

Collaborate with other moderators

Content updated: 09/10/2026

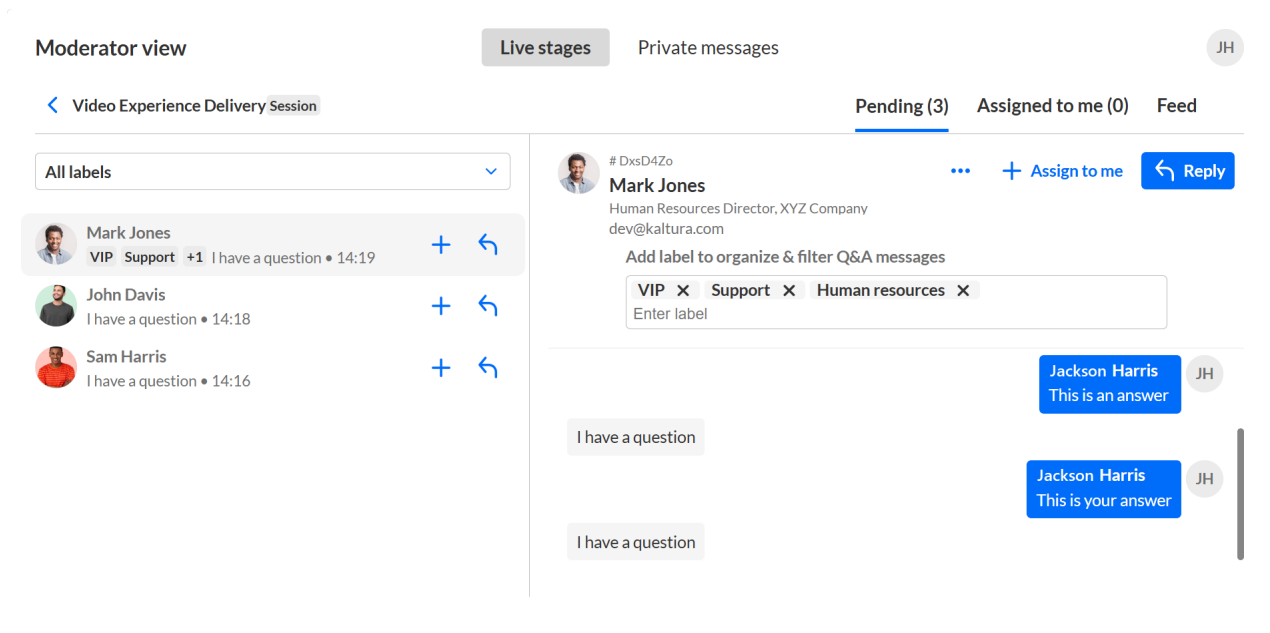
 This article is designated for moderators

About

The Moderator app is designed to support multiple moderators working simultaneously during an event. Shared queues, assignments, and ownership controls help prevent duplicate responses and ensure efficient handling of attendee questions.

Work from the shared Pending queue

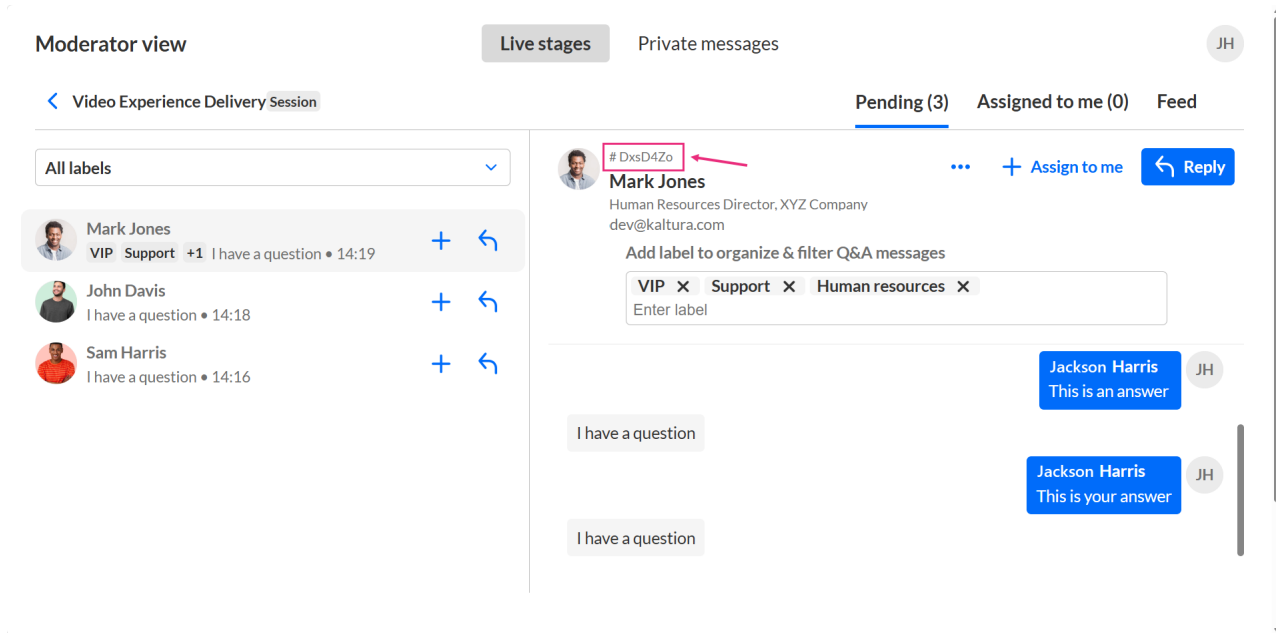
Questions in the **Pending** tab are visible to all moderators assigned to the session. Moderators can review and evaluate questions before deciding who should respond.



The screenshot displays the Moderator app interface. At the top, there are tabs for "Moderator view", "Live stages", and "Private messages". Below these, a breadcrumb trail shows "Video Experience Delivery Session". The main interface is divided into two sections. On the left, a list of moderators is shown: Mark Jones (VIP Support, +1, I have a question • 14:19), John Davis (I have a question • 14:18), and Sam Harris (I have a question • 14:16). Each moderator has a plus icon and a reply icon. On the right, a question from Mark Jones is displayed. The question text is "I have a question". The question is tagged with "VIP", "Support", and "Human resources". There are buttons for "Assign to me" and "Reply". Below the question, there are two responses from Jackson Harris: "This is an answer" and "This is your answer".

Identify conversations using thread IDs

Each conversation contains a unique thread ID that moderators can use when coordinating internally, particularly when attendees have identical names or maintain multiple conversations.



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 I have a question • 14:19 + ↩

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

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

 **Mark Jones**
 #DxsD4Zo
 Human Resources Director, XYZ Company
 dev@kaltura.com
 Add label to organize & filter Q&A messages
 VIP X Support X Human resources X
 Enter label

I have a question

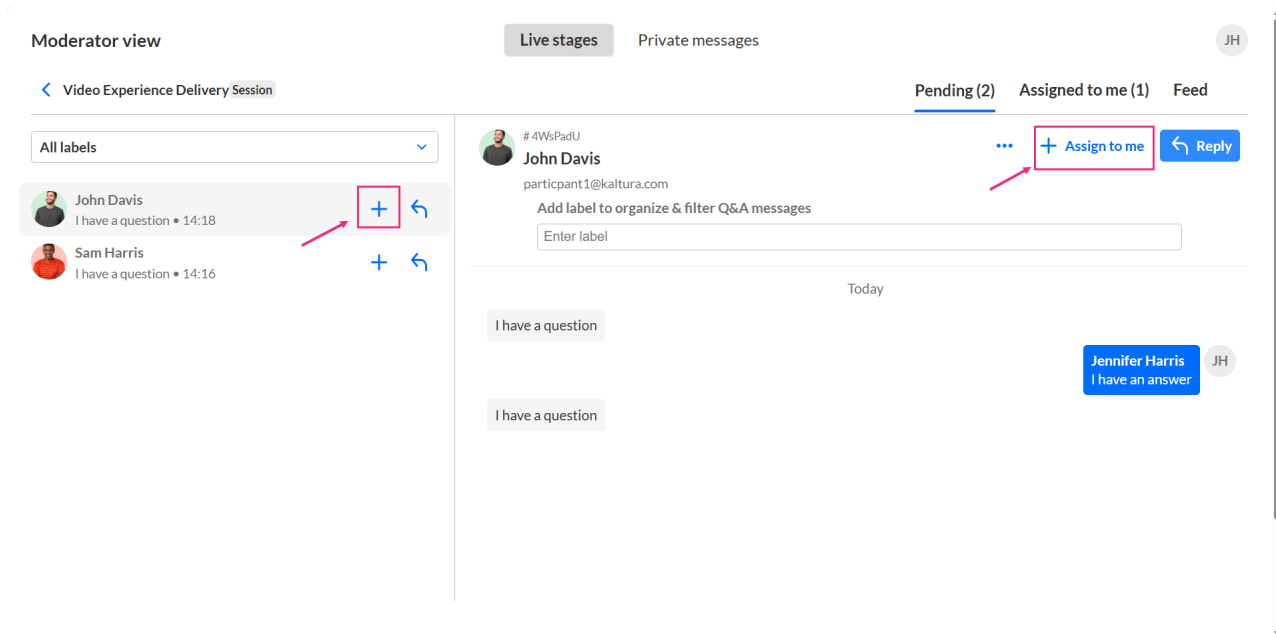
I have a question

Jackson Harris JH
 This is an answer

Jackson Harris JH
 This is your answer

Assign questions to yourself

Moderators can claim ownership by clicking the "plus" sign in the thread list on the left, or by selecting **Assign to me** in the thread details on the right. Once assigned, the conversation becomes visible only to that moderator.



Moderator view Live stages Private messages JH

[Video Experience Delivery Session](#) Pending (2) Assigned to me (1) Feed

All labels

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

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

 **John Davis**
 #4W5PadU
 participant1@kaltura.com
 Add label to organize & filter Q&A messages
 Enter label

Today

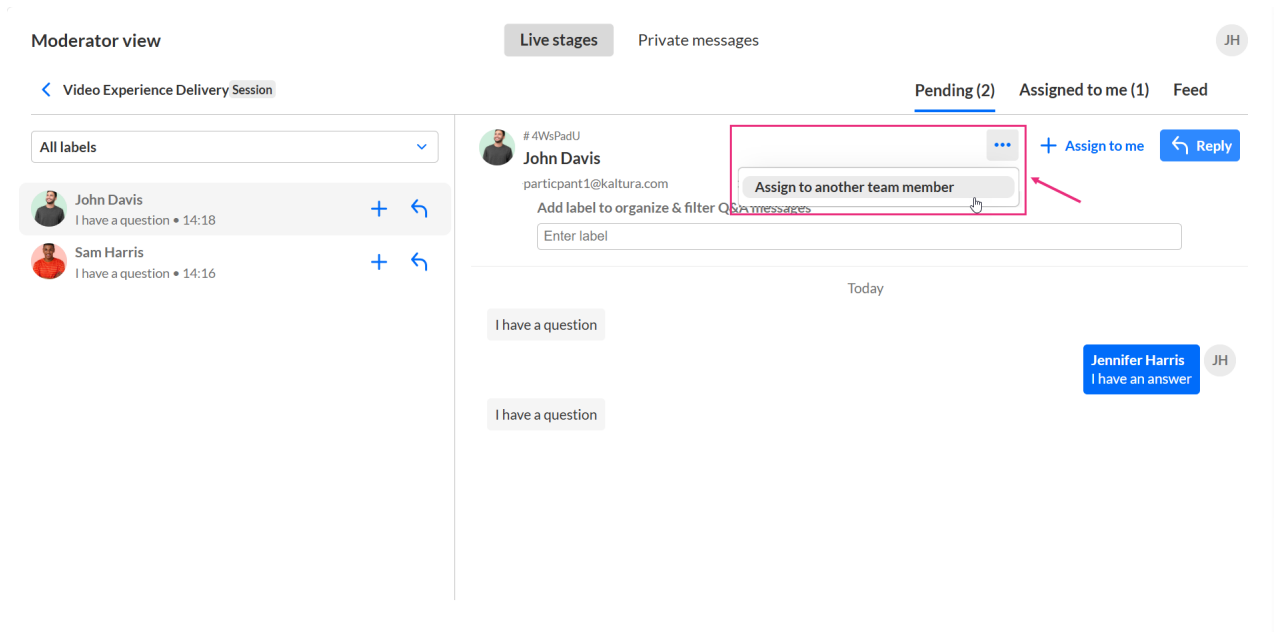
I have a question

I have a question

Jennifer Harris JH
 I have an answer

Assign questions to another moderator

From the conversation menu, moderators can choose **Assign to another team member** and select another moderator. Ownership is transferred immediately.



When another moderator is grabbing pending messages while you are focused on the Pending tab, the grabbed messages are grayed out. The grayed out message disappears after a refresh or when the moderator exits and returns to the Pending tab. If the moderator was focused on a message that was grabbed, a banner is displayed stating that this message was grabbed by another moderator.

Reassign active conversations

Questions already assigned can be transferred between moderators whenever expertise or workload balancing requires it.

Understand concurrent moderation behavior

When another moderator claims a question, it appears grayed out until the queue refreshes. If a moderator is already viewing that thread, a notification indicates that another moderator has taken ownership. This helps prevent duplicate work.

Collaborate on polls

Multiple moderators can create and manage polls simultaneously within the Moderator app.