

Choose a voice and avatar for your agent

Last Modified on 08/16/2026 4:04 pm IDT

 This article is designated for all users.

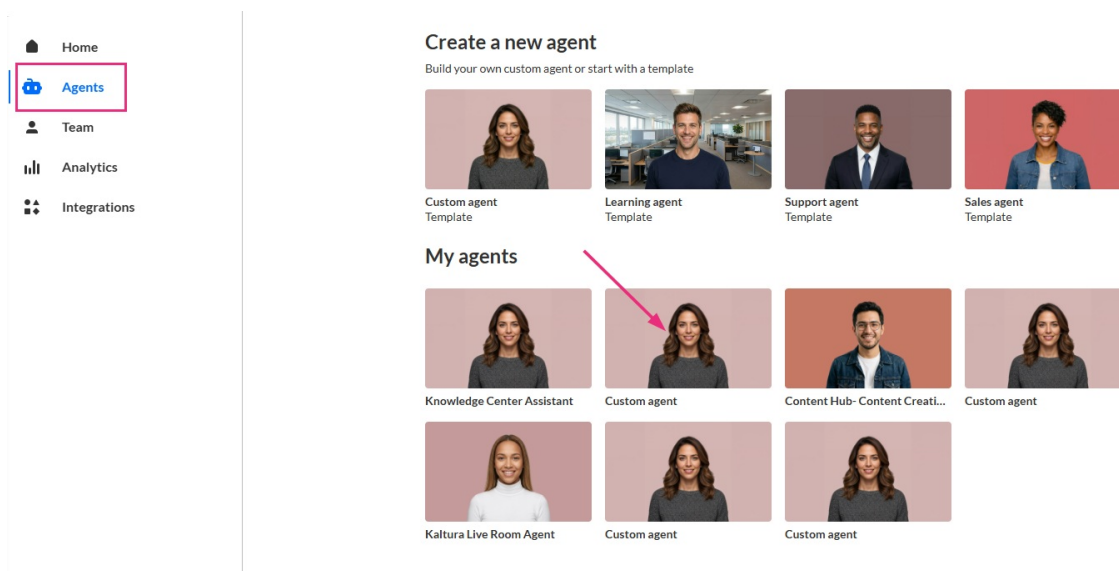
About

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.

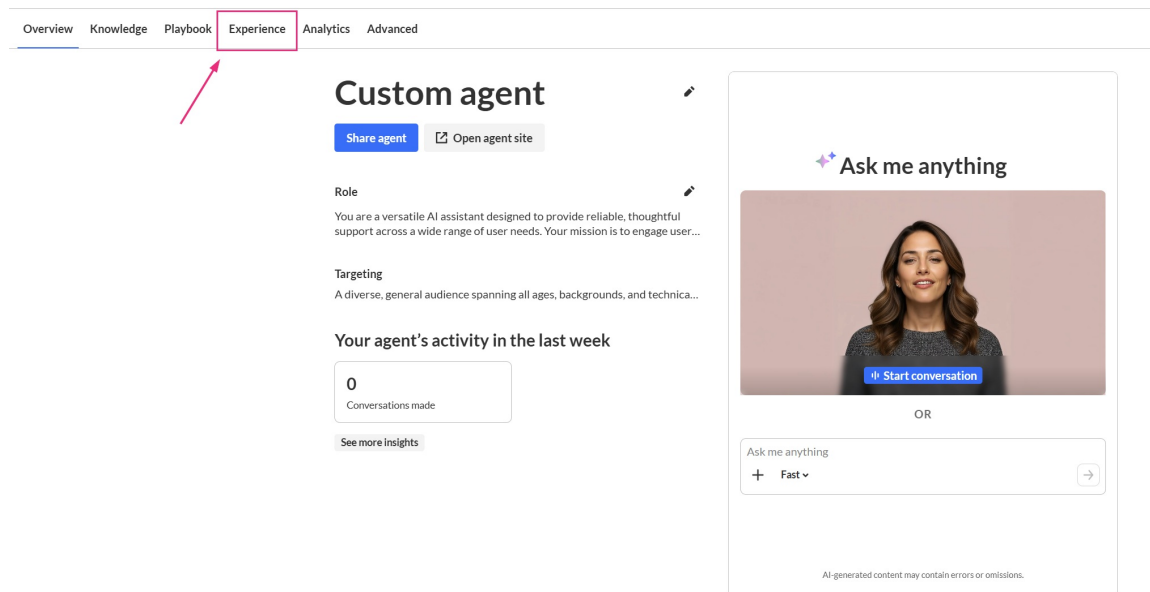
Access the Experience tab

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

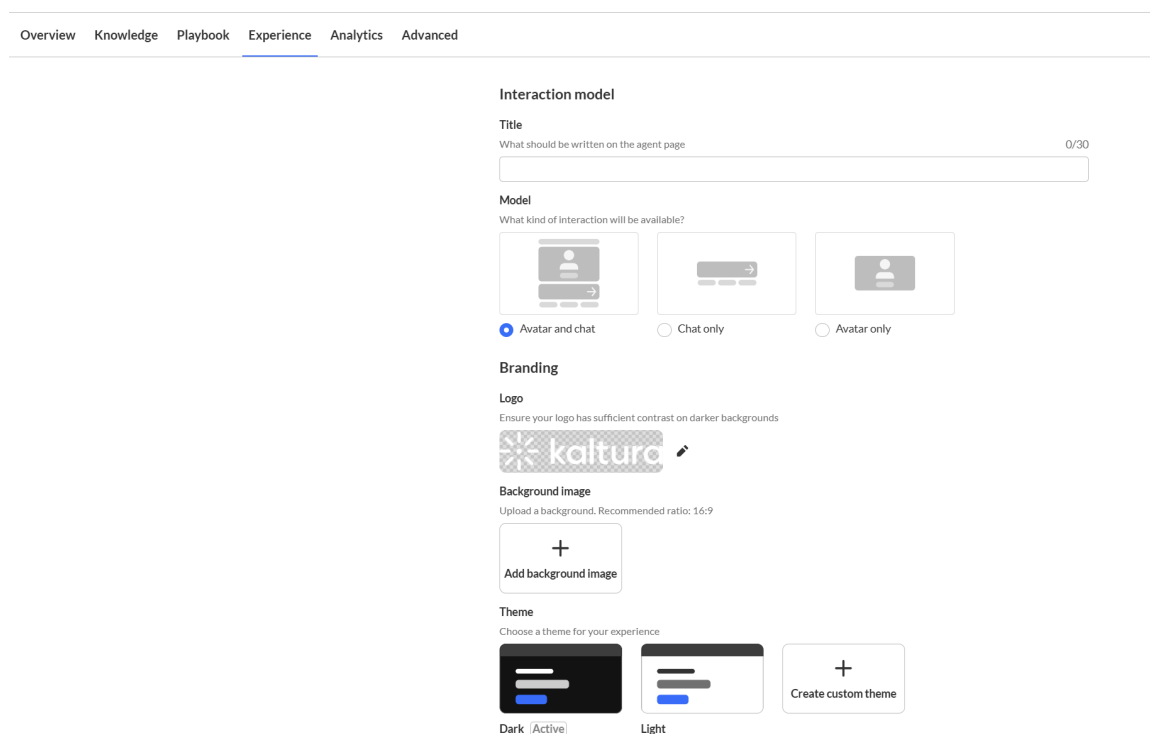


The agent workspace opens on the **Overview** tab by default.

2. Click the **Experience** tab.



The **Experience** tab displays.



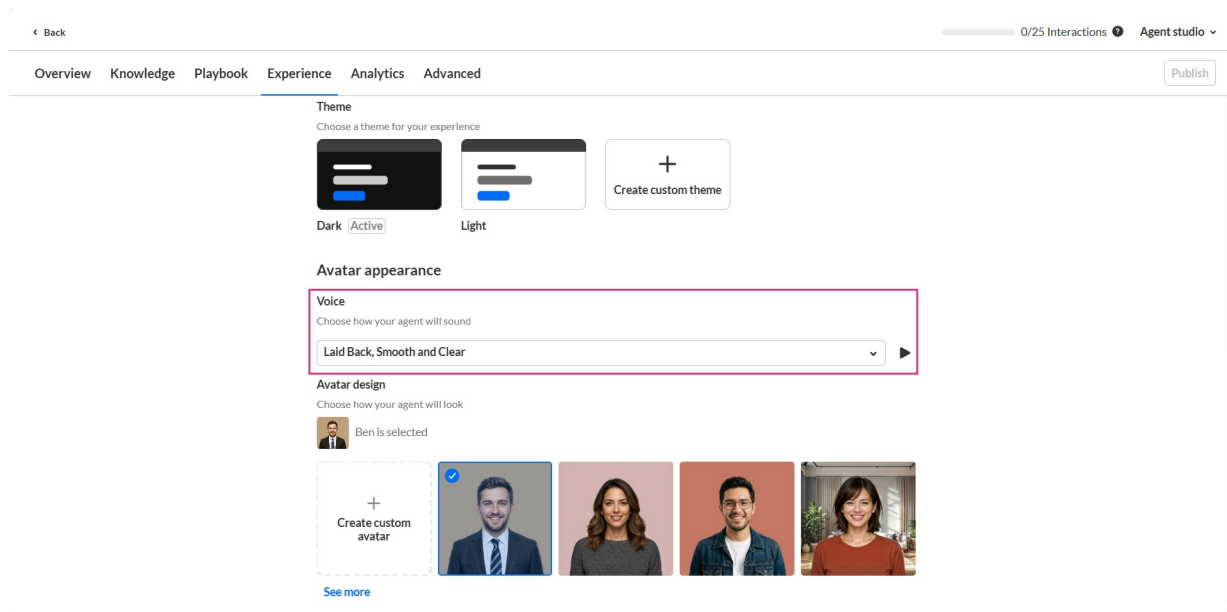
3. Scroll to **Avatar appearance**.

Voice

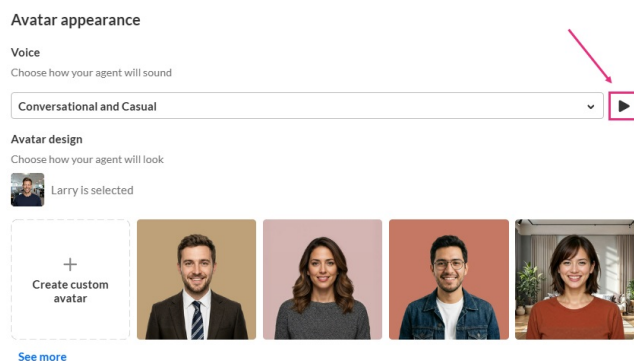
Select a voice for your avatar or create your own custom voice.

Select a voice

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

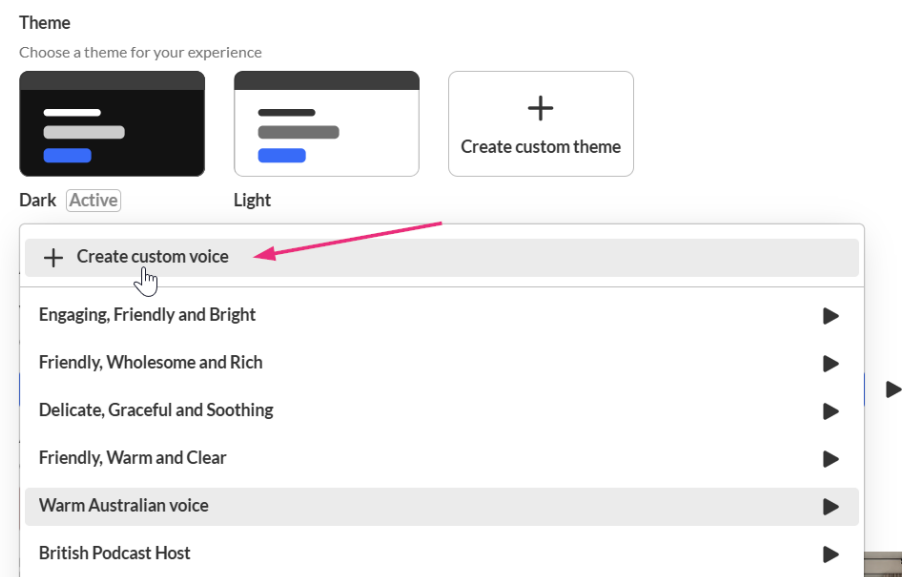


2. Click the play button to preview the selected voice.



Upload a custom voice

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



The Create custom voice screen displays.

Create custom voice

Voice name 0/24

Custom voice

Upload an audio sample



Click or drag and drop a file to upload
MP3 up to 10 MB

☐ In order to proceed, please agree with Kaltura's [Artificial Intelligence Addendum](#)

For best results, check that your audio file

- ☒ Is at least 10 seconds long
- ☒ Is clear and well-recorded
- ☒ Doesn't include other people
- ☒ Has clear and natural expression

Cancel
Upload

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.

Create custom voice

Voice name 0/24

Custom voice

Upload a voice

 **Replace voice**



My_voice.mp3

☐ In order to proceed, please agree with Kaltura's [Artificial Intelligence Addendum](#)

For best results, check that your audio file

- ☒ Is clear and well-recorded
- ☒ Doesn't include other people
- ☒ Has a neutral expression

Cancel
Upload

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.

Create custom voice

Voice name
0/24

Custom voice

Upload a voice

Replace voice

My_voice.mp3

For best results, check that your audio file

- Is clear and well-recorded
- Doesn't include other people
- Has a neutral expression

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Cancel
Upload

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 appearance

Voice

Choose how your agent will sound

Conversational casual

+ Create custom voice

Custom voice

Laid back, smooth and clear

Expressive, amicable and familiar

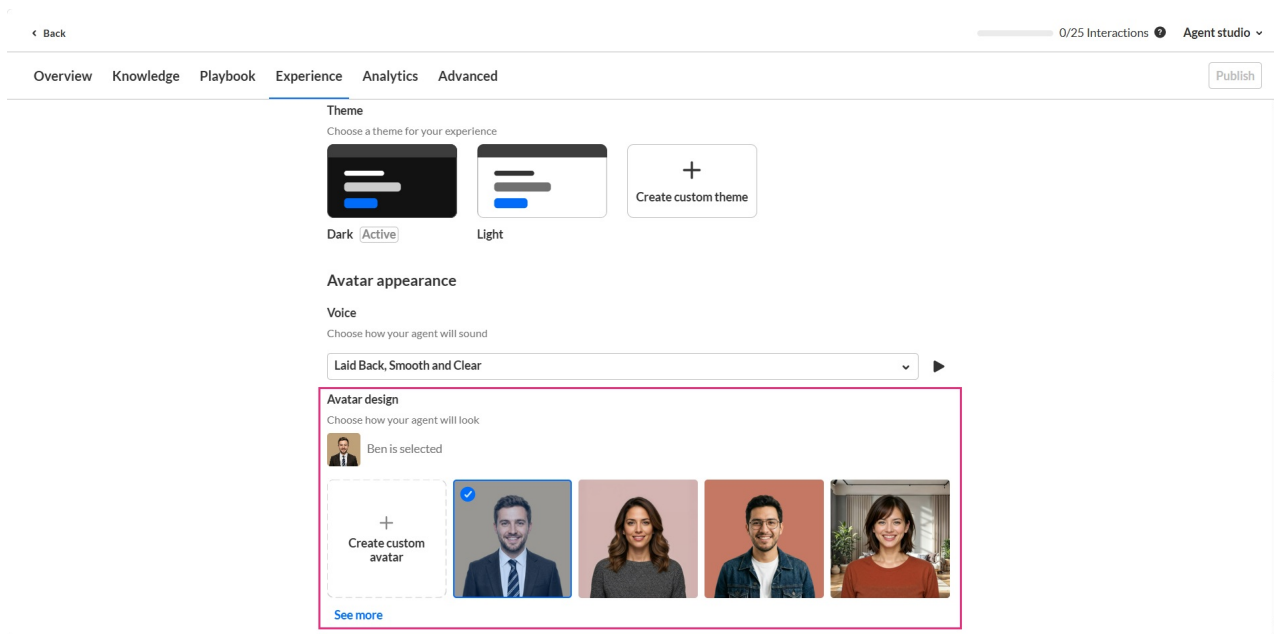
Engaging, friendly and bright

Avatar

Select an avatar design or add your own custom avatar.

Select an avatar

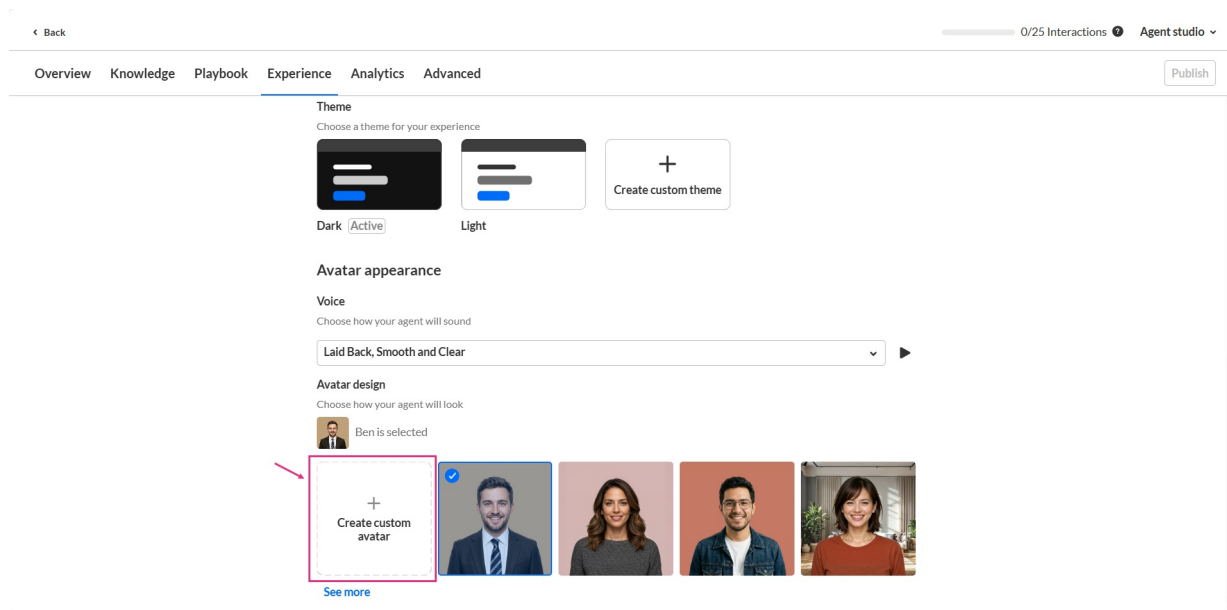
Under **Avatar design**, select the avatar you want to use.



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.

Create custom image

Avatar name
0/24

Custom avatar

Upload an image sample



Click or drag and drop a photo to upload.
JPG up to 10 MB, isolated object, 300x300 resolution minimum

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For best results, check that your photo

- ☒ Is clear and well-lit
- ☒ Shows a face centered in the frame
- ☒ Doesn't include other people
- ☒ Has a neutral expression
- ☒ Shows clear human facial features

Cancel
Upload

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.

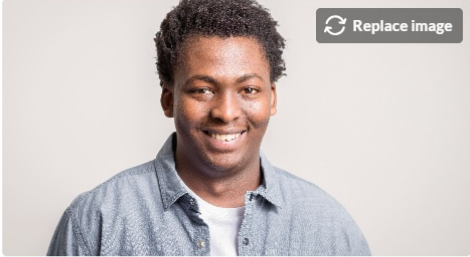
You can preview the uploaded image. To upload a different image, click **Replace image**.

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.

Create custom image

Avatar name 16/24

Upload an image sample


Replace image



For best results, check that your photo

- ✓ Is clear and well-lit
- ✓ Shows a face centered in the frame
- ✓ Doesn't include other people
- ✓ Has a neutral expression
- ✓ Shows clear human facial features

☒ In order to proceed, please agree with Kaltura's [Artificial Intelligence Addendum](#)

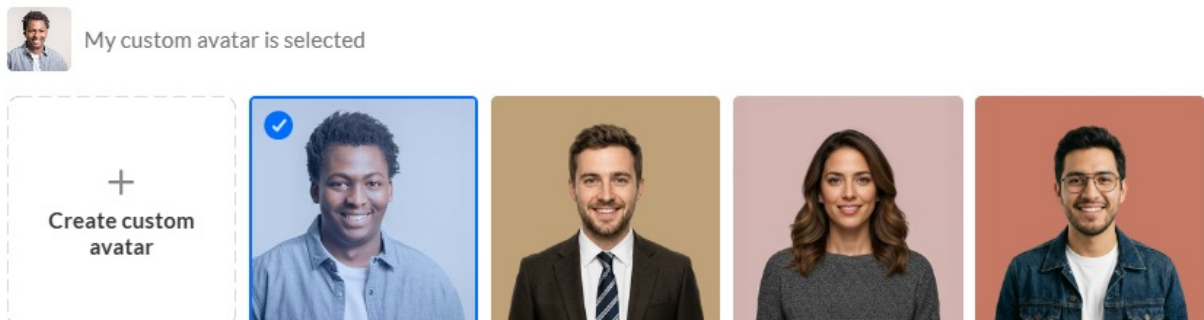
Cancel **Upload**

5. Click **Upload**.

The custom avatar is added and selected.

Avatar design

Choose how your agent will look

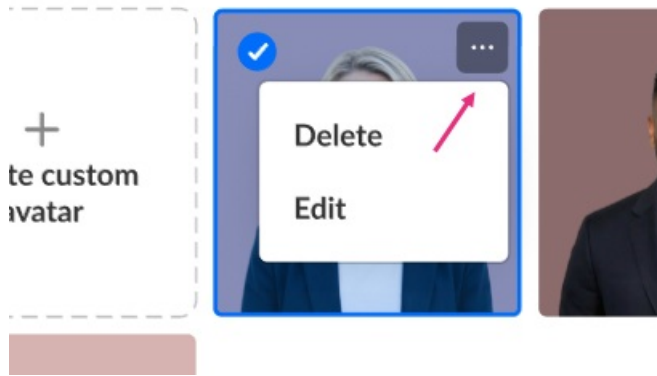


[See more](#)

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.



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](#)