

## Other Industries



### Business Challenges

- Content Moderation necessitates the careful monitoring of a complicated set of data, including the moderator's abilities, the anticipated volume, and the content's duration in the queue.
- Moderate content often need human intervention by Supervisors / FLMs, which adds time and frequently complicates goal achievement.

## Client Profile

Industry: Social Media



### Solution Delivered

#### Approach

- An algorithm that combines all information necessary to ensure that the best possible moderator is assigned to the right queue at the right time.
- It collects Forecast Data, Moderator's Skills & Quality Scores, latency of existing content and target latency.
- Finds the best match and notifies each active moderator to switch to the right Queue.

#### Unique Features

- All assignation processes were rethought and revolutionized to Improve Latency and Accuracy of Content Moderation activities



### Benefits Delivered

- **95% improvement in Latency & Accuracy of content moderation activities**

