

Oct 23, 2019, 09:00am EDT | 5,538 views

FACEIT And Google Partner To Use AI To Tackle In Game Toxicity



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Games

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FACEIT's AI system is aiming to improve CS:GO for everyone. CREDIT: FACEIT / VALVE

FACEIT, the online competitive gaming platform, has announced a new partnership with Google's Jigsaw that will see the two work together to build an AI system that will identify and punish toxic players.

With the FACEIT platform hosting thousands of matches between players every day there is a lot of chat messages that are sent between players. Unfortunately quite a few of those messages are less than pleasant, often involving insults and inappropriate language, and moderating all of those

with human admins is a near impossible task, especially to do so in a timely matter.

The partnership between FACEIT and Jigsaw has resulted in Minerva, the first AI admin for esports that has been rolled out onto the FACEIT platform in recent weeks. The AI uses machine learning to identify messages in the chat that could be considered toxic or offensive, and then issues a warning and marks subsequent messages as spam. Once the game is over Minerva can deal out punishments such as bans. Punishments will get harsher for repeat offenders, and all of this is done without the need for player reports or human moderation.

“When we created Perspective, our aim was to use machine learning to address attacks on the conversation,” said Jared Cohen, Jigsaw CEO and founder. “A big part of this was helping news providers — big and small — deal with the toxicity in comments. While we have seen a number of different industries using the API, we have been particularly excited about the use case for esports. FACEIT integrating Perspective into game chats is giving gamers the ability to see how their conversations impacts others - a nuanced task in any environment. Gamers were the missing voices in our conversation and I'm so curious to see what they help us uncover.”

While the details of the Minerva system are only being revealed now it has actually been implemented on the FACEIT platform for a few weeks, and the results have been positive. Minerva has analysed over 200,000,000 chat messages in CS:GO matches on the FACEIT platform and deemed 7,000,000 of them to be toxic. In the first six weeks of operations Minerva issued 20,000 bans for abuse and spam.

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But it’s not just improving the reaction to toxic players, it’s also helping to prevent toxicity. Since the new system has been implemented there has been a 20% reduction in toxic messages, clearly the threat of instant punishment has been a deterrent for toxic players. As the system improves the hope is that number will drop even further.

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