Introduction to engagement tools for live sessions - for moderators

Content updated: 05/05/2026

This article is designated for all users.

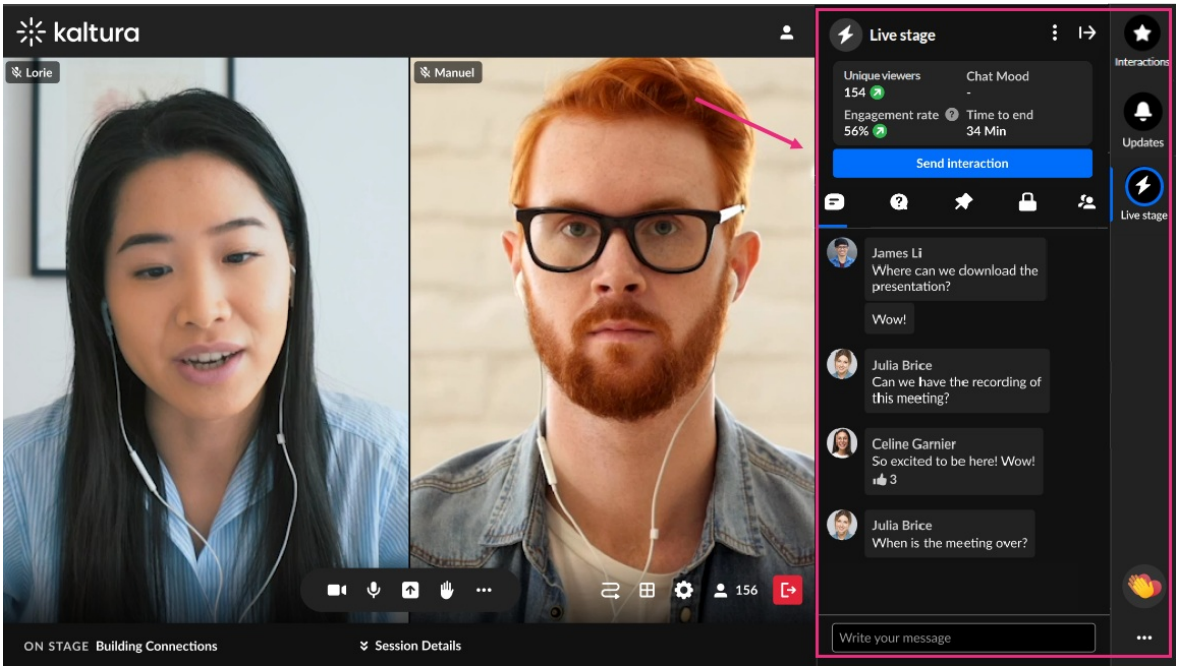
About

During a live session, participants, speakers, and moderators have a variety of tools they can use to communicate and engage with each other.

Depending on the session, these can include **chat**, **Q&A, polls**, **reactions**, **notifications**, **private messaging**, and **participant management**.

Moderators and speakers have additional tools based on their role, such as **managing conversations**, **responding to questions**, and **creating interactions**.

The tools available depend on the Kaltura application, session type, user role, and account configuration.



Configure the engagement tools

Administrators configure the available engagement tools in the Chatandcollaboration module. The available module settings differ between **Kaltura Virtual Events &**

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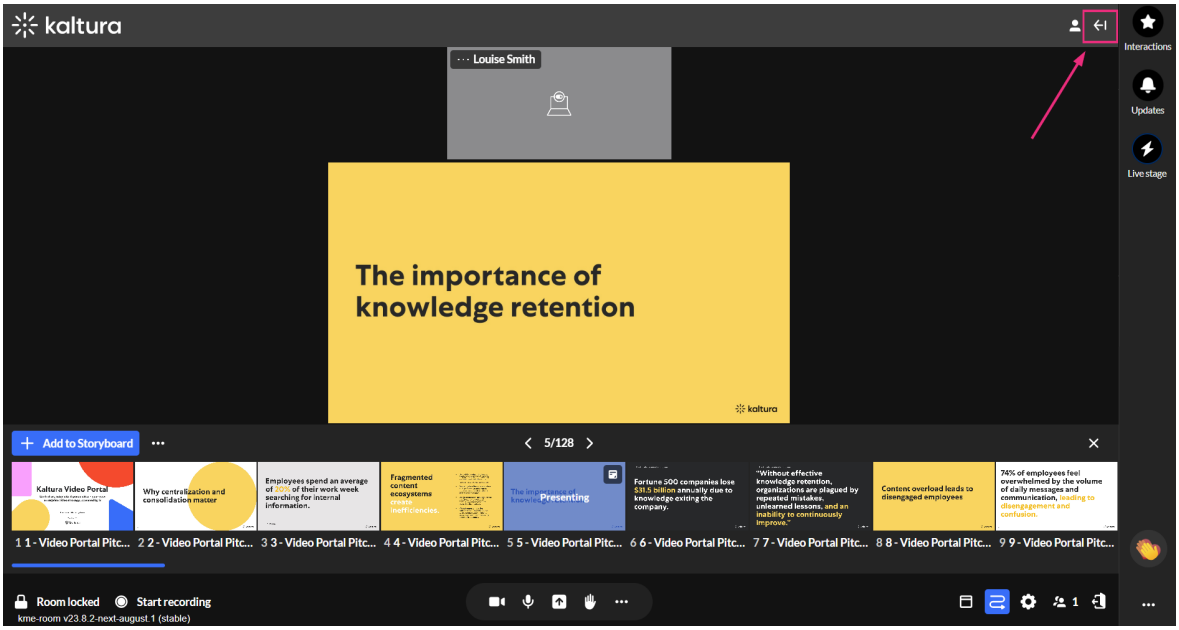
Webinars and **Content Hubs / legacy Video Portal**.

- **Kaltura Virtual Events & Webinars** – Configure the engagement tools available during events. **Public Q&A** is configured in the `mediaChat` settings.
- **Content Hubs / legacy Video Portal** – Configure which engagement tools are available across the site. For supported live sessions, you can also choose which tools are available in a specific session, such as **group chat**, **comments and Q&A**, **reactions**, and **sentiment analysis**. See Manage live session interactions in Content Hubs.

Open the engagement panel

Click the **arrow icon** in the upper-right corner of the screen.



The engagement panel opens on the right side of the screen.

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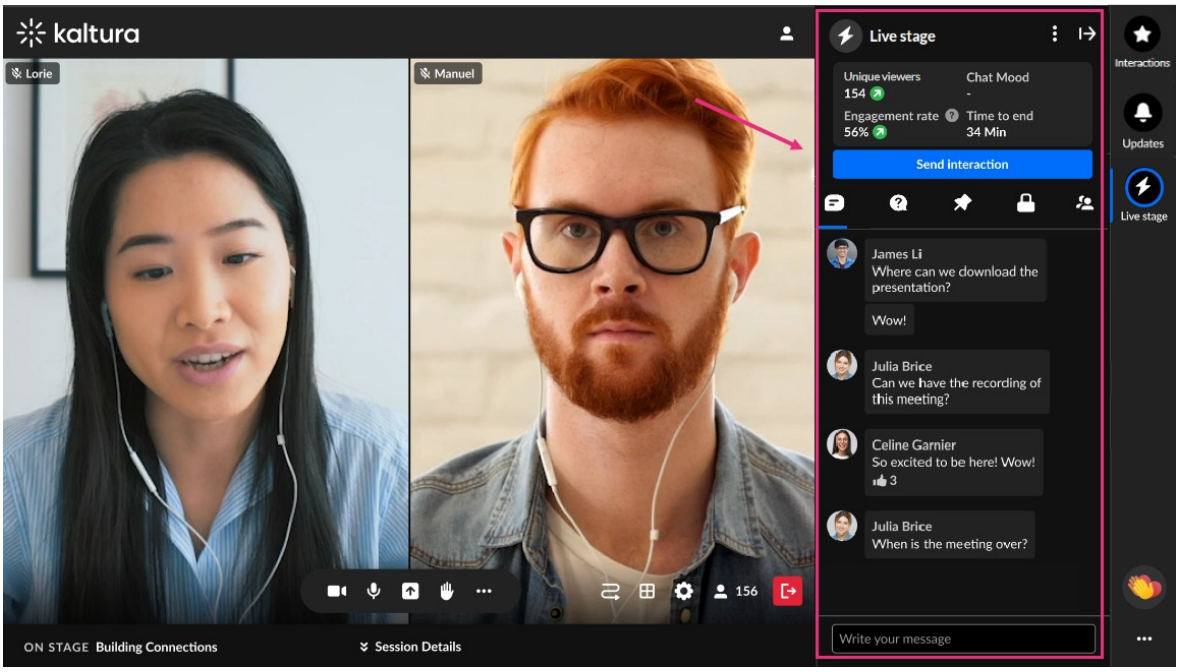

Explore the panel

The tabs displayed in the panel depend on your role and the Kaltura application you are using.

Assistant tab

The **Assistant** tab provides moderators with real-time session insights and alerts, helping them identify activity that requires their attention.

The Assistant tab is available only in **Kaltura Virtual Events & Webinars**.

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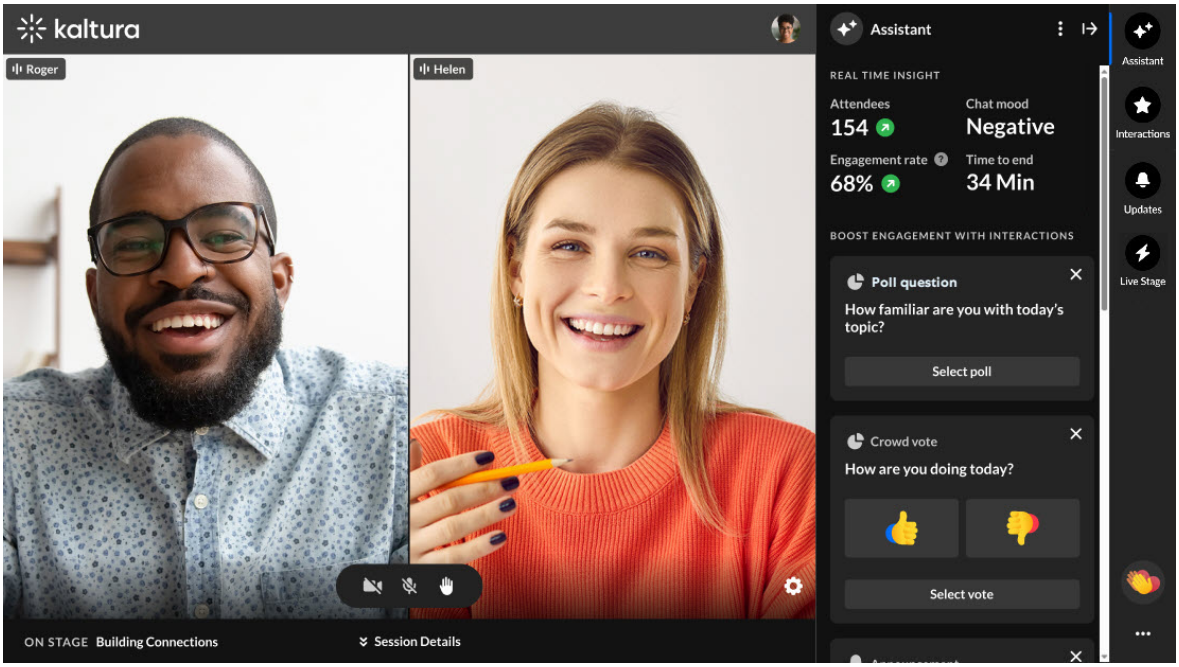

Interactions tab

The **Interactions** tab lets moderators create, schedule, and publish interactive activities, including:

- Polls
- Quizzes
- Rating scales
- Crowd votes
- Open-ended questions
- Surveys
- Word clouds
- Announcements
- Crowd reactions

Participants can respond to published interactions during the session.

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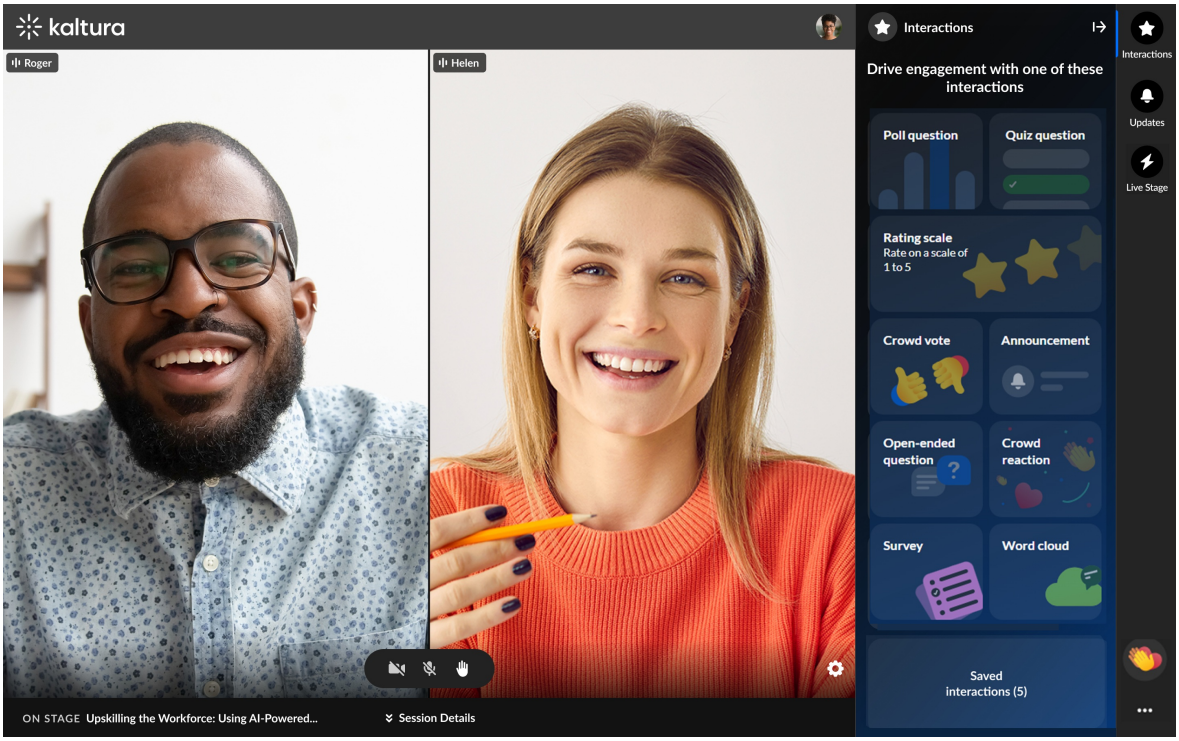
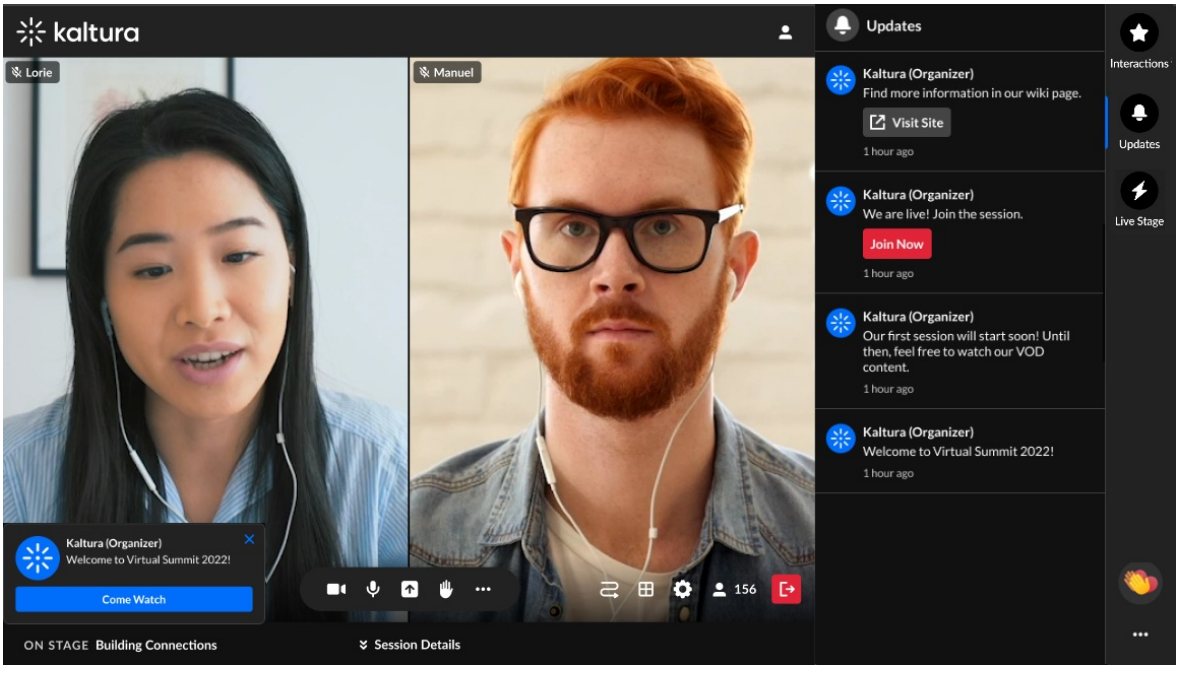


Updates tab

The **Updates** tab displays updates sent by moderators during the session. New updates also display briefly as notifications on the screen.

Participants and moderators can return to the **Updates** tab to view notifications they received earlier in the session.



Live stage tab

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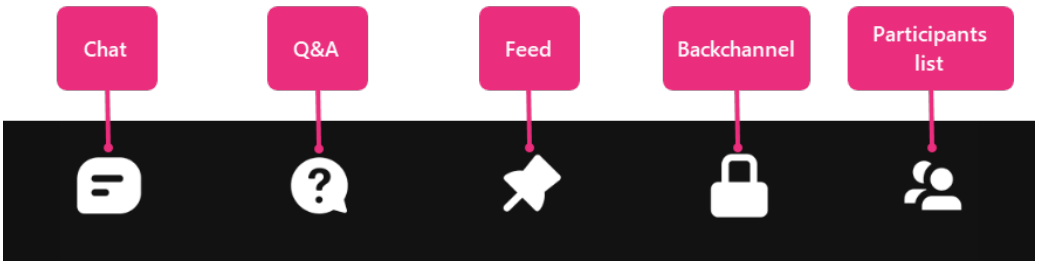
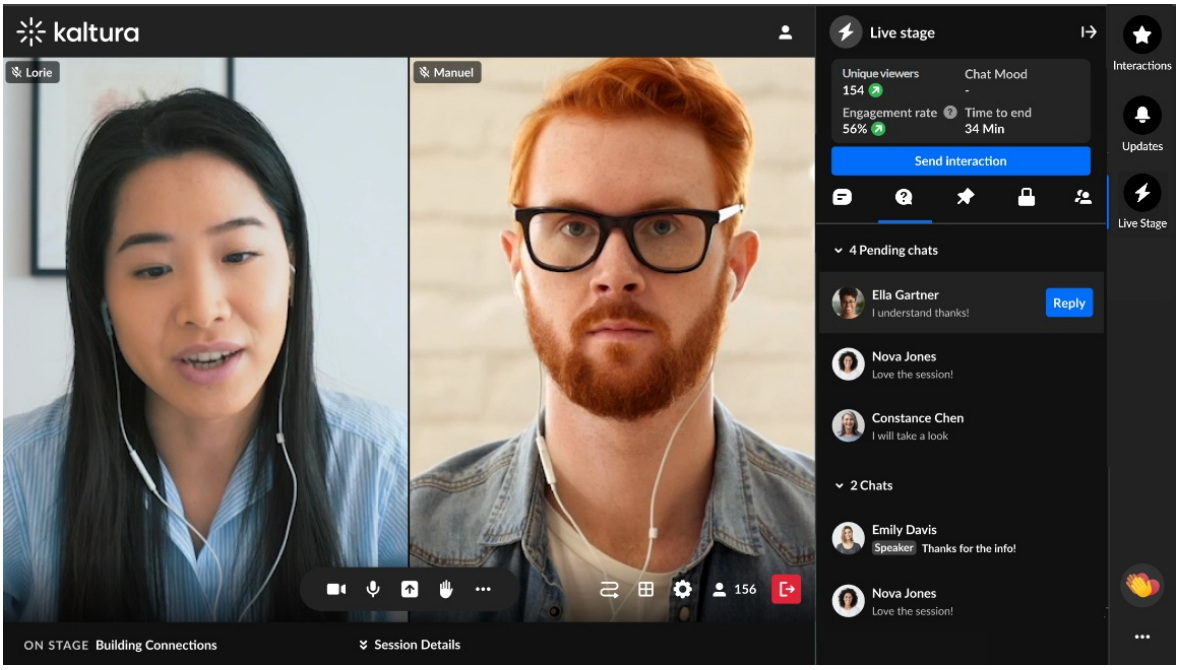
The **Live stage** tab provides tools for communicating and participating during a live session. Depending on the session configuration, it can include **Chat**, **Q&A**, **Feed**, **Participants list**, and **Backchannel**.



- Participants can chat, reply to messages, and add reactions.
- Moderators have additional tools for managing chat and Q&A, including pinning messages, blocking users, and monitoring session activity.



The features available in the **Live stage** tab vary depending on whether your account administrator has enabled a **Public Q&A experience**. Public Q&A is available only in Kaltura Events and Webinars.

Private chat tab

The **Private chat** tab lets participants and moderators have one-to-one conversations. Users can send and accept connection requests and continue their conversations after the session ends.

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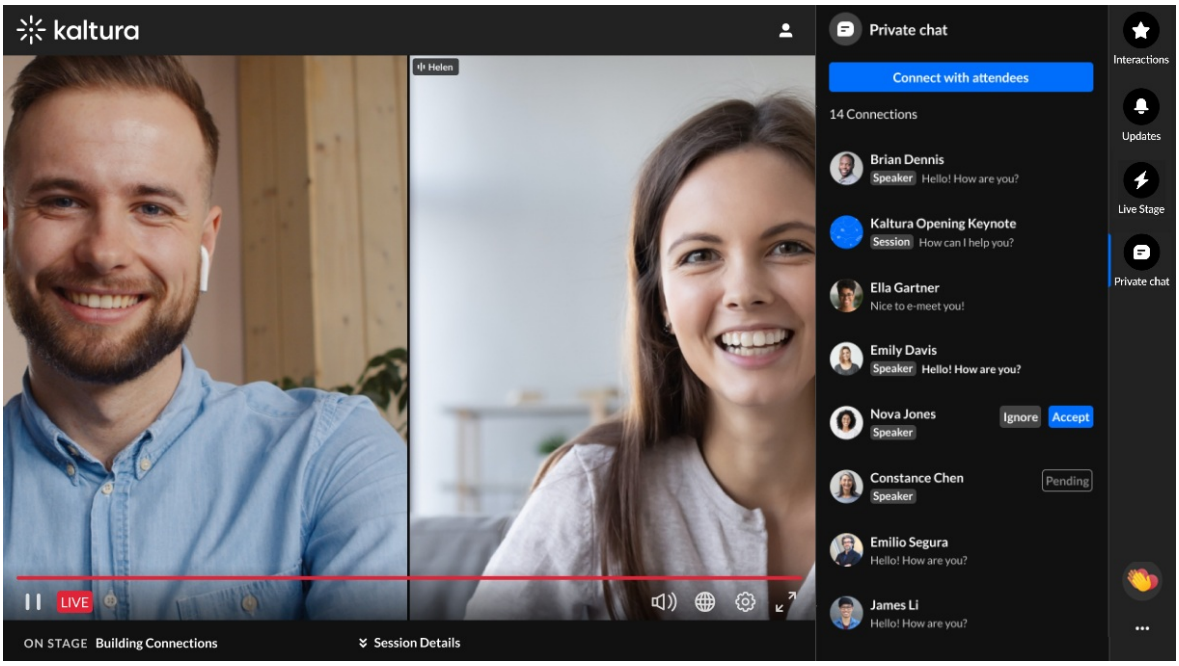
The Private chat tab is available only in **Kaltura Virtual Events & Webinars**.



Ask anything tab

The **Ask anything** tab allows users to access Kaltura Genie's AI-powered assistant directly within the engagement panel, enabling them to ask questions and receive instant, context-aware answers without leaving their current page.

The Ask anything tab is enabled in the engagement panel via the Genieai module.

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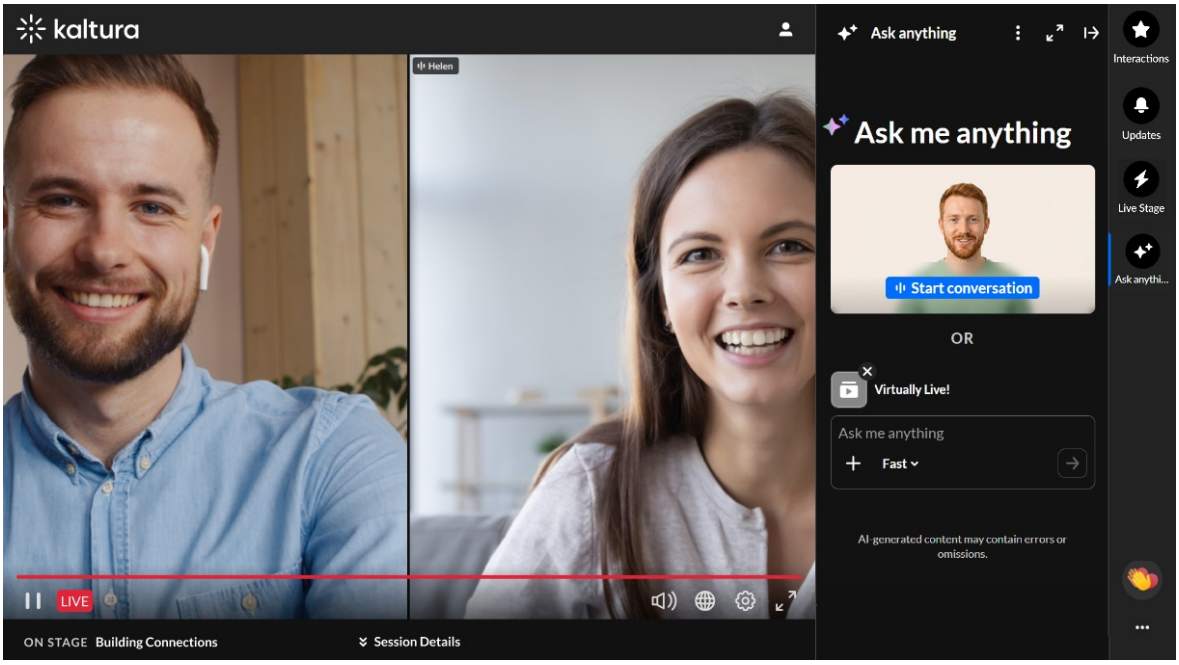
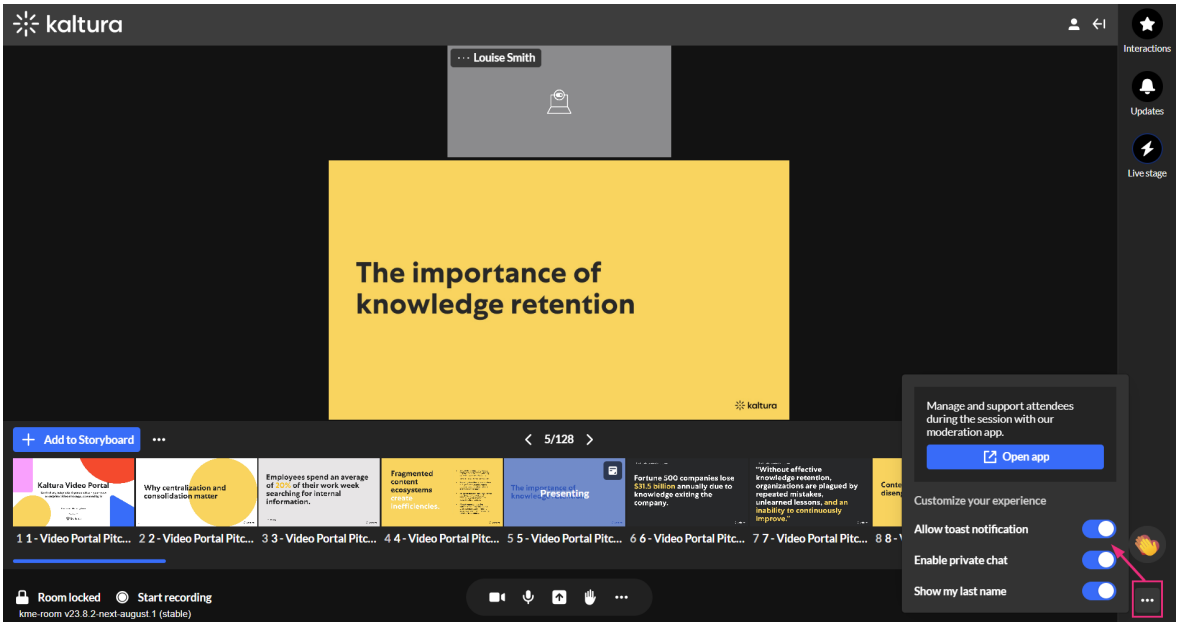


Configure your settings

All users can configure their personal settings.

Click the **three dots** at the bottom of the panel to open the settings menu.



Turn the following options on or off:

- **Allow toast notification** - Displays notifications for updates such as new polls or direct messages.
- **Enable private chat** - Allows one-to-one conversations with other participants. This option is available in Kaltura Events only.

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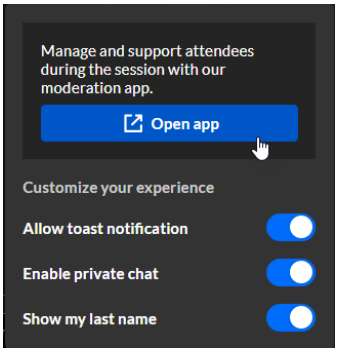
- **Show my last name** - Displays your full name in the session.

In Kaltura Virtual Events & Webinars, moderators can also select **Open app** to open the Moderator app.

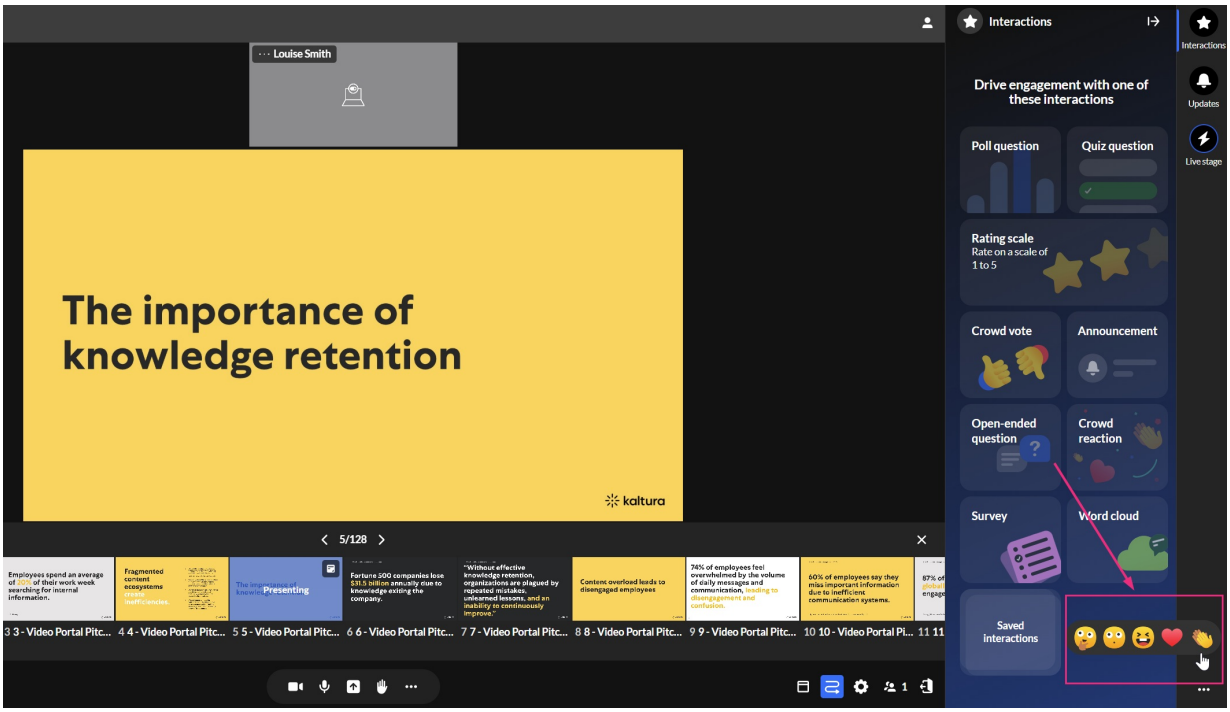


The **Moderator app** is not available when the **Public Q&A** experience is enabled.

Reactions

During a live session, use the reaction **emojis** to share your response. Reactions briefly display to everyone in the session.

Hover over the **Reactions icon** (**clapping hands**) at the bottom right of the panel to open the emojis.



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