

Organize and filter Q&A threads in the Moderator app

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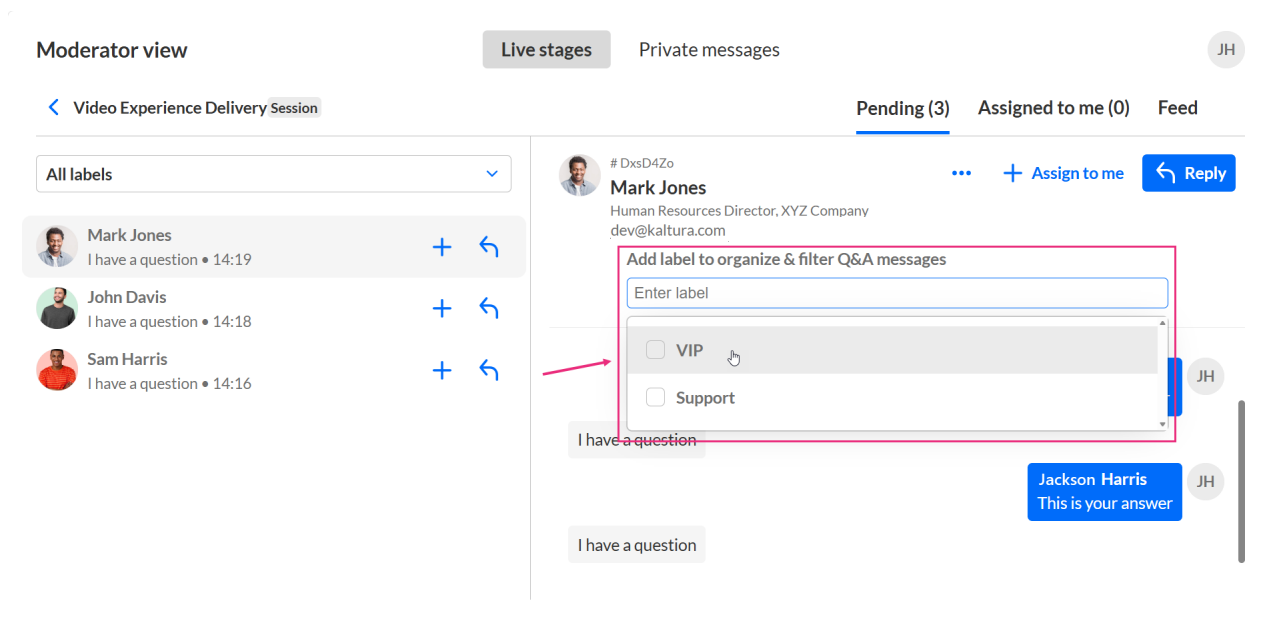
 This article is designated for moderators

About

Moderators can apply labels to question threads to categorize conversations and improve workflow management. Labels can be used to identify specific topics, attendee groups, or priority levels, such as Support, Sales, or VIP. By organizing threads with labels, moderators can more easily manage Q&A discussions, quickly locate relevant conversations, prioritize responses, and collaborate effectively with other moderators during an event.

Add labels to a thread

To apply a label, select the **Add label to organize & filter Q&A messages** field and choose an existing label. Moderators can also type the first characters of a label to find matching options.



The screenshot displays the Moderator app interface. On the left, a list of questions from Mark Jones, John Davis, and Sam Harris is shown. The main area features a dropdown menu titled 'Add label to organize & filter Q&A messages' with a search bar 'Enter label' and a list of labels: 'VIP' and 'Support'. A red box highlights the dropdown menu, and a red arrow points to the 'Add label to organize & filter Q&A messages' text. The interface also shows tabs for 'Live stages' and 'Private messages', and a 'Pending (3)' tab is selected. A 'Reply' button and an 'Assign to me' button are visible next to the question thread.

Create a new label

If the needed label does not exist, enter a new name into the label field and select **Create** label. Moderators can create new labels directly while working with conversations.

Moderator view Live stages Private messages JH

[Video Experience Delivery Session](#) Pending (3) Assigned to me (0) Feed

All labels

- 
Mark Jones
 I have a question • 14:19
- 
John Davis
 I have a question • 14:18
- 
Sam Harris
 I have a question • 14:16

#DxsD4Zo

Mark Jones
 Human Resources Director, XYZ Company
 dev@kaltura.com

Add label to organize & filter Q&A messages

VIP

+ Create label "VIP"

This is an answer

I have a question

I have a question

Jackson Harris
This is your answer

Remove labels from a thread

Labels can be detached from a conversation by selecting the X next to the label. Moderators can attach and detach labels but cannot edit or delete labels themselves.

Moderator view Live stages Private messages JH

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All labels

- 
Mark Jones
 VIP Support I have a question • 14:19
- 
John Davis
 I have a question • 14:18
- 
Sam Harris
 I have a question • 14:16

#DxsD4Zo

Mark Jones
 Human Resources Director, XYZ Company
 dev@kaltura.com

Add label to organize & filter Q&A messages

VIP X Support X Enter label

Today

I have a question

I have a question

Jackson Harris
This is an answer

Jackson Harris
This is your answer

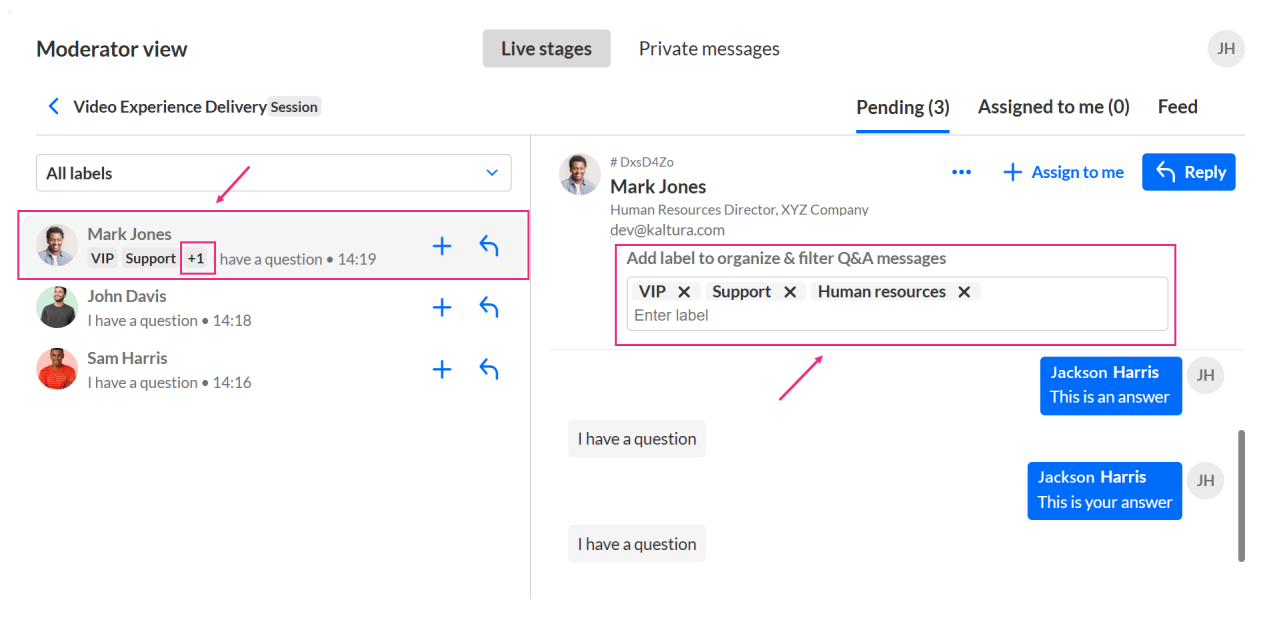


Moderators cannot delete or edit labels; only attach or detach labels.

Understand label display

Labels appear in both the thread list and thread details panel. The first labels are

displayed directly, while additional labels appear as a "+ number" indicator that can be expanded to view the complete list. Applying labels does not assign the conversation and does not remove it from the shared queue.



Moderator view Live stages Private messages JH

< Video Experience Delivery Session Pending (3) Assigned to me (0) Feed

All labels ▼

Mark Jones VIP Support +1 have a question • 14:19 + ↩

John Davis I have a question • 14:18 + ↩

Sam Harris I have a question • 14:16 + ↩

Mark Jones # DxsD4Zo ... + Assign to me ↩ Reply

Human Resources Director, XYZ Company
dev@kaltura.com

Add label to organize & filter Q&A messages

VIP × Support × Human resources ×

Enter label

Jackson Harris JH
This is an answer

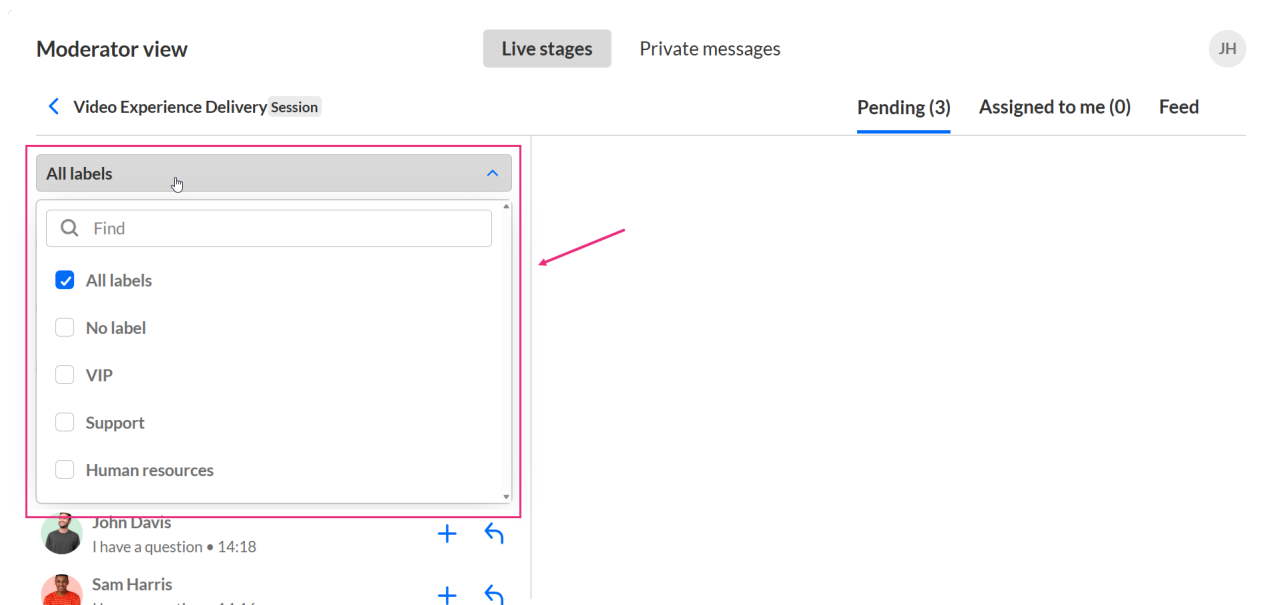
Jackson Harris JH
This is your answer

I have a question

I have a question

Filter conversations by label

Moderators can use labels to filter thread lists and display only conversations that match selected criteria. This allows moderators to focus on specific categories of questions.



Moderator view Live stages Private messages JH

< Video Experience Delivery Session Pending (3) Assigned to me (0) Feed

All labels ▼

Find

☒ **All labels**

☐ **No label**

☐ **VIP**

☐ **Support**

☐ **Human resources**

John Davis I have a question • 14:18 + ↩

Sam Harris I have a question • 14:16 + ↩

Refresh filtered results

When new conversations matching the active filter are received, the Moderator app



displays a notification prompting moderators to refresh the list and view the newly available threads.

New pending messages. [Refresh](#)
