

Work with the Conversational Agents dashboard

Last Modified on 08/18/2026 10:30 am IDT

 This article is designated for administrators.

About

The Conversational Agents dashboard lets you filter agent analytics, review recent conversations, view conversation details, and export conversation data.

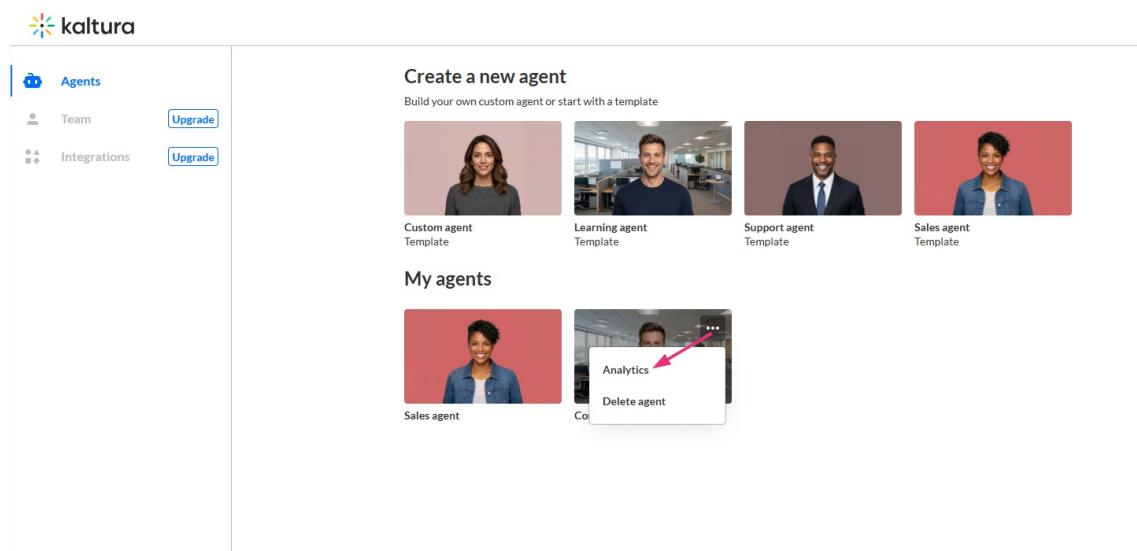
This article explains how to access and work with the dashboard. For information about the metrics and data displayed on the dashboard, see [Introduction to Conversational Agent analytics](#).

Open the Conversational Agents dashboard

You can access the Conversational Agents dashboard in two ways:

From the Agents page

1. Locate the agent you want to review.
2. Click the **three dots** on the agent card and select **Analytics** from the menu.



From an agent

1. Open the agent you want to review.
2. Click the **Analytics** tab.

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Concept Clarity Tutor

[Share agent](#)
[Open agent site](#)

Role
Guide learners through structured explanations and interactive discovery to build deep understanding of complex concepts and course material

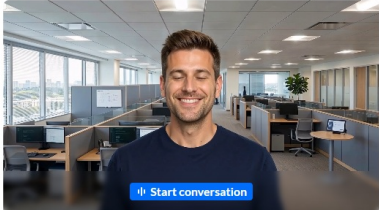
Targeting
Students, trainees, and organizational learners seeking to master new co...

Your agent's activity in the last week

0
Conversations made

[See more insights](#)

Ask me anything



Start conversation

OR

Ask me anything

+ Fast

AI-generated content may contain errors or omissions.

The Conversational Agents Dashboard opens for the selected agent.

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3/20 Interactions

[Agent studio](#)

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Conversational Agent

Filters
Last 30 Days Apr 20, 2026 - May 20, 2026

Site conversations X
[Clear all](#)

Agent Insights

Last five sessions

- Property inquiry
- Mortgage question
- Scheduling viewing
- General info
- Price negotiation

[View Insights](#)

Highlights

- 1,970 Active threads
- 2,541 Queries
0 Queries during Avatar conversation
- 1.28 Avg. queries per thread
- 588 Unique users
0 Unique users during avatar's sessions

Avatar conversations

- 0 Avatar conversations
- 0 Minutes of Avatar conversations
- 0 Average conversation time (minutes)

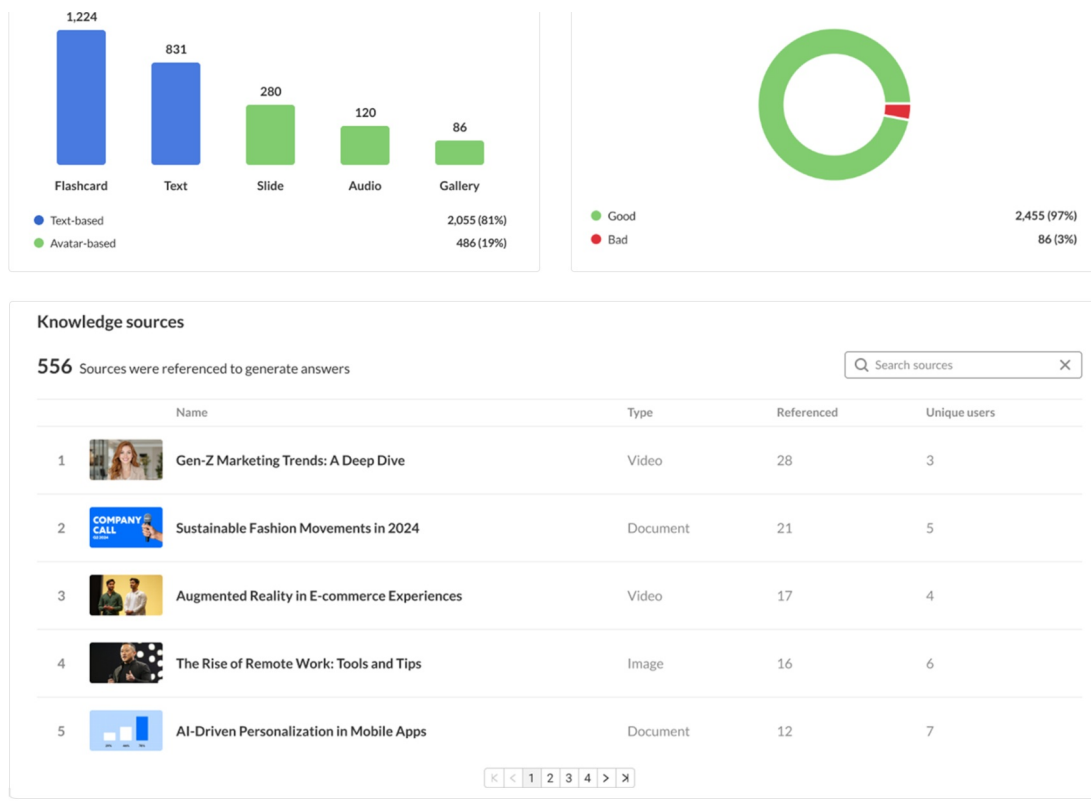
Queries over time

Monthly
Daily


[View Details](#)

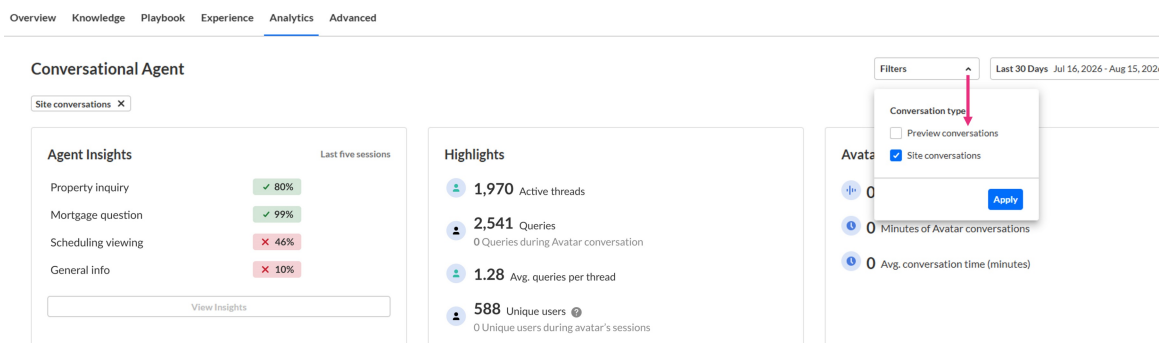
Response type

User feedback



Filter by conversation type

1. Click the **Filters** drop-down menu.



2. Select a **Conversation type**.

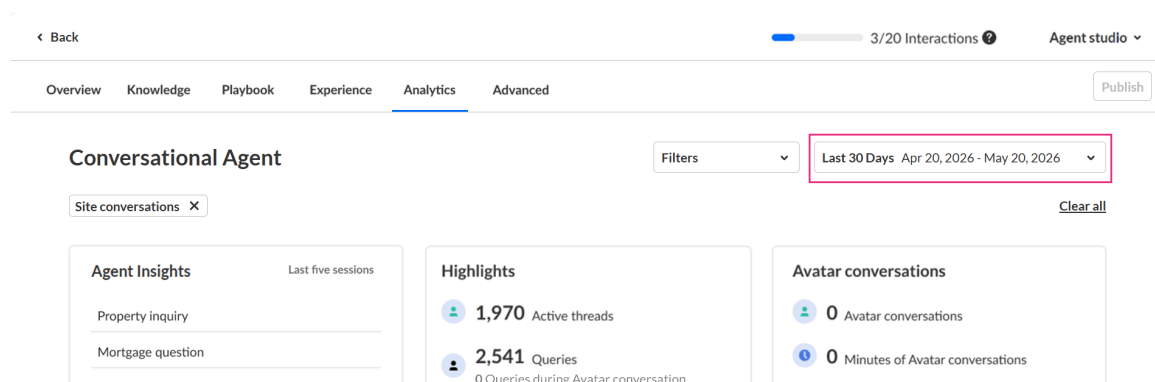
- **Preview conversations** - Conversations that occur when an administrator previews and interacts with the real-time avatar on the **Overview** tab. Preview conversations don't consume interactions. For more information, see [Real time agent interaction](#).
- **Site conversations** - Conversations that occur when a user interacts with the agent on the agent site. These conversations consume interactions. This also includes conversations started when an administrator clicks **Open agent site** from the **Overview** tab. For more information, see [Open agent site](#).

3. Click **Apply**.

Filter by time period

Select a time period from the date/time drop-down menu.

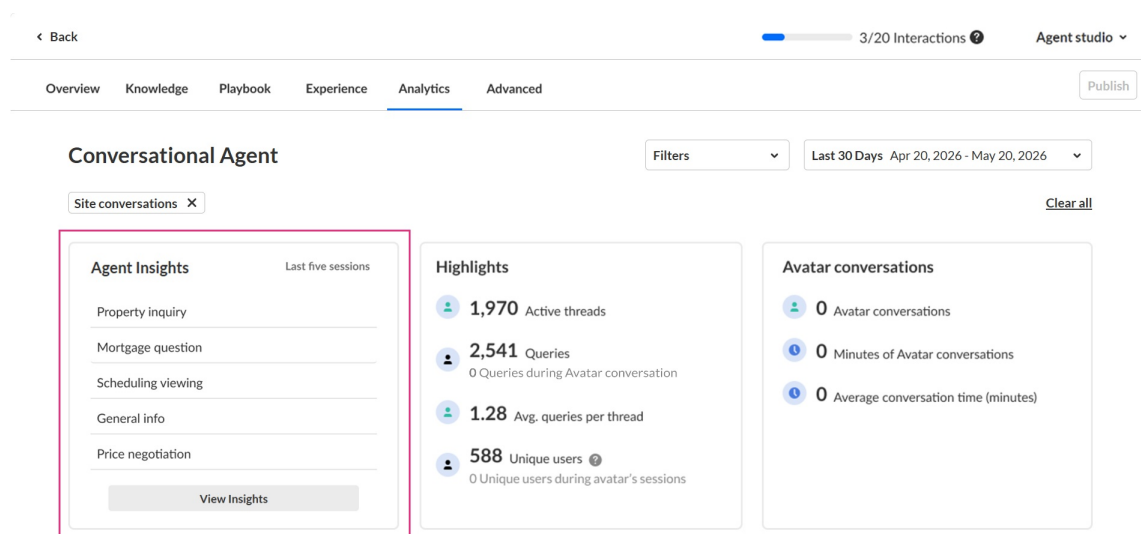
The dashboard updates to show data for the selected period.



The screenshot shows the Kaltura Analytics dashboard. At the top, there's a navigation bar with 'Back', '3/20 Interactions', and 'Agent studio'. Below this is a tabbed interface with 'Overview', 'Knowledge', 'Playbook', 'Experience', 'Analytics' (selected), and 'Advanced'. A 'Publish' button is on the right. The main section is titled 'Conversational Agent'. It has a 'Filters' dropdown and a date range selector set to 'Last 30 Days Apr 20, 2026 - May 20, 2026', which is highlighted with a red box. Below this is a 'Site conversations' filter and a 'Clear all' link. The dashboard is divided into three panels: 'Agent Insights' (showing 'Last five sessions' with items like 'Property inquiry', 'Mortgage question', and 'Scheduling viewing'), 'Highlights' (showing '1,970 Active threads', '2,541 Queries', and '0 Queries during Avatar conversation'), and 'Avatar conversations' (showing '0 Avatar conversations' and '0 Minutes of Avatar conversations').

View conversation history

The **Agent Insights** panel displays up to five of the agent's most recent conversation threads, ordered from newest to oldest. If the agent doesn't have any conversations yet, the panel is empty.



This screenshot is similar to the previous one but highlights the 'Agent Insights' panel with a red box. The panel shows 'Last five sessions' with a list of conversation threads: 'Property inquiry', 'Mortgage question', 'Scheduling viewing', 'General info', and 'Price negotiation'. At the bottom of this panel is a 'View Insights' button. The 'Highlights' panel shows '1,970 Active threads', '2,541 Queries' (with '0 Queries during Avatar conversation'), '1.28 Avg. queries per thread', and '588 Unique users' (with '0 Unique users during avatar's sessions'). The 'Avatar conversations' panel shows '0 Avatar conversations', '0 Minutes of Avatar conversations', and '0 Average conversation time (minutes)'.

Click **View Insights** at the bottom of the Agent Insights panel to open the full thread history view for the agent.

View thread history

The thread history displays the agent's conversation threads. Use the **From** and **To** fields to filter the list by date.

The following information is displayed for each thread:

- **Thread** - The title of the thread.
- **Summary** - AI-generated summary of the thread, If no summary is available, this will be blank.
- **Updated** - Date of last interaction.
- **Interactions** - Number of interactions in the thread.

If the results span multiple pages, use the pagination controls at the bottom of the page to view additional results.

Agent Insights



From	Jun 1, 2026	To	Jun 16, 2026	Export all
Thread	Summary	Updated	Interactions	
Property inquiry	During the call, the user inquired about the availability and pricing of a charming two-bedroom cottage in Maplewood. They expressed interest in scheduling a viewing to explore the property further.	Jun 1, 2026	4	
New listing alert	The user received a notification about a newly listed three-bedroom apartment in Riverview, which comes with a modern kitchen and amenities. They requested additional details via email.	Jun 2, 2026	5	Export
Rental agreement query	During the call, the user asked about the terms of the rental agreement for a four-bedroom house in Oakwood. They wanted clarification on the deposit and maintenance policies.	Jun 3, 2026	1	
Home staging inquiry	-	Jun 5, 2026	1	
Mortgage consultation	During a scheduled consultation, the user discussed potential mortgage options for purchasing a condo in Springdale. They were keen on understanding interest rates and terms.	Jun 6, 2026	289	
Property management services	The user sought information about property management services for a vacation rental they own in Seaside. They aimed to optimize occupancy rates.	Jun 10, 2026	641	
Contract negotiation assistance	The user requested assistance with negotiating the contract terms for a commercial space in Central Business District, focusing on favorable lease conditions.	Jun 11, 2026	39	
Market value appraisal	The user requested a current market value appraisal for their property in Greenfield, to understand its worth before selling.	Jun 12, 2026	2	

< 1 2 3 4 >

Click a row to open the thread details.

View thread details

The top of the thread details view includes the following information:

- Thread title
- Date of last interaction
- User's email (if unavailable, 'Unauthenticated' is shown)
- Number of interactions in the thread

The thread details view includes the following tabs:

- **Insights and objectives** - Coming soon

- **Transcription** - This is the primary tab for reviewing thread content.

< Agent Insights ×

Property inquiry
Jun 1, 2026
Unauthenticated
8 Conversations
Export

Insights and objectives
Transcription

Tell me about the Q3 product releases.



Get ready to dive into our Q3 Product Releases, where we'll showcase the latest features, updates, and enhancements designed to elevate your experience and drive results.

Main releases:

- Comments threads upvote in live sessions
- Email scheduling and AI email template creation
- Open ended and multiple choice questions
- Event dashboard revamp


6 sources

CONVERSATION SUMMARY • 15:12 min

This conversation reviewed the latest Kaltura product updates, highlighting recent Genie enhancements and platform improvements that increase AI visibility, streamline administration, improve event data management, and enhance content discovery across Video Portal, Events, and LMS experiences.

Key Takeaways

- Increased visibility and accessibility of Genie AI capabilities.
- Simplified administration workflows for platform managers.
- Improved event data management and operational efficiency.

Click the back arrow to the left of **Agent Insights** or the 'X' in the upper right corner to return to the full thread history view.

Export a single thread

You can export a thread from either the thread details view or the full thread history. See also [Downloading your data](#).

Agent Insights
×

From Jun 1, 2026 To Jun 16, 2026 Export all

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Export a complete filtered thread list

You can export all threads that match the filters currently applied to the thread history. See also [Downloading your data](#).

Agent Insights

✕
Export all

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Download exported data

When an export is complete, the CSV file is available from the **Download** button on the **Analytics** page.

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Agent studio

Overview
Knowledge
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Download
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1. Click the **Download** button. Items available for download display.

Download
Publish

2 items

Activity report
 CSV . Done

Activity report
 CSV . Done

2. Select the files you want to download.

You receive confirmation that your items were downloaded successfully.



Kaltura does not use customer data to train its AI models. To learn more,

see [Kaltura's Artificial Intelligence Principles](#).
