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FBE Reviewer Feedback and Takeaways

tl;dr: Reviewers' feedback fell into two categories 1) Content-related feedback focused on making label language more closely match language in the KB and 2) UI-related feedback focused on issues like policy visibility, notes, and an override function.

Feedback and Recommendations

Content-Related Feedback:

1. Reviewers all felt that some elements of the KB were missing in the questionnaire. For example, many mentioned that "GV 6, Other graphic or violent content that does not fall into UGV or NGV" was missing. Reviewers systematically referred to the KB through a numbered shorthand ("GV 2"), which is not reflected in the questionnaire.

-> Recommendations:

- Amend the Questionnaire to use the exact wording of the KB including numbered shorthand. Proposed [Draft](#)

UI-Related Feedback:

1. "It's hard to know if your answers to the questionnaire result in the **correct policy decision**. If you make one mistake and click the wrong bubble, this could result in an incorrect answer."

-> Recommendations:

- Show reviewers the final policy outcome in YuRT after completing the questionnaire.

1. "Sometimes we need to make **exceptional policy actions** based on Urgent Guidances. How can we make sure that the questionnaire results in the correct decision?"

-> Recommendations:

- Give reviewers the ability to override the outcome of the questionnaire.

2. "The **ability to write notes** is helpful to 1) mark different violations throughout a review and 2) provide QAs and future reviewers with more rationale behind my decision"

-> Recommendations:

- Give reviewers the ability to write free text notes.

3. "Without the ability to write notes, how should we mark timestamps?"

-> Recommendations:

- Option 1: Train reviewers to use the play bar, which saves the timestamp where it is placed when the review is submitted
- Option 2: Request timestamps in the notes of the review if 3 if taken on
- Option 3: Tooling solution to mark segments

Appendix

Survey Feedback:

Form Details ([link](#))

- Form sent to 16 specialists. Received 10 responses (3 from Wolverine - 7 from Genpact)
- Number of responses indicated in parentheses. Ex: (5)

Q1: Which challenges did you face when piloting FBL/FBE?

- Specialists felt that certain labels were not available
 - “Missing labels” (5) and “correct label not available” (1)
 - Might be referring to the questionnaire before solving the [issues reported](#)

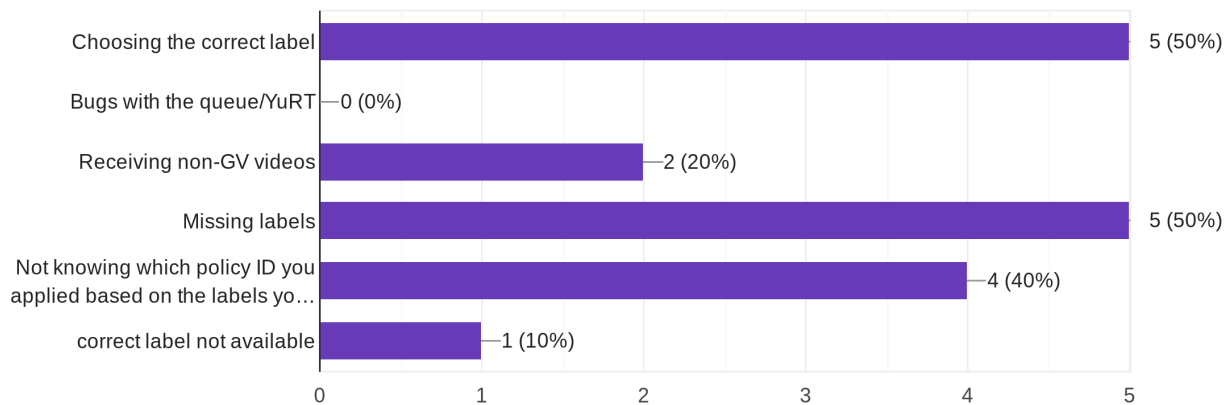
-> **Recommendations:** Inform specialists during the training to answer the questionnaire without using prior knowledge
- Difficulty making the right decision
 - “Choosing the correct label” (5)

-> **Recommendations:** As mentioned in the 1st draft: change the wording of the questionnaire to resemble the KB ([Draft](#))
- Unaware of whether the right action was made when completing the questionnaire
 - “Not knowing which policy ID you applied based on the labels you selected” (4)

-> **Recommendations:** Train specialists on using the “**Prev**” feature to change any selections and as mentioned before “show reviewers the final policy outcome in YuRT after completing the questionnaire”

Which challenges did you face when piloting FBL/FBE?

10 responses



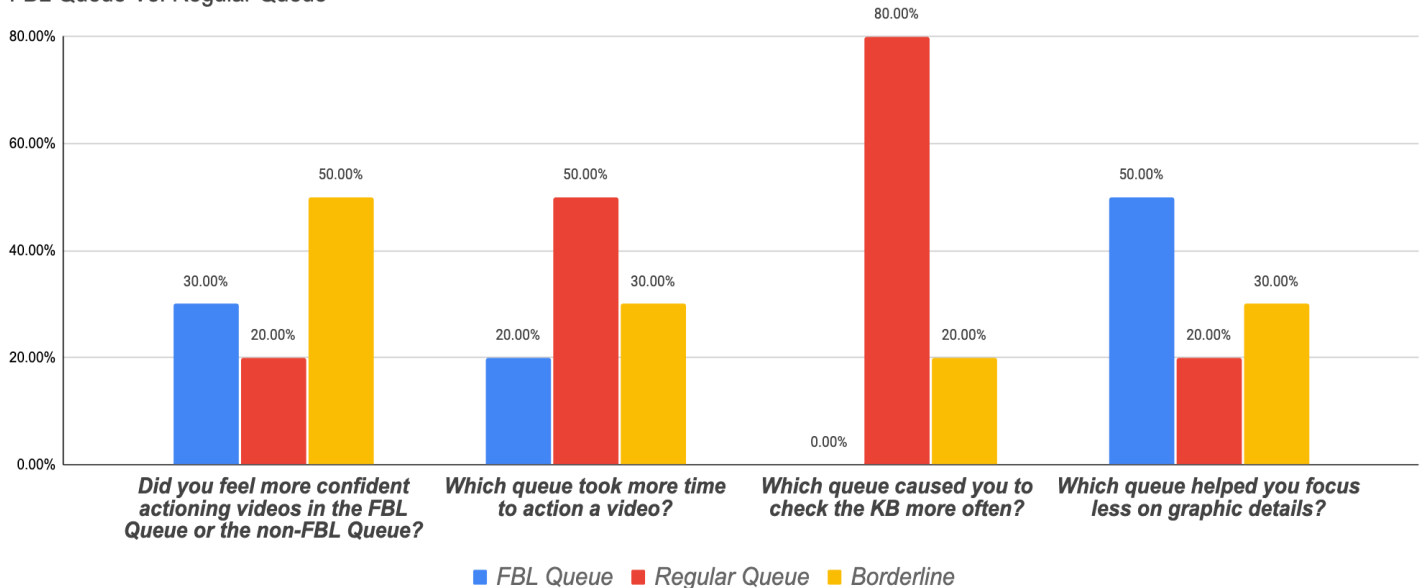
Q2 - Q5: Represented in the FBL Queue vs. Regular Queue chart below

- Did you feel more confident actioning videos in the FBL queue or the non-FBL queue?
 - Confidence is slightly higher in the FBL queue but most fell in the middle
- Which queue took more time to action a video?
 - Most felt that the FBL queue was quicker
- Which queue caused you to check the KB more often?
 - 8 out of 10 felt checking the KB happens more frequently in the regular queue
- Which queue helped you focus less on graphic details?
 - Half the specialists felt the FBL queue helped reduce focus on graphic content

-> **Key Takeaways:** The FBL queue had more of a positive impact in all the questions asked compared to the regular queue. Keeping in mind that many specialists still felt that the biggest challenge were the labels presented.

Q6: What sorts of features would you like to see added that could improve the

FBL Queue Vs. Regular Queue



experience?

- Notes section to be added (3/4)
- Making GV 6 more clear (2/4)

Non-FBL related features:

- Key word detector that identifies KB themes (1/4)
 - Based on the word detected it would bring up that portion of the KB
 - For example: Words “chicken fight” would bring up animal fighting portion of the KB within the UI
- Tool that detects fleeting content (1/4)

Raw Notes of Interview Feedback:

General Feedback on the questionnaire:

1. Do not have detailed options for other areas of GV policy like Animal Abuse
2. GV 6 is missing
3. Adding GV 1 - adult fight or GV 4/ GV 8 into the labels
4. Did not have option to route videos
5. Queue-related issues: Only received videos from Fact based labeling. Nothing from the other queue.
6. Certain things were not clear and it was difficult to find the option for the violation.
7. Timestamp was missing. Notes was not an option.
 - a. Helpful for routing or finding other vertical violations too
 - b. Helpful for remembering the videos and understanding GS answer/appealing
 - c. Easier to provide an explanation why I went with that decision, particularly if there was a grey area
 - d. If the video has multiple violations its important to write down and see which violation is the higher violation
8. Desire to see which tag is created by the questionnaire:
 - a. Help avoid a mistake through an incorrect click
 - b. Need to "override" the questionnaire at times if there is a UG
9. FBL is helpful to reduce people errors when we understand the violation but apply the wrong tag.
 - a. Must follow the procedure therefore less people issues
10. Reduce the people errors but it will still require specialists to check the KB. If we put all the KB in YuRT, it would bet too messy
11. Confirm a tag at the end would be beneficial. "Based on the questions you answered this will apply a 3031"

If you had a Magic wand, how would you change YuRT?:

- sliding bar that would tell you if something was fleeting or not
- something that would identify abhorrent words in the transcript
- a timer at the top to see how long we've been reviewing for