

# Agentic Avatar Studio account management

Last Modified on 05/12/2026 6:27 pm IDT

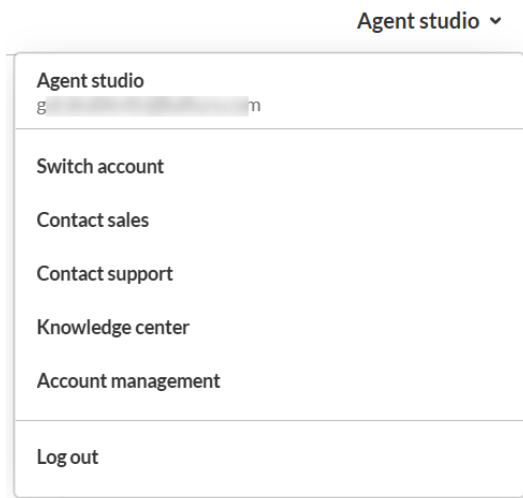
 This article is designated for administrators.

## About

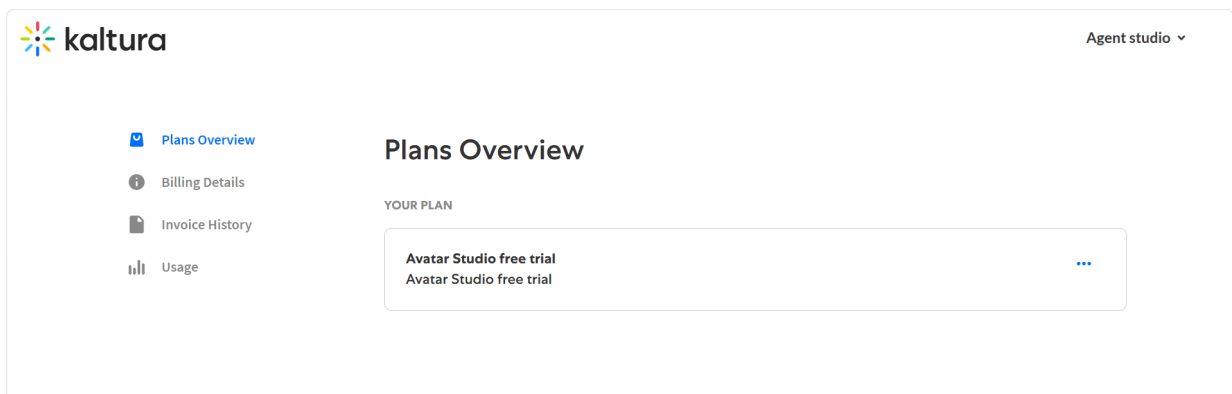
This article walks you through everything you need to manage your account in one place. You'll learn how to view your current plan, change your payment method, edit your billing information, access all your past invoices, and monitor your current usage against your package limits. Whether you're reviewing your subscription details or updating how you pay, this guide will help you navigate each task quickly and confidently.

## Accessing Account management

1. Click on the pulldown menu in the top right corner of the screen. (Your pulldown menu name may vary from what is shown below.) Additional options display.



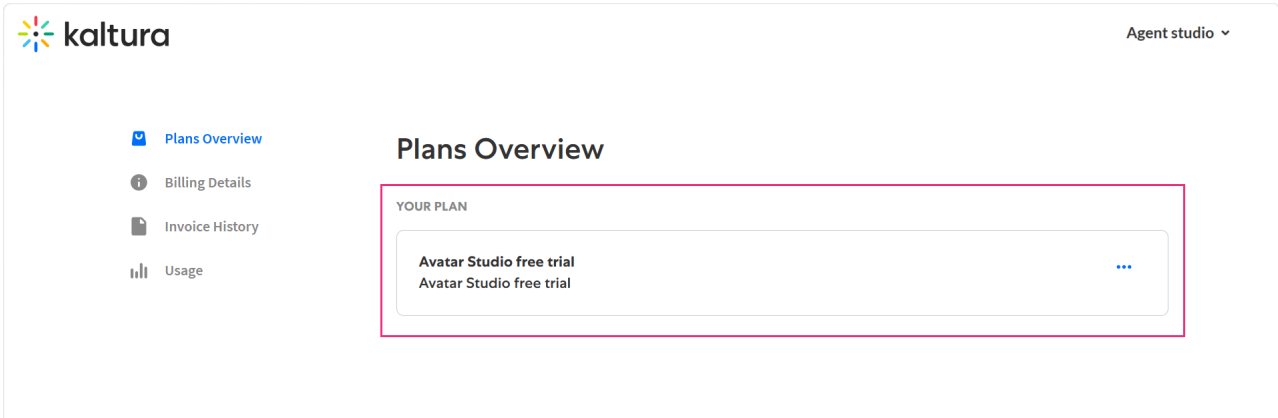
2. Select **Account management**. The Account management page displays with the Plans Overview tab open by default.



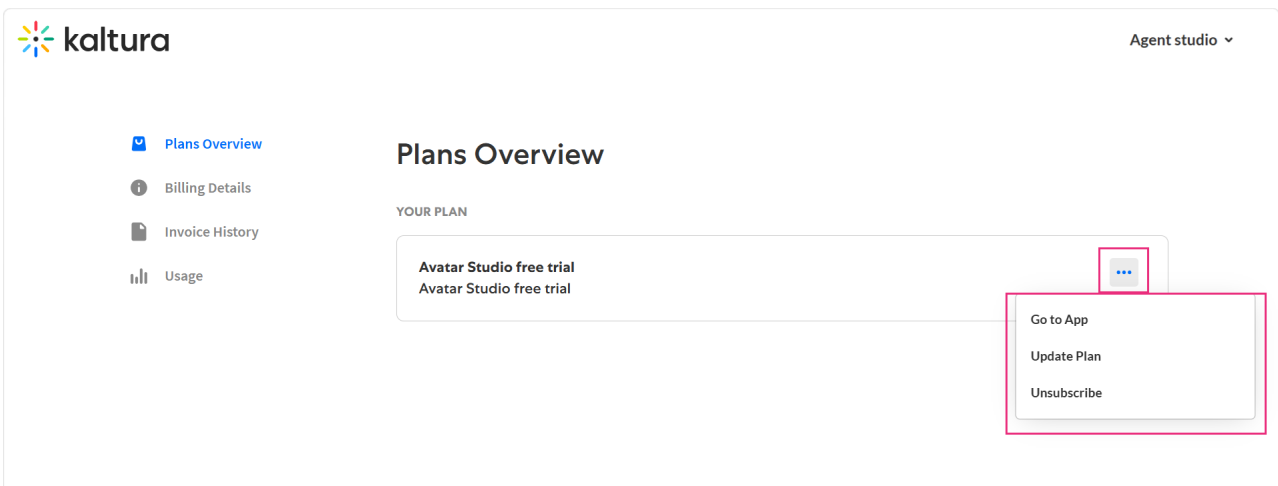
## Plans Overview tab

### Your Plan

The **Your Plan** area displays the plan you're currently subscribed to.



Click the three-dot button for additional actions.



**Go to App** - takes you to the Agentic Avatar Studio

**Update Plan** - opens a pop-up window allowing you to request to update your plan

## Request to Update Plan

What would you like to change in your plan?

What plan would you like to change?

Cancel

Request to Update Plan

1. Provide information on what you would like to change in your plan.
2. Choose which plan you would like to change.
3. Click **Request to Updated Plan**.

The request is sent to you Kaltura representative. They will contact you shortly.

You may also choose to cancel the action.

**Unsubscribe** - opens a pop-up window allowing you to end your Agentic Avatar Studio free trial or unsubscribe from a paid plan

## Request to Unsubscribe

We're sorry that you wish to end your **Avatar Studio free trial**

Can you tell us why?

Can you help us understand a little more? (Optional)

Need help? Leave us a message at [help@kaltura.com](mailto:help@kaltura.com)

Keep Plan

Request to Unsubscribe

1. Select a reason why you want to end your free trial.
2. Provide additional information as desired.

If you need help, you can click on the link to leave a message for our team.

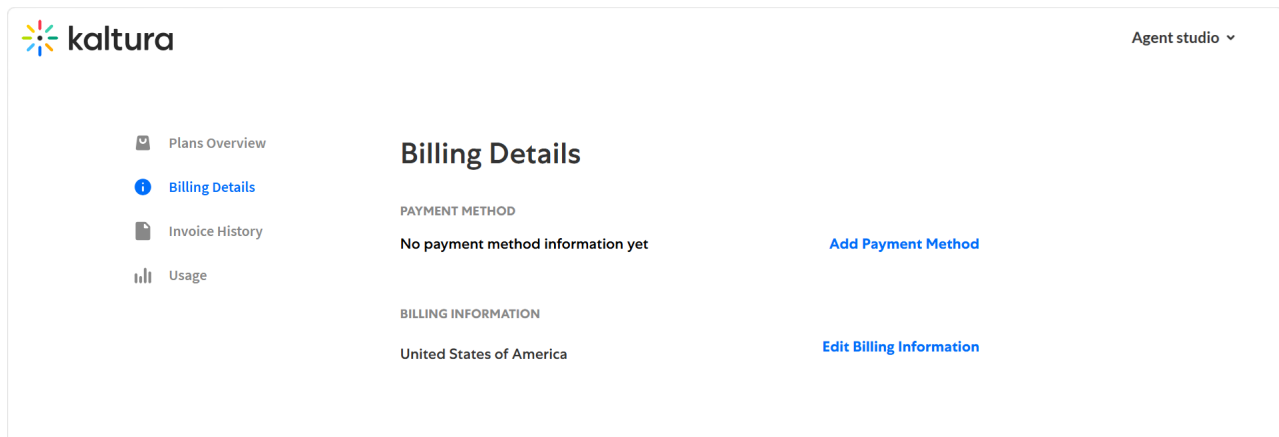
3. Click **Request to Unsubscribe**.

You are unsubscribed from the free trial.

You may also choose to cancel the action by clicking **Keep Plan**.

## Billing Details tab

Need to add or change a payment method? Edit your billing information? Handle these tasks quickly and easily on the Billing Details tab.



### Add payment method

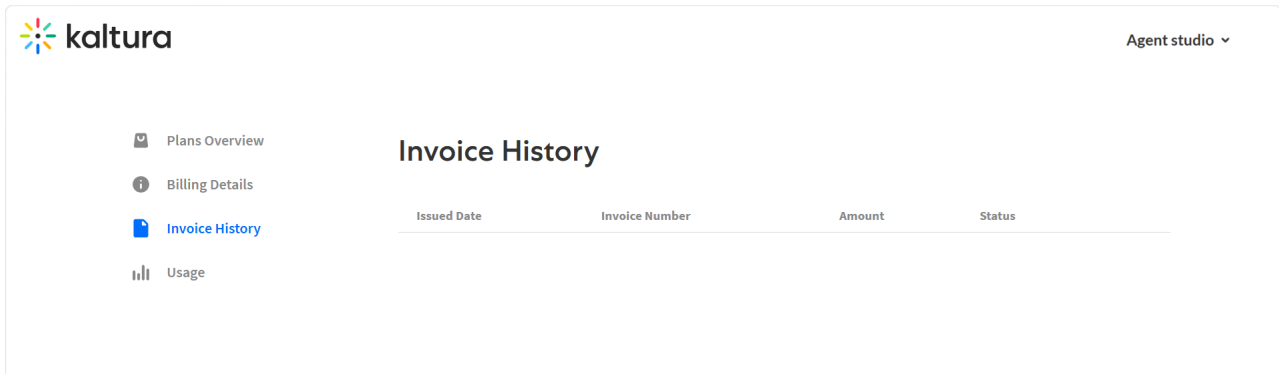
1. Click **Add Payment Method**. The Add Payment Method window displays.
2. Enter your payment details and billing information.
3. Click **Apply**.

### Edit billing information

1. Click **Edit Billing Information**. The Edit Billing Information window displays.
2. Enter your billing information.
3. Click **Apply**.

## Invoice History tab

Access all your past invoices in a snap! Information includes issued date, invoice number, amount, and status.



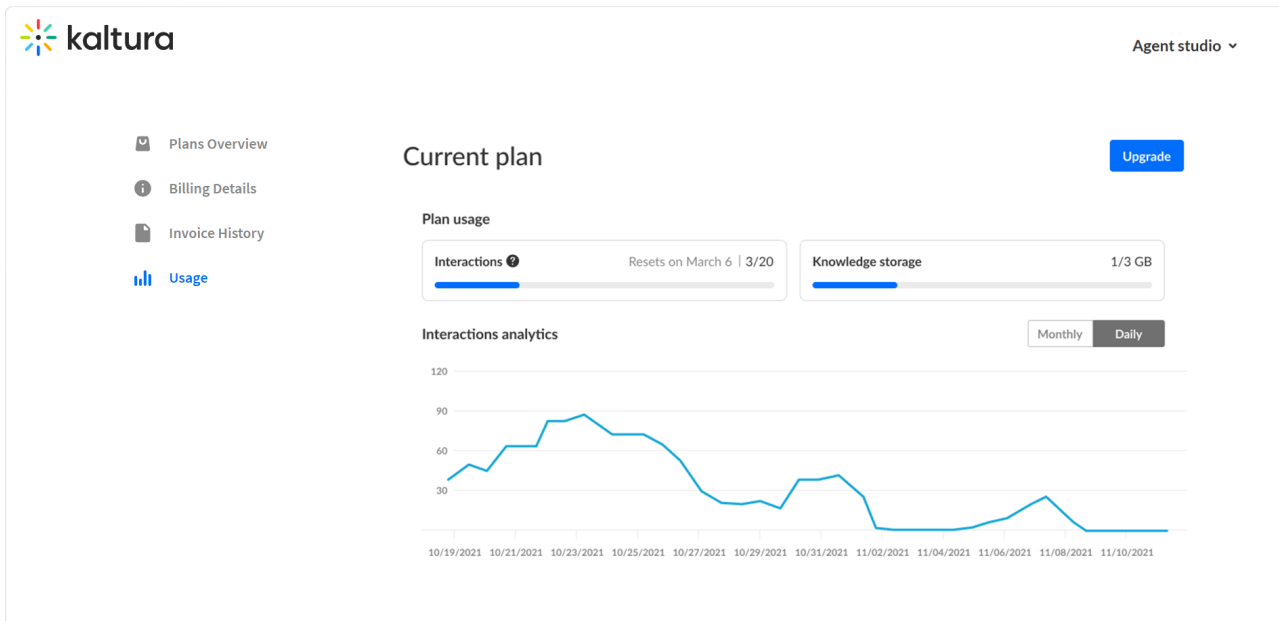
## Usage tab

Usage of your avatar is based on interactions. Interactions measure engagement with your agent. The Usage tab allows you to see your current usage against your package limits, so that you can understand your consumption and plan accordingly.

i Please note - Usage in the [preview area](#) does not consume interactions, while usage in the [agent site](#) does.

## Upgrade

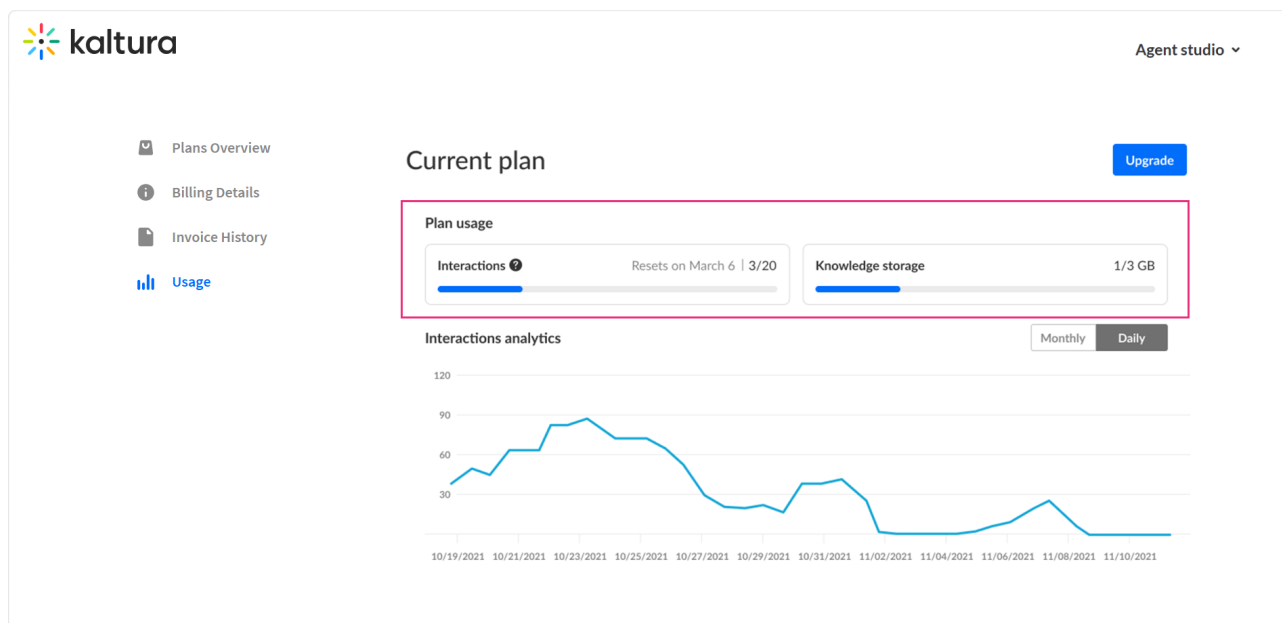
Click the **Upgrade** button to view available monthly and annual plans and easily upgrade your plan to best suit your needs. Plan upgrade takes effect immediately upon successful payment.



## Plan usage

The **Plan usage** area shows the following information:

- Consumption vs. allowance for each tracked metric. In our example, the tracked metrics are Interactions and Knowledge storage. Bar color acts as a visual indicator displaying how much of the resource has been consumed - Green is 0-80%, Red is 80%+
- Interactions usage reset date. In our example, interactions count will reset on March 6.

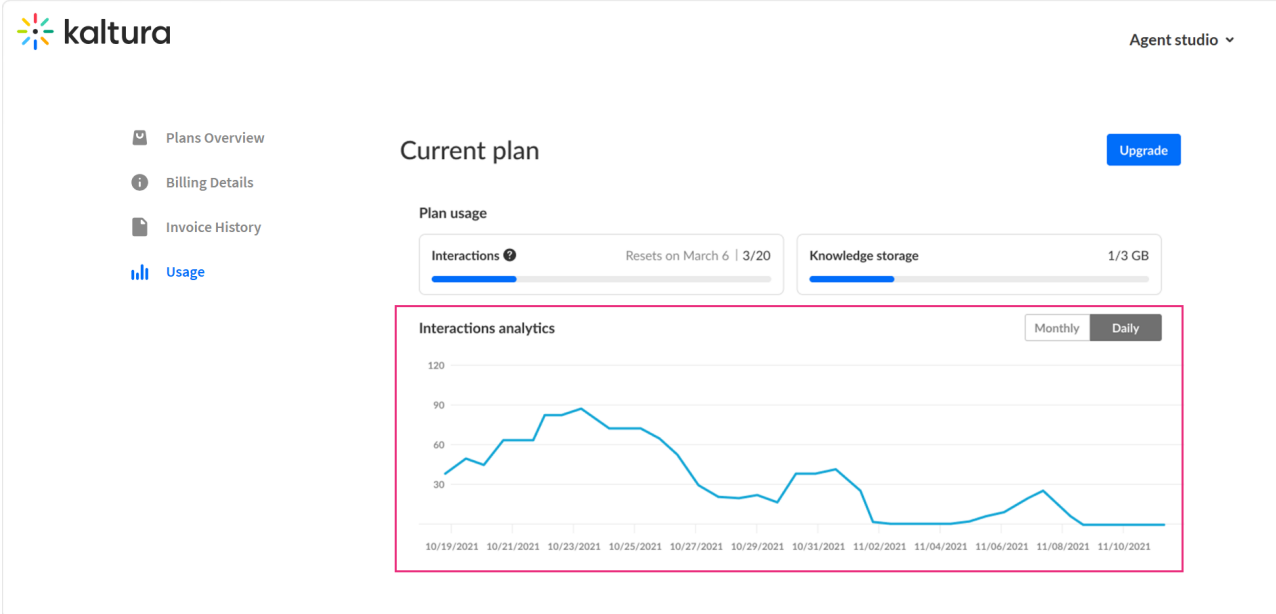


## Interactions analytics

The **Interactions analytics** area visually shows interaction volume trends over time. This allows you to identify patterns and peak usage periods.

Click to choose time granularity -

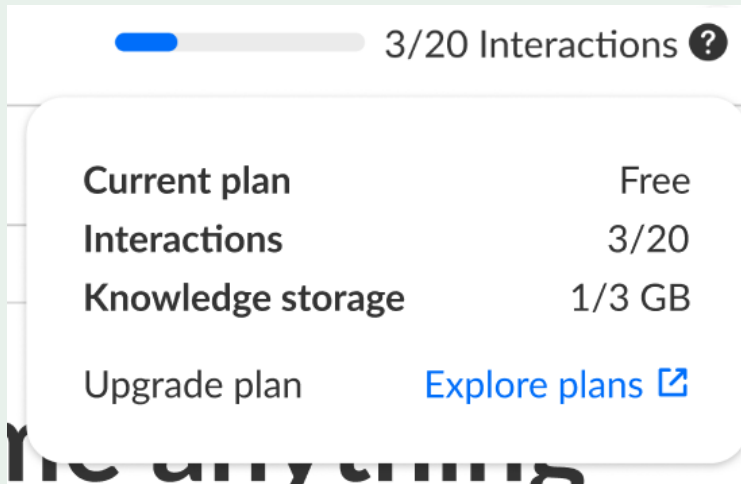
- Monthly displays aggregate requests by month
- Daily shows individual days (default)



The screenshot shows the 'Current plan' section in the Agent Studio. It includes a navigation menu on the left with options: Plans Overview, Billing Details, Invoice History, and Usage. The main content area displays 'Current plan' with an 'Upgrade' button. Below this, 'Plan usage' is shown with two progress bars: 'Interactions' (3/20, resets on March 6) and 'Knowledge storage' (1/3 GB). A 'Interactions analytics' chart is also visible, showing a line graph of interactions over time from 10/19/2021 to 11/10/2021, with a 'Monthly' and 'Daily' toggle.



Did you know? As you're working in the Agentic Avatar Studio, you can easily see your current usage at a glance! The information appears in a compact usage indicator displayed persistently at the top right corner of your screen. Hover over this widget to see even more information including the name of your current plan and knowledge storage. There's even a button to explore other plans! This keeps you aware of your consumption and allows you to easily upgrade when needed.



The screenshot shows a usage indicator widget with a blue progress bar and the text '3/20 Interactions' with a question mark icon. A tooltip is displayed over the widget, showing the following information:

Current plan	Free
Interactions	3/20
Knowledge storage	1/3 GB
Upgrade plan	<a href="#">Explore plans</a>



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

