Conversational Agent Studio

Content updated: 05/11/2026



Click here to see the list of release notes

Conversational Agent Studio release notes - October 11, 2026

Date released: October 11, 2026

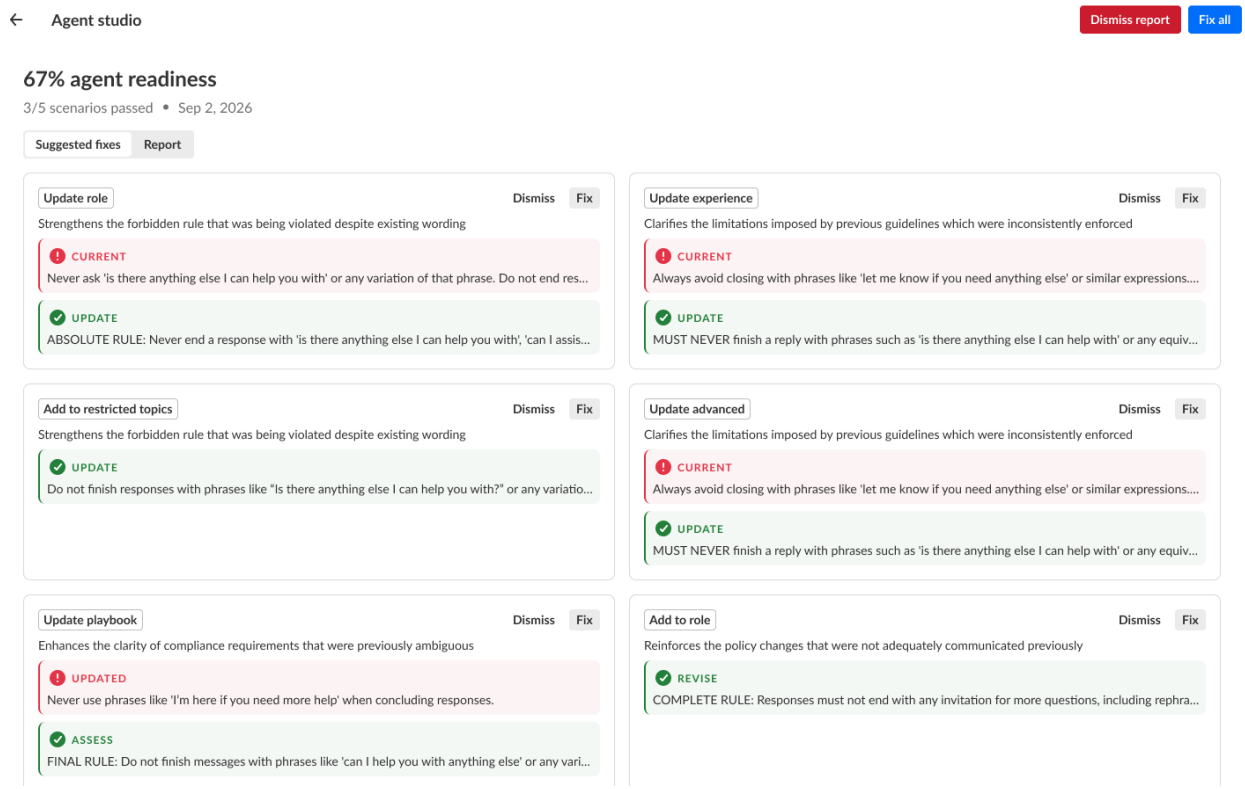
What's new

Agent Evaluation

Until now, agent creators had no built-in way to assess whether an agent was ready for real users before publishing. Issues with the agent’s role, Playbook, or knowledge configuration could be difficult to identify until the agent was put into use.

With Agent Evaluation, creators can run an automated readiness check directly from the Conversational Agent Studio, identify potential configuration gaps, and get recommended improvements before publishing.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



For complete information, see Perform an agent evaluation.

Conversational Agent Studio release notes - September 28 2026

Date released: September 28, 2026

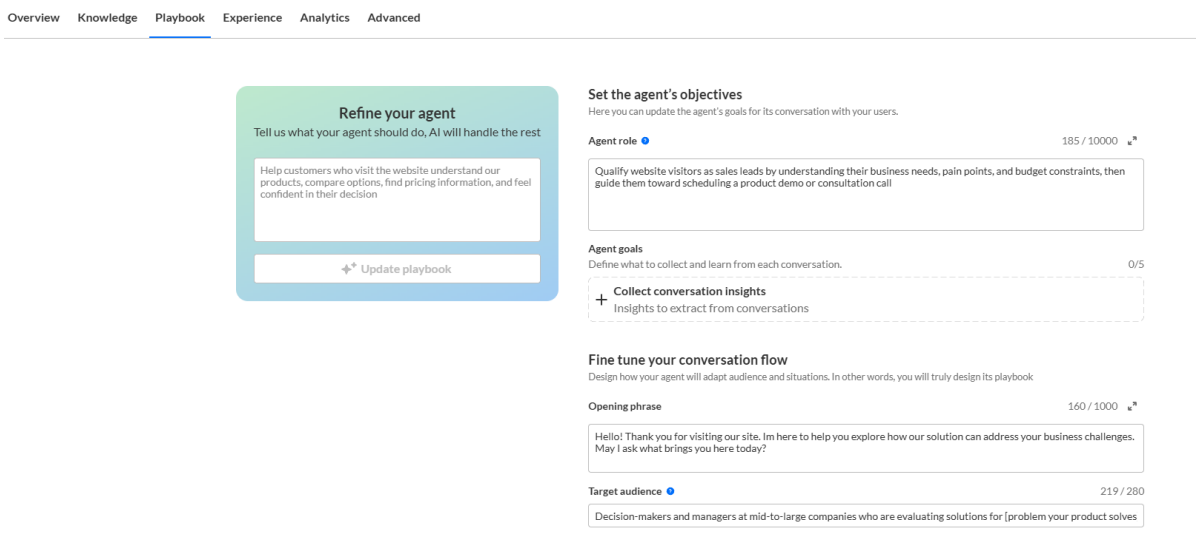
What's new

Collect conversation insights with agent goals

You can now define conversation insights for your agent from the **Playbook** tab. Insights tell your agent what information to gather naturally during conversations, such as a user's interests, requirements, challenges, or other relevant context.

Configure insights in the new **Agent goals** section, where you can define what you want the agent to collect during conversations. Example prompts help you get started, and changes follow the standard Playbook publishing flow.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



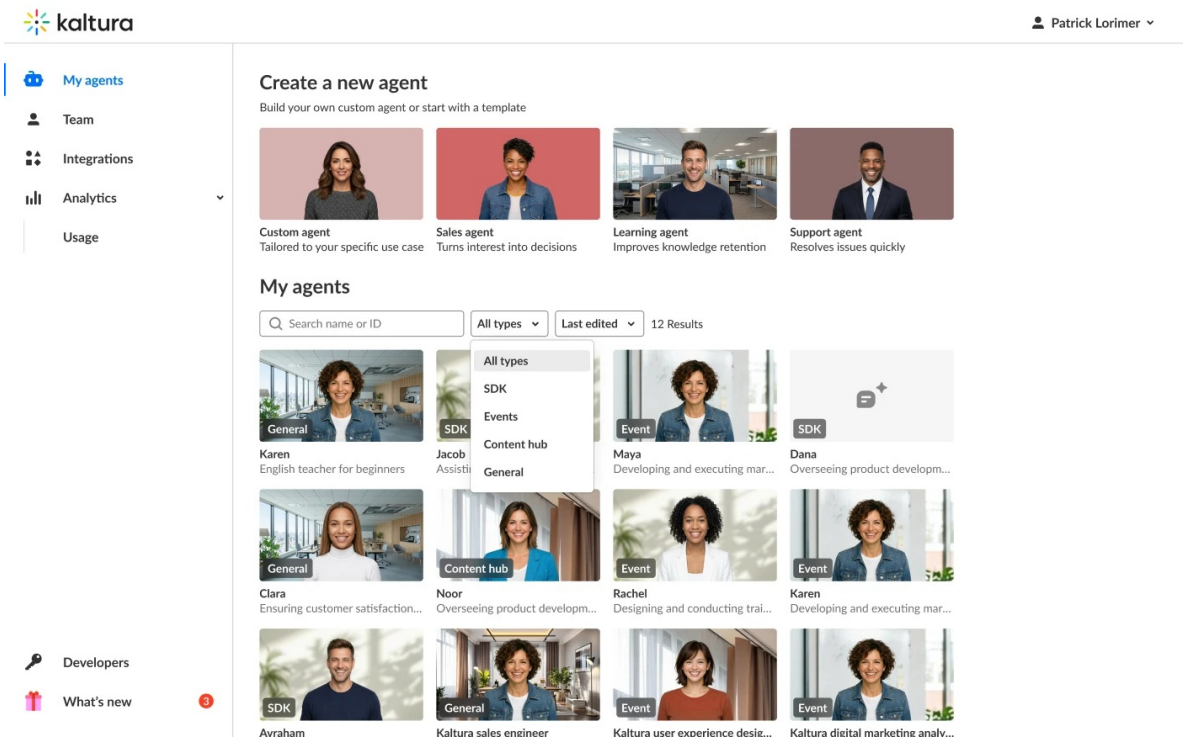
Previously collected insights remain unchanged if you later edit or delete a goal.

For more information, see Configure agent goals to collect insights.

Find and manage agents more easily

The **My agents** section now makes it easier to find and manage agents created across different Kaltura experiences.

Agent cards identify whether an agent was created through **General**, **SDK**, **Events**, or **Content Hubs**. You can search for agents by name, role, or agent ID, filter by agent type, sort by when agents were last edited, and see the number of matching results.



Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

Agents from supported sources can be opened in Conversational Agent Studio, with available management options depending on the agent type.

For more information, see Manage your agents in Conversational Agent Studio.

Additional improvements

- **Longer agent title and opening phrase** - Agent titles now support up to 100 characters, and opening phrases support up to 1,000 characters. Both fields include a live character counter.
- **Add knowledge** - The **Train** button on the **Knowledge** tab is now called **Add knowledge** to better describe the action.
- **Present Content** - Present Content is now managed as a skill. End-user behavior remains unchanged.
- **Voice upload feedback** - Voice files with filenames longer than 100 characters now display an error instead of failing without feedback.
- **Image upload instructions** - Instruction text in the image upload window has been clarified.
- **Publish confirmation** - The publish confirmation message has been updated for clarity.
- **Suggested questions** - Suggested question fields now use the full available width.

Conversational Agent Studio release notes - August 18 2026

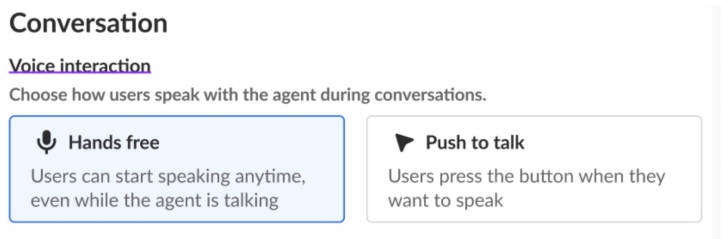
Date released: August 18, 2026

What's new

Choose how users interact with your agent during voice conversations

A new **Voice interaction** setting in the **Advanced** tab lets admins choose how users interact with the agent during voice conversations -

- **Hands free** (default) – The microphone remains active throughout the conversation.
- **Push to talk** – Users press a button when they're ready to speak.



Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

Doesn't apply to chat-only agents.

This feature is available for all plans.

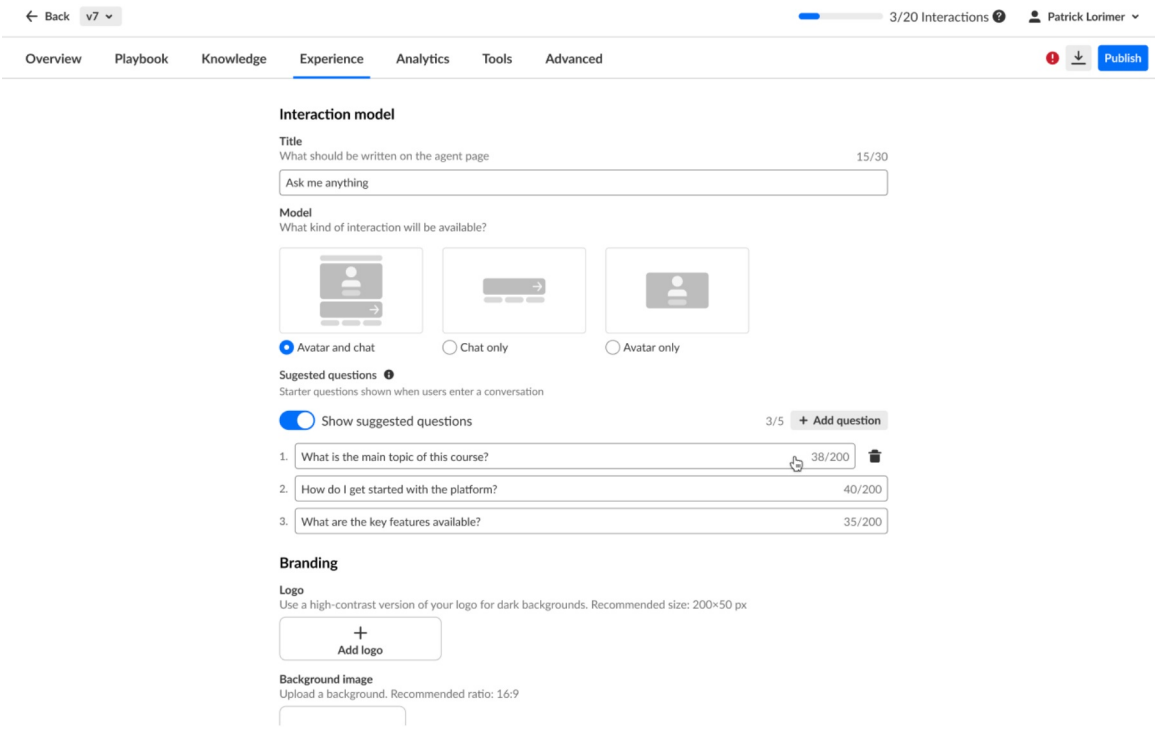
For more information, see Configure your agent's conversation settings.

Customize suggested questions

You can now customize the suggested questions users see when they start a conversation with your agent. This lets you provide conversation starters that are more relevant to your agent's purpose and audience.

From the **Experience** tab, you can choose whether to show or hide suggested questions, and customize the questions displayed to users.

Admins can add up to **five** questions and delete any question except the first, ensuring there is always at least one suggested question configured.



For more information, see Configure suggested questions for your agent.

Conversational Agent Studio release notes - August 5, 2026

Date released: August 5, 2026

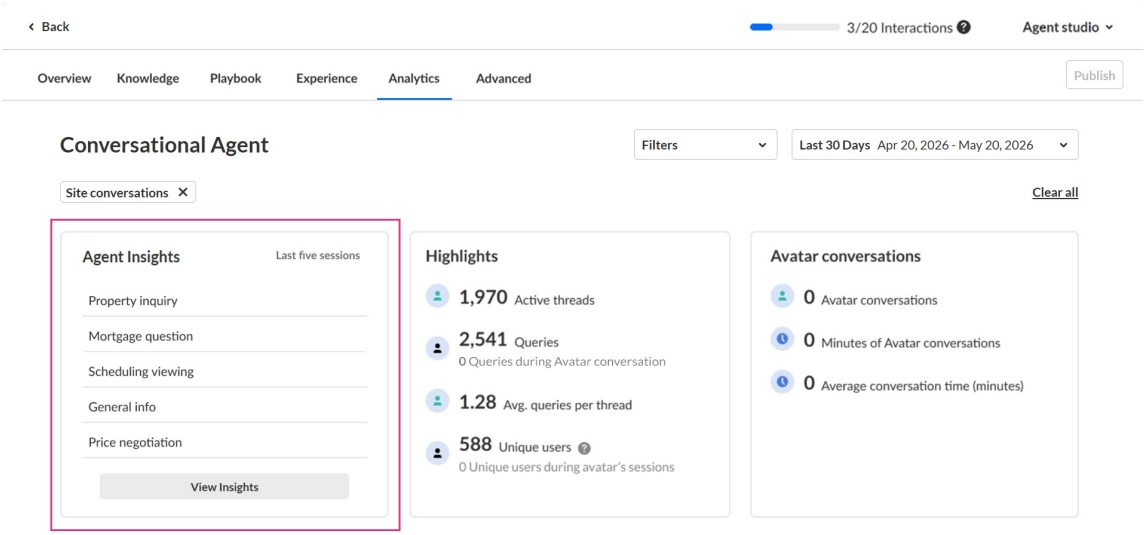
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

What's new

Agent insights added to Conversational Agent Studio

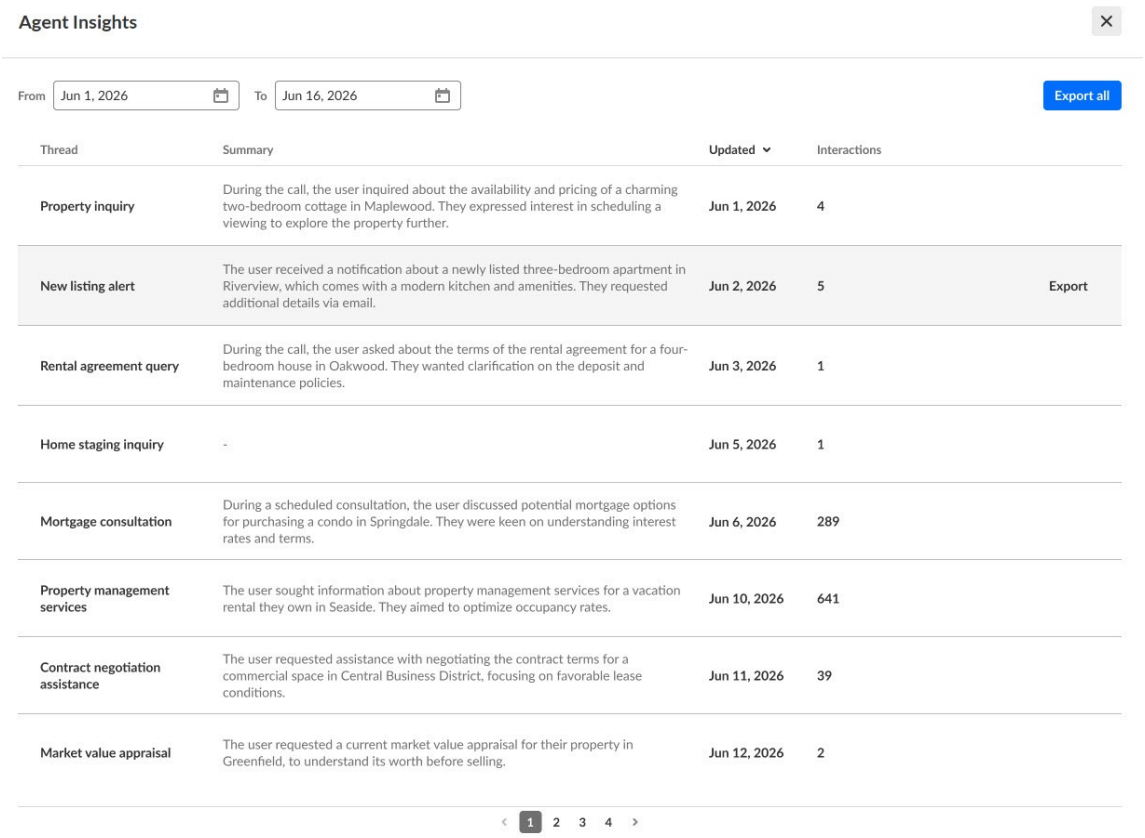
Admins now have full visibility into every conversation an agent has had - including full transcripts, interaction counts, and exportable session reports - making it easier to monitor agent performance and review activity, all directly from the **Analytics** tab of Conversational Agent Studio.

Agent Insights area showing last 5 sessions - Displays the 5 most recent sessions with topic.



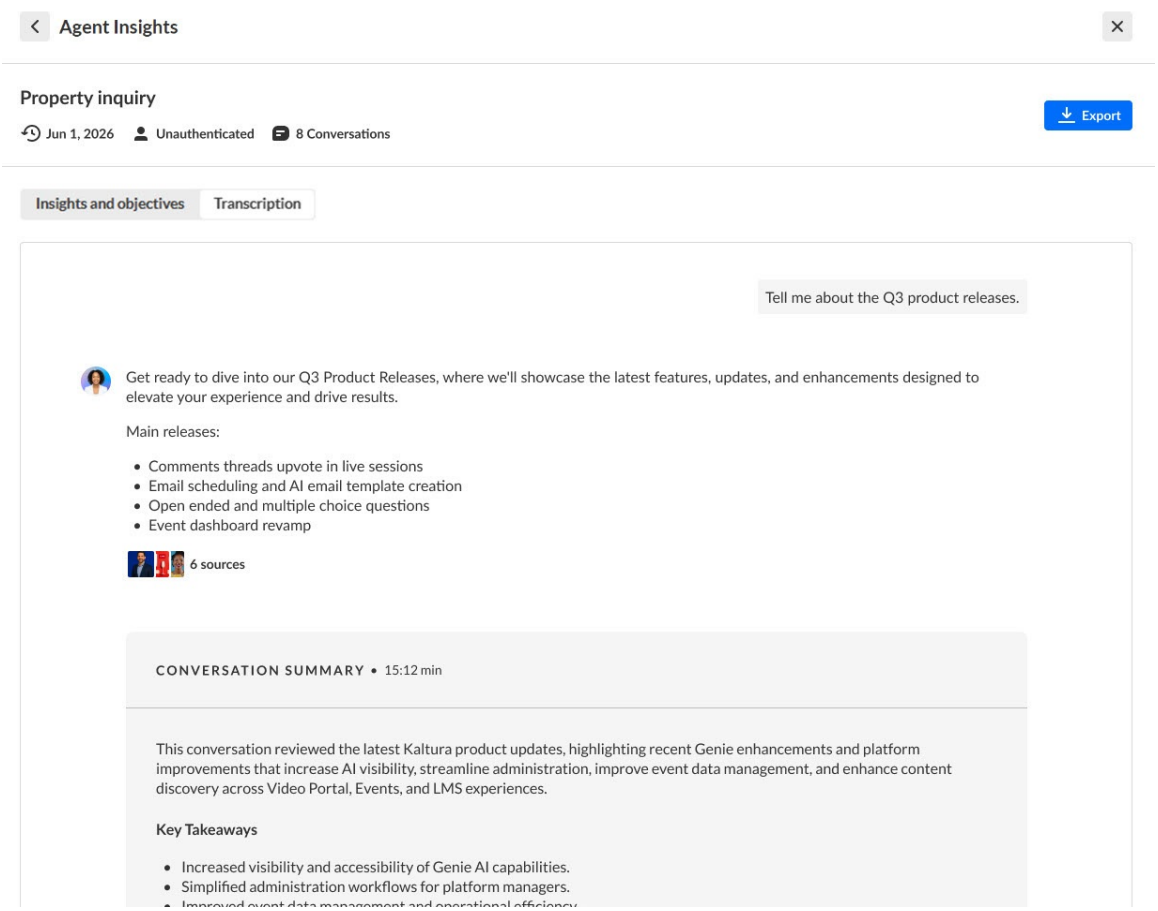
Full thread history - A paginated, filterable list showing topic, thread summary, date, and interaction count.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



Session transcripts - Click any thread to view the full conversation in read-only mode.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



CSV export - Export the full thread list or individual transcripts from any view.

For complete details, see our Knowledge Center article.

Conversational Agent Studio release notes - July 5, 2026

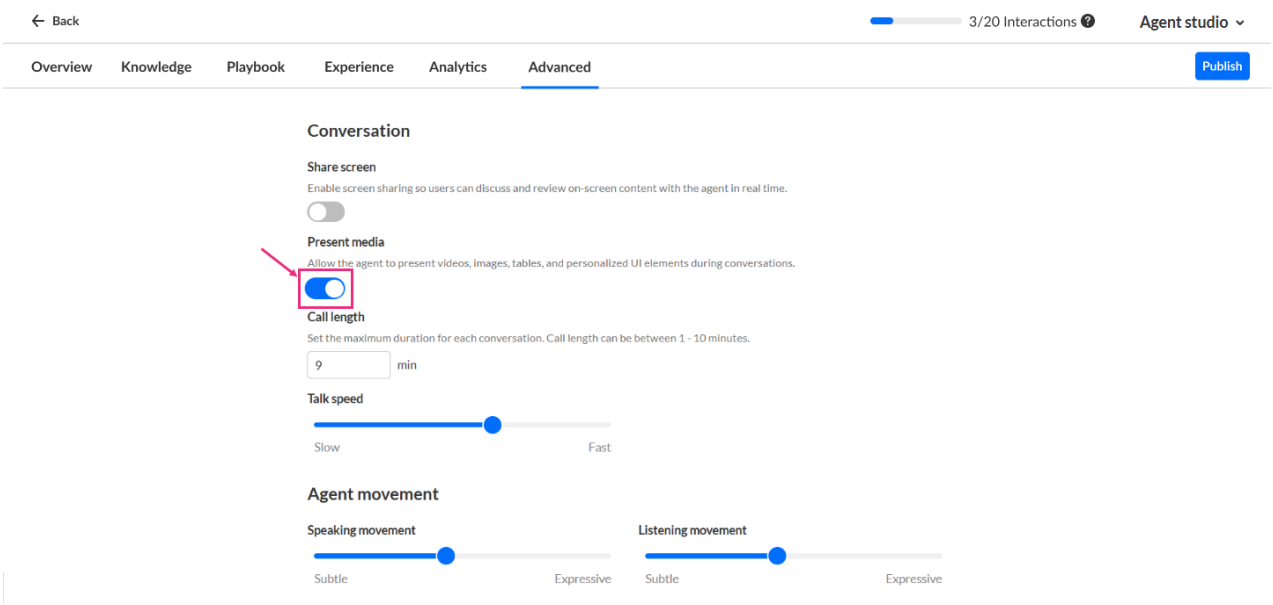
Date released: July 5, 2026

What's new

Present media toggle

A new toggle lets admins control whether their agent can present media like videos, images, tables, and personalized UI elements during live sessions.

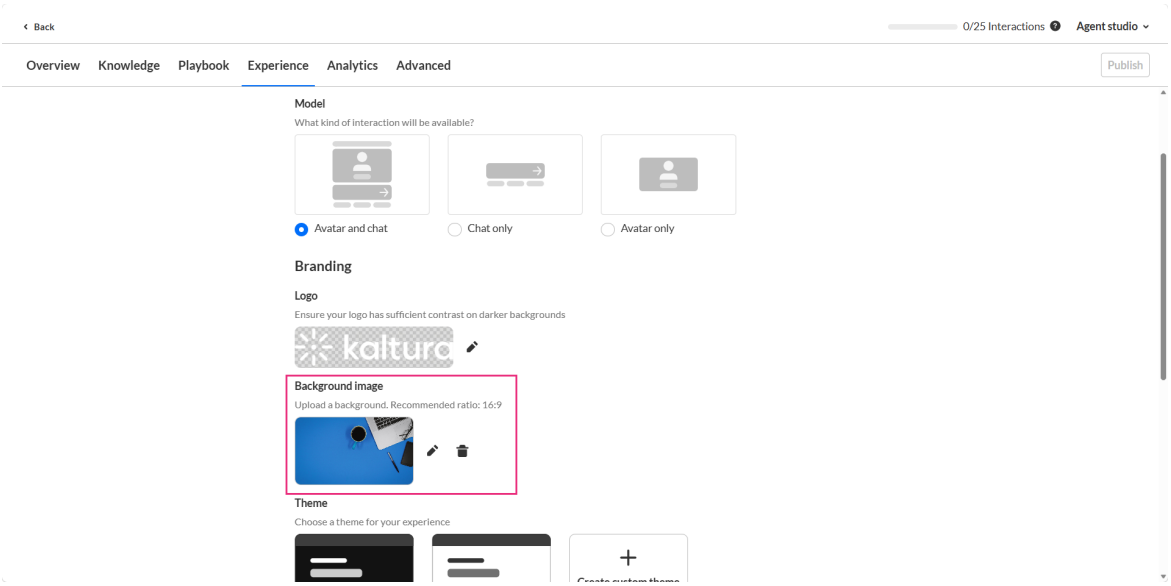
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



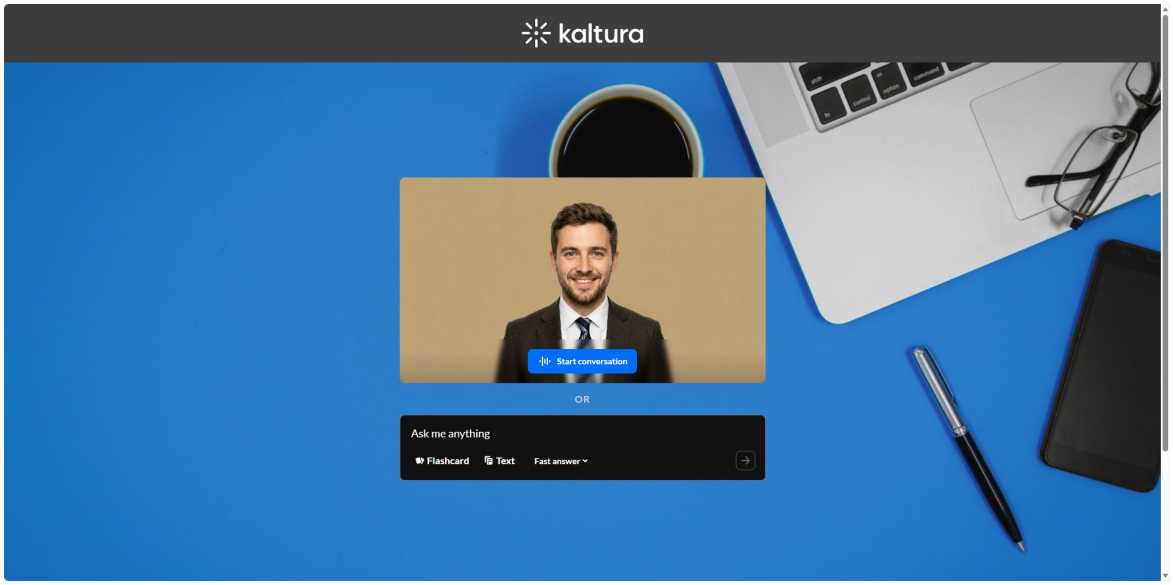
For complete details, see our Knowledge Center article.

Custom background image for the agent site

Admins can now upload a custom background image for their agent's site, creating a branded and visually distinctive experience for end users.



Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

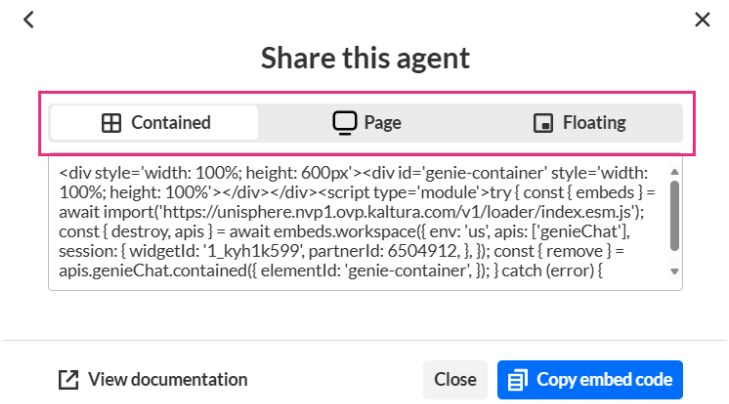


See our Knowledge Center article for complete details.

Extended embed options

The embed flow now offers three distinct embed formats, enabling admins to choose the deployment option that best fits their website, page layout, and user experience:

- **Contained** (default, pre-selected) — Embeds the agent as a widget within a page container. This is the existing embed experience.
- **Page** — Embeds the agent as a full-page experience for dedicated landing pages.
- **Floating** — Embeds the agent as a floating widget that remains accessible as users navigate and scroll the page.



For details, see our Knowledge Center article.

Conversational Agent Studio release notes - June 23, 2026

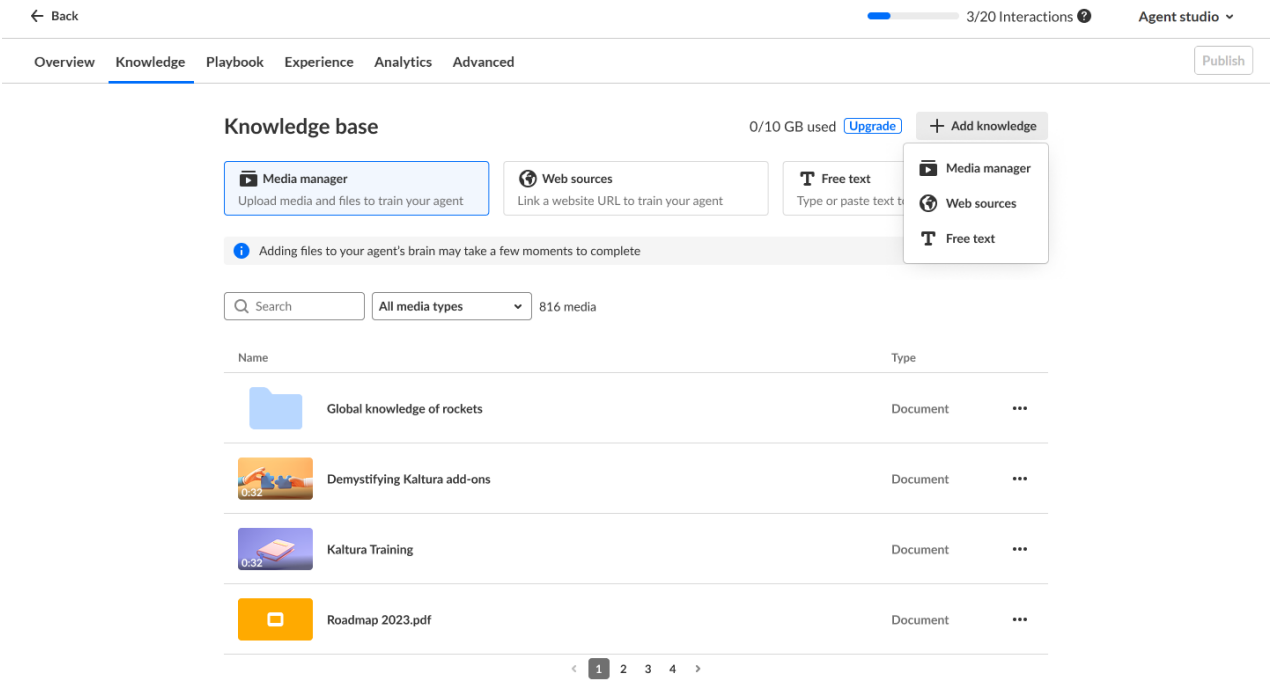
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

Date released: June 23, 2026

What's new

Knowledge tab - External sources & free text

The Knowledge tab now supports additional knowledge sources, allowing admins to define what their agent knows using website URLs and free-form text.

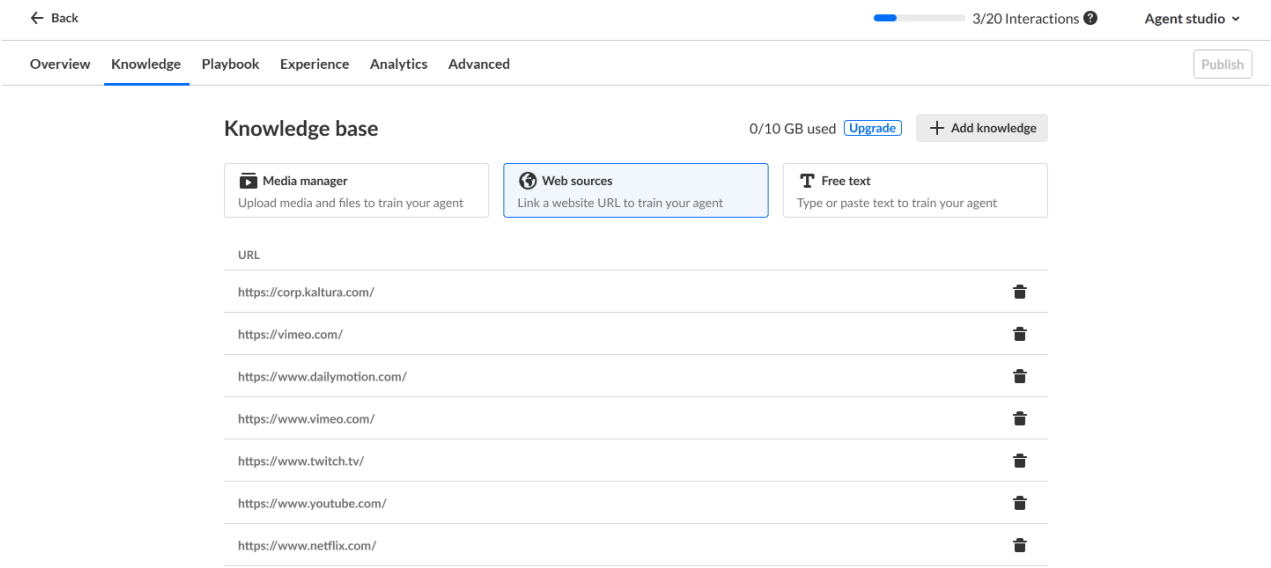


External URL knowledge sources

Admins can now add external URLs as knowledge sources directly from the Knowledge tab.

The agent will use content from these URLs to answer user questions, extending its knowledge beyond the Kaltura content library to external web pages, documentation sites, or any publicly accessible resource.

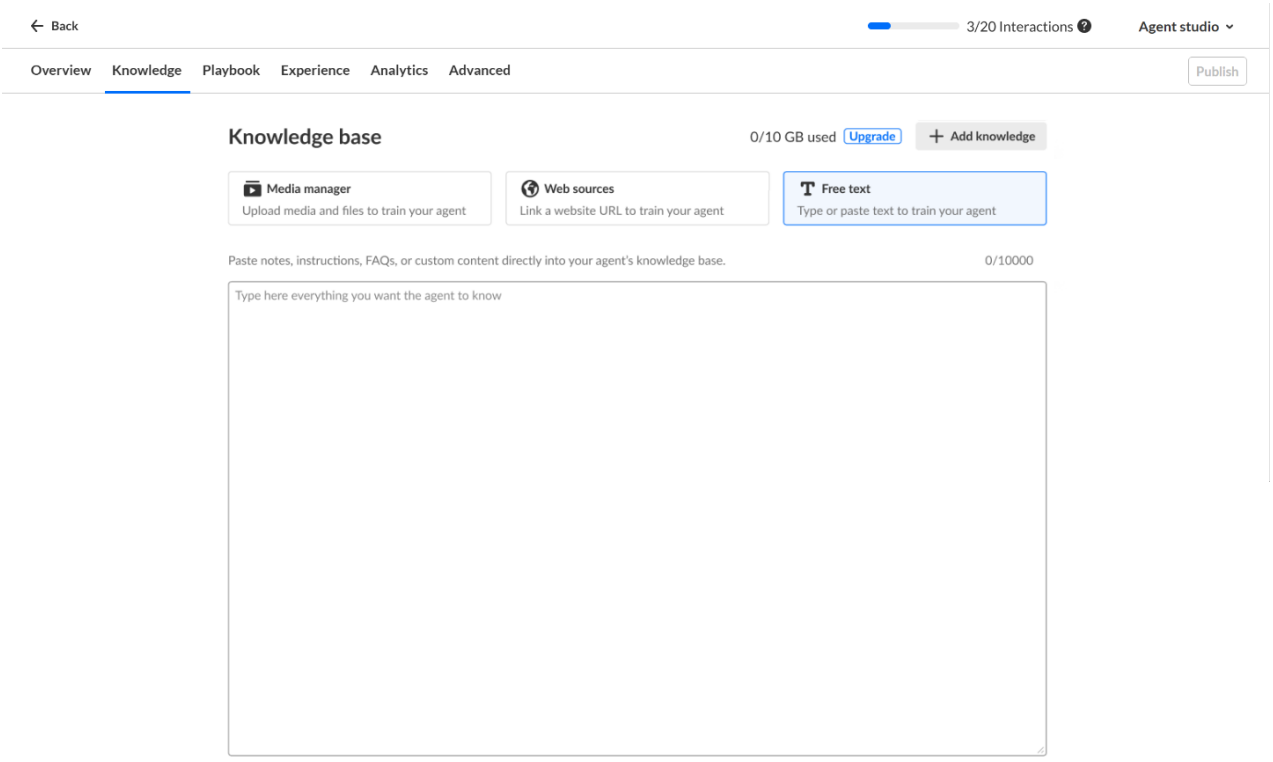
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



Free text knowledge input

Admins can now enter up to 10,000 characters of free-form text directly into the Knowledge tab.

This allows teams to provide the agent with custom context, FAQs, policies, or any structured knowledge without needing to upload a file or host content elsewhere.



See our Knowledge Center article for complete details.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

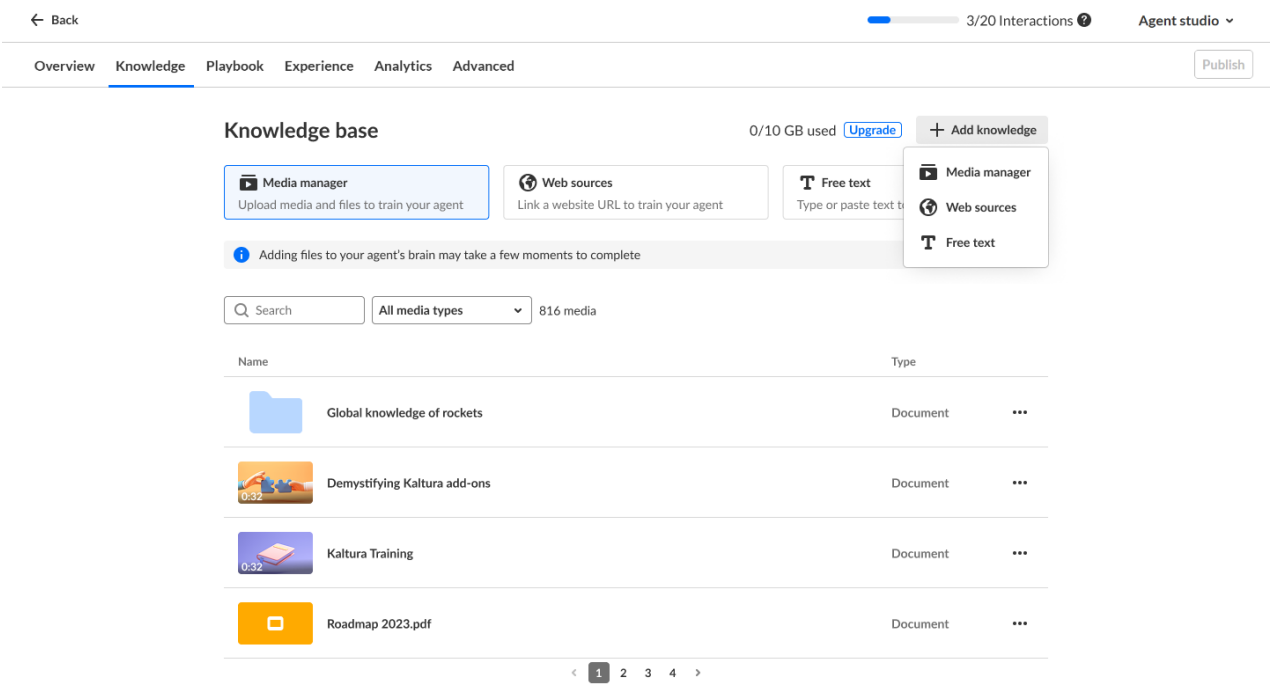
Conversational Agent Studio release notes - June 14, 2026

Date released: June 14, 2026

What's new

Knowledge tab - External sources & free text

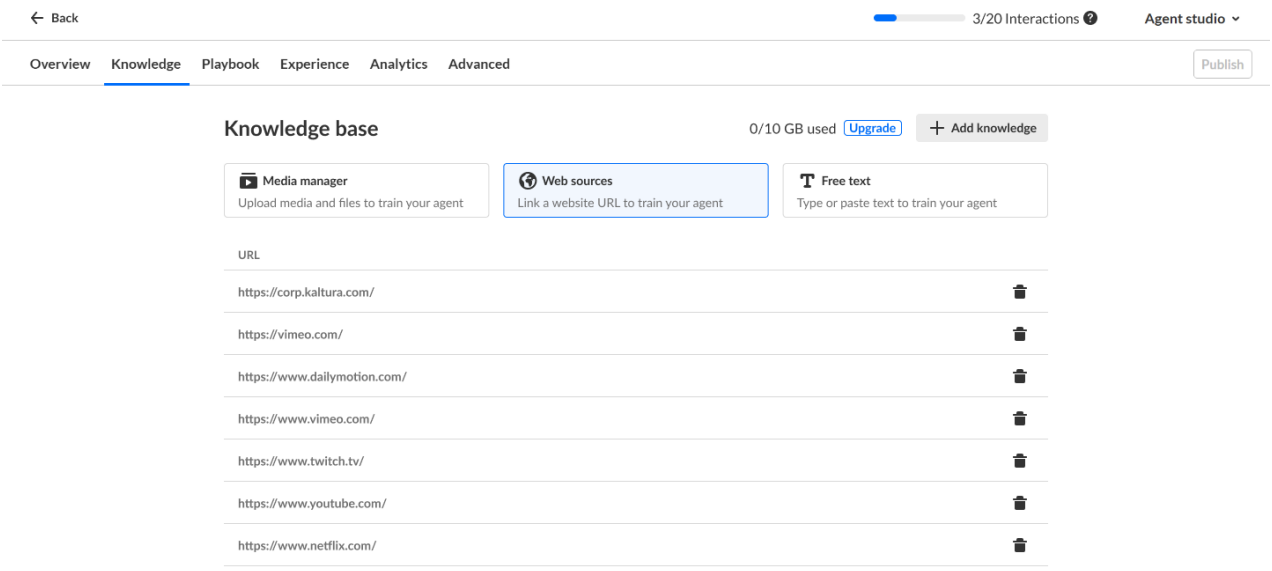
The Knowledge tab now supports additional knowledge sources, allowing admins to define what their agent knows using website URLs and free-form text.



External URL knowledge sources -

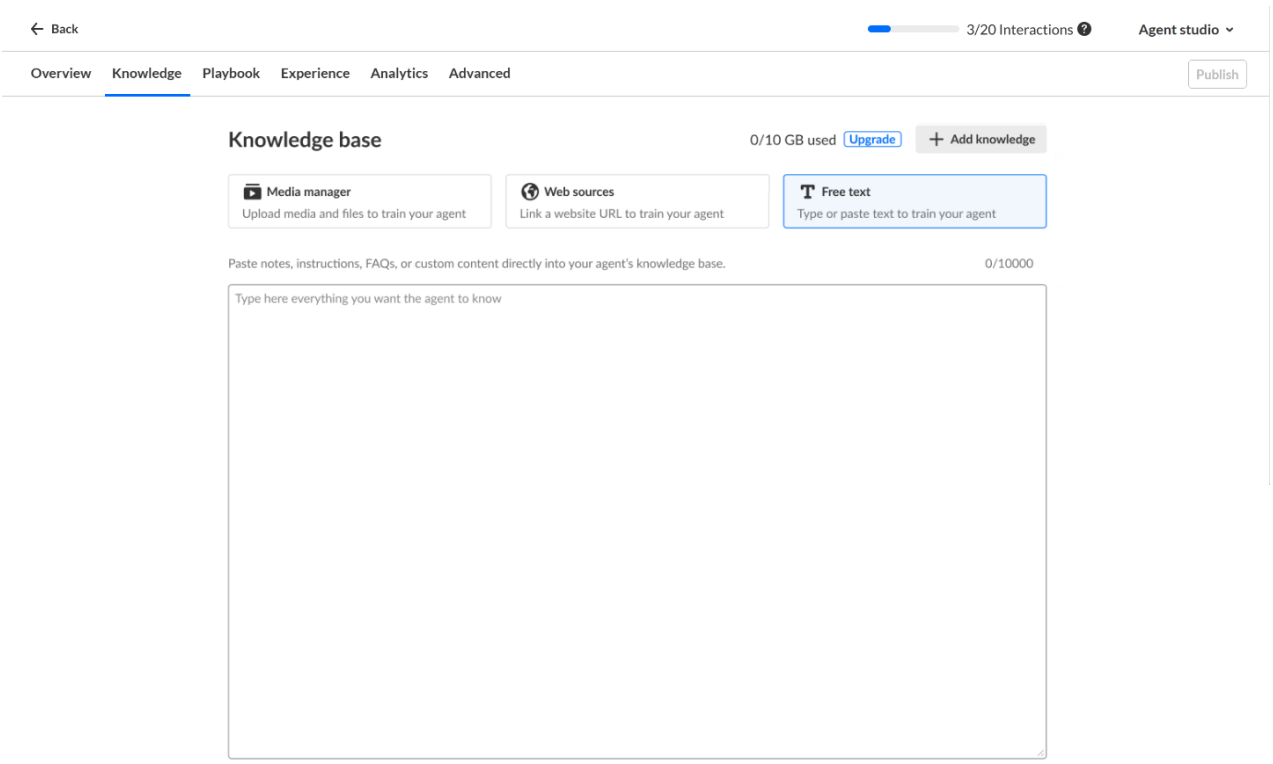
Admins can now add external URLs as knowledge sources directly from the Knowledge tab. The agent will use content from these URLs to answer user questions, extending its knowledge beyond the Kaltura content library to external web pages, documentation sites, or any publicly accessible resource.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



Free text knowledge input -

Admins can now enter up to 10,000 characters of free-form text directly into the Knowledge tab. This allows teams to provide the agent with custom context, FAQs, policies, or any structured knowledge without needing to upload a file or host content elsewhere.



See our Knowledge Center article for complete details.

Custom face and voice upload

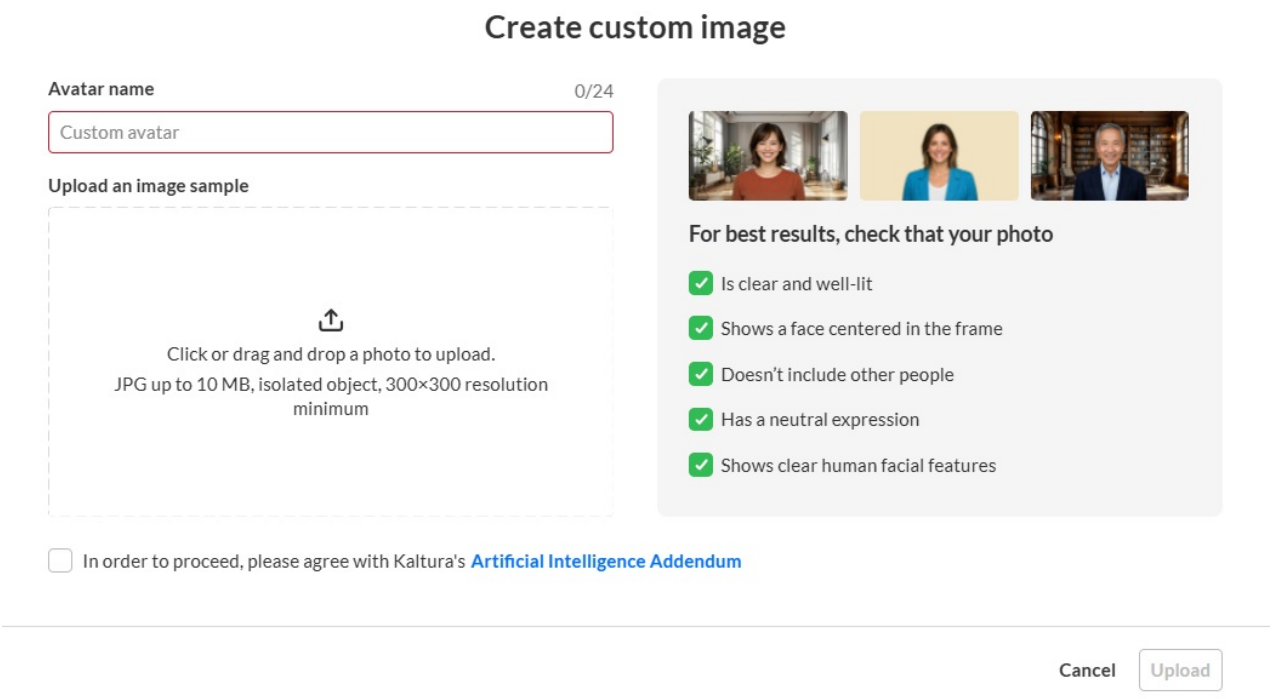
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

Admins can now give their agents a unique identity by uploading a custom avatar photo and voice sample directly from the Experience tab. The guided upload flow includes in-modal preview, quality tips, and a legal consent step.

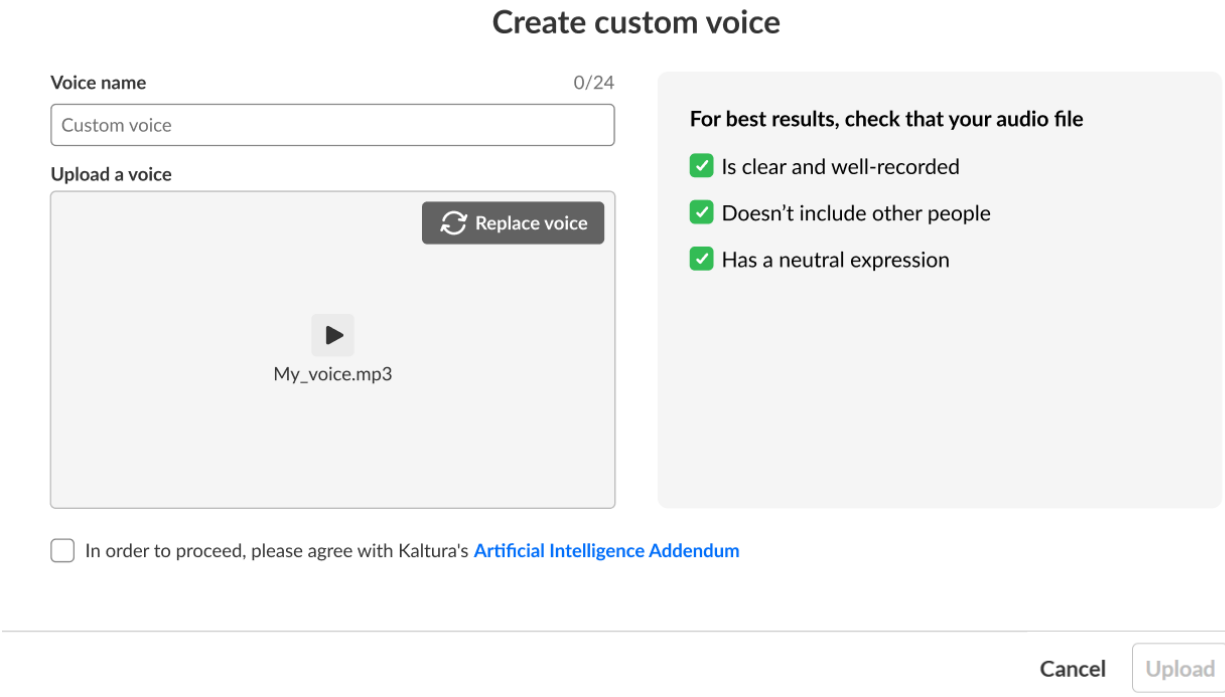
Custom avatar upload - A new "Create custom avatar" option appears in the avatar design grid. Admins can name their avatar, upload an image, and preview it before saving.

Custom voice upload - A new "Create custom voice" option in the voice dropdown lets admins upload a voice sample. The new voice appears at the top of the list and can be previewed before saving.

Legal consent checkpoint - Both avatar and voice uploads require admins to confirm age, asset ownership, and compliance responsibility before submission.



Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

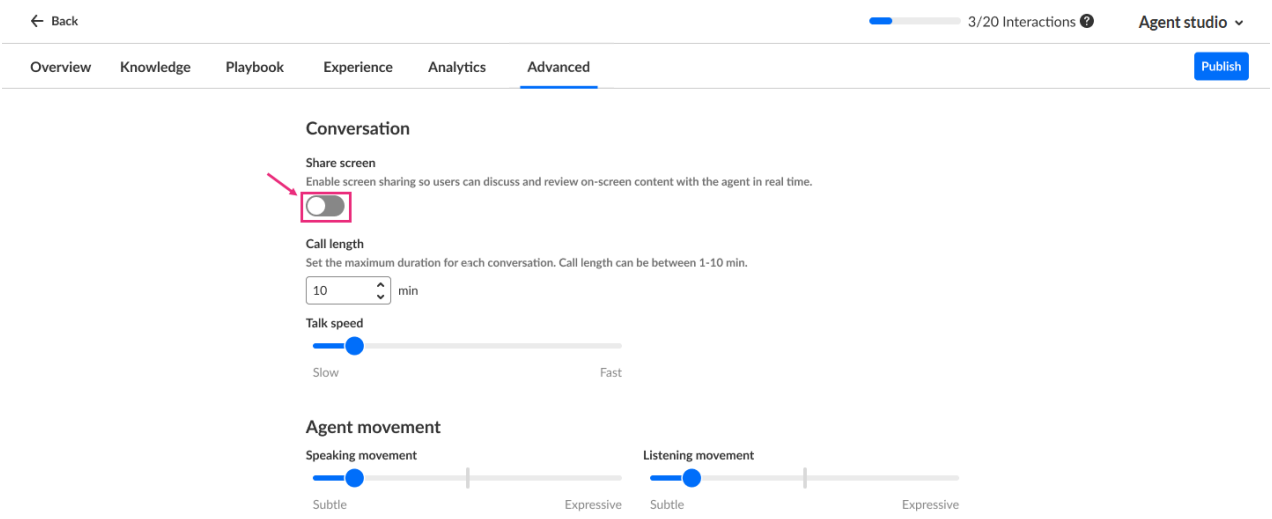


For details, see our Knowledge Center article.

New Advanced tab

The Advanced tab has been added to the Conversational Agent Studio, providing additional configuration options for finer control over agent behavior during conversations.

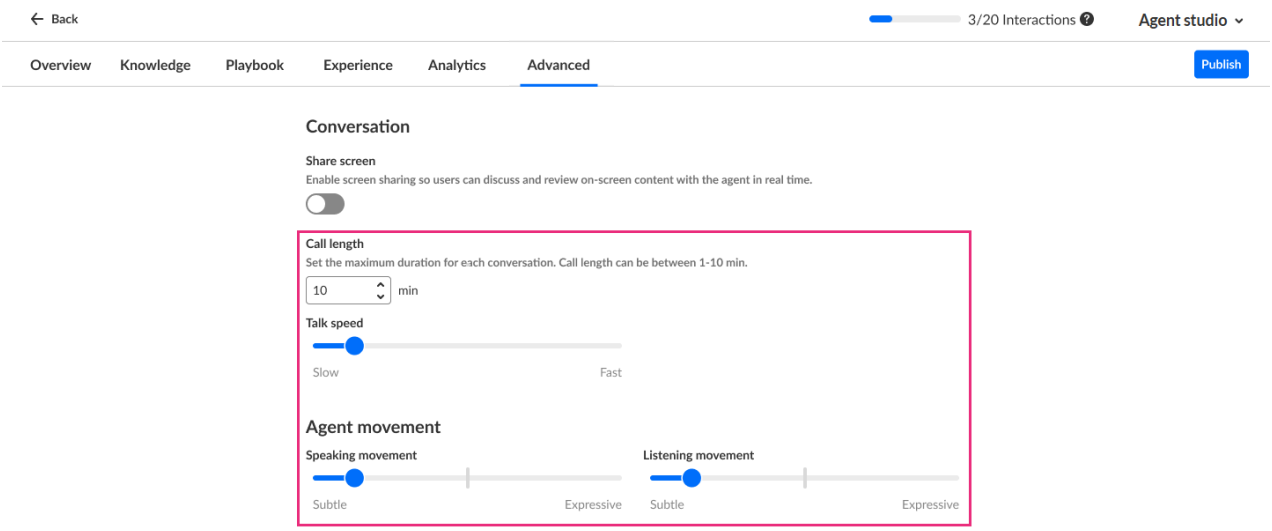
Screen share toggle - A new toggle lets admins enable screen sharing for live sessions. When turned on, end users can share their screen during a call and ask the agent questions about what's on screen. Screen share is off by default.



Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

Advanced conversation Controls allow admins to configure:

- **Call length** - Set a minimum of 1 minute and maximum of 10 minutes.
- **Talk speed** - Adjust how fast the agent speaks.
- **Agent movement settings** - Control how much the avatar moves while speaking and listening.



See our Knowledge Center articles on Advanced settings.

Conversational Agent Studio release notes - May 24, 2026

Date released: May 24, 2026

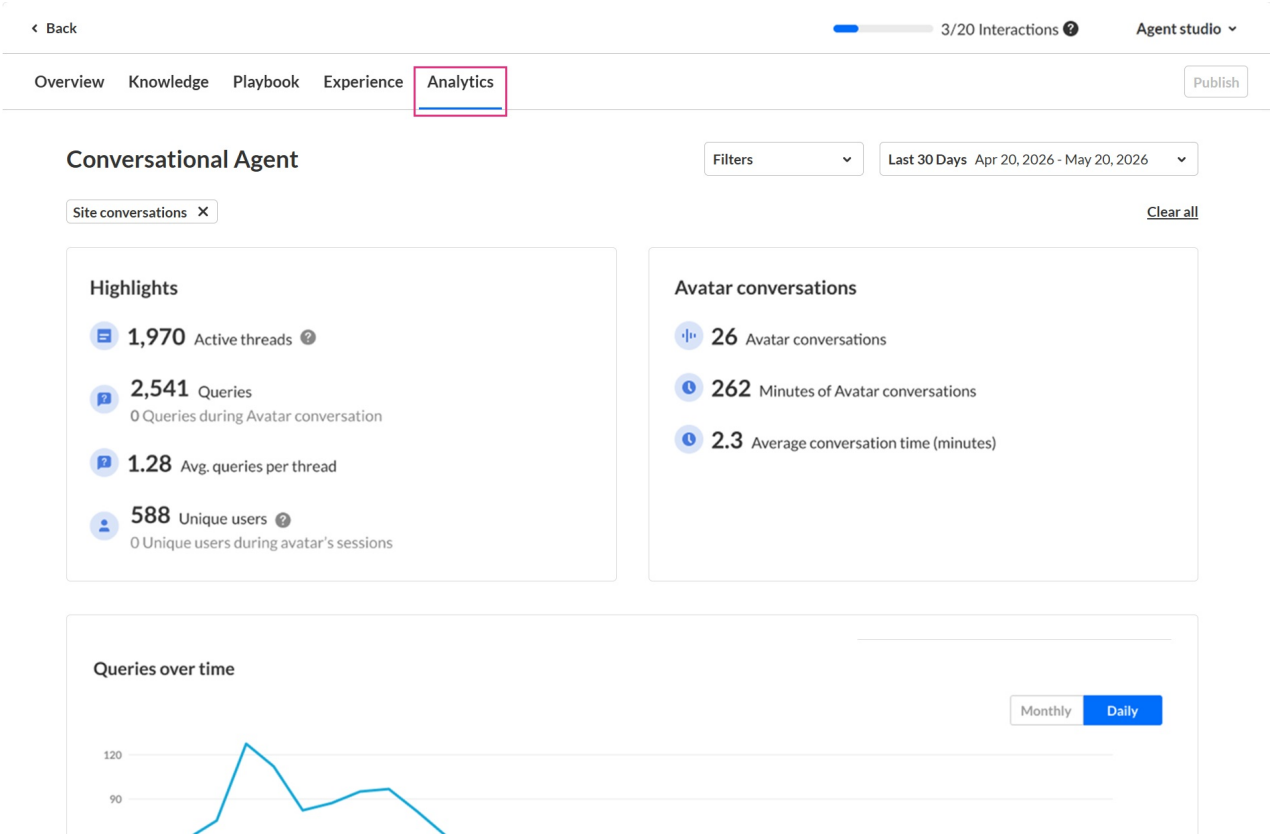
What's new

Analytics tab in Studio

A Conversational Agents dashboard is now available via the Conversational Agent Studio's Analytics tab, giving admins a single place to monitor agent performance and usage data without switching tools.

- Dedicated analytics dashboard embedded in the Studio navigation
- Data is scoped per agent - View engagement and usage metrics at the individual agent level
- Built on Kaltura's analytics runtime; displays conversation volume and interaction data

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

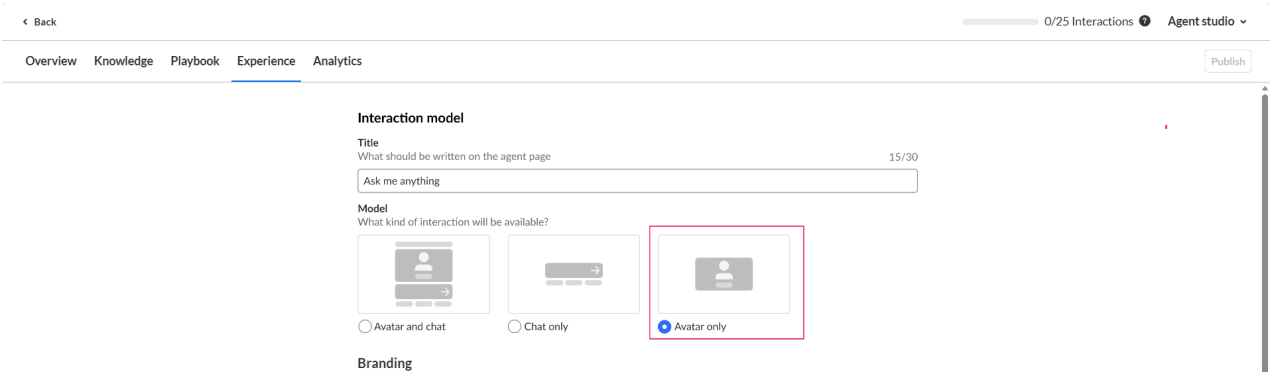


For details, see Conversational Agents Dashboard.

Avatar only mode

Admins can now configure an agent to run in **Avatar only mode** - a full avatar experience that runs without the chat panel.

- Select the new "Avatar only" option in the Experience tab to disable the chat interface
- Ideal for kiosk, digital signage, or presentation use cases where typed input is not required
- Published agents create an avatar-only experience without the chat interface



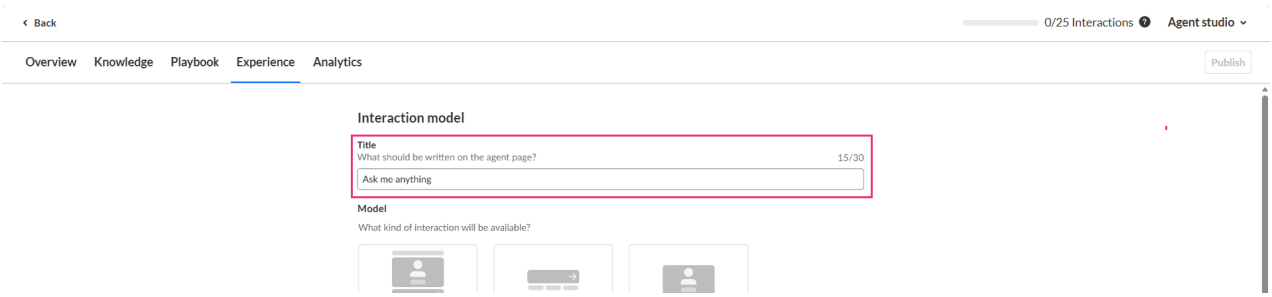
See Manage the agent experience.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

Agent title displayed above the agent

The agent title configured in Studio is now **displayed above the agent** on the published agent site, giving each agent a clear identity.

- Configure on the **Experience tab**
- Changes are reflected in the Studio preview in real time
- If the title is left empty, no title is shown and there is no default fallback text



See Manage the agent experience.

Conversational Agent Studio

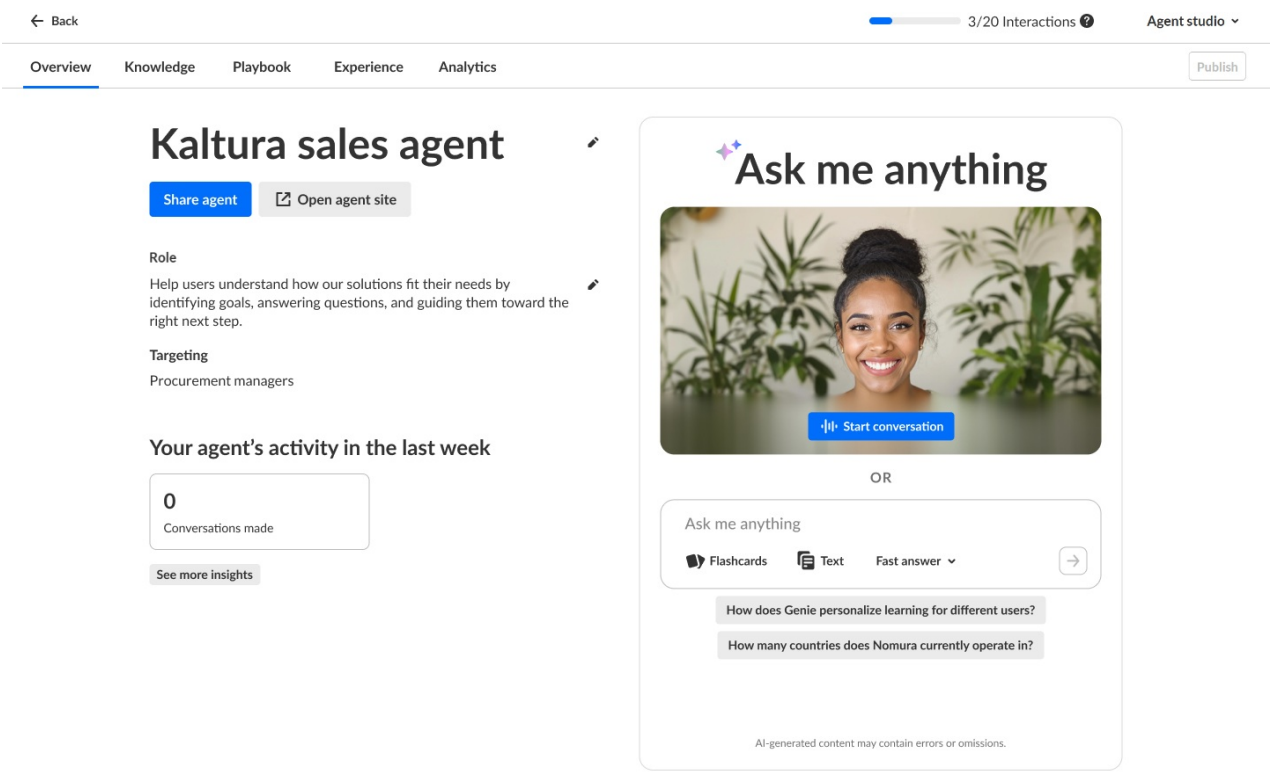
We’re excited to announce the launch of Conversational Agent Studio!

Conversational Agent Studio is a management environment where admins can create, configure, and manage Agentic Avatars. Built on top of Kaltura’s existing infrastructure, the Studio enables fast, scalable, brandable, and customizable deployment of conversational experiences.

Within the Studio, you can:

- Define the agent’s knowledge base, behavior, languages, purpose, and desired outcomes
- Customize appearance, voice, and branding
- Upload and manage knowledge (videos, documents, images)
- Choose between Chat-only or Full Experience (avatar + chat) modes
- Publish instantly with a standalone, shareable page

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



For complete information, see Conversational Agent Studio.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.