

How page context works in Conversational Agents

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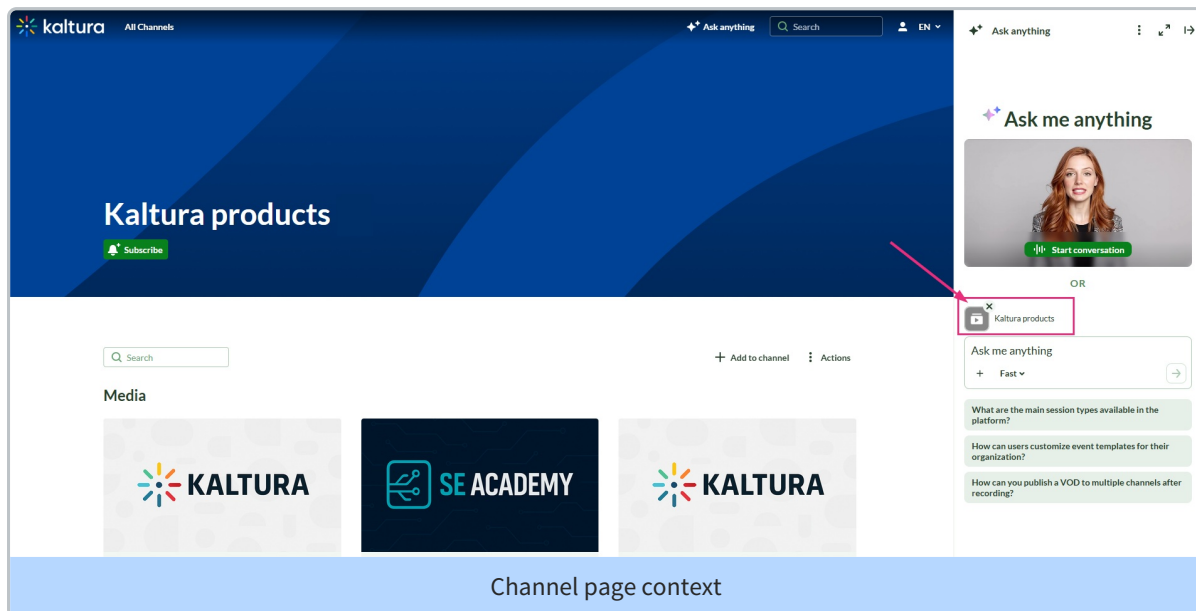
 This article is designated for all users.

About

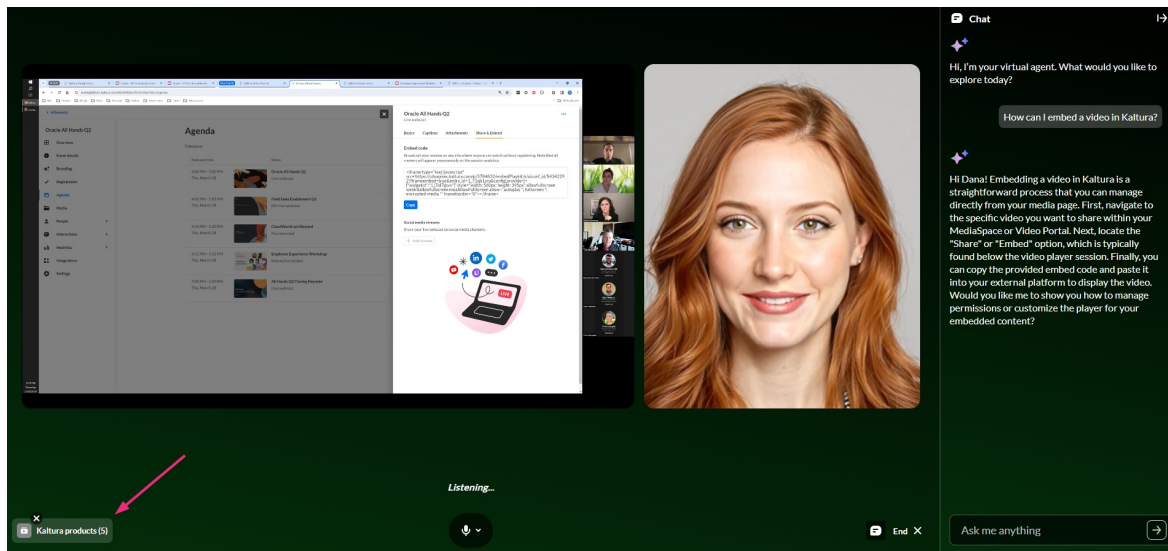
Page context is a Conversational Agents feature that lets you switch between asking questions about the current page and all your organization's approved content.

What is page context?

When you're viewing a supported page, such as a video, channel, or playlist, the **page title** appears above the 'Ask me anything' field. This means page context is active.



After you start a conversation, it moves to the lower-left corner of the conversation view.



While page context is active, Conversational Agents answer questions using only the content of the page your viewing.

What pages are supported?

Page context is supported on the following pages:

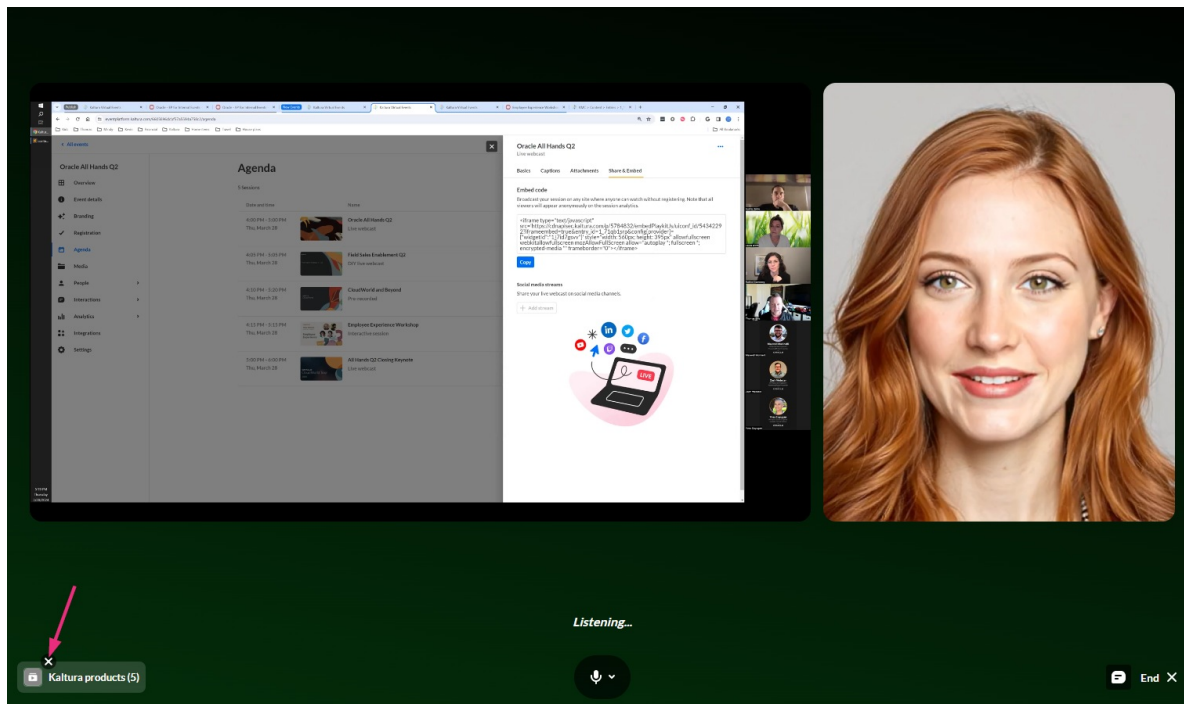
- Video pages
- Audio pages
- Document pages
- Channel pages
- Playlist playback pages
- Live session recordings (VOD)

Ask questions beyond the current page

While page context is active, Conversational Agents answer questions using the page you're viewing.

If you want to ask about something beyond the current page, you don't need to leave the page or navigate elsewhere.

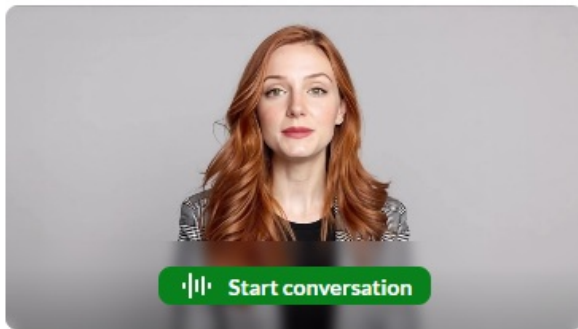
Click the **X** next to the page title, then ask your question.



If you're in the chat panel, click the **X** next to the page title above the 'Ask me anything' field to remove the page context. Then ask your question as usual.

✦✦ Ask anything ⋮ ↶ ↷ ↠

✦✦ Ask me anything



OR



Ask me anything

+ Fast ▼



What are the main session types available in the platform?

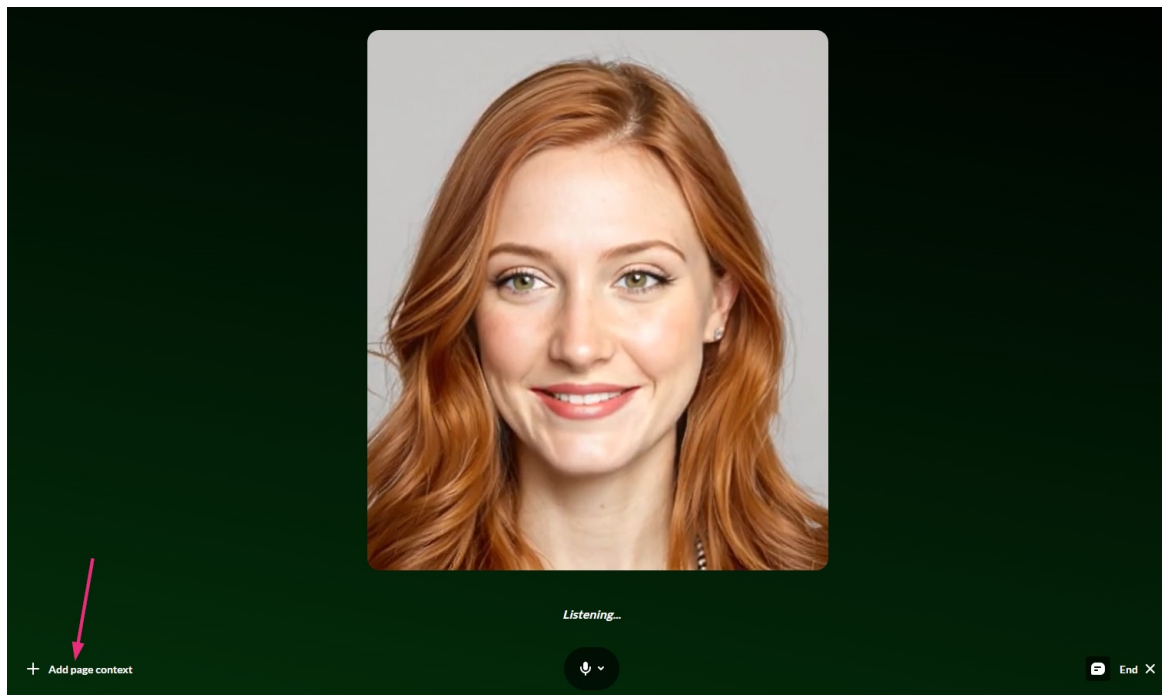
How can users customize event templates for their organization?

How can you publish a VOD to multiple channels after recording?

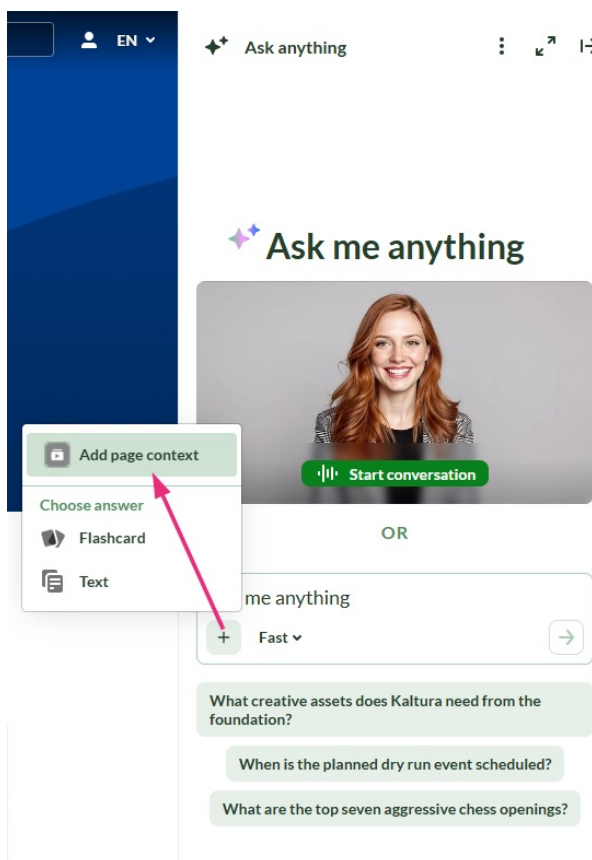
Add the page context again

To use the current page context again:

- In the conversation window, click **Add page context** in the lower left corner.



- If you're in the chat panel, click the **+** button in the input field and select **Add page context**.



Move between pages

When you move to another page that supports page context, the page context updates

automatically to match the page you're viewing.

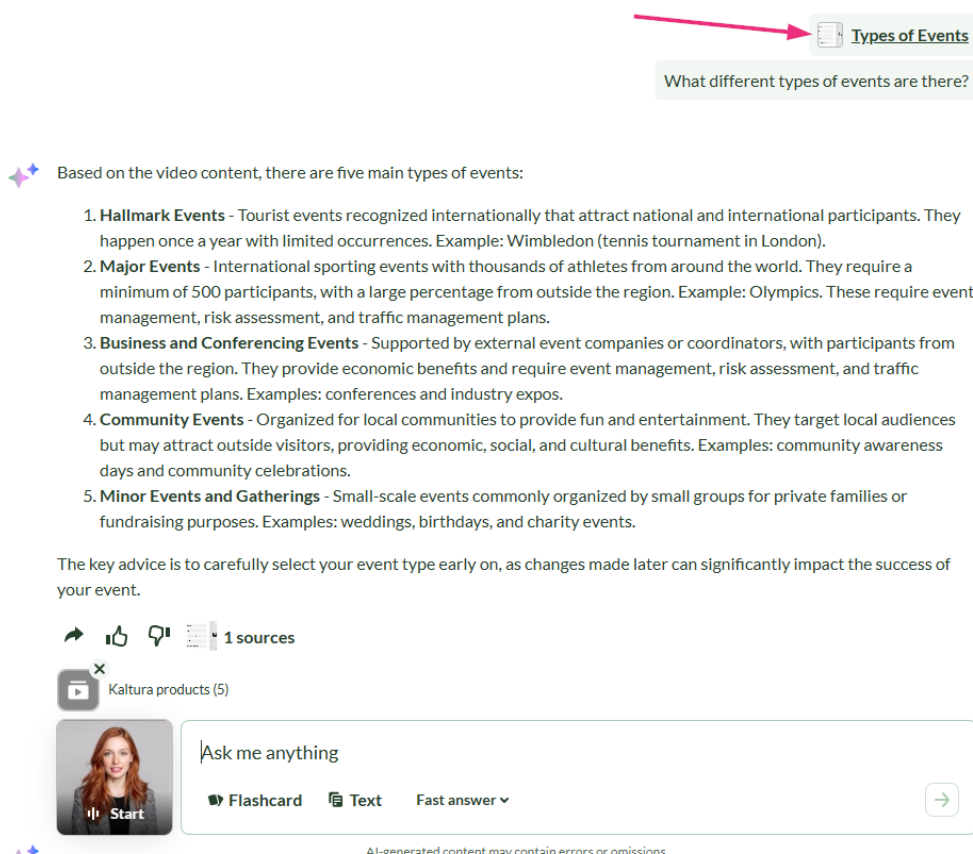
For example:

- If you move from one video to another, questions are answered using the new video.
- If you move from one channel to another, questions are answered using the new channel.
- On playlist pages, the page context updates automatically as the currently playing video changes.

View page context in a conversation

Each question in a conversation shows the page context that was active when it was asked.

This helps you see whether a response was based on a specific page or on all your organization's approved content.



The screenshot shows a conversation interface. At the top, a pink arrow points to a tab labeled "Types of Events". Below this, a question is displayed: "What different types of events are there?". The response, generated by Kaltura, states: "Based on the video content, there are five main types of events:" followed by a numbered list:

1. **Hallmark Events** - Tourist events recognized internationally that attract national and international participants. They happen once a year with limited occurrences. Example: Wimbledon (tennis tournament in London).
2. **Major Events** - International sporting events with thousands of athletes from around the world. They require a minimum of 500 participants, with a large percentage from outside the region. Example: Olympics. These require event management, risk assessment, and traffic management plans.
3. **Business and Conferencing Events** - Supported by external event companies or coordinators, with participants from outside the region. They provide economic benefits and require event management, risk assessment, and traffic management plans. Examples: conferences and industry expos.
4. **Community Events** - Organized for local communities to provide fun and entertainment. They target local audiences but may attract outside visitors, providing economic, social, and cultural benefits. Examples: community awareness days and community celebrations.
5. **Minor Events and Gatherings** - Small-scale events commonly organized by small groups for private families or fundraising purposes. Examples: weddings, birthdays, and charity events.

Below the list, a key advice is provided: "The key advice is to carefully select your event type early on, as changes made later can significantly impact the success of your event." At the bottom of the response, there are icons for sharing, liking, and a "1 sources" indicator. Below the response, there is a section for "Kaltura products (5)" and a "Start" button. At the very bottom, there is a text input field with the placeholder "Ask me anything" and buttons for "Flashcard", "Text", and "Fast answer".

One context at a time

Only one context can be active at a time:

- **Page context** – Questions are answered using the page you're viewing.



- **Organization-wide content** – Questions are answered using all your organization's approved content.
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