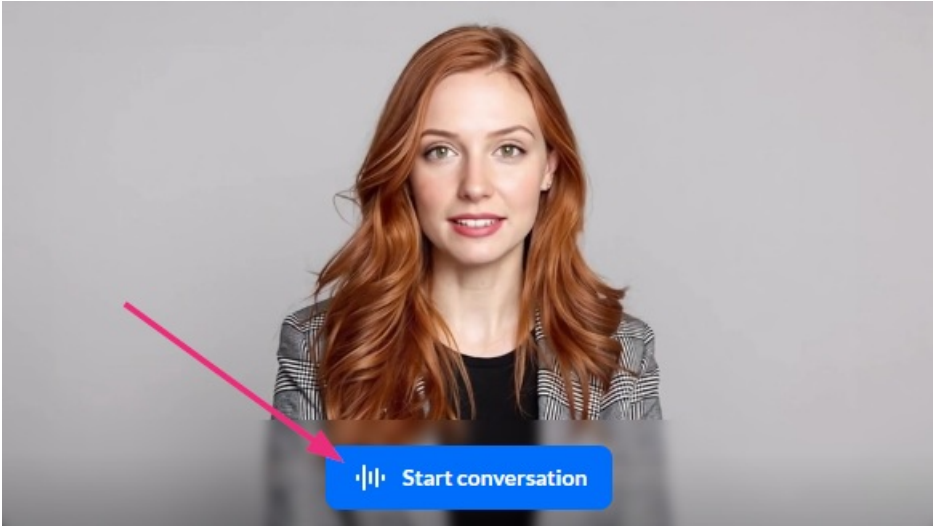
The 'Ask me anything' experience shows the following:

- An Agentic Avatar
- A **Start conversation** button

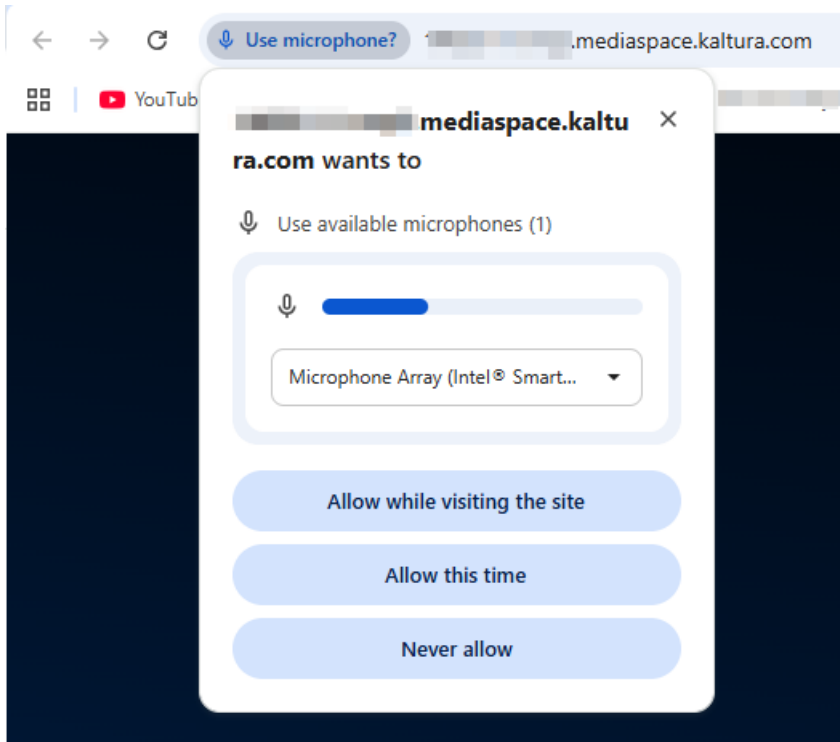
- The **Ask me anything** input field below

Start a conversation with the Agentic Avatar

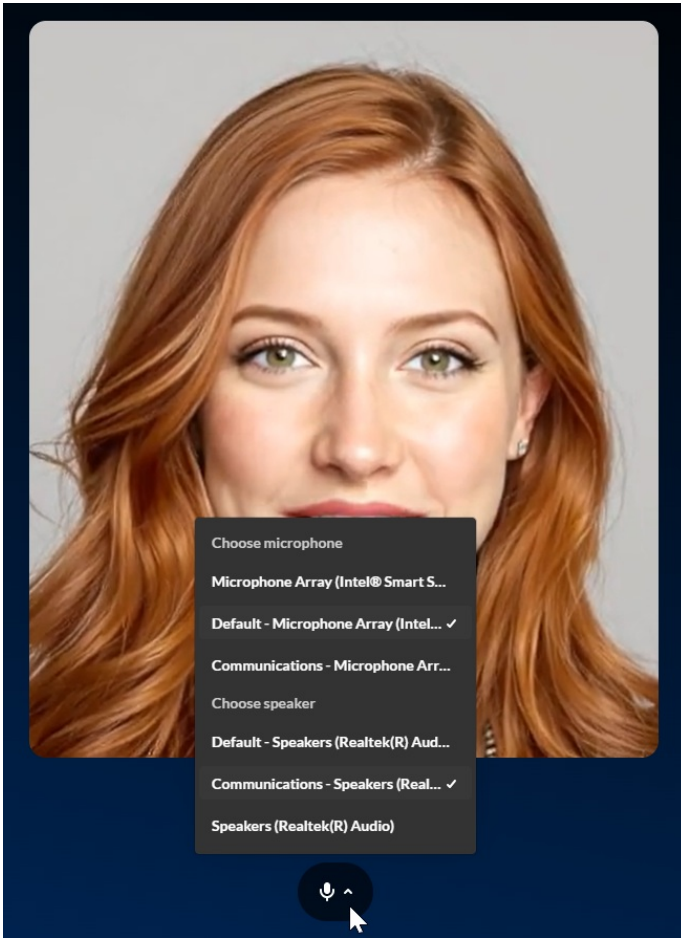
To start a live conversation, click **Start conversation**.



The first time you start a conversation, you're prompted to allow microphone access.



After allowing access, you can select your preferred microphone and speaker from the device selector on the microphone control.



The experience switches to a full-screen avatar view.

During the conversation

When the avatar loads, it greets you and introduces itself as an agent. If available, it can use basic profile information (e.g. your name) to personalize the conversation.

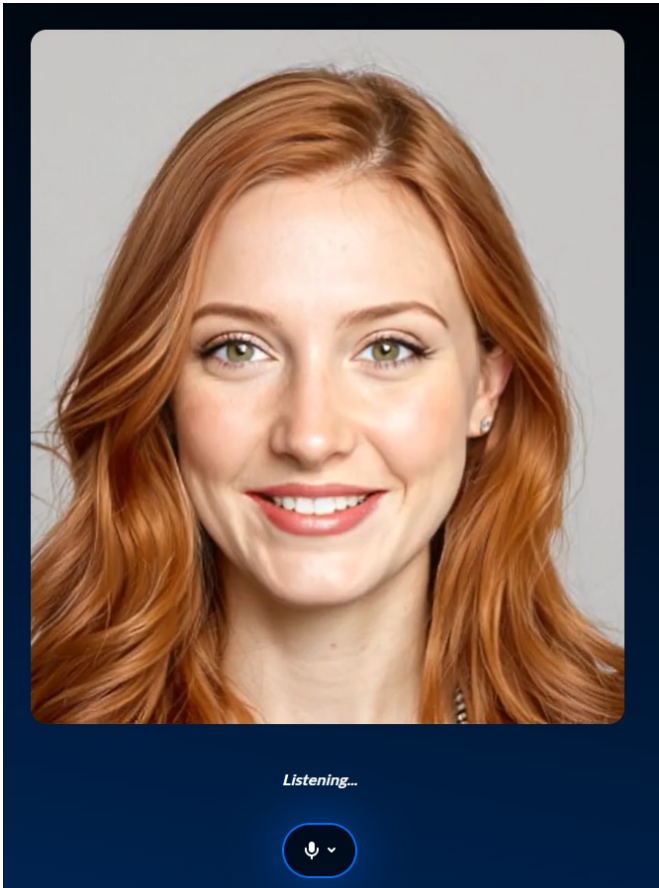
Speak naturally to the avatar and ask your question.

You can:

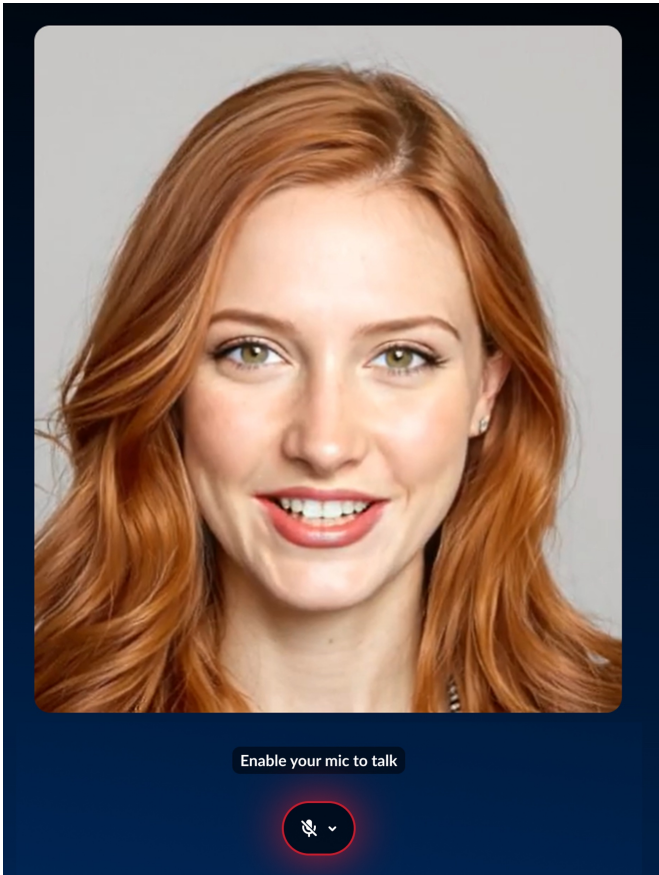
- Interrupt the avatar while it's speaking
- End the conversation at any time

Microphone indicators

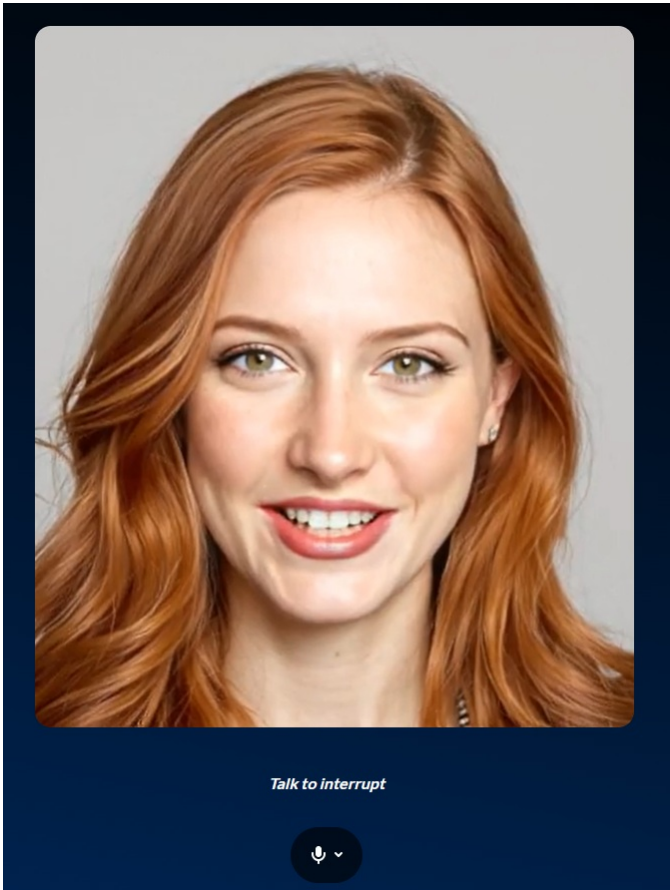
When your microphone is active and you're speaking, a **blue** glow appears on the microphone button.



When your microphone is **muted**, a **red indicator** appears with a message prompting you to enable your mic.

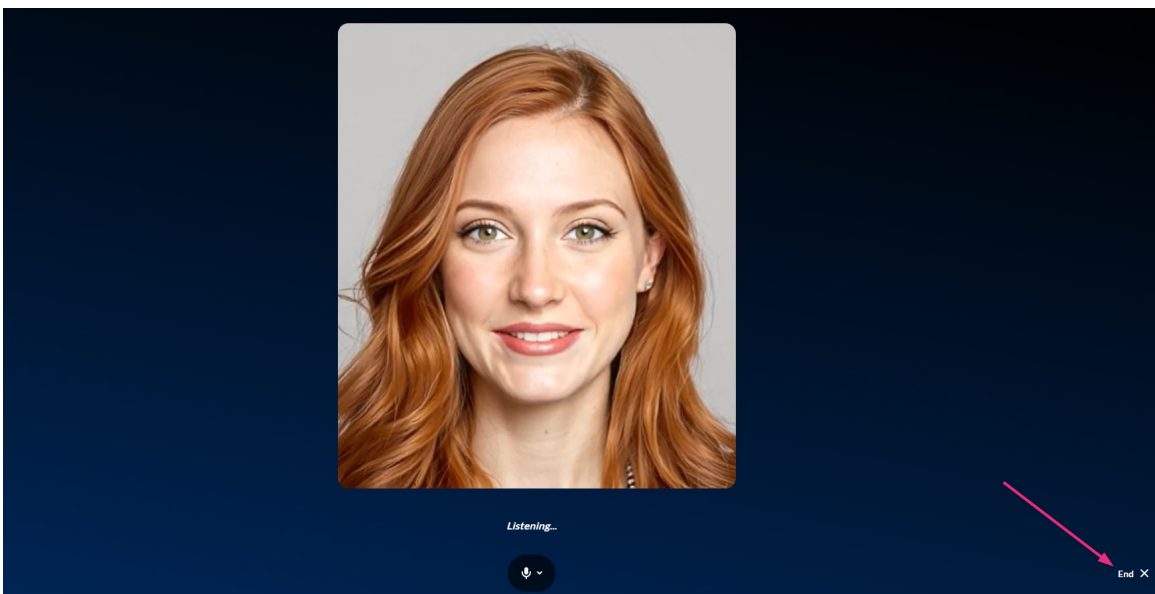


When interruptions are enabled, a *Talk to interrupt* message appears while the avatar is speaking.



After you end the conversation

When you end a conversation, click **End** in the lower right corner to return to the main screen.



When you exit to the conversation, your conversation appears as a text transcript in the conversation panel.



Please note - Depending on your plan, per month limits may apply to the number of times you may preview your agent.



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