

Manage Q&A conversations in the Moderator app

Content updated: 09/10/2026

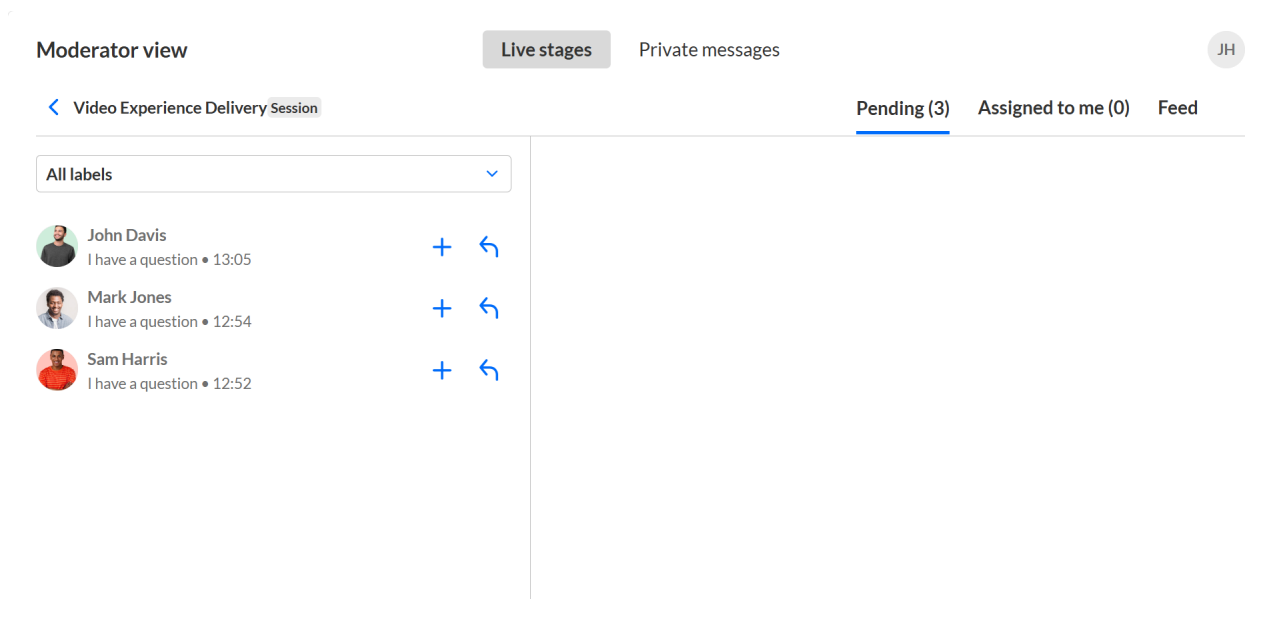
 This article is designated for moderators

About

Moderators use the Q&A area of the Moderator app to manage attendee questions during live sessions. Questions submitted by attendees appear in the moderation queue, where moderators can review, claim, answer, and resolve them. Moderators can communicate directly with attendees through one-on-one conversation threads.

View incoming questions

After selecting a live stage, moderators can view questions submitted through the Q&A chat. Questions initially appear in the **Pending** tab and are listed from oldest to newest. Each question includes the attendee's name, title, email address, profile photo (if available), and a unique conversation or thread ID. The thread ID helps moderators identify attendees when multiple attendees have the same name or when a single attendee creates multiple question threads.



The screenshot displays the 'Moderator view' interface. At the top, there are tabs for 'Live stages' and 'Private messages'. Below these, a breadcrumb trail shows 'Video Experience Delivery Session'. The main content area is divided into two sections: a left sidebar and a right main panel. The left sidebar has a dropdown menu labeled 'All labels' and a list of three questions. Each question entry includes a profile picture, the name of the attendee, and the text 'I have a question' followed by a timestamp. To the right of each question are two icons: a plus sign and a left-pointing arrow. The right main panel shows the 'Pending (3)' tab selected, with 'Assigned to me (0)' and 'Feed' tabs also visible. The right main panel is currently empty.

Attendee	Question Text	Timestamp	Actions
John Davis	I have a question	13:05	+ ↩
Mark Jones	I have a question	12:54	+ ↩
Sam Harris	I have a question	12:52	+ ↩

Reply to a question

1. There are two ways to initiate a reply -
 - Click the "reply" button in the thread list on the left.

Moderator view Live stages Private messages JH

[Video Experience Delivery Session](#)

All labels ⌵



John Davis

I have a question • 13:05

+

↩



Mark Jones

I have a question • 12:54

+

↩



Sam Harris

I have a question • 12:52

+

↩



#4WsPadU

John Davis

participant1@kaltura.com

Add label to organize & filter Q&A messages

Enter label

⋮
+ Assign to me
↩ Reply

- Click to select the question in the thread list on the left. The question is shown in the thread details panel on the right. Click **Reply**.

Moderator view Live stages Private messages JH

[Video Experience Delivery Session](#)

All labels ⌵



John Davis

I have a question • 13:05

+

↩



Mark Jones

I have a question • 12:54

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↩



Sam Harris

I have a question • 12:52

+

↩



#4WsPadU

John Davis

jennifer.harris+participant1@kaltura.com

Add label to organize & filter Q&A messages

Enter label

⋮
+ Assign to me
↩ Reply

Pending (3) Assigned to me (0) Feed

sPadU

n Davis

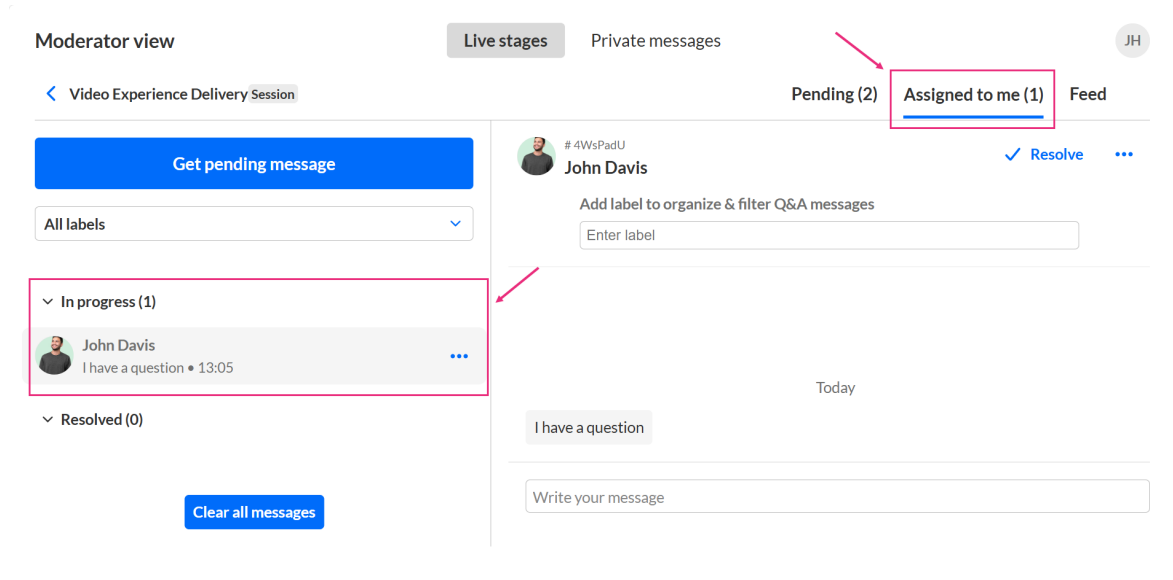
ipant1@kaltura.com

dd label to organize & filter Q&A messages

Enter label

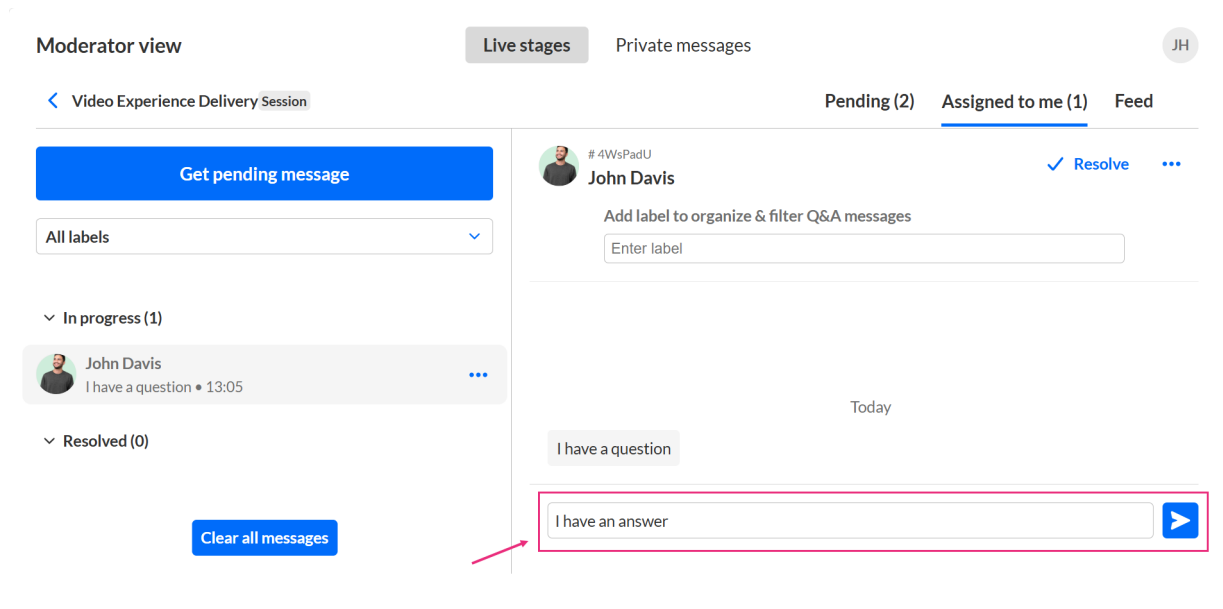
⋮
+ Assign to me
↩ Reply

The conversation is moved from the **Pending** queue to the moderator's **Assigned to me** queue, preventing other moderators from working on the same thread simultaneously. The question is shown as "In progress" in the left panel.

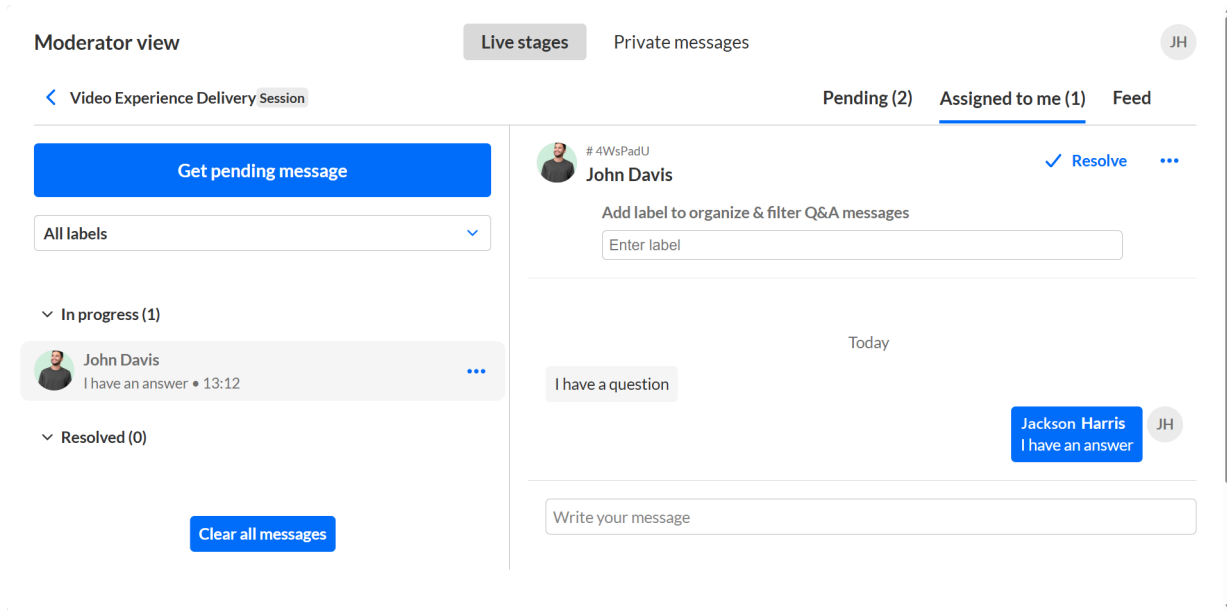


The screenshot shows the 'Moderator view' interface. At the top, there are tabs for 'Live stages' and 'Private messages'. On the right, there are three tabs: 'Pending (2)', 'Assigned to me (1)', and 'Feed'. The 'Assigned to me (1)' tab is highlighted with a pink box and an arrow. On the left, there is a list of messages. The 'In progress (1)' section is highlighted with a pink box and an arrow, showing a message from John Davis: 'I have a question • 13:05'. Below this, there is a 'Resolved (0)' section. At the bottom left, there is a 'Clear all messages' button. On the right, there is a message box for John Davis with a 'Resolve' button and a 'Write your message' input field.

2. Enter your response in the message box, then click the "send" arrow to send it to the attendee.



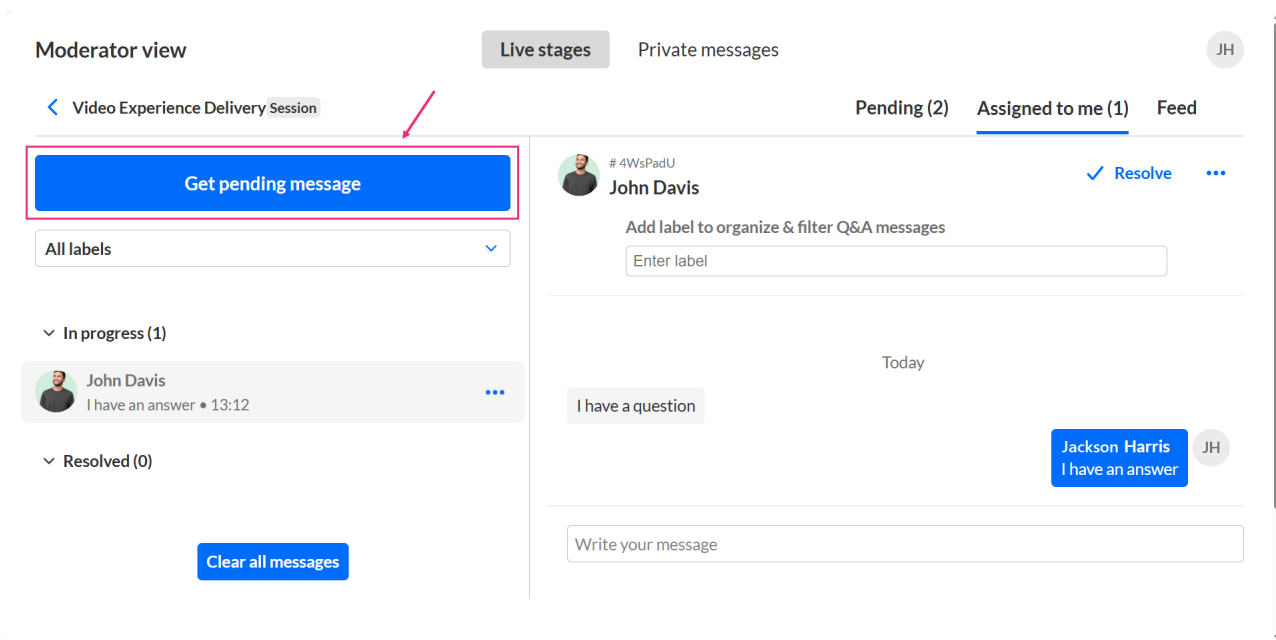
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The screenshot shows the 'Moderator view' interface. At the top, there are tabs for 'Live stages' and 'Private messages'. Below these, there's a navigation bar with 'Video Experience Delivery Session', 'Pending (2)', 'Assigned to me (1)', and 'Feed'. The 'Assigned to me (1)' tab is selected. On the left, there's a sidebar with a 'Get pending message' button, a label filter set to 'All labels', and a list of messages under 'In progress (1)' and 'Resolved (0)'. The main area shows a conversation thread for John Davis, with a 'Resolve' button and a 'Write your message' input field.

Get a pending question

Moderators can claim questions individually clicking **Get pending message**.



This screenshot is identical to the previous one, but with a red box highlighting the 'Get pending message' button in the sidebar. A red arrow points to this button, indicating the action to claim a pending question.

Each time the button is clicked, the moderator receives the next conversation from the top of the **Pending queue**. The question becomes assigned to that moderator and is removed from the shared queue so that other moderators cannot claim it.

Resolve a question

Once a conversation has been addressed, moderators can select **Resolve** to move the thread to the resolved list. If the attendee submits another message later, the thread automatically returns to the active list so the conversation can continue.

Moderator view

Live stages Private messages

< Video Experience Delivery Session

Pending (2) **Assigned to me (1)** Feed

Get pending message

All labels

▼ In progress (1)

John Davis
I have an answer • 13:12

▼ Resolved (0)

Clear all messages

#4WsPadU
John Davis

✓ Resolve

Add label to organize & filter Q&A messages
Enter label

Today

I have a question

Jackson Harris
I have an answer

Write your message

Return a question to Pending

If another moderator should handle the conversation, moderators can select **Set as pending**. The thread becomes visible to all moderators again and returns to the shared queue.

ling (1) Assigned to me (2) Feed

✓ Resolve

...

Assign to another team member

Set as pending

Clear inactive conversations

Moderators can use **Clear all messages** to remove conversations from their Assigned to Me list. If the attendee sends a new message later, the conversation automatically reappears in the assigned moderator's active list.

Moderator view

Live stages

Private messages

JH

< Video Experience Delivery Session

Pending (1)

Assigned to me (2)

Feed

Get pending message

All labels

In progress (2)



Mark Jones

This is your answer • 13:22



John Davis

I have an answer • 13:12



Resolved (0)

Clear all messages



#4WsPadU

John Davis

participant1@kaltura.com

Add label to organize & filter Q&A messages

Enter label

✓ Resolve



Today

I have a question

Jackson Harris
I have an answer

JH

Write your message