Choose a voice and avatar for your agent

Content updated: 08/11/2026

This article is designated for all users.

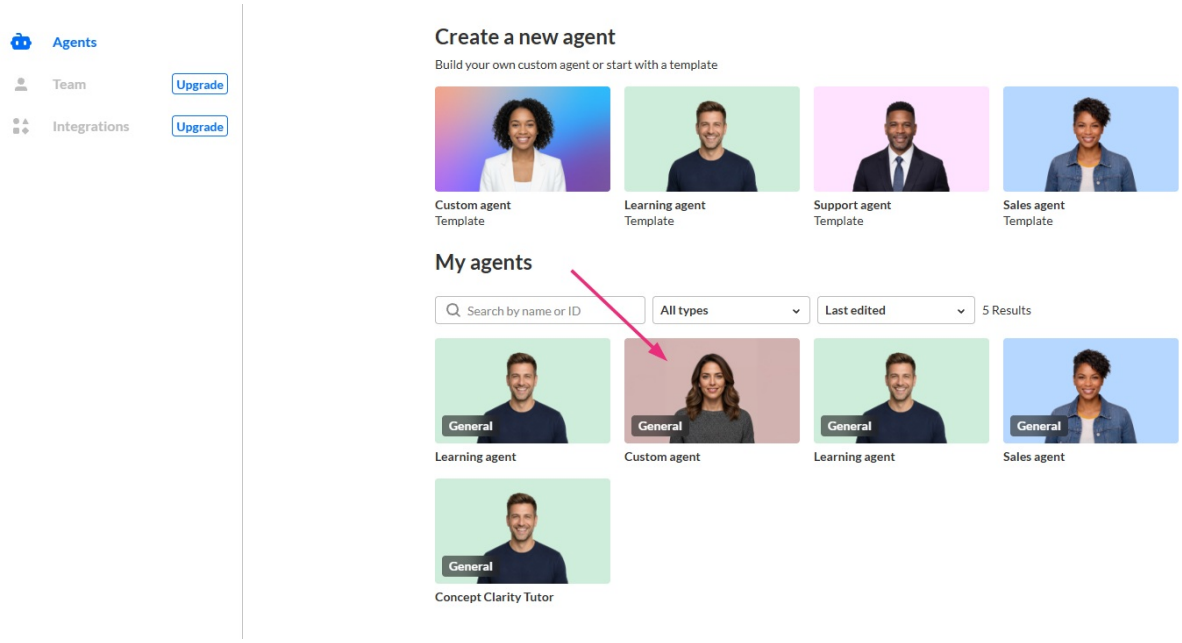
About

You can choose the voice and avatar your agent uses when interacting with users. Select from the available options, or add a custom avatar or voice.

You can access these options under **Avatar appearance** in the **Experience** tab.

Access the Experience tab

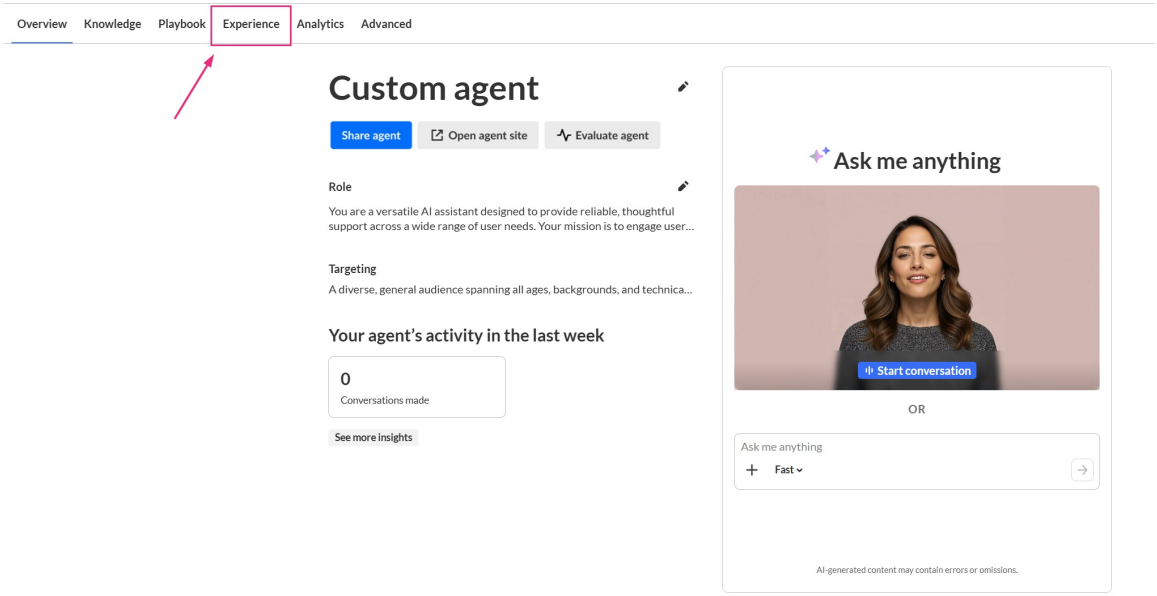
1. From the **Agents** tab, click the agent you want to configure.



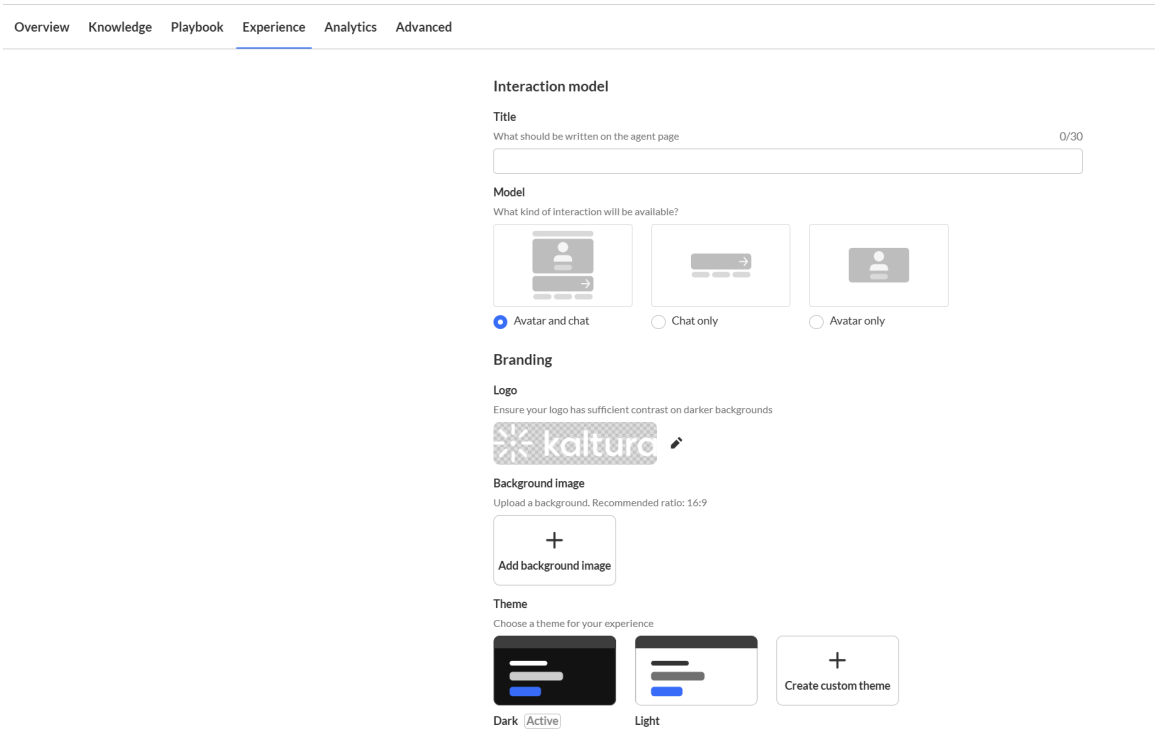
   The agent workspace opens on the **Overview** tab by default.

2. Click the **Experience** tab.

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The **Experience** tab displays.



3. Scroll to **Avatar appearance**.

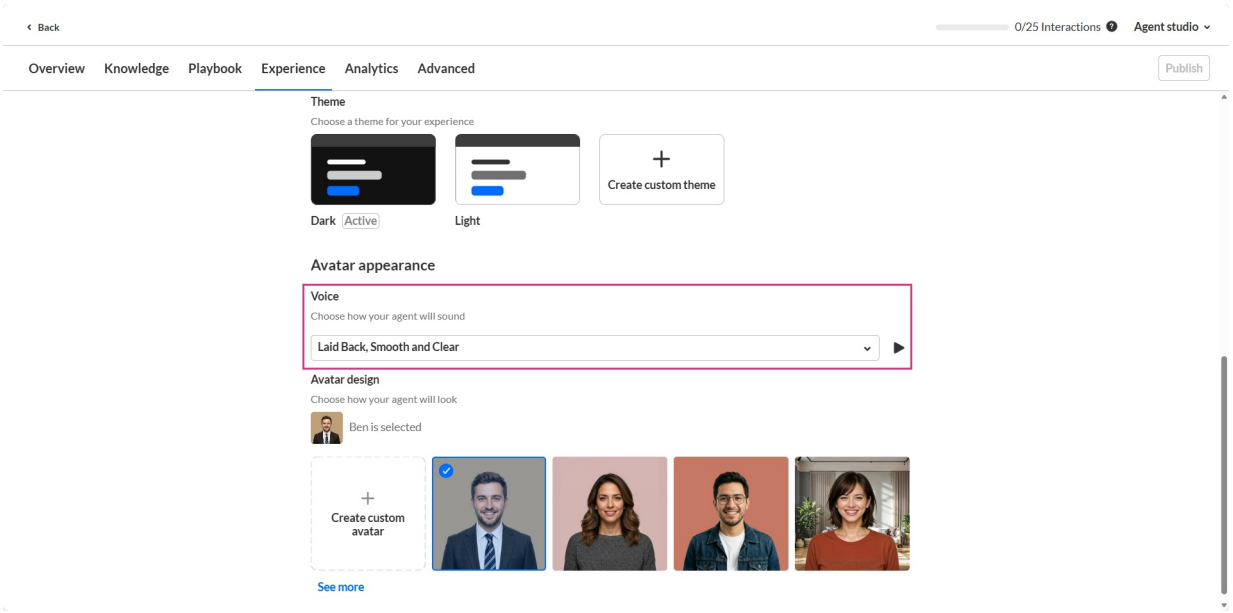
Voice

Select a voice for your avatar or create your own custom voice.

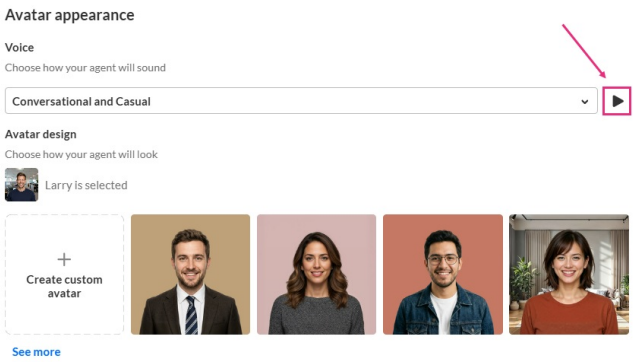
Select a voice

1. Under **Voice**, select a voice from the drop-down menu or add a custom voice.

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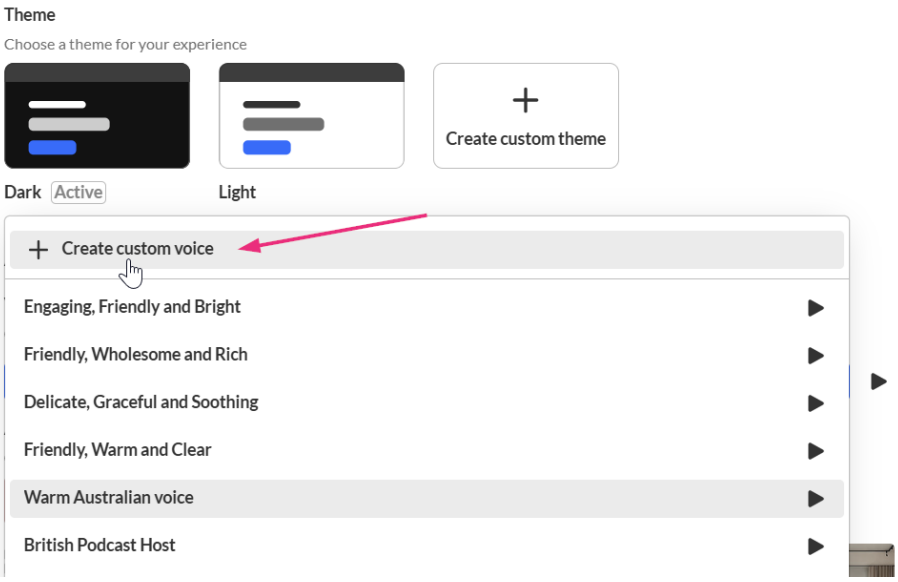


2. Click the play button to preview the selected voice.



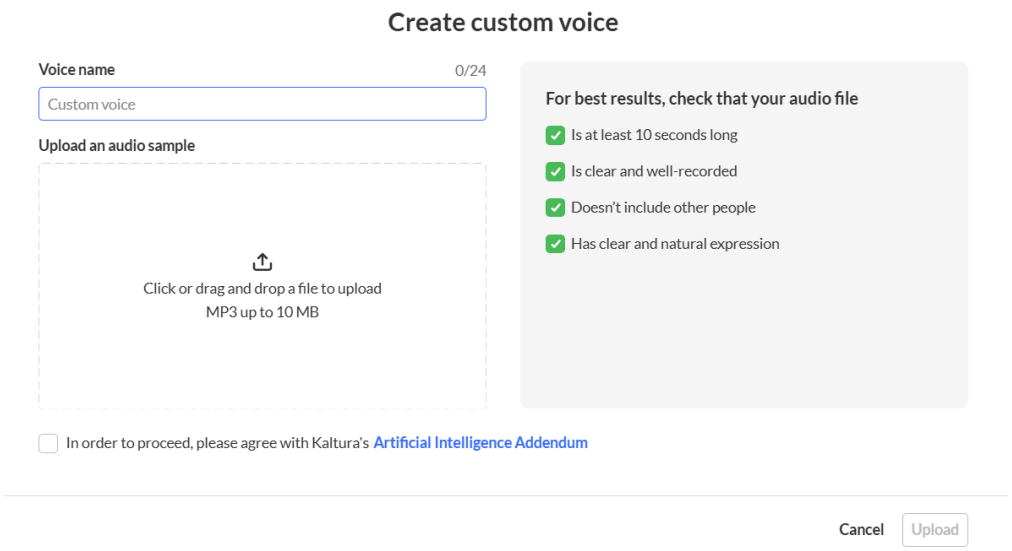
Upload a custom voice

1. Use the drop-down menu to select **+ Create custom voice**.



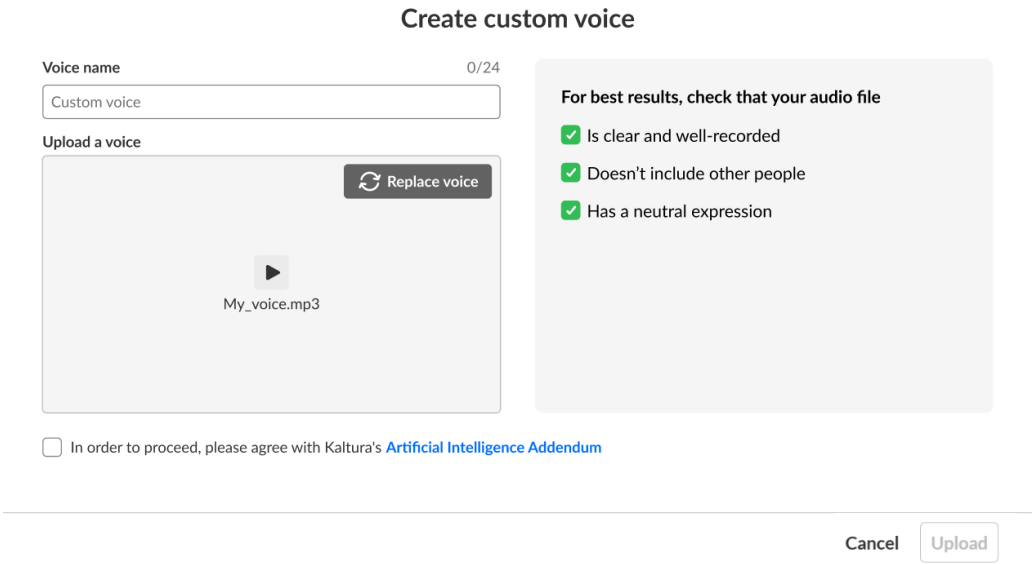
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The Create custom voice screen displays.



2. Enter a name for the voice (max 24 char).
3. Upload an MP3 audio sample up to 10 MB.

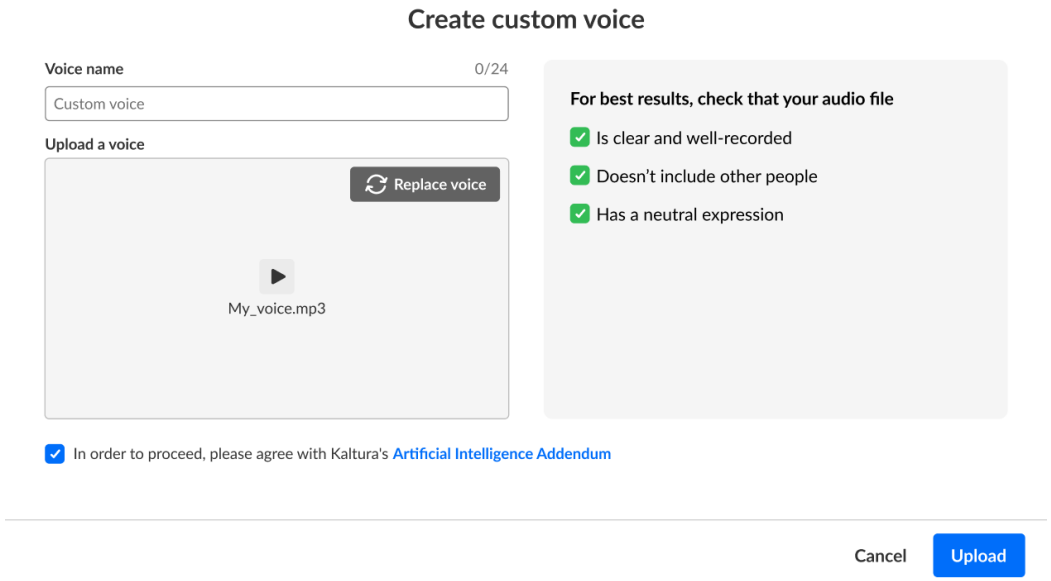
   Use the examples and quality checklist on the screen to help you choose a suitable audio sample.



   After the audio is uploaded, you can click the play button to preview it. To upload a different file, click **Replace voice**

4. Review the consent requirements and select the **checkbox** to confirm your consent. You can click Kaltura's **Artificial Intelligence Addendum** to review the addendum.

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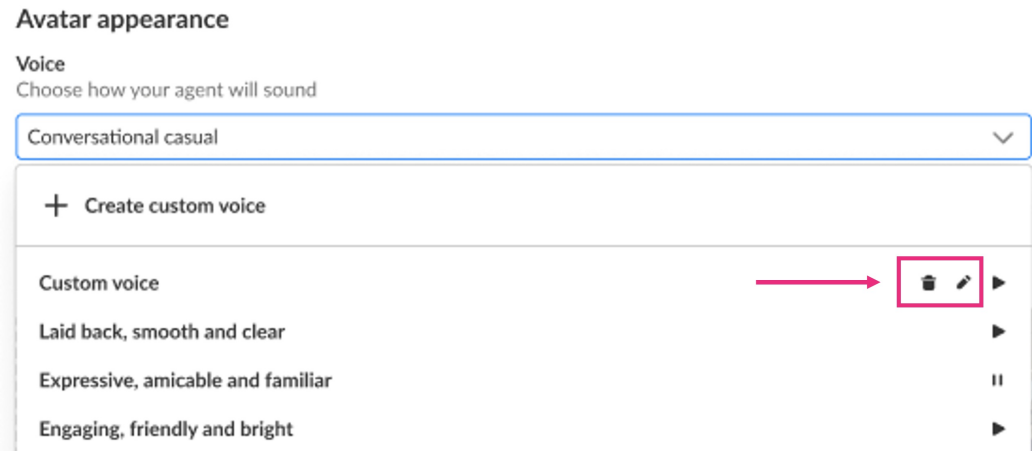


5. Click **Upload**.

   The custom voice is added to the list of available voices.

Edit or delete a custom voice

- Click the **pencil icon** to the right to make changes to the custom voice. When you're finished, click **Save**.
- Click the **trash can icon** to delete the custom voice.



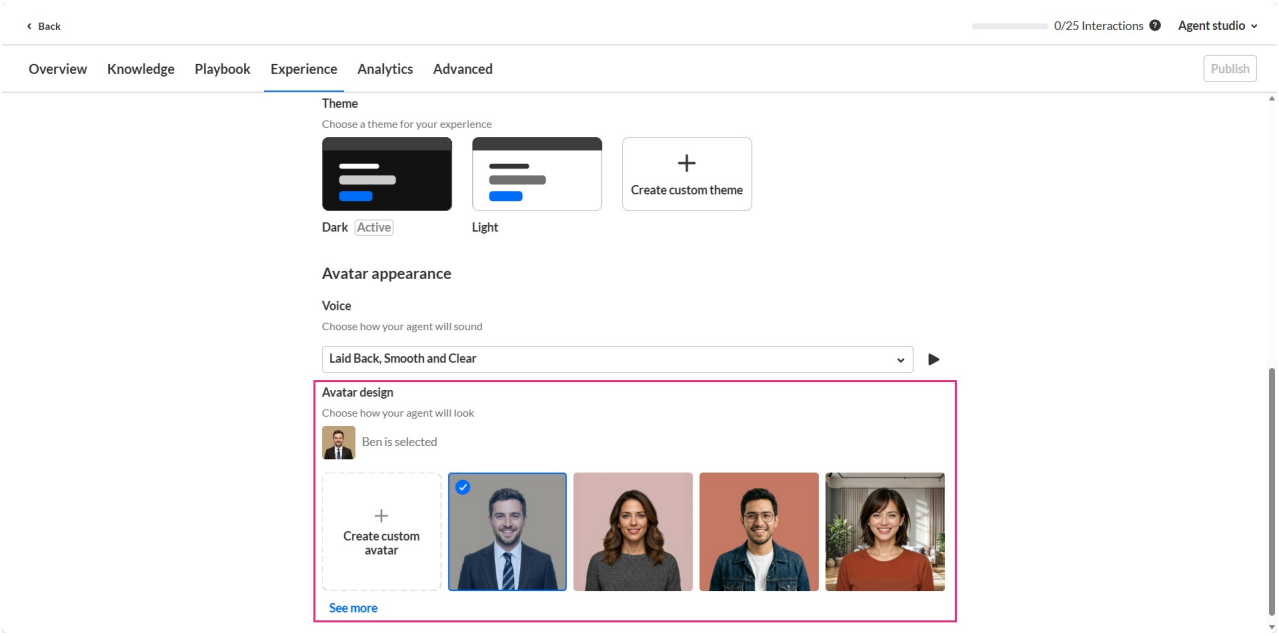
Avatar

Select an avatar design or add your own custom avatar.

Select an avatar

Under **Avatar design**, select the avatar you want to use.

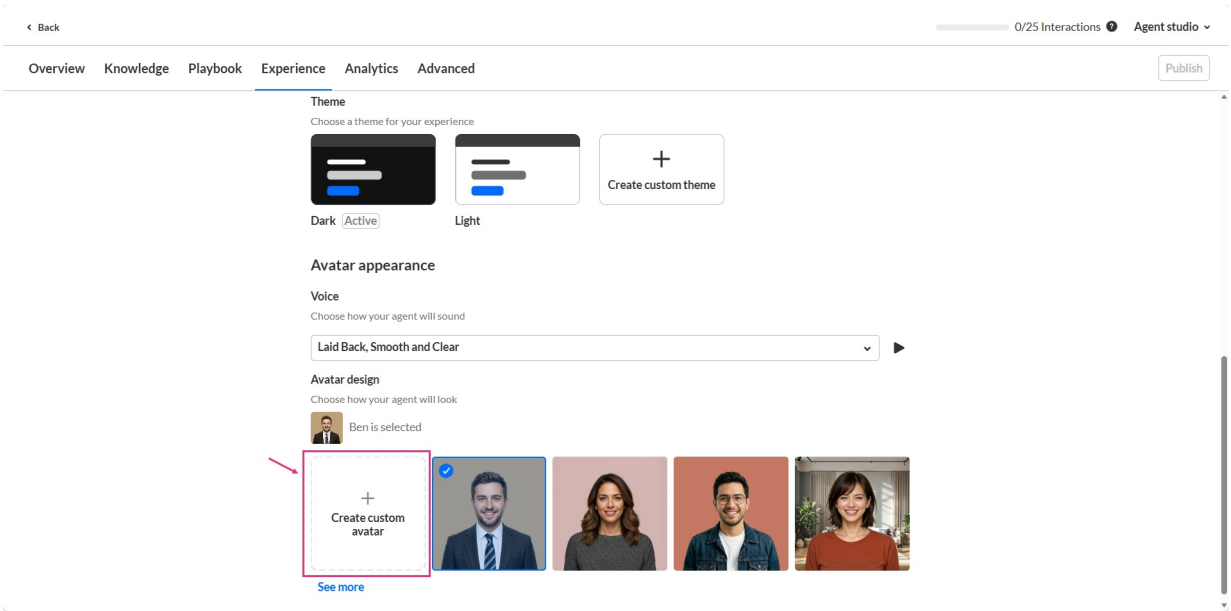
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You can click **See more** at the bottom left to view additional avatars.

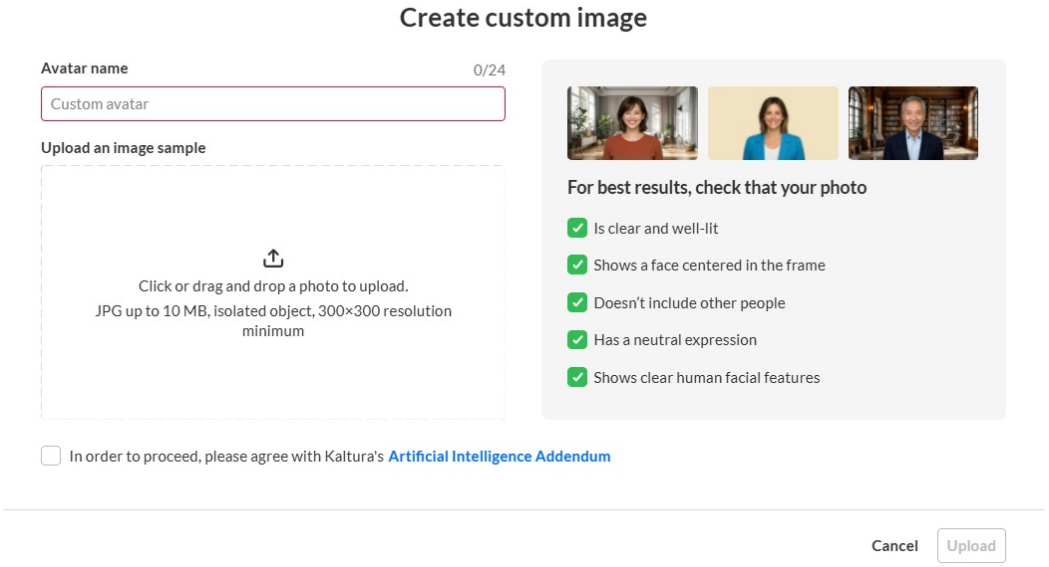
Upload a custom avatar

1. Click **+ Create custom avatar**.



The Create custom image screen displays.

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2. Enter a name for your custom avatar (max 24 char).
3. Upload a JPG image up to 10 MB.

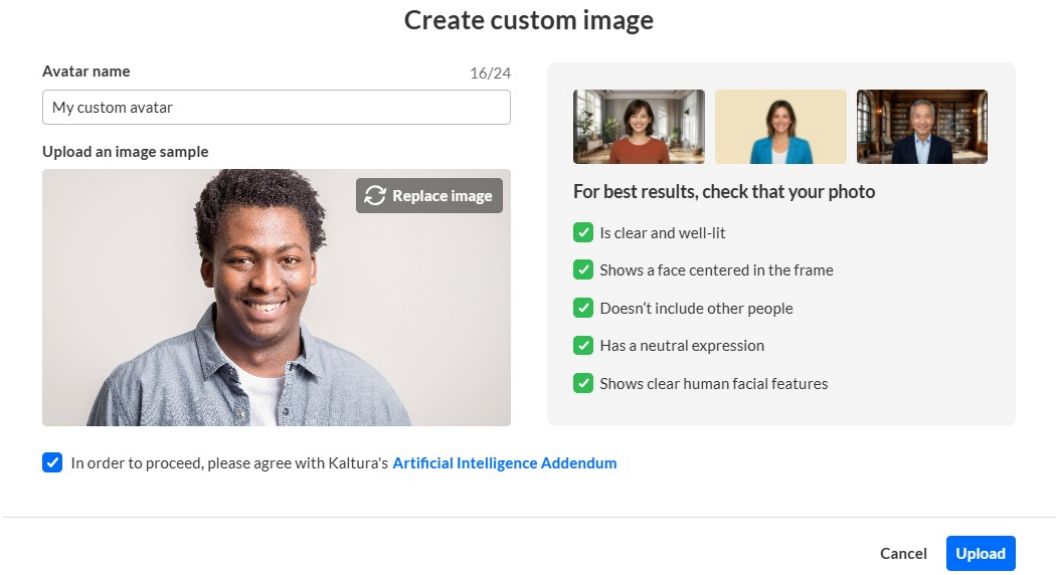
> The image must have a minimum resolution of 300 × 300 pixels and contain an isolated subject.

Use the examples and quality checklist on the screen to help you choose a suitable image.

You can preview the uploaded image. To upload a different image, click **Replace image**.

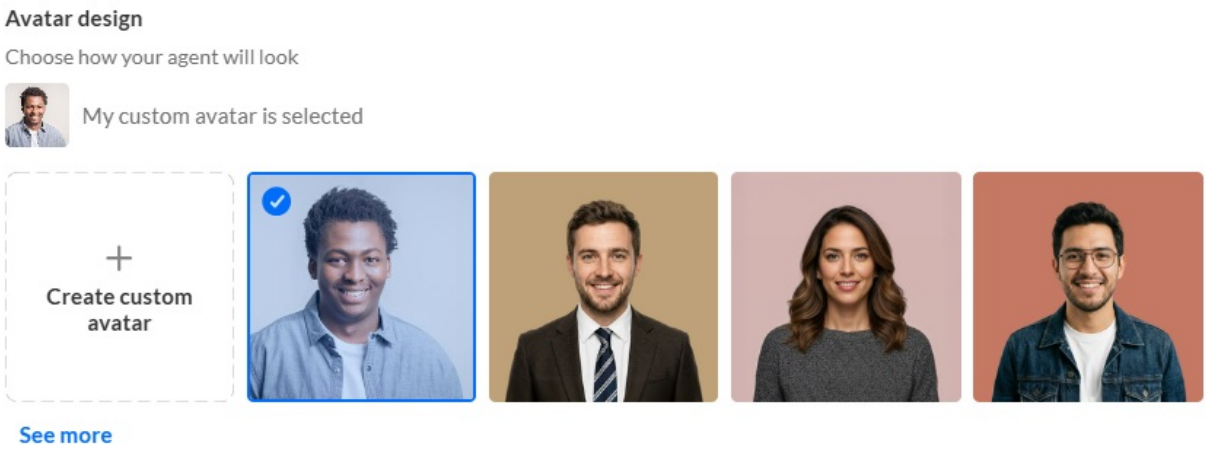
4. Review the consent requirements and select the **checkbox** to confirm your consent. You can click Kaltura's **Artificial Intelligence Addendum** to review the addendum.

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5. Click **Upload**.

   The custom avatar is added and selected.

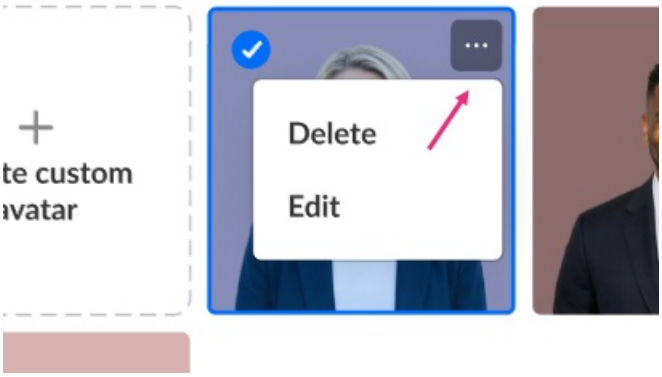


6. Under **Voice**, select the voice you want to use with your avatar.

Edit or delete a custom avatar

1. Hover over your custom avatar and click the **three dots** in the upper right corner.

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2. Select **Delete** to delete the custom avatar.
3. Select **Edit** to make changes to the custom avatar. When you're finished, click Save.

Publish your changes

Click **Publish** at the top right to apply your changes.

Until you publish your changes, they won't affect conversations with your agent.

Kaltura does not use customer data to train its AI models. To learn more, see Kaltura's Artificial Intelligence Principles

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