Manage your Conversational Agent Studio account

Content updated: 04/29/2026

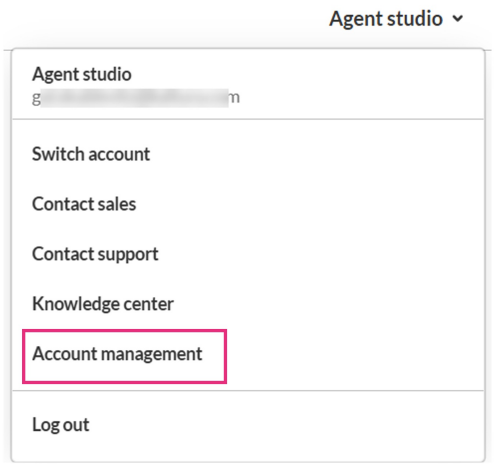
This article is designated for administrators.

About

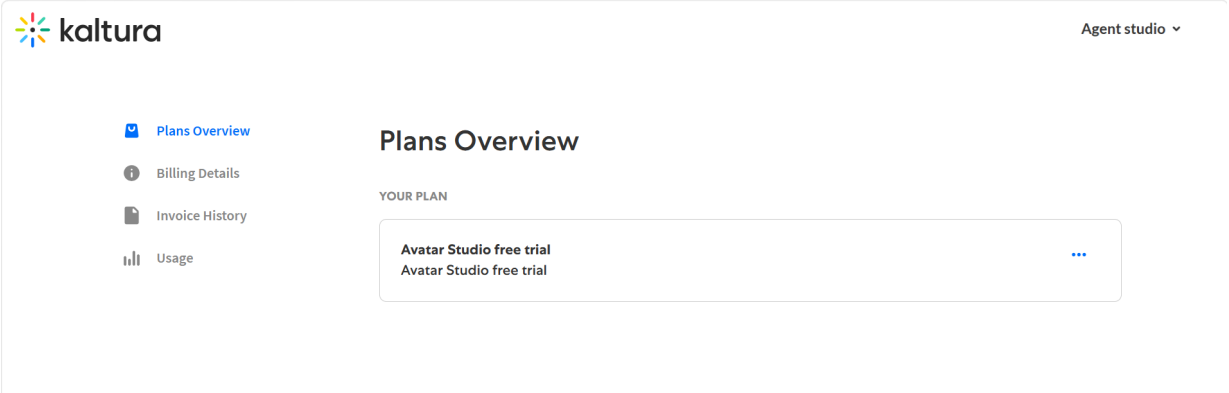
You can manage your Conversational Agent Studio plan, billing details, invoices, and usage from the **account management page**. If you have access to multiple accounts, you can also switch between them.

Access account management

1. Select **Account management** from the user menu.



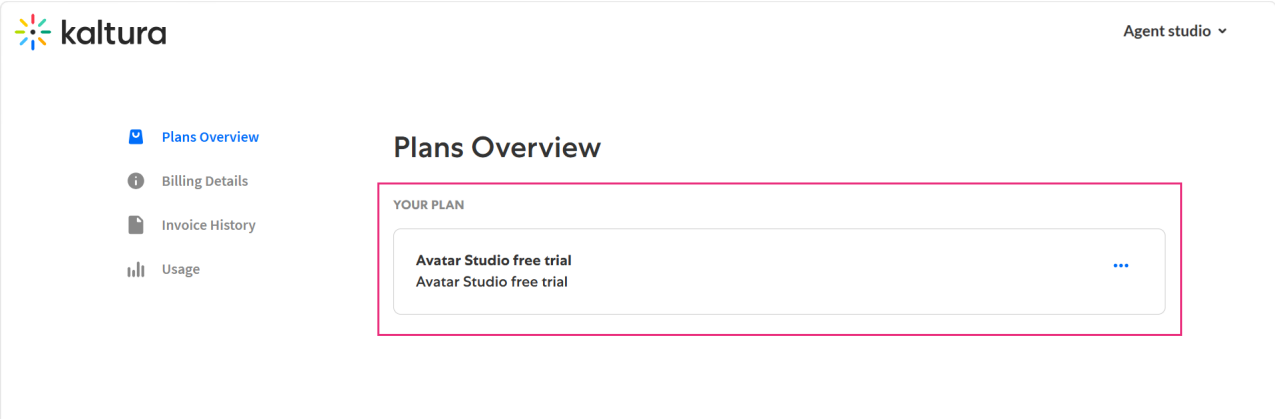
The Account management page displays with the **Plans Overview** tab open by default.



Manage your plan

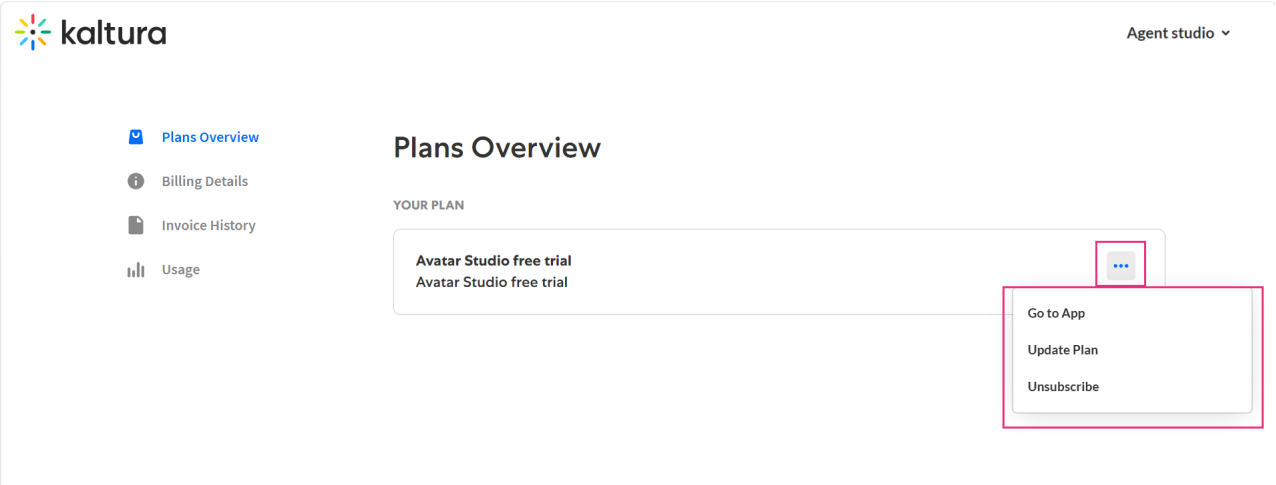
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The Plans Overview tab displays your current Conversational Agent Studio plan.



Click the **three dots** next to your plan to access the following options:

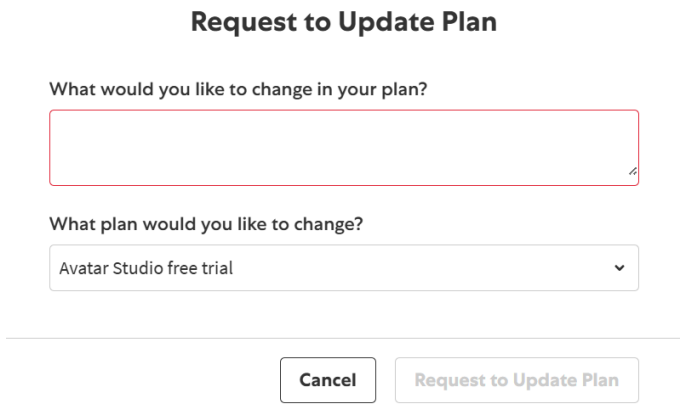
- **Go to App** – Return to Conversational Agent Studio.
- **Update Plan** – Request a change to your current plan.
- **Unsubscribe** – Request to end your subscription.



Request a plan change

1. Click the **three dots** next to your plan and select **Update Plan**.
   The Request to Update Plan window displays.

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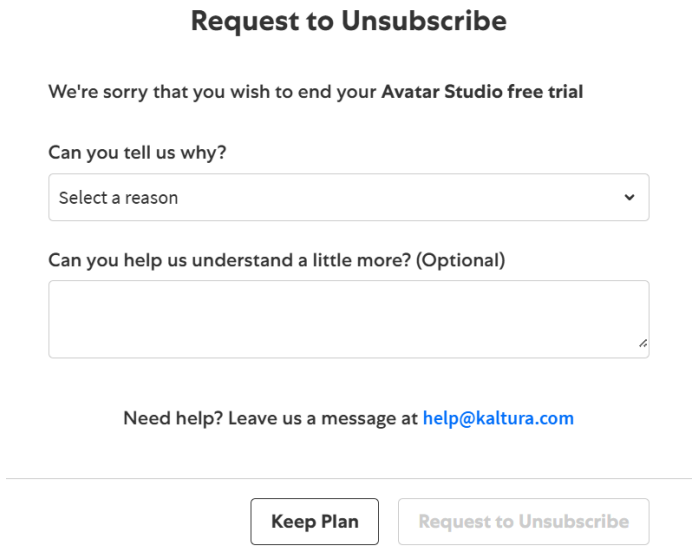


2. Provide information on what you would like to change in your plan.
3. Select the plan you'd like to change.
4. Click **Request to Updated Plan**.

   Your request is sent to your Kaltura representative, who will contact you about the requested change.

Unsubscribe

1. Click the **three dots** next to your plan and select **Unsubscribe**.
   The Request to Unsubscribe window displays.

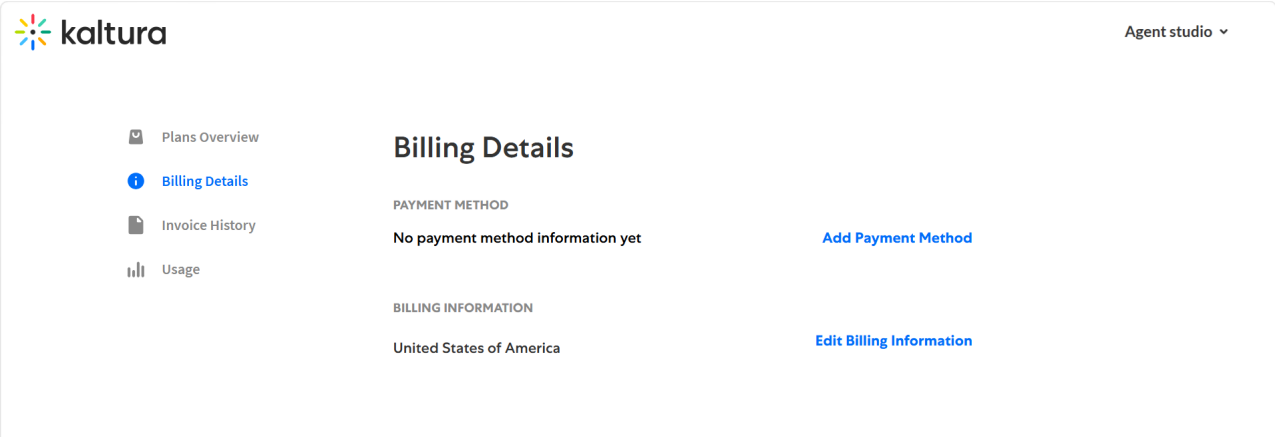


2. Select a reason for unsubscribing.
3. Enter any additional information, if needed.
4. Click **Request to Unsubscribe**.

Manage billing details

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Click **Billing Details** to add or update your payment method and billing information.



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

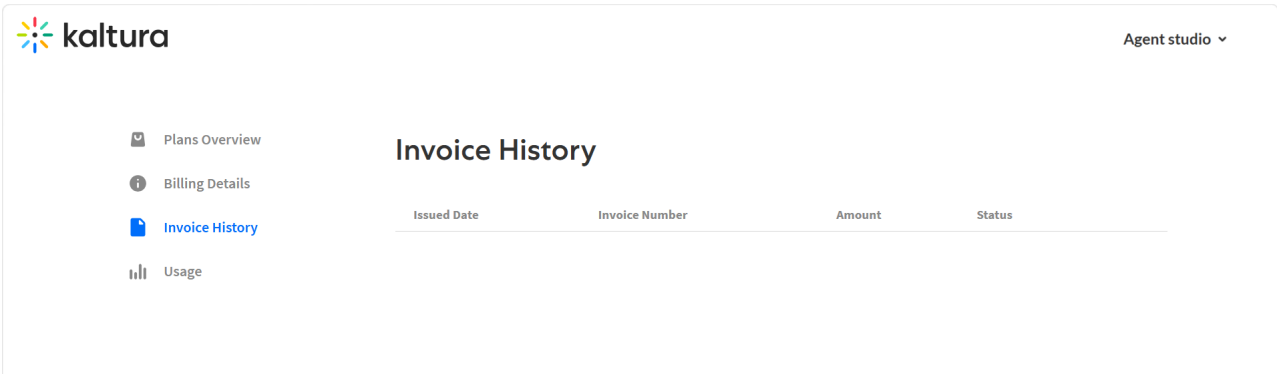
1. Click **Edit Billing Information**.
   The Edit Billing Information window displays.
2. Enter your billing information.
3. Click **Apply**.

View invoice history

Click **Invoice History** to view your previous invoices, including:

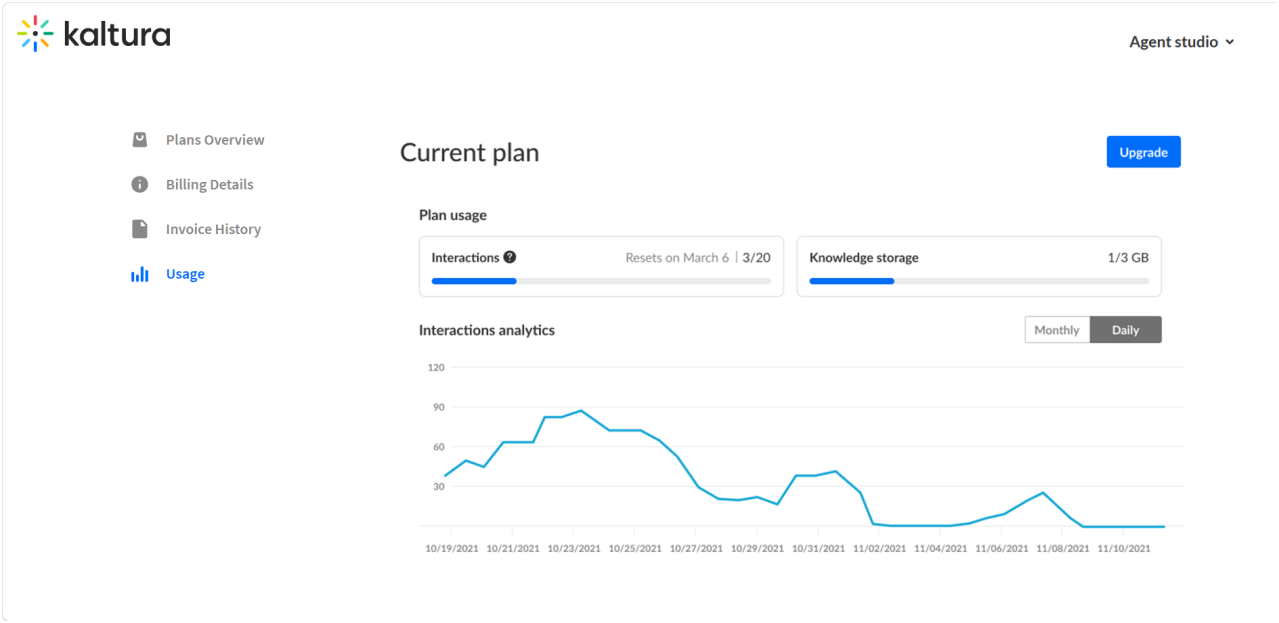
- Issued date
- Invoice number
- Amount
- Status

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View usage

Click **Usage** to track your current plan usage.



The Usage page shows:

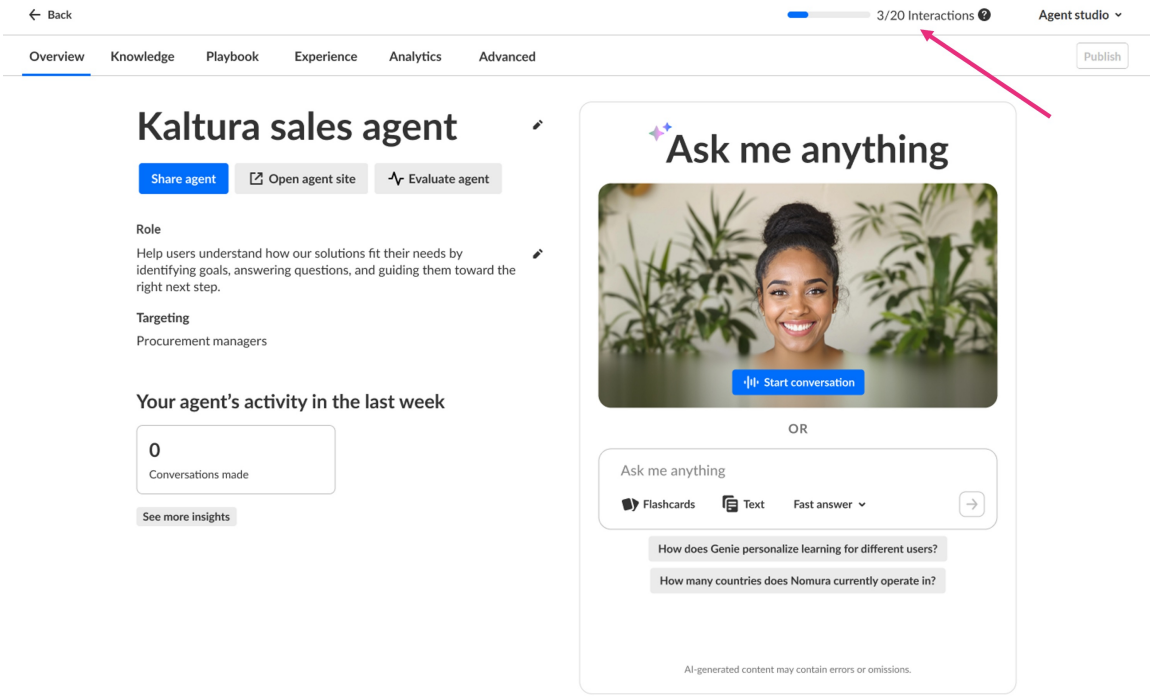
- **Interactions** – The number of interactions used and your plan allowance, including when the interaction count resets.
- **Knowledge storage** – The amount of storage used and your plan allowance.
- **Interactions analytics** – Interaction volume over time. Select **Daily** or **Monthly** to change the time period displayed.

The progress bars show how much of your allowance you've used. Green indicates 0–80% usage, and red indicates usage above 80%.

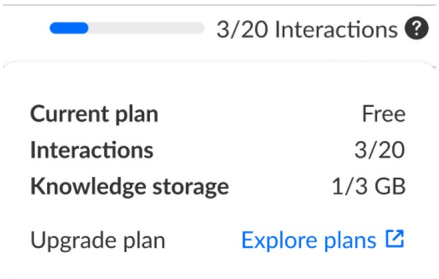
Interactions in the preview area don't count toward your usage. Interactions on the agent site do.

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You can also check your usage while working in Conversational Agent Studio. The usage indicator in the upper-right corner shows your current interaction usage.



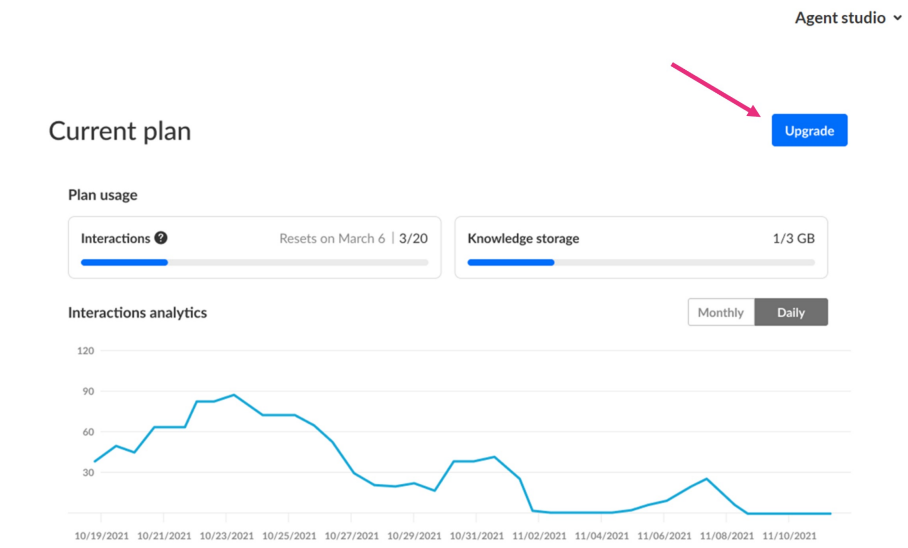
Hover over the indicator to view your current plan, interaction usage, and knowledge storage, or click **Explore plans** to view other available plans.



Upgrade your plan

Click the **Upgrade** button at the upper right to view the available plans and choose an upgrade. Your new plan takes effect after your payment is successfully processed.

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