Manage Q&A during a live session - for speakers

Content updated: 05/15/2026

This article is designated for moderators

About

Speakers use the **Q&A** tab (**question mark icon**) to answer questions from participants during a session.

This article describes the Q&A experience when **Public Q&A isn't enabled**. Public Q&A is available only in Kaltura Virtual Events and Webinars. If your account uses Public Q&A, see Manage Public Q&A during a live session - for speakers.

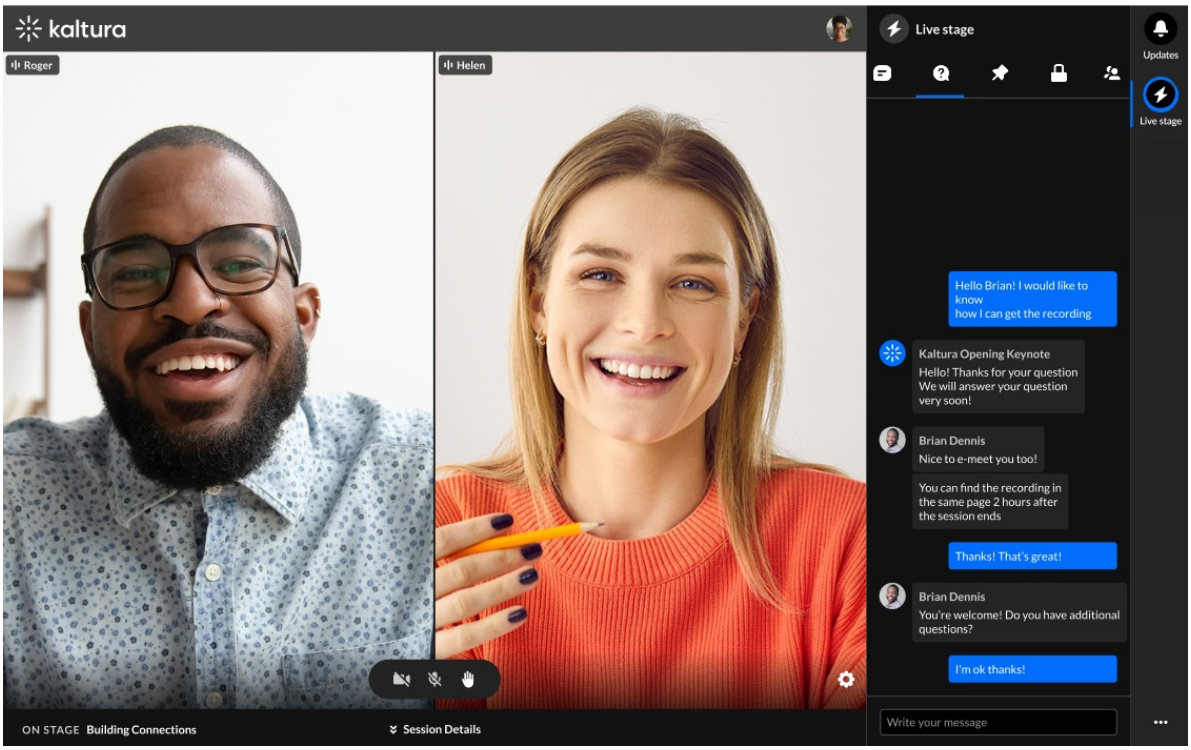
Understand question threads

Depending on your account configuration, questions can be organized as a single thread or as separate threads:

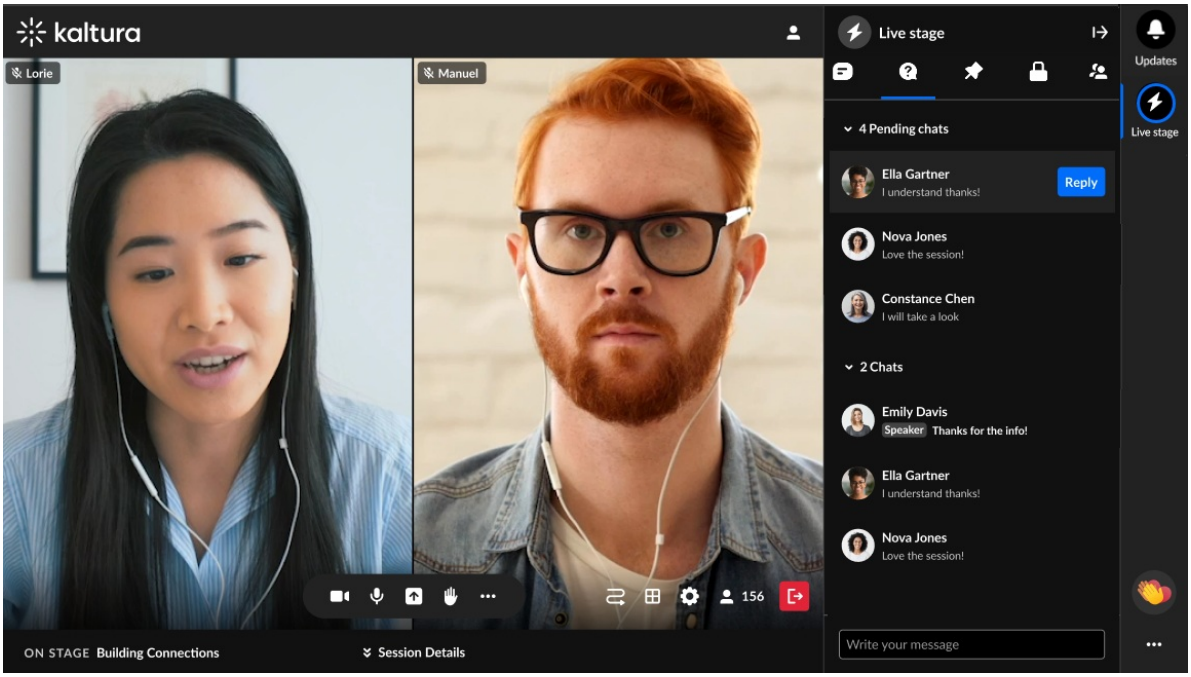
- **Single thread** – All questions from a participant appear in one conversation. This is the default.
- **Multi thread** – Each question from a participant appears in a separate conversation.

Single thread (default):

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Multi thread:

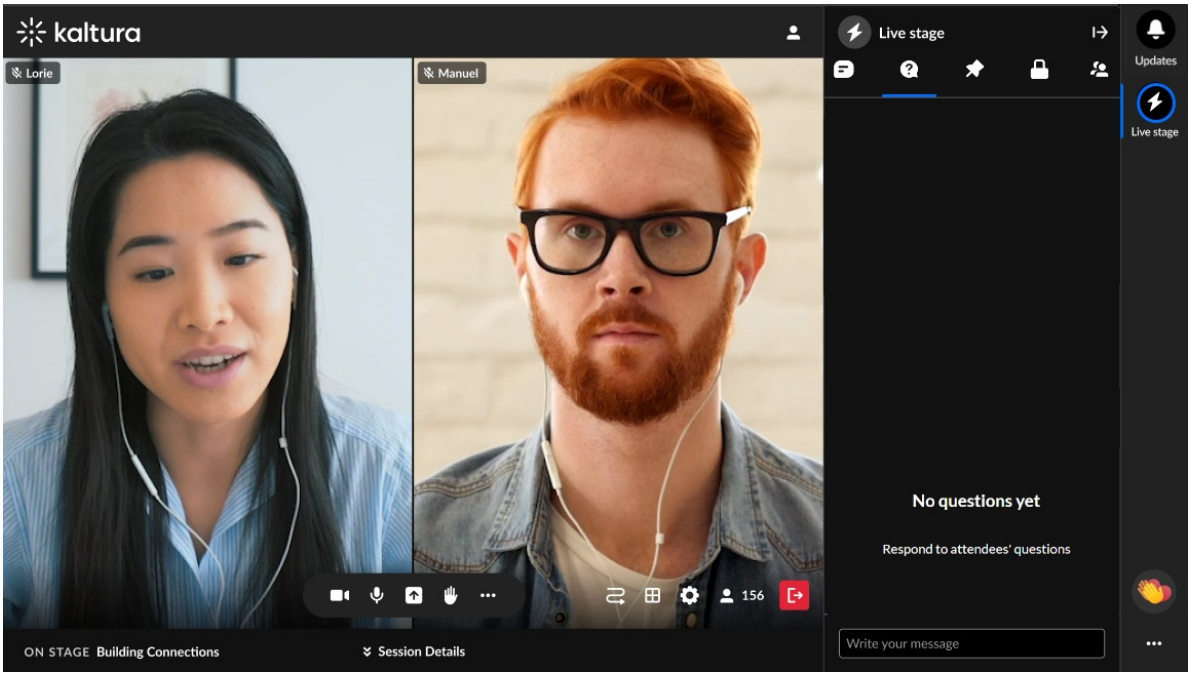


The examples in this article show the multi thread experience.

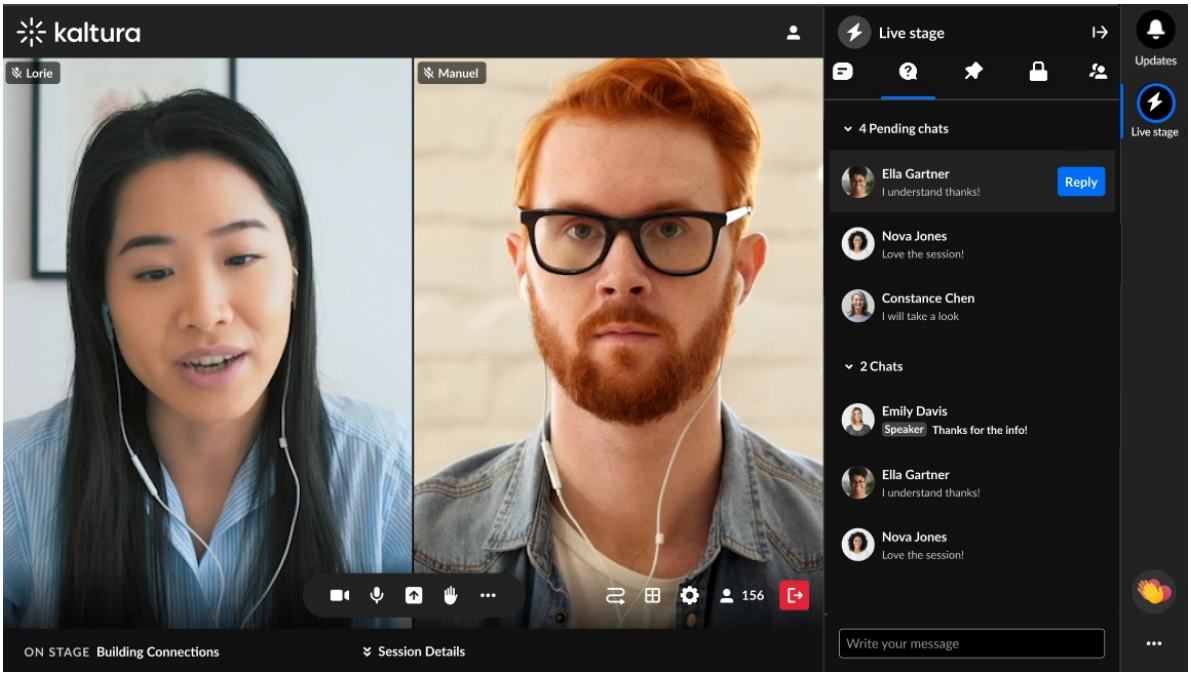
View questions

When there are no questions from participants, the **Q&A** tab appears as follows:

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When questions are available, the **Q&A** tab displays the number of pending and claimed chats.



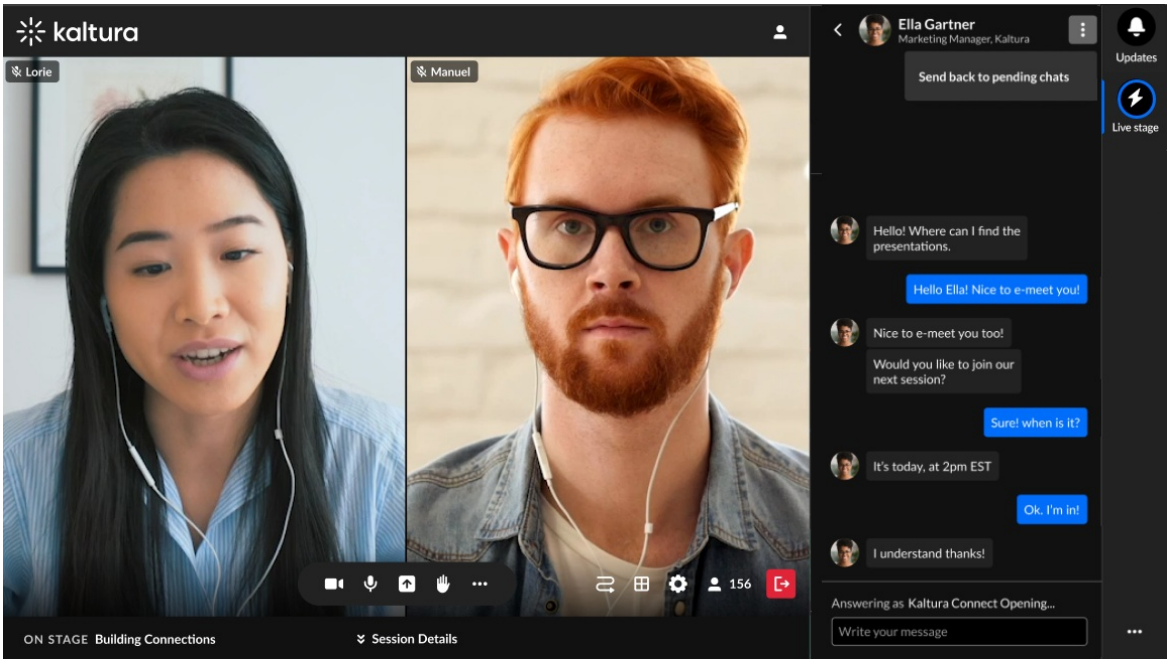
Click the arrow next to a list to expand or collapse it.

To read a pending or claimed chat without claiming it, click the chat. Don't click **Reply**.

Claim and answer a question

1. Click **Reply** next to the participant's name.

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2. The question is claimed and a conversation with the participant opens.
3. Enter your response in the **Write your message** field.

Answering as [Session Name] appears above the message field, indicating that you're responding as a speaker for the session rather than in a private chat.

Return a question to pending

1. Open the claimed question.
2. Click the three dots.
3. Select Send back to pending chats.

The question returns to the pending chats list so it can be claimed again.

Manage messages

While responding to a question, you can:

- Hover over a message and click the **Like** icon to like a message.
- Hover over your own message and click the **Trashcan** icon to delete your message.

To return to the **Q&A** tab, click the back arrow.

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