Interactions tab - Chat settings

For more information about the Chat widget and its mobile view, see *Chat and* *Collaborate Widget.*

The Chat Settings page allows you to enable and disable conversations for your event, define your live session's moderation schedule, and set a chat welcome text.

Enable and disable conversations

Three types of conversations are available:

- Private Chat - This allows 1:1 chat conversations and search between attendees.
- Page Group Chat - Allow attendees to participate in a group chat across all pages.
- Session Group Chat - Allow attendees to participate in group chat in all the sessions.

1. Navigate to the Chat Settings page; from the Event page, choose Chat Settings from the Interactions tab pull-down menu.
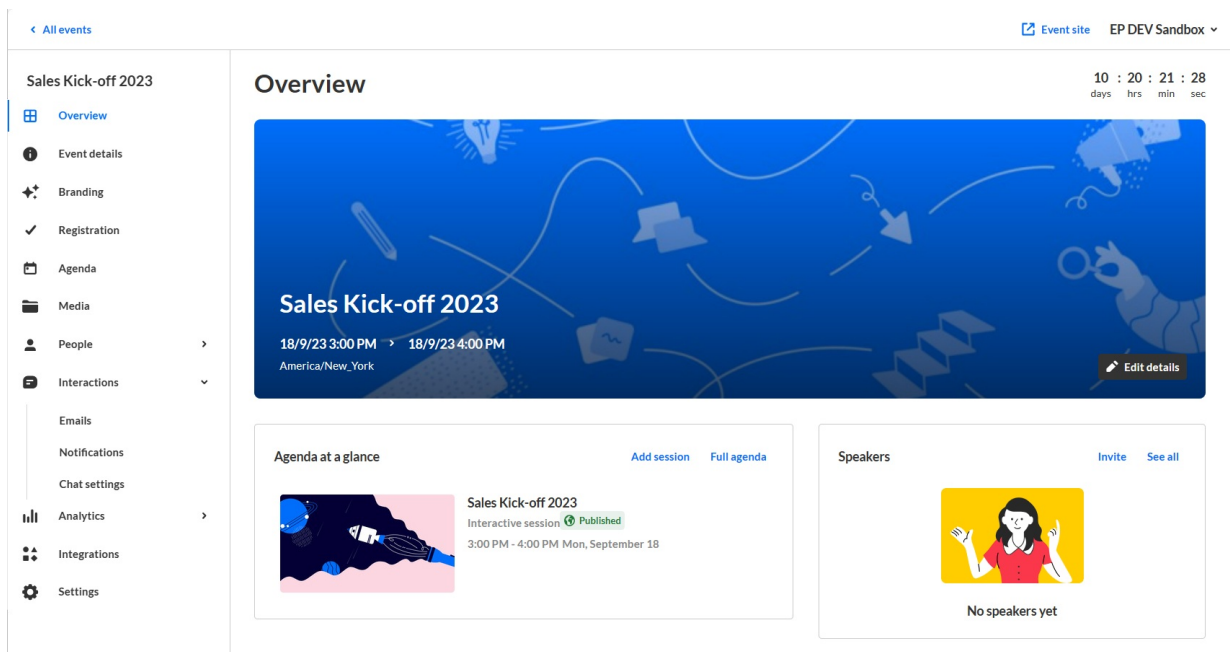
The Chat settings page displays.

kaltura

‹ All events   ⬀ Event site   EP Training Team ⌄

Sales Kick-off 2023

▦ Overview

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⠿ Integrations

⚙ Settings

Chat settings

Conversation   [Save]

🔵 **Private chat**
Allow 1:1 chat conversations and search between attendees

🔵 **Page group chat**
Allow attendees to participate in a group chat across all pages

🔵 **Session group chat**
Allow attendees to participate in a group chat in all the sessions

Share moderation app with your moderators

The Kaltura moderation App increases audience engagement by providing your session moderators the ability to chat with participants and answer their questions during the session.

Use the link to give your moderators access to the Kaltura moderation app during the event or in advance.

⬀ **Copy app link event**

Moderation   [Save]

Define your live sessions moderation schedule.

Start moderation [10] [Minutes ⌄] before the session start time

End moderation [10] [Minutes ⌄] after the session end time

⚪ **Auto reply**
Define an automatic response for the Q&A chats

2. Choose to enable or disable conversations for your event by sliding the button next to the specific conversation type to the left (to disable) or to the right (to enable). In the example below, we are disabling Private Chat. Note once Private Chat is disabled, the button turns gray.

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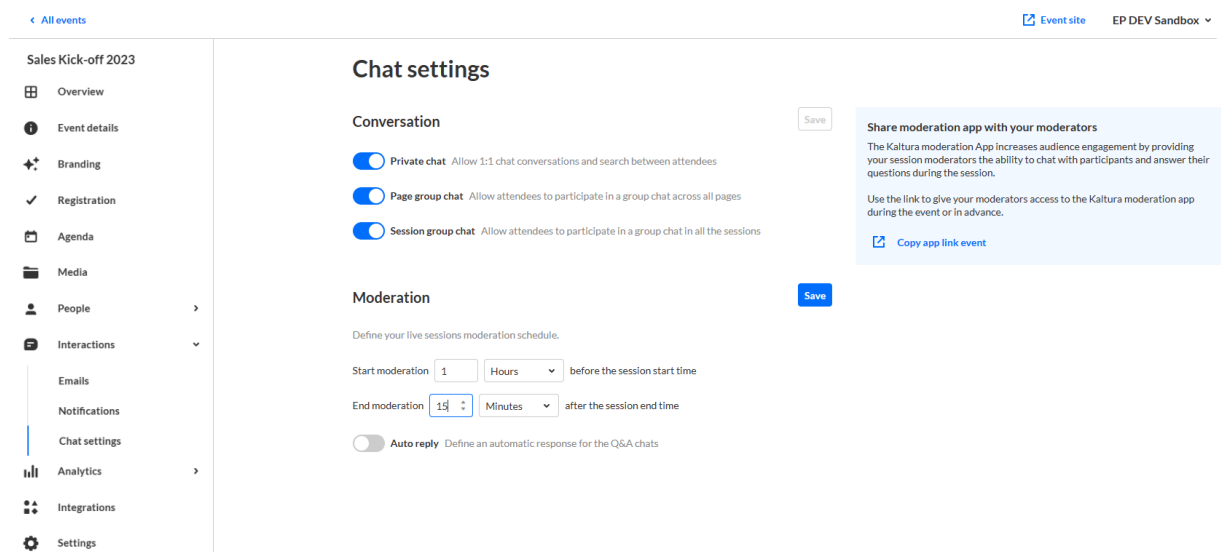
Use the link to give your moderators access to the Kaltura moderation app during the event or in advance.

⬀ **Copy app link event**

Moderation   [Save]

Define your live sessions moderation schedule.

Start moderation [10] [Minutes ⌄] before the session start time

End moderation [10] [Minutes ⌄] after the session end time

⚪ **Auto reply**
Define an automatic response for the Q&A chats

3. Once you are finished making your selections, click **Save**.

From the Chat settings page, you can also share a link with your moderators to manage and support attendees during the session through our moderation app. To share the moderation app with your moderators, click the **Copy app link event** button.

Define your live session's moderation schedule

1. Set when you would like moderation to start and end for your live session.
   In the example below, we are starting moderation 1 hour before the session start time and ending moderation 15 minutes after the session end time.

2. Once you are finished setting your moderation schedule, click **Save**.

Enable Auto Reply and define an automatic response for Q&A chats

1. Click to enable Auto reply. A text box displays.
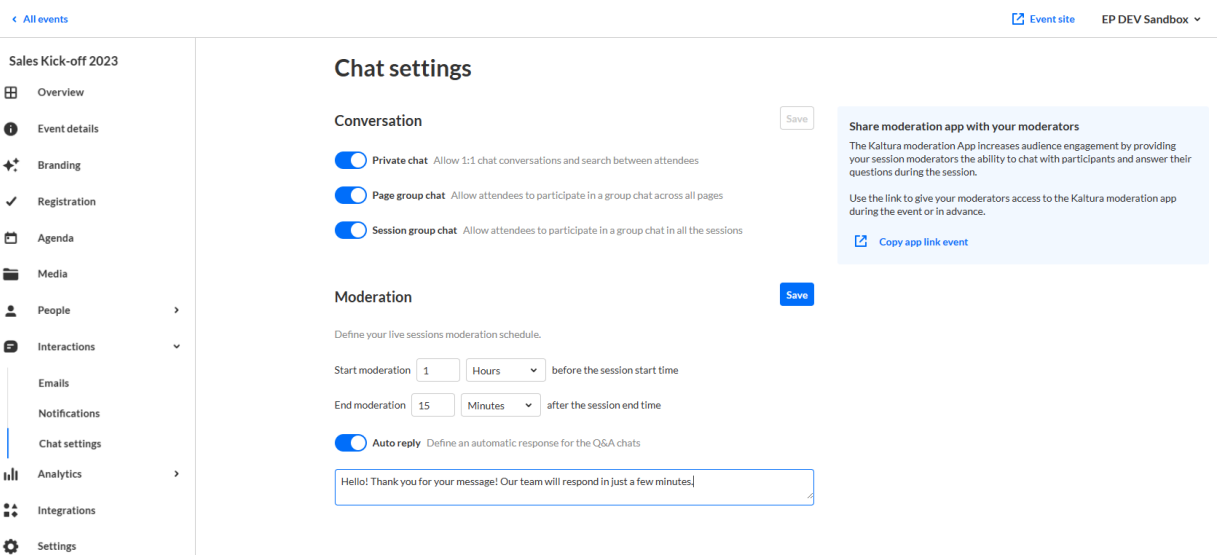
2. Type the desired auto reply text in the text box. In the example below, we are setting the auto reply as "Hello! Thank you for your message! Our team will respond in just a few minutes."

3. Click **Save**.

Moderated chat experience

During the event, audience engagement is a vital component. Throughout the event, other than connecting with each other, attendees can engage and ask speakers or event moderators questions via the "Moderator Chat". This functionality improves interaction and exchange of information among speakers and attendees, thus encouraging discussions and boosting attendee engagement.

How to connect with speakers/moderators?

Attendees can reach out to moderators during live sessions via the Q&A tab of the Live

stage.

Attendee View
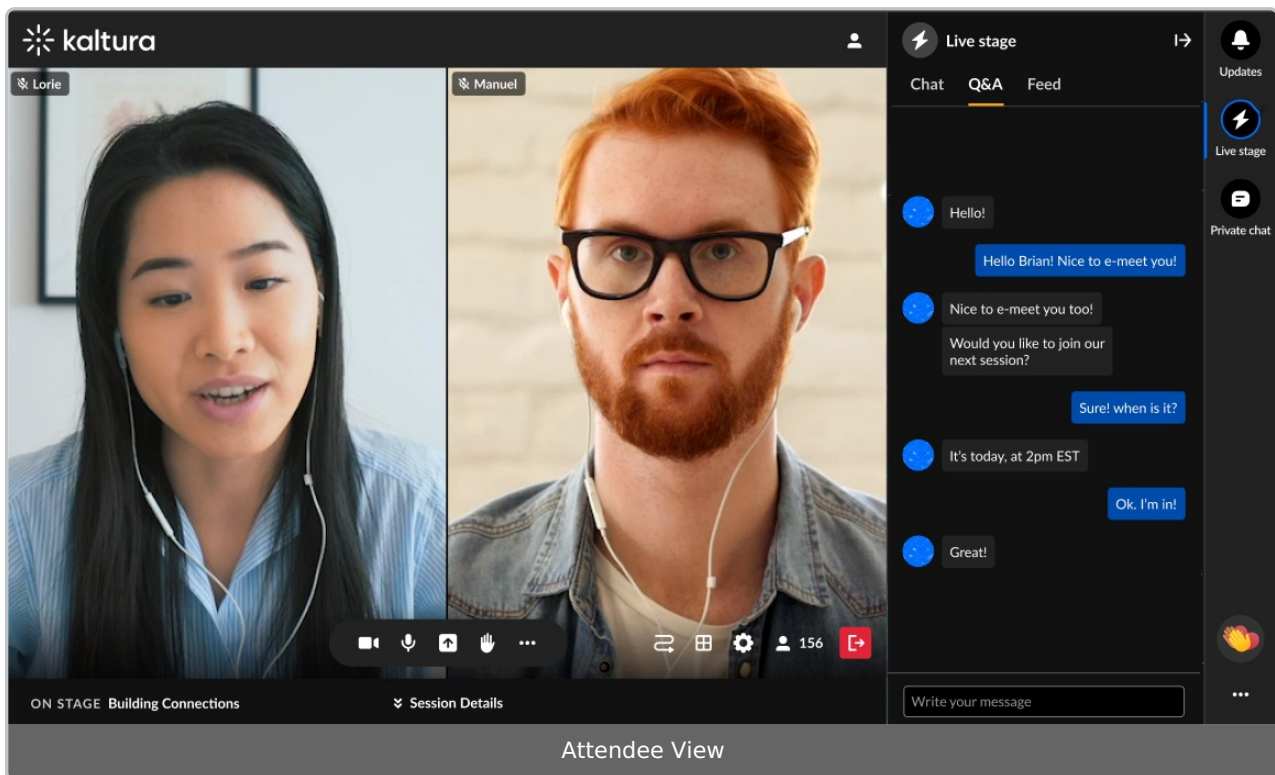
Automatic reply

Automated reply messages are predefined responses used to communicate with attendees. Prior to the moderator's response, an automatic message that was pre-configured displays. Use it to:

- Provide reassurance. Attendees who reach out to the moderator or your sponsors booth expect to hear back from them quickly.

- Provide further direction. You can use auto-reply to offer additional resources and communicate accurate information or redirect attendees to specific pages.

- Increase engagement. Attendees are open to information when they see an automatic reply. The engagement increases because personalized timing is as important as personalized content.

Attendee View
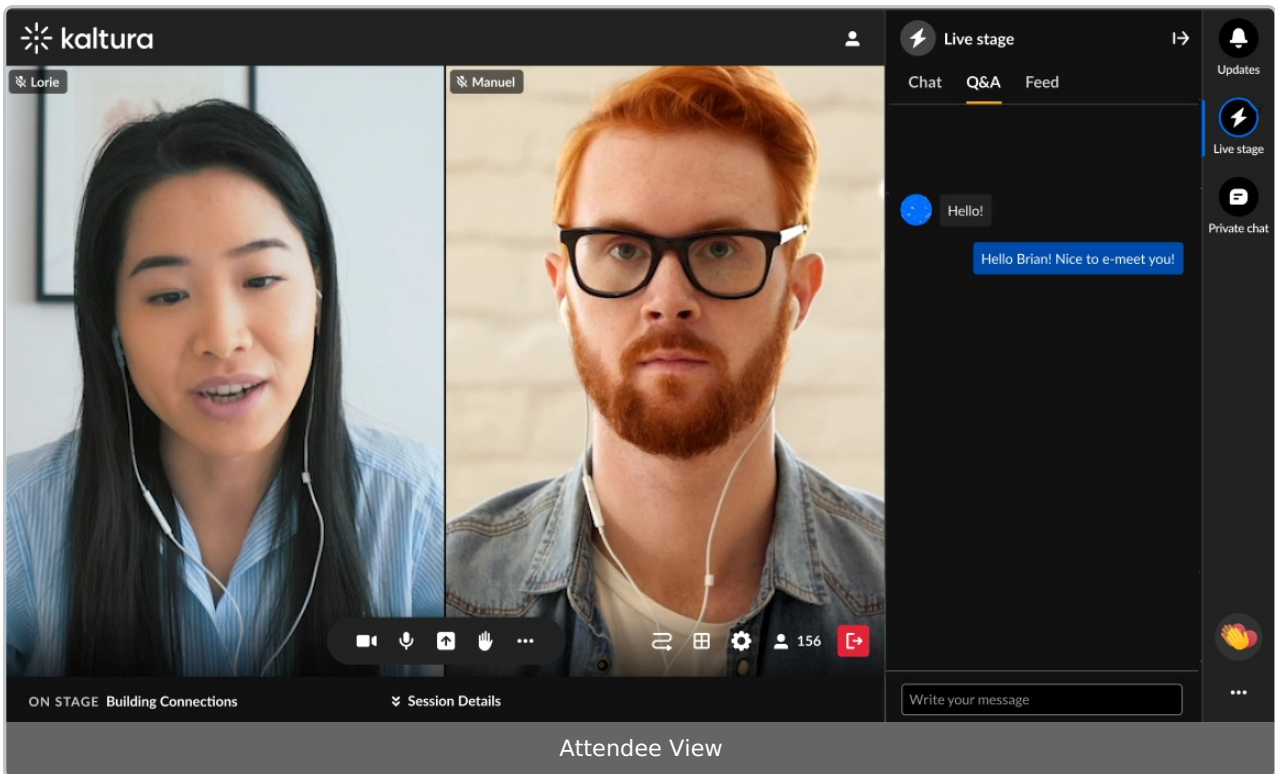
Message board

Using FAQs can optimize attendee experience. By posting FAQs on the "Message Board", speakers and moderators allow attendees to have direct access to the most pressing or relevant information, rather than searching through a long list of Q&As.

Attendee View

[template("cat-subscribe")]