CNGL can help you moderate large volumes of multilingual content, ensuring that offensive or abusive content is identified quickly to enable early corrective action.

Industry Challenge

User-generated content (UGC) has revolutionised the flow of company-customer communication, and companies are now leveraging online content to build brand awareness and generate more engaging business offerings. However, real-time content moderation to identify abusive content is difficult and expensive without a dynamic automated solution.

CNGL and Microsoft identified the need for a scalable solution for moderating user-generated content. By merging expertise, the partners are developing a detection platform that will help guide online content moderators to identify offensive user-generated content.

The CNGL Solution

In collaboration with Microsoft, CNGL's language technology and content analytics experts are developing a scalable Offensive Content Detection API that will objectively annotate large volumes of offensive content.

The detection technology will use natural language parsing, machine learning and interaction analysis to process content and assign an ‘offensiveness’ score. It will facilitate customisation of tolerance thresholds, allowing even obscure offensive content to be flagged for human review.

Status

The Offensive Content Detection technology is currently under joint development by Microsoft, CNGL researchers, Dr. Carl Vogel and Dr. Erwan Moreau from Trinity College Dublin, and the CNGL Design and Innovation Lab team.

About CNGL

CNGL Centre for Global Intelligent Content is a collaborative academia-industry research centre dedicated to delivering disruptive innovations in digital media and intelligent content. CNGL partners with some of the world’s leading companies to deliver advanced content processing technologies to adapt and personalise digital content and services to meet the evolving needs and preferences of users across global markets.

To learn how your company can monitor offensive content efficiently, contact: collaboration@cngl.ie