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# Documentation

Welcome to the CleanSpeak Documentation.

## Installation

If this is your first time here you're probably looking for help in getting CleanSpeak installed and running on your system. The [Installation Guide](#) will be able to get you up and running.

## User Guide

Once you've got CleanSpeak running you'll probably want to create some users and applications. To help you through these steps review the [CleanSpeak User Guide](#).

## Technical Guide

For help with more technical concepts and API integration and documentation please review the contents of the [Technical Guide](#).

If you're unable to find what you're looking for here, or have a more technical question please send a note to [support@inversoft.com](mailto:support@inversoft.com) and we'll get back to you quickly.

## User Guide

### Table of Contents

#### 1. User Guide

This user manual covers all aspects of the CleanSpeak Management Interface. The CleanSpeak Management Interface is the web interface that you will use to accomplish the following tasks:

- Manage your filtering lists
- Configure URL filtering whitelists
- Approve and reject filter list changes
- Work user alert queues
- Work approval queues
- Manage escalations
- Search for users
- Search for content
- [Configure Applications](#)
- Manage Filter Rules for Applications
- [User Scoring](#)
- Manage global configuration
- Manage users (admins and moderators)
- View and export reports

##### 1. User Guide

###### 1.1. First Login

###### 1.2. Timezones

You can use these links or the navigation on the left side to jump directly to any section.

#### 1.1. First Login

The first time you access to the CleanSpeak Management Interface, it will be configured with the default users, including the default admin user. To login with this default admin user, use these credentials:

U: `admin@inversoft.com`  
P: `password`

Here is a screenshot of the initial login screen:

© Inversoft Inc. 2014 — CleanSpeak™ Management Interface version 3.0.0

Once you login for the first time, you will likely want to remove the default set of admins/moderators and configure all of your admin/moderator accounts. Use the System -> Moderators navigation link to start this process.

For technical information, refer to the [Technical Guide](#).

## 1.2. Timezones

All dates and times are localized inside the CleanSpeak Management Interface. When you login, you select a timezone. During that session, all dates and times will be displayed in the timezone you selected.

## Filter Configuration

### 2. Filter Configuration

CleanSpeak currently provides these filters:

- Blacklist
- Whitelist
- URL
- Email
- Phone Number

The CleanSpeak Management Interface allows you to configure the filter lists for the Blacklist and Whitelist filters. You can also manage the URL Whitelist from the interface. The Email and Phone Number filters do not currently have any configuration.

#### Blacklist Filter

### 3. Blacklist Filter

The Blacklist filter is used to prevent words and phrases from being used in your application. In most situations, your application will be integrated so that all words and phrases are allowed within your application except those on the Blacklist.

In order to maintain a high degree of accuracy and consistency, the CleanSpeak Blacklist Filter uses two separate lists. The Filter Entries list contains all of the words and phrases to be filtered out. The Dictionary contains the set of words that should be allowed through as well as the words and phrases that can be combined with Blacklist words and phrases to create new profanity. For example, the standard Blacklist contains the word ass and the dictionary contains the words assume and face. This means that the Blacklist Filter will find the word ass but not the word assume. It also means that the Blacklist Filter will find the word assface.

The Blacklist Filter Entries list is also divided up by tags. Tags are a logical grouping of similar words and phrases. For example, the Vulgarity tag contains all words and phrases generally considered vulgar. Likewise, the Harm/Abuse tag contains words and phrases generally considered harmful or abusive.

Here are the individual topics for each of the components of the Blacklist Filter:

- Filter Entries
- Dictionary
- Blacklist Tags

#### Filter Entries

## 1. Filter Entries

Filter Entries on the Blacklist can contain words or phrases that you want to filter. When you first click on this navigation link, you will be taken to the listing page:

### Table of Contents

Status	Text	Locale	Severity	Tags	Variations	Delete
Active	#	English	Medium	PII	(+)(+)(-)(-)(.).(.)	X
Pending Addition	(.)()	English	High	AsciiArt	(.Y.) .Y.	X
Pending Edited	.	English	High	AsciiArt Special	I I I R-	X

This list contains the status, text, locale, severity, variations, and tags of the entry. The status column can be used to determine if a specific entry is currently active and being used by the CleanSpeak WebService during filtering requests. The possible statuses are:

Status	Description
Active	The entry is active and being used by the CleanSpeak WebService.
Pending Addition	The entry was added but has not been approved. It is not being used by the CleanSpeak WebService.
Pending Edited	The entry has been edited, but the edits have not been approved. However, the previous version of the entry that was approved and active is being used by the CleanSeapk WebService.
Pending Delete	The entry has been deleted, but the deletion have not been approved. However, the previous version of the entry that was approved and active is being used by the CleanSeapk WebService.

### 1.1. Search

You can search for specific entries or reduce the listing using the search options on the left side of the page. Here are the search options and a brief description of each.

**SEARCH**

**Text**

**Locale**

**Severity**

**Tags (Select All)**

- None
- Account
- Alcohol-Drug
- AsciiArt
- Bigotry-Racism
- Brand
- Bullying
- Grooming

**Parts of Speech**

- Adjective
- Adverb
- Noun
- Verb
- None

**Filter Mode**

**SEARCH**   **CLEAR**

Option	Description
Text	Use this option to look for specific entries or entries that contain certain characters. You can use wildcards here like “fu*” or “*ck”.
Locale	Use this option to look for entries in a specific language. This select box contains all of the languages currently known to your operating system and Java.
Blacklist Tags	Use this option to look for entries that have any of the selected Tags. The None option allows you to find entries that have no Tags. Entries can end up with no Tags if you delete a Tag that was the only Tag for an entry.
Parts of Speech	Use this option to look for entries that have any of the selected parts of speech.
Filter Mode	Use this option to look for entries with the given filter mode.

### 1.2. Modification

From this page you can add, edit and delete Filter Entries. Click the Add button at the top of the page to add a new Filter Entry. Click the text of the Filter Entry in the list to edit the entry. Click the X icon in the listing to delete a Filter Entry.

Anytime you add, edit or delete a Filter Entry, remember that it will simply change the status of the entry. This is specifically import to keep in mind when deleting. The deleted entry will still appear in the list, but it will have a status of “Pending Delete”.

### 1.3. Form

When you add or edit a Filter Entry, you will be taken to this form:

The form consists of several sections: 'Text' (input field), 'Severity' (dropdown), 'Locale' (dropdown), 'Variations' (input field), 'Ignores Suggest' (input field), 'Definition' (input field), 'Tags' (checkboxes for various categories like Account, Alcohol-Drug, etc.), 'Extras' (checkboxes for parts-of-speech like Adjective, Adverb, Noun, Verb, with two checked options: Collapse Doubles and Replace Phonetics), 'Filter Mode' (dropdown), and buttons for 'SUBMIT' and 'CANCEL'. A 'SHOW COMBINATIONS' button is also present.

Text\* [\(Help\)](#)  
Severity\* [\(Help\)](#)  
Select  
Locale\* [\(Help\)](#)  
Select  
Variations  
Choose  
Ignores Suggest  
Choose  
Definition  
Tags\*  
 Account  
 Alcohol-Drug  
 AsciiArt  
 Bigotry-Racism  
 Brand  
 Bullying  
 Grooming  
 Harm-Abuse  
 Ignore Phrases  
 PII  
 Sexual  
 Spam  
 Threats  
 URLs  
 Vulgarly  
 Weapons  
Extras [\(Help\)](#)  
 Adjective  
 Adverb  
 Noun  
 Verb  
 Collapse Doubles (bb, dd, etc. - no vowels)  
 Replace Phonetics (ph=f, ck=kc, etc.)  
Filter Mode\* [\(Help\)](#)  
Select  
SHOW COMBINATIONS  
SUBMIT CANCEL

This form has a number of configuration options for the Filter Entry that help CleanSpeak accurately filter words and phrases. Before we dive into the options, it is important to understand how CleanSpeak expands a Filter Entry.

The text of the Filter Entry can contain either a word or a phrase. Based on the parts-of-speech of the word, CleanSpeak will automatically conjugate and inflect the word. CleanSpeak will also automatically handle variations that contain spaces, punctuation and leet speak.

For example, if you add the word "smurf" to the Blacklist and mark it as a Adjective, Adverb, Noun, and Verb and set the Locale to English, CleanSpeak will filter variations like this:

- smurfing
- smurfed
- smurfs
- smurfingly
- s.m.u.r.f
- smurph
- s/\Murf
- s m u r f
- etc.

CleanSpeak will handle all of these cases and infinite more possibilities that account for spaces, tabs, newlines, leet speak, punctuation, numbers, inflections, conjugations, phonetics, and much more.

This is where the power of CleanSpeak really shines. By adding a single Filter Entry, CleanSpeak will filter nearly an infinite number of possible ways that word could be entered by users.

Now, let's look at the options for a single Filter Entry.

Option	Description
Text	This is the main text of the Filter Entry. It might be a single word or a phrase. It is important to keep in mind that CleanSpeak is an intelligent filter. You only need to input the root word as described above.

Severity	This is how severe the word is and is a subjective value. Try to assign severities so that they are meaningful to your application. In most cases, Severe and High means that the word or phrase should be immediately removed, Medium and Mild mean the word or phrase should be let through and a moderator should review the content. The differences between each severity can also be used to automate responses and actions in CleanSpeak when configuring Applications.
Locale	This is the language of the Filter Entry. Note that the same word and phrase can be added with different configuration in multiple languages.
Variations	This specifies any variations of a word or phrase that have different spellings but the same meaning and severity.  Here's a video about variations:
Ignores	This identifies words that should be ignored for this Filter Entry. For example, a conjugation of a verb might result in a dictionary word that is not profanity. You would add the dictionary word here so that it is ignored. You can click the "Suggest" link to have CleanSpeak recommend dictionary words that should be ignored.  Here's a video about ignores:
Definition	This is a spot where you can insert a definition of the word. This helps with multi-lingual Filter Entries to identify what the Filter Entry means.
Blacklist Tags	This identifies the tags of the Filter Entry. You can assign one or more tags to a Filter Entry.
Adjective	This marks the word as an adjective so that CleanSpeak performs the correct inflection. The Locale and Parts-of-Speech of the Filter Entry tell CleanSpeak how to inflect the word.
Adverb	This marks the word as an adverb so that CleanSpeak performs the correct inflection. The Locale and Parts-of-Speech of the Filter Entry tell CleanSpeak how to inflect the word.
Noun	This marks the word as a noun so that CleanSpeak performs the correct inflection (i.e. in English CleanSpeak finds the word when an 's' is added to the end). The Locale and Parts-of-Speech of the Filter Entry tell CleanSpeak how to inflect the word.
Verb	This marks the word as a verb so that CleanSpeak performs the correct conjugation. The Locale and Parts-of-Speech of the Filter Entry tell CleanSpeak how to inflect the word.
Collapse Doubles	This specifies that CleanSpeak should generate variations by collapsing double letters to single letters. For example, the word "spell" would be collapsed to "spel".
Replace Phonetics	This specifies that CleanSpeak should generate variations by replacing phonetics. For example, the word "smurf" would cause the variation "smurph" to be generated.
Filter Mode	This specifies how aggressive CleanSpeak will be when looking for this Filter Entry. The possible options for filter mode are:  Exact Match: The Filter Entry must be matched exactly. This is great for literal terms such as "420"  Non-Embeddable: The Filter Entry will be matched with spaces, punctuation, leet speak and other variations, but it cannot be embedded next to other characters (letters and numbers).  Embeddable: The Filter Entry will be matched with spaces, punctuation, leet speak and other variations, and it can be embedded next to <a href="#">Dictionary Entries</a> and numbers.  Here is a video that talks about filter mode:

## Dictionary

### 1. Dictionary

Dictionary Entries are used to instruct the filter to ignore words or handle embedding cases. Embedding cases occur when a [Filter Entry](#) is combined with another word or is smashed up next to other characters. For example, "smurfhead" is the word "smurf" smashed next to the word "head". In some cases, embedding might lead to a word that isn't profanity such as "assume". CleanSpeak uses the words on the Dictionary to handle both of these cases.

When you first click on this navigation link, you will be taken to the listing page:

**cleanspeak**

FILTER MODERATION SYSTEM REPORTS

Welcome admin@inversoft.com | Help | My Profile | Logout

LEGEND		ADD ENTRY		DELETE SELECTED	
	Active		Pending Addition		Pending Edit
	Pending Delete				
SEARCH					
Text					
Displaying 1 to 25 of 70035 Results      Results per Page 25 <a href="#">50</a> <a href="#">100</a> <a href="#"></a> <a href="#"></a> <a href="#">1</a> of 2802 <a href="#"></a> <a href="#"></a>					
	Status	Text ▾		Locale	Delete
<input type="checkbox"/>		a		English	
<input type="checkbox"/>		aback		English	
<input type="checkbox"/>		abacus		English	

This list contains the status, text, and locale of the entry. The status column can be used to determine if a specific entry is currently active and being used by the CleanSpeak WebService during filtering requests. The possible statuses are:

Status	Description
Active	The entry is active and being used by the CleanSpeak WebService.
Pending Addition	The entry was added but has not been approved. It is not being used by the CleanSpeak WebService.
Pending Delete	The entry has been deleted, but the deletion have not been approved. However, the previous version of the entry that was approved and active is being used by the CleanSeapk WebService.

Dictionary Entries cannot be edited. To change a Dictionary entry, simply delete the existing entry and create a new one.

### 1.1. Search

You can search for specific entries or reduce the listing using the search options on the left side of the page. The Text option

**SEARCH**

Text	<input type="text"/>
Locale	<input type="text"/>
<b>SEARCH</b>	<b>CLEAR</b>

Option	Description
Text	Use this option to look for specific entries or entries that contain certain characters. You can use wildcards here like "fu*" or "*ok".
Locale	Use this option to look for entries in a specific language. This select box contains all of the languages currently known to your operating system and Java.

### 1.2. Modification

From this page you can add, and delete Dictionary Entries. Click the Add button at the top of the screen to add a new Dictionary Entry. Click the X icon in the listing to delete a Dictionary Entry.

Anytime you add or delete a Dictionary Entry, remember that it will simply change the status of the entry. This is specifically import to keep in mind when deleting. The deleted entry will still appear in the list, but it will have a status of "Pending Delete".

### 1.3. Form

When you add or edit a Dictionary Entry, you will be taken to this form:

Text*	<input type="text"/>
Locale*	Select <input type="button" value="▼"/>
<input type="button" value="SUBMIT"/> <input type="button" value="CANCEL"/>	

This form allows you to specify the text and locale of the Dictionary.

Here is a video that explains more about Dictionary Entries:

## Blacklist Tags

### 1. Tags

Tags are used to divide Blacklist Filter Entries into categories. Tags are freeform and you can add, edit or delete tags at anytime. Tags are also used to configure Filter Rules for Applications.

When you first click on this navigation link, you will be taken to the listing page:

The screenshot shows the Cleanspeak interface with a blue header bar. The header includes the logo, navigation links for FILTER, MODERATION, SYSTEM, and REPORTS, and a welcome message for admin@inversoft.com with links for Help, My Profile, and Logout.

The main content area displays a table of tags. At the top of the table are buttons for ADD TAG and DELETE SELECTED. Below the table, there are pagination controls showing "Displaying 1 to 16 of 16 Results", "Results per Page 25 [50](#) [100](#)", and a page indicator "1 of 1".

<input type="checkbox"/>	Name	<input type="button" value="Delete"/>
<input type="checkbox"/>	<a href="#">Account</a>	<input type="button" value="X"/>
<input type="checkbox"/>	<a href="#">Alcohol-Drug</a>	<input type="button" value="X"/>
<input type="checkbox"/>	<a href="#">AsciiArt</a>	<input type="button" value="X"/>
<input type="checkbox"/>	<a href="#">Bigotry-Racism</a>	<input type="button" value="X"/>

This list contains the name of each tag. Tags do not need to be approved or rejected and modifications to tags take effect immediately.

Modification

From this page you can add, edit and delete Tags. Click the Add button at the top of the page to add a new Tag. Click the name of the Tag to edit it. Click the X icon in the listing to delete a Tag.

Form

When you add or edit a Tag, you will be taken to this form:

Name*	<input type="text"/>
<input type="button" value="SUBMIT"/> <input type="button" value="CANCEL"/>	

This form allows you to specify the name of the Tag.

### 1.1. Defaults

The default list of tags that ships with CleanSpeak and their meanings:

Tag Name	Description

Account	Words and phrases used when attempting to share account information, such as <i>password</i> and <i>username</i> .
Alcohol-Drug	Words and phrases with alcohol and drug connotations.
AsciiArt	Combinations of symbols that are used to convey sexual and other inappropriate images.
Bigotry-Racism	Words and phrases with racist, religious, and other bigotry type connotations.
Bullying	Words and phrases used when a user attempts to bully another user.
Grooming	Words and phrases used by sexual predators to groom another user.
Harm-Abuse	Words and phrases used when a user communicates about harming themselves or another.
PII	Words and phrases used when attempting to share personally identifiable information (PII).
Sexual	Words and phrases with sexual connotations.
Spam	Words and phrases used by spammers.
Threats	Words and phrases used when a user attempts to threaten another user.
Vulgarity	Words and phrases that are profane or inappropriate slang.
Weapons	Words and phrases used to communicate about weapons.

## Filter Mode

### 1. Filter Mode

The goal of a text filter is to find words that are undesired but not to filter words that shouldn't be filtered. The table to the right illustrates examples of matches that should be found and those that should **not** be found (referred to as *false-positives*) with the blacklist entries **gin**, **ass**, and **fuck**.

CleanSpeak understands how to filter words in these situations based on the *Filter Mode* that is assigned to each entry. Below is a list of how you might describe the situation where you want each word to be filtered:

- **ass:** (Embeddable) This word should be filtered when it is by itself, when replacement characters are used, and when it's used to create a new bad word by adding numbers or words to the front or back without spaces.
- **fuck:** (Distinguishable) This word should be filtered no matter what! It doesn't matter if it is surrounded by letters or words.
- **gin:** (Not-Embeddable) This word should only be filtered when it is by itself (spaces on both sides).

### Table of Contents

#### 1. Filter Mode

##### 1.1. More Examples

Original Message	Should there be a filter match?
You are an <b>ass</b>	Yes
Don't be an <b>a\$\$face</b>	Yes
I <b>assoom</b> that's right	No
idontgivaf <del>l</del> _lccckdoooo <del>d</del>	Yes
gof <b>uc</b> koff	Yes
Do you like <b>gin</b> ?	Yes
Hangggg <b>in</b> there!	No
That's a <b>bargin</b> !	No

#### 1.1. More Examples

	Exact Match	Not-Embeddable	Embeddable	Distinguishable
<b>Definition</b>	Only find this entry when it is literally an exact match with spaces on either side.	Find this entry with spaces on either side and also look for repeat characters, replacement characters/symbols, and separators	Find this entry when it is embedded next to another word (without spaces), when numbers are embedded before or after, or when repeat characters, replacement characters/symbols, and separators are used.	Find this entry in all cases: Whether it's embedded next to words, numbers, random characters, and/or special characters, repeat characters/symbols, or separators are used.
<b>Sample Entry</b>	<code>f'er</code>	<code>gin</code>	<code>ass</code>	<code>fuck</code>
<b>Do Filter</b>	<ul style="list-style-type: none"> <li><code>f'er</code></li> </ul>	<ul style="list-style-type: none"> <li><code>gin</code></li> <li><code>giinnnn</code></li> <li><code>g!n</code></li> </ul>	<ul style="list-style-type: none"> <li><code>assface</code></li> <li><code>bigAss123</code></li> <li><code>a\$\$face</code></li> </ul>	<ul style="list-style-type: none"> <li><code>fuucckkkk</code></li> <li><code>foobar231FuCkblah</code></li> </ul>
<b>Do NOT Filter</b>	<ul style="list-style-type: none"> <li><code>fer</code></li> <li><code>f'er3</code></li> <li><code>f'3r</code></li> </ul>	<ul style="list-style-type: none"> <li><code>gin123</code></li> <li><code>bargin</code></li> </ul>	<ul style="list-style-type: none"> <li><code>assoom</code></li> <li><code>bassguitar</code></li> </ul>	

## Multilingual Filtering

1.

### Multilingual Filtering

C  
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g  
u  
a  
g  
e  
a  
n  
d  
c  
h  
a  
r

- 1. Multilingual Filtering
  - 1.1. Inflection & Variations
  - 1.2. Multilingual FAQ
    - 1.2.1. How do I install additional languages that you support?
    - 1.2.2. Should I install all of your available languages?
    - 1.2.3. How can I specify what language(s) to filter against?
    - 1.2.4. Can a blacklist entry be configured differently for different languages?
    - 1.2.5. I added a new entry but I can't seem to find it with the blacklist search form. What's the deal?
    - 1.2.6. Do you have language detection?
    - 1.2.7. How do I add entries for a language that you do not officially support?
    - 1.2.8. What is Inversoft's process for adding new supported languages to CleanSpeak?

acter set that is supported by the UTF-8 standard. You can add words and phrases to the Blacklist and Whitelist in any language at anytime.

However, CleanSpeak is also an intelligent filter and performs a lot of automation for you to help reduce list management overhead. For example, if you add a word to the English Blacklist Filter List, CleanSpeak will automatically inflect and conjugate that word based on the Locale and Parts-of-Speech you specify.

CleanSpeak currently provides intelligent inflection and conjugation for these languages:

- English
- Spanish

- French
- German
- Italian
- Russian
- Dutch
- Portuguese
- Polish
- Swedish
- Danish
- Norwegian
- Finnish

We also have blacklists for Simplified Chinese, Traditional Chinese, Korean, Arabic and Japanese, but these languages don't have the same inflection and conjugation as the other languages. Therefore, CleanSpeak doesn't provide inflection and conjugation support for them (see the FAQ below for more information). If you need intelligent filtering support or a Black or White list built for other languages, [contact us](#) and we can help you build the list and update CleanSpeak to support the language.

### **1.1. Inflection & Variations**

CleanSpeak automatically looks for inflections of root entries and variations when at least one part of speech is selected and the language is supported (see the list of supported languages above). For example, the table to the right displays the list of inflections CleanSpeak will look for from a root entry of **caminar** with a locale of **es** and **verb** part of speech.

If you do not want CleanSpeak to filter a specific inflection, you can add the inflection as an Ignore. For shorter words or special cases, you may also choose to not select a part of speech and use the variation box to add inflections individually.

When adding entries for a language that CleanSpeak does not provide inflection support, add each inflection in the variation box.

caminar				
• camina • caminaba • caminabais • caminaban • caminabas • caminad • caminada • caminadas • caminado • caminados • caminamos • caminan • caminando • caminar • caminara	• caminarais • caminaran • caminaras • caminare • caminareis • caminaremos • caminaren • caminares • caminaron • caminará • caminarán • caminarás • caminaré • caminaréis • caminaría	• caminaríais • caminaríamos • caminarían • caminarías • caminas • caminase • caminaseis • caminasen • caminará • caminarán • caminarás • caminaré • caminaréis • caminaría	• camines • camino • caminá • caminábamos • camináis • camináramos • camináremos • caminás • caminásemos • caminé • caminéis • caminés	• camino • caminá • caminábamos • camináis • camináramos • camináremos • caminás • caminásemos • caminé • caminéis • caminés • caminó

### **1.2. Multilingual FAQ**

#### **1.2.1. How do I install additional languages that you support?**

- Languages are imported with the management interface from [Filter -> Import](#). The language files are available for download from your [Database Downloads Page](#) under **Database Downloads**. Click the *Languages Database* link to download a zip file that contains each language we support.

#### **1.2.2. Should I install all of your available languages?**

- You certainly can, but we only recommend adding languages that are relevant to your needs.

#### **1.2.3. How can I specify what language(s) to filter against?**

- If you are using the CleanSpeak moderation platform, you can specify the language(s) to filter against *per application* by configuring [Filter Rules](#).
  - For most use cases, you will want to create separate applications for each language. For example, if you're integrating a forum, you most likely have your forums separated by locale. For each locale, create a separate [CleanSpeak Application](#) such as "Forum English", "Forum Spanish", etc. If you don't separate your online community by locale, see the next question below.
- If you are using the CleanSpeak filter only, CleanSpeak will respond with every match from every language that's installed in your blacklist. To specify languages to filter against, you may specify the locale on the filter request or parse the filter response and check the locale of each match. Only action matches that fulfill your criteria.
  - Note: if you'd like to replace matches for x language(s) only with asterisks (or another character), you'll need to build the string manually by using the start and length of each match that has x locale. See the [/content/item/filter](#) API documentation for more

information. For further assistance, contact [support@inversoft.com](mailto:support@inversoft.com).

#### 1.2.4. Can a blacklist entry be configured differently for different languages?

- Yes. Each blacklist entry is identified in CleanSpeak by the text AND locale (primary key). For words that have different severities, tags, filter mode, etc for different languages, add the same word multiple times but configured differently in your blacklist.

##### IMPORTANT

Be careful of the inflections that CleanSpeak attempts to generate based on the locale + part of speech of an entry. For example, if you add **smurf** to the English blacklist and mark it as a *noun* and *verb*, then CleanSpeak will know to look for **smurfs**, **smurfed**, **smurfing**, etc. However, if you add smurf as a **Spanish** noun and verb, CleanSpeak will **not** find those inflections because smurf would not be inflected that way according to the Spanish language. If you want to filter smurf and smurfed in Spanish, then you'd need to add smurfed as a variation to smurf (and the locale would be set to **es**).

#### 1.2.5. I added a new entry but I can't seem to find it with the blacklist search form. What's the deal?

- Many multilingual entries have special characters such as *cabrón* with an ó in place of an o. When using the blacklist search form, you must search for the entry *with* the special characters. In this example, searching for *cabron* will not display the *cabrón* entry in the results. You need to search for the text *cabrón*.
- Alternatively, you could use the **Verify Text** box to perform a filter test on the word *cabron*. Unless the *cabrón* entry has **cabron** included as an **Ignore**, CleanSpeak will find *cabrón* as a filter result from *cabron*.

#### 1.2.6. Do you have language detection?

- No. The reason why language detection doesn't work very well with text filtering is that users can (and will) mix languages in a single message to try and trick the filter.
  - Imagine a chat message that has 10 words, 9 are English and the last word is a Spanish profanity. A language detection algorithm would (correctly) assume that the language of the message is English. If we only filtered against the English blacklist, then the Spanish profanity would "get through" the filter.
- The good news is that "language collisions" aren't very common. A language collision occurs when a word is *bad* in one language but *ok* in another language. Most of the time, you'll be able to determine if an entry should be filtered all the time because it's unique or simply globally understood as a profanity. If you're using the CleanSpeak moderation platform, you can easily customize filter rules to specify the filtering and moderation workflow for messages that contain different types of blacklisted entries for various languages.
- When language collisions do occur, there are few techniques you can employ. One example is the word **con**, which is a very normal/common word in Spanish (*con* means "with"), but it's a profanity in French. If you have a community that speaks both Spanish and French, what do you do when *con* is found in a message? For this example, since the word is extremely common in Spanish and would cause too many false-positives in Spanish chat messages if the word is filtered, you'll want to let the word through. However, you could also add common **phrases** to the French blacklist with the word *con* in them to catch it used negatively in French as often as possible. For other word collisions, you may decide to filter the word because it's most often used inappropriately. Lastly, you could also choose to let the word through and generate a user alert instead when the word is used for a moderator to review later.

#### 1.2.7. How do I add entries for a language that you do not officially support?

- CleanSpeak can filter any language that's in the UTF-8 character set (essentially **ALL** languages). Simply create a new blacklist entry and set the locale to the appropriate language and leave all of the parts-of-speech unchecked. This will tell CleanSpeak not to inflect or conjugate the word, even if we add support for that language to CleanSpeak in the future.
- For example, if you want to add to your blacklist, the Nepali word for "breasts", add "" as the text and "ne" as the locale. For any variations of the word whether they are inflections, misspellings, etc, add them individually to the **Variations** field.

#### 1.2.8. What is Inversoft's process for adding new supported languages to CleanSpeak?

- There are two steps to adding language support to CleanSpeak: Building a blacklist and adding inflection support.
  - Blacklist: We can build a blacklist for any language with our network of partners and moderation experts to suit your requirements. Or, you can build your own blacklist after the inflection support is added (below).
  - Inflection Support: For languages that have inflections and conjugation rules, we can add intelligence to CleanSpeak so that it will filter inflection and conjugations based on the parts-of-speech and the locale of the entry. Languages have varying degrees of difficulty to accomplish this task, so this process could take days, weeks or months to complete. Many languages such as Japanese, Arabic, and others simply do not have a concept of inflection, so this step would be skipped when adding the a similar language to CleanSpeak. Instead, only the blacklist would need to be built.
- For details, contact [sales@inversoft.com](mailto:sales@inversoft.com).

## Whitelist Filter

### 2. Whitelist Filter

The Whitelist filter is used to only allow certain words to be used and prevent phrases that are combinations of the allowed words. For example,

you might want to allow users in your application to say the words "hole", "banana", "in", "your", and "my". But you likely want to prevent them from saying "my banana in your hole". You can use the Whitelist filter to restrict whitelisted words from being used in specific sequences.

The configuration for the Whitelist filter is divide into two separate lists. The Allowed Words list contains the words you want to allow and the Disallowed Phrase list contains the combinations of the Allowed Words you want to prevent. A disallowed phrase is a specific sequence of words you do not wish to allow. This is helpful for very specific phrases. In most cases you'll want to use the phrase builder to identify types or phrases you wish to restrict.

A disallowed phrase builder allows you to generically describe the type of phrase you wish to restrict. Using the example from above, you could restrict the phrase "my banana in her hole", however this is a very specific example, it does not cover all of the possible variations such as:

- my pole in your hole
- my banana in her cave

A better way to cover this phrase is using the phrase builder. Instead of using specific words, you identify a sequence of Whitelist Tags. We pre-configure our English whitelist with tags, so the example above becomes a single entry:

- Penis-Reference Preposition Personal-Pronoun Vagina-Reference.

For additional information and configuration help - here are the components of the Whitelist Filter:

- Allowed Words
- Disallowed Phrases
- Disallowed Phrase Builder
- Whitelist Tags

## Allowed Words

### 1. Allowed Words

**Table of Contents**

Allowed Words on the Whitelist are single words that you want to allow in your application. When you first click on this navigation link, you will be taken to the listing page:

**LEGEND**

- ✓ Active
- + Pending Addition
- ✎ Pending Edit
- ✗ Pending Delete

**SEARCH**

**Whitelist Allowed Words**

**ADD ENTRY** **DELETE SELECTED**

Displaying 1 to 25 of 9497 Results      Results per Page 25 [50](#) [100](#)

<input type="checkbox"/>	Status	Text ▾	Locale	Tags	Exclusions	Delete
<input type="checkbox"/>	✓	a	English	Noun		<input checked="" type="checkbox"/>
<input type="checkbox"/>	✓	aback	English	Adverb		<input checked="" type="checkbox"/>
<input type="checkbox"/>	✓	abandon	English	Noun Verb		<input checked="" type="checkbox"/>
<input type="checkbox"/>	✓	abbey	English	Noun		<input checked="" type="checkbox"/>
<input type="checkbox"/>	✓	abdominal	English	Adjective Noun		<input checked="" type="checkbox"/>
<input type="checkbox"/>	✓	abide	English	Verb		<input checked="" type="checkbox"/>
<input type="checkbox"/>	✓	ability	English	Noun		<input checked="" type="checkbox"/>
<input type="checkbox"/>	✓	able	English	Adjective		<input checked="" type="checkbox"/>
<input type="checkbox"/>	✓	abnormal	English	Adjective		<input checked="" type="checkbox"/>

Click '**Add Entry**' to add a new Allowed Whitelist Word. To delete multiple rows at once select the checkbox and then click '**Delete Selected**'. Click the delete button in the last column to delete the allowed word.

Column	Description
Status	The status of the entry. Only active entries will be used during API requests while all entries will be used when using the verify text tool.



Active. The entry is active and being used by the CleanSpeak Filter.



Pending Add. The entry has been added but is pending approval. This entry is not being used by the CleanSpeak Filter.



Pending Edit. The entry has been edited, but is pending approval. This last active version of this entry is still being used by the CleanSpeak Filter.

		Pending Delete. The entry has been deleted but the request has not yet been approved. The last active version of this entry is still being used by the CleanSpeak Filter.
Text	The whitelist word. Clicking on this link will take you to the edit action.	
Locale	The locale of the whitelist word.	
Tags	The Whitelist Tags assigned to this word. See <a href="#">Whitelist Tags</a> .	
Exclusions	Excluded inflections from this whitelist word.	
Delete	This action is used to delete the whitelist word. Taking this action will change the status of the entry to Pending Delete.	

### 1.1. Search

You can search for specific Allowed Words or reduce the listing using the search options on the left side of the page:

A screenshot of a search interface titled "SEARCH". It includes a "Text" input field, a "Locale" dropdown menu, and a checkbox labeled "Inflect". Below these are two blue buttons: "SEARCH" and "CLEAR".

Option	Description
Text	Use this option to look for specific words or words that contain certain characters. You can use wildcards here like "he*" or "*lo".
Locale	Use this option to look for words in a specific language. This select box contains all of the languages currently known to your operating system and Java.
Inflect	Use this option to look for words that are set to inflect automatically.

## 2. Allowed Word

Adding or editing an existing allowed word allows you to define the text, locale excluded inflections and tags.

### Add Allowed Word

Text\* [\(Help\)](#)

Locale\* [\(Help\)](#)

Select

Inflect

Excluded Inflections

No inflections found.

Tags\*

- Adjective
- Adverb
- Breast-Reference
- Drug-Adjective
- Drug-Noun
- Drug-Verb
- Noun
- Penis-Reference
- Personal-Pronoun
- Possessive-Pronoun
- Preposition
- Reflexive-Pronoun
- Sex-Adjective
- Sex-Verb
- Testicle-Reference
- To-Be
- Vagina-Reference
- Verb

**SUBMIT** **CANCEL**

Field	Description
Text	This is the main text of the Allowed Word. It should be a single word that you want users to be able to use.
Locale	This is the language of the Allowed Word. This allows CleanSpeak to inflect the word correctly.
Inflect	Selecting this field will enable this entry to be inflected. CleanSpeak will add inflections to the whitelist.
Excluded Inflections	When inflections are enabled, checking words in this list allow you to exclude specific inflected versions of the text from being added to the whitelist.
Tags	The whitelist tags assigned to this word. Whitelist tags are used by the whitelist disallowed phrase builder.

## Disallowed Phrases

### 1. Disallowed Phrases

Disallowed Phrases on the Whitelist are combinations of [Allowed Words](#) that you want to prevent users from using. When you first click on this navigation link, you will be taken to the listing page:

**cleanspeak**

FILTER MODERATION SYSTEM REPORTS

Welcome admin@inversoft.com | Help | My Profile | Logout

LEGEND			
Active	Pending Addition	Pending Edit	
Pending Delete			
<b>SEARCH</b>			
Text <input type="text"/>			
<b>ADD ENTRY</b> <b>DELETE SELECTED</b>			
Displaying 1 to 25 of 1502 Results			
Results per Page 25 <a href="#">50</a> <a href="#">100</a>			
« < <span style="border: 1px solid black; padding: 2px;">1</span> of 61 > »			
	Status	Text ▾	Delete
<input type="checkbox"/>		banana in her box	
<input type="checkbox"/>		banana in her carpet	
<input type="checkbox"/>		banana in her cave	

This list contains the status and text of the phrase. The status column can be used to determine if a specific phrase is currently active and being used by the CleanSpeak WebService during filtering requests. The possible statuses are:

Status	Description
Active	The phrase is active and being used by the CleanSpeak WebService.
Pending Addition	The phrase was added but has not been approved. It is not being used by the CleanSpeak WebService.
Pending Delete	The phrase has been deleted, but the deletion have not been approved. However, the previous version of the phrase that was approved and active is being used by the CleanSeapk WebService.

Whitelist Disallowed Phrases cannot be edited. Instead, you can simply delete one phrase and add a new one.

### 1.1. Search

You can search for specific Disallowed Phrases or reduce the listing using the search options on the left side of the page:

SEARCH	
Text <input type="text"/>	
<b>SEARCH</b>	<b>CLEAR</b>

Option	Description
Text	Use this option to look for specific words or words that contain certain characters. You can use wildcards here like "he*" or "*lo".

### 1.2. Modification

From this page you can add and delete Disallowed Words. Click the Add button at the top of the page to add a new Disallowed Phrase. Click the X icon in the listing to delete a Disallowed Word.

Anytime you add or delete a Disallowed Word, remember that it will simply change the status of the entry. This is specifically import to keep in mind when deleting. The deleted phrase will still appear in the list, but it will have a status of "Pending Delete".

### 1.3. Form

When you add a Disallowed Phrase, you will be taken to this form:

**Disallowed Phrase**

Start Typing to Add Allowed Words to the Disallowed Phrase

**SUBMIT**   **CANCEL**

As you type into the field, Allowed Words will be displayed. You select the word you want and it is added to the phrase. Here is what this looks like:

**Disallowed Phrase**

putX my X bananaX in

in

in-law  
inability  
inaccessible  
inaccurate  
inactive  
inadequate  
inadvertently  
inappropriate  
inaudible

x™ Management Interface version 3.0.0

Once you have completed the Disallowed Phrase, hit the submit button.

## Disallowed Phrase Builder

### 1. Whitelist Disallowed Phrases

#### Table of Contents

[1. Whitelist Disallowed Phrases](#)

[2. Add Entry](#)

**LEGEND**

- ✓ Active
- ✚ Pending Addition
- 🕒 Pending Edit
- ✖ Pending Delete

---

**SEARCH**

Text

**SEARCH** **CLEAR**

---

**VERIFY**

Verify Text

Filter Type  
Whitelist

Locale  
English

**SUBMIT**

### Whitelist Disallowed Phrases

Whitelist disallowed phrases are patterns composed of a sequence of whitelist tags or wild cards that are used to match disallowed phrases.

**ADD ENTRY**
**DELETE SELECTED**

Displaying 1 to 13 of 13 Results      Results per Page 25 [50](#) [100](#)      [<<](#) [<<<](#) 1 of 1 [<>>](#) [<>](#)

<input type="checkbox"/>	<b>Status</b>	<b>Text</b> ▾	<b>Delete</b>
<input type="checkbox"/>	<span style="color: green;">✓</span>	Drug-Verb Drug-Adjective	<span style="color: red;">✖</span>
<input type="checkbox"/>	<span style="color: green;">✓</span>	Drug-Verb Drug-Noun	<span style="color: red;">✖</span>
<input type="checkbox"/>	<span style="color: green;">✓</span>	Penis-Reference Preposition Personal-Pronoun Vagina-Reference	<span style="color: red;">✖</span>
<input type="checkbox"/>	<span style="color: green;">✓</span>	Penis-Reference Preposition Possessive-Pronoun Vagina-Reference	<span style="color: red;">✖</span>
<input type="checkbox"/>	<span style="color: green;">✓</span>	Penis-Reference * Vagina-Reference	<span style="color: red;">✖</span>
<input type="checkbox"/>	<span style="color: green;">✓</span>	Personal-Pronoun To-Be Drug-Adjective	<span style="color: red;">✖</span>
<input type="checkbox"/>	<span style="color: green;">✓</span>	Sex-Adjective Penis-Reference	<span style="color: red;">✖</span>
<input type="checkbox"/>	<span style="color: green;">✓</span>	Sex-Verb Personal-Pronoun	<span style="color: red;">✖</span>
<input type="checkbox"/>	<span style="color: green;">✓</span>	Sex-Verb Possessive-Pronoun Penis-Reference	<span style="color: red;">✖</span>
<input type="checkbox"/>	<span style="color: green;">✓</span>	Sex-Verb Possessive-Pronoun Vagina-Reference	<span style="color: red;">✖</span>
<input type="checkbox"/>	<span style="color: green;">✓</span>	Sex-Verb Reflexive-Pronoun	<span style="color: red;">✖</span>
<input type="checkbox"/>	<span style="color: green;">✓</span>	To-Be Drug-Adjective	<span style="color: red;">✖</span>
<input type="checkbox"/>	<span style="color: green;">✓</span>	To-Be Personal-Pronoun Drug-Adjective	<span style="color: red;">✖</span>

Displaying 1 to 13 of 13 Results      Results per Page 25 [50](#) [100](#)      [<<](#) [<<<](#) 1 of 1 [<>>](#) [<>](#)

Click '**Add Entry**' to create a new disallowed phrase using the phrase builder. To delete multiple rows at once select the checkbox and then click '**Delete Selected**'. Click the delete button in the last column to delete the phrase.

Field	Description
Status	The status of the entry. Only active entries will be used during API requests while all entries will be used when using the verify text tool

	Active. The entry is active and being used by the CleanSpeak Filter.
--	--

	Pending Add. The entry has been added but is pending approval. This entry is not being used by the CleanSpeak Filter.
--	---

		Pending Delete. The entry has been deleted but the request has not yet been approved. The last active version of this entry is still being used by the CleanSpeak Filter.
Text	The disallowed phrase.	
Delete	This action is used to delete the phrase. Taking this action will change the status of the phrase to Pending Delete.	

## 2. Add Entry

Use the Add Disallowed Phrase form to add additional entries to the filter. A disallowed phrase entry is made up of segments of whitelist tags. See [Whitelist Tags](#) to add or remove existing tags.

### Add Disallowed Phrase

To add an advanced disallowed phrase using the phrase builder begin typing in the text input field. Each segment in the phrase builder is either a whitelist tag or a wild character.

**Disallowed Phrase Builder**

SUBMIT
CANCEL

## Whitelist Tags

### 1. Whitelist Tags

Whitelist tags will be available to be assigned to allowed words in your whitelist.

## Whitelist Tags

Whitelist tags are intended to help to classify whitelist allowed words into one or more categories. Once a tag has been added it may then be assigned to one or more whitelist allowed words. Whitelist tags are used to build dynamic whitelist disallowed phrases.

[ADD TAG](#)[DELETE SELECTED](#)

Displaying 1 to 18 of 18 Results

Results per Page 25 [50](#) [100](#)

« &lt; 1 of 1 &gt; »

<input type="checkbox"/>	Name	Delete
<input type="checkbox"/>	<a href="#">Adjective</a>	
<input type="checkbox"/>	<a href="#">Adverb</a>	
<input type="checkbox"/>	<a href="#">Breast-Reference</a>	
<input type="checkbox"/>	<a href="#">Drug-Adjective</a>	
<input type="checkbox"/>	<a href="#">Drug-Noun</a>	
<input type="checkbox"/>	<a href="#">Drug-Verb</a>	
<input type="checkbox"/>	<a href="#">Noun</a>	
<input type="checkbox"/>	<a href="#">Penis-Reference</a>	
<input type="checkbox"/>	<a href="#">Personal-Pronoun</a>	
<input type="checkbox"/>	<a href="#">Possessive-Pronoun</a>	
<input type="checkbox"/>	<a href="#">Preposition</a>	
<input type="checkbox"/>	<a href="#">Reflexive-Pronoun</a>	
<input type="checkbox"/>	<a href="#">Sex-Adjective</a>	
<input type="checkbox"/>	<a href="#">Sex-Verb</a>	
<input type="checkbox"/>	<a href="#">Testicle-Reference</a>	
<input type="checkbox"/>	<a href="#">To-Be</a>	
<input type="checkbox"/>	<a href="#">Vagina-Reference</a>	
<input type="checkbox"/>	<a href="#">Verb</a>	

Displaying 1 to 18 of 18 Results

Results per Page 25 [50](#) [100](#)

« &lt; 1 of 1 &gt; »

Click '**Add Tag**' to add a new Whitelist tag. To delete multiple rows at once select the checkbox and then click '**Delete Selected**'. Click the delete button in the last column to delete the tag.

## 2. Add Whitelist Tag

### Add Whitelist Tag

Name\*

[SUBMIT](#)[CANCEL](#)

Field	Description
Name	The name of the whitelist tag. This tag should be descriptive of the intended usage.

## URL Filter Whitelist

## 1. URL Filter Whitelist

The URL Filter Whitelist allows you to configure specific URLs or URL patterns that CleanSpeak should ignore when filtering. By default, CleanSpeak will find anything that looks like a URL in the content. It does not distinguish between [www.yourdomain.com](http://www.yourdomain.com) or [www.badsite123.com](http://www.badsite123.com). You can configure CleanSpeak to ignore URLs that you consider safe such as those inside your domain using the URL Filter Whitelist.

### Table of Contents

#### 1. URL Filter Whitelist

### Whitelist URL patterns

A URL whitelist entry allows you to specify a specific URL or URL pattern that is allowed and should not be flagged by CleanSpeak. URLs matching any of these patterns will be allowed by CleanSpeak and not flagged as a URL match. Use the Verify Text form to verify your entries.

[ADD ENTRY](#)[DELETE SELECTED](#)

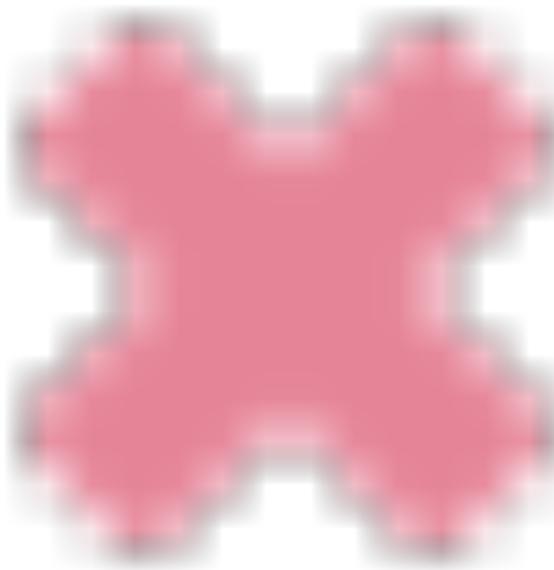
Displaying 1 to 3 of 3 Results

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<input type="checkbox"/>	Status	URL pattern	Delete
<input type="checkbox"/>		inversoft.com	
<input type="checkbox"/>		bing.com	
<input type="checkbox"/>		google.com	

Click '**Add Entry**' to add a new URL pattern to be whitelisted. To delete multiple rows at once select the checkbox and then click '**Delete Selected**'. The patterns cannot be edited, to change a pattern delete the pattern and add a new one.

Column	Description				
Status	<p>The status of the entry. Only active entries will be used during API requests while all entries will be used when using the verify text tool.</p> <table border="1"><thead><tr><th></th><th>Status</th></tr></thead><tbody><tr><td></td><td>Active. The entry is active and being used by the CleanSpeak Filter.</td></tr></tbody></table>		Status		Active. The entry is active and being used by the CleanSpeak Filter.
	Status				
	Active. The entry is active and being used by the CleanSpeak Filter.				

		Pending Add. The entry has been added but is pending approval. This entry is not being used by the CleanSpeak Filter.
		Pending Delete. The entry has been deleted but the request has not yet been approved. The last active version of this entry is still being used by the CleanSpeak Filter.
URL pattern	The URL pattern. This is a regular expression used to match URLs.	
Delete	This action is used to delete the pattern. Taking this action will change the status of the pattern to Pending Delete.	

## 2. Add Whitelist URL

Review the instructions and examples found on this page to better understand how to build a regular expression to match URLs. Contact [support @inversoft.com](mailto:support@inversoft.com) if you need assistance.

## Add Whitelisted URL

The URL Whitelist allows you to configure specific URLs or URL patterns that CleanSpeak should ignore when filtering. Keep in mind that in the provided examples, matching indicates they match the whitelist pattern and will be allowed through the filter.

URL pattern\*

*The protocol http:// or https:// and www are optional and not required to match successfully.*

**SUBMIT**

**CANCEL**

## Understanding Regular Expressions

A URL whitelist entry is a pattern used to identify allowed URLs. This pattern is more commonly referred to as a regular expression. Please review the following examples to understand the basic syntax of a regular expression used for pattern matching. For more information review the [Java Pattern documentation](#) or contact Inversoft Support for assistance.

### Examples

Whitelist Entry	Matches												
<code>.*?.example.com/company/.*?</code>	This entry indicates that any URL containing .example.com/company/ should be matched. <table border="1"><thead><tr><th>URL</th><th>Match</th></tr></thead><tbody><tr><td>www.example.com/company/careers</td><td>✓</td></tr><tr><td>http://example.com/company/careers/apply</td><td>✓</td></tr><tr><td>www.example.com/internal/careers</td><td></td></tr><tr><td>example.com/company/careers</td><td></td></tr></tbody></table>	URL	Match	www.example.com/company/careers	✓	http://example.com/company/careers/apply	✓	www.example.com/internal/careers		example.com/company/careers			
URL	Match												
www.example.com/company/careers	✓												
http://example.com/company/careers/apply	✓												
www.example.com/internal/careers													
example.com/company/careers													
<code>example..{3}?.*?</code>	This entry indicates that any URL beginning with example. with any three character top level domain, followed with a / (forward slash) character regardless of what comes after should be matched. <table border="1"><thead><tr><th>URL</th><th>Match</th></tr></thead><tbody><tr><td>example.com/products</td><td>✓</td></tr><tr><td>http://example.net/development</td><td>✓</td></tr><tr><td>example.it/products</td><td></td></tr><tr><td>web.example.com/products</td><td></td></tr><tr><td>http://example.com</td><td></td></tr></tbody></table>	URL	Match	example.com/products	✓	http://example.net/development	✓	example.it/products		web.example.com/products		http://example.com	
URL	Match												
example.com/products	✓												
http://example.net/development	✓												
example.it/products													
web.example.com/products													
http://example.com													

Field	Description
URL Pattern	Enter your URL pattern in this field. This field is a regular expression, and as such any valid regular expression can be entered here.

## Usernames

### 1. Username Filter

The username filter allows you to more aggressively filter usernames without modifications to your filter. The username filter allows you to identify blacklist filter entries by tag, severity and locale which allow CleanSpeak to upgrade the filter mode of these entries at runtime without modification to your filter configuration.

Each blacklist entry that matches your username filter scheme will be upgraded to distinguishable. The resulting matches will be returned as a filter match of type `username`, this feature will not affect matches returned of type `blacklist`. Once you have created a username filter scheme you may utilize the username filter in CleanSpeak filter using the `/content/item/filter` or the `/content/item/moderate` filter endpoints. For use in the moderation endpoint see the Applications section of the User Guide.

## Table of Contents

1. Username Filter
2. Username Filter Schemes
3. Add Scheme

## 2. Username Filter Schemes

If you've imported the stock English black list you'll see a default Username Filter Scheme. This scheme may be edited or removed.

### Username Filter Schemes

Username filtering allows for a more aggressive matching algorithm. A username scheme defines a set of locales, tags and a single severity level. When a username filter scheme is used during a filter request, blacklist entries matching the tag, locale with severity equal to or greater than the defined severity will have their filter mode upgraded to distinguishable.

**ADD SCHEME**

Name	Tags	Locales	Minimum Severity	Delete
<a href="#">default_en</a>	Sexual, Vulgarity	English	Medium	

Click '**Add Scheme**' to create a new Username Filter Scheme. Click the link in the name column to edit or use the delete button in the last column to delete the scheme.

Field	Description
Name	The name of the username filter scheme. This name is used to identify which filter scheme should be used on a filter request or in an application configuration.
Tags	One or more blacklist tags that this username filter scheme will match.
Locales	The locale of blacklist entry to match.
Minimum Severity	The minimum severity of the blacklist entry to match.
Delete	Delete the username filter scheme. A scheme may not be deleted while it is configured in an Application.

## 3. Add Scheme

The `add username filter scheme` action is used to add additional username filter schemes. A scheme consists of a set of tags, locales and a minimum severity.

## Add Username Filter Scheme

To add a new username filter scheme, define a set of tags, locales and a minimum severity to define the threshold of blacklist matches to upgrade to distinguishable. An entry is considered unique by name, tags and locales, you may not create multiple schemes with the same tags or locales.

Name\*

Tags\*

 Choose

Locales\*

 Choose

Minimum Severity\*

 Medium

Field	Description
Name	The name of the username filter scheme. This name is used to identify which filter scheme should be used on a filter request or in an application configuration.
Tags	One or more blacklist tags to be used to match blacklist entries for this scheme.
Locales	One or more locales to be used to match blacklist entries for this scheme.
Minimum Severity	The minimum severity of a blacklist entry that will match this scheme.

## Approvals

### 4. Approvals

After you have made modifications to your Filter Configuration, you need to approve or revert them. Only Moderator Managers and Admins have access to the Approval page.

When you first click the Approval navigation link, you will be taken to the Approval page. This page contains all of the changes for the Blacklist, Whitelist and URL Filter Whitelist you have made. These are divided into Tabs that are arranged across the top of the page. If you haven't made changes under a specific area (i.e. Whitelist) that tab will not be displayed.

**cleanspeak**

FILTER MODERATION SYSTEM REPORTS

Welcome admin@inversoft.com | Help | My Profile | Logout

APPROVE ALL REVERT ALL

BLACKLIST WHITELIST URL WHITELIST

APPROVE ALL BLACKLIST REVERT ALL BLACKLIST

### Filter List Changes

Status	Change	Action
	<a href="#">Edited "420" on the filter list</a>	<a href="#">APPROVE</a> <a href="#">REVERT</a>
	<a href="#">Added "smurf" to the filter list</a>	<a href="#">APPROVE</a> <a href="#">REVERT</a>
	<a href="#">Deleted "zit zapper" from the filter list</a>	<a href="#">APPROVE</a> <a href="#">REVERT</a>

### Dictionary Changes

Status	Change	Action
	Deleted "a" from the dictionary	<a href="#">APPROVE</a> <a href="#">REVERT</a>
	Added "foobar" to the dictionary	<a href="#">APPROVE</a> <a href="#">REVERT</a>

You can approve or revert all of your changes in one click using the "Approve All" and "Revert All" buttons at the top of the page. Likewise, you can approve or revert all of the changes for the Blacklist using the "Approve All Blacklist" and "Revert All Blacklist" buttons inside the tab area. Finally, you can approve or revert individual changes using the "Approve" and "Revert" buttons to the right of each change.

Once you have approved or reverted all of the changes, you will see a page indicating there are now more changes to review:

**cleanspeak**

FILTER MODERATION SYSTEM REPORTS

Welcome admin@inversoft.com | Help | My Profile | Logout

No Pending Changes

## Testing/Verification

### 1. Testing/Verification

CleanSpeak comes with two ways to test the filter, Verify Text and Verification Cases.

#### 1.1. Verify Text

On many of the Filter Configuration listing pages, there is a form on the left side of the page that allows you to run the filter against any text. This form looks like this:

#### Table of Contents

- 1. Testing/Verification
  - 1.1. Verify Text
  - 1.2. Verification Cases

**VERIFY**

**Verify Text**

**Filter Type**  
Blacklist

**Locale**  
All Locales

**SUBMIT**

You can specify any text along with a specific filter to run and a locale if necessary. After you hit "Submit", CleanSpeak will run against the latest version of the Filter Configuration including any changes that have not yet been approved. This is useful for testing changes before approving them.

After the filter runs, you will be taken to the result page:

The screenshot shows the CleanSpeak interface. On the left, the 'VERIFY' section contains a text input field with the text 'Fuckin test the filter right now!', a 'Filter Type' dropdown set to 'Blacklist', a 'Locale' dropdown set to 'All Locales', and a blue 'SUBMIT' button. On the right, the 'Match Results' table displays one row of data. The table has three columns: 'Original' (containing 'Fuckin test the filter right now!'), 'Result' (containing 'Fuckin test the filter right now!' with 'Fuckin' highlighted in red), and 'Severity' (containing 'severe'). A tooltip box is overlaid on the 'Result' cell, showing detailed information about the match: Type: blacklist, Entry: fuck, Locale: en, Severity: severe, and Tags: Vulgarities. The top navigation bar includes links for FILTER, MODERATION, SYSTEM, REPORTS, and user account links (Welcome admin@inversoft.com | Help | My Profile | Logout).

Original	Result	Severity
Fuckin test the filter right now!	Fuckin test the filter right now!	severe

The original text as well as the filter result are displayed along with the Severity of the highest match that the filter found. If you hover over any of the matches in the Result column, you will see a popup that contains information about the match.

## 1.2. Verification Cases

The other method of testing the filter is using Verification Cases. There are two separate lists of cases that you can manage. These are **Match Cases** and **Non-Match Cases**. Match Cases are words, phrases and text that the filter should find matches in. Non-Match Cases are words, phrases and text that the filter should not find matches in. You can manage these two lists using the navigation links under Filter.

When you click either of the navigation links, you will be taken to a listing page like this:

**ADD CASE**

Displaying 1 to 25 of 163 Results

Results per Page 25 [50](#) [100](#)
« < 1 of 7 > »

<a href="#">Text</a> ▾	<a href="#">Language</a>	<a href="#">Delete</a>
<a href="#">f u c k.you</a>	English	
<a href="#">f*ck you</a>	English	
<a href="#">fu ck you</a>	English	
<a href="#">s h i t head</a>	English	

From this listing, you can add, edit or delete any of the cases. The form for modify the case looks like this:

<b>Text*</b>	<input type="text"/>
<b>Language*</b>	<input type="text" value="Select"/>
<b>SUBMIT</b>	<b>CANCEL</b>

You simply specify the text of the case and the language.

After you have setup all of your cases, you can run the filter against all of them using the Filter -> Verify navigation link. This will take you to the verification tool. On the left side of the page there is a form that you can use to configure the filter:

<b>RUN VERIFICATION</b>	
<b>Tags</b>	<input type="checkbox"/> Account <input type="checkbox"/> Alcohol-Drug <input type="checkbox"/> AsciiArt <input type="checkbox"/> Bigotry-Racism <input type="checkbox"/> Bullying <input type="checkbox"/> Grooming <input type="checkbox"/> Harm-Abuse <input type="checkbox"/> PII
<b>Highest Severity</b>	<input type="text" value="None"/>
<b>Filter Type</b>	<input type="text" value="Blacklist"/>
<b>Locale</b>	<input type="text" value="All Locales"/>
<b>VERIFY</b>	

The options for this form are:

Option	Description

Blacklist Tags	If you choose the Blacklist for the Filter Type, this will allow you to select specific tags you want to filter against. If you don't select any tags, the filter will match all tags.
Highest Severity	If you choose the Blacklist for the Filter Type, this will allow you to select the highest severity the filter will match on.
Filter Type	This allows you to select the Filter to run (Blacklist, Whitelist, URL, etc.)
Locale	This allow you to select a single locale to filter or to filter against all locales.

After you select the options you want and click "Verify", you will be taken to the result page:

The screenshot shows the CleanSpeak web application. At the top, there's a navigation bar with tabs: FILTER, MODERATION, SYSTEM, and REPORTS. On the right side of the header, it says "Welcome admin@inversoft.com | Help | My Profile | Logout". Below the header, on the left, is a sidebar titled "RUN VERIFICATION" containing several configuration options:

- Tags:** A list of checkboxes for Account, Alcohol-Drug, AsciiArt, Bigotry-Racism, Bullying, Grooming, Harm-Abuse, and PII.
- Highest Severity:** A dropdown menu set to "None".
- Filter Type:** A dropdown menu set to "Blacklist".
- Locale:** A dropdown menu set to "All Locales".
- VERIFY:** Two buttons: "VERIFY" and "Verify Text".

On the right, under "Match Results", there's a table comparing original text with filtered results. The table has columns: Original, Result, and Severity. The results show various swear words like "fuck", "shit", and "harm" being highlighted in red, indicating they are flagged as severe matches.

Original	Result	Severity
f u c k you	fuck you	severe
f u c k you	fuck you	severe
fu ck you	fu ck you	severe
s h i t head	shit head	severe
s hit head	shit head	severe
sh it head	shit head	severe
\$f\$u\$c\$k\$	\$f\$u\$c\$k\$	severe
\$hit	hit	severe
\$hit head	hit head	severe
\$s\$h\$i\$t\$	s\$h\$i\$t\$	severe
..f u c k..	..fuck..	severe
.f.u.c.k.	.f.u.c.k.	severe

The result page displays the original text, the filter result and the severity of the highest match found. If you mouse over any of the matches, it will display a popup with more information about the match.

## List Management

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### Import

#### 1. Import

In most cases, you will be uploading a JSON file that contains one of the additional languages CleanSpeak provides or a file that was created by Inversoft for you.

After you select the JSON file to import and click the "Import" button, all of the entries in the JSON file will be added to the CleanSpeak Filter Configuration. They will all be pending approval and won't be added directly to the database. This allows you to verify that the import worked properly and that everything filters as you expect.

Also, if the JSON file contains any entries that already exist in CleanSpeak, CleanSpeak will attempt to apply the changes in the JSON file to the database. This could result in a number of entries being "Edited" rather than "Added". Make sure that you verify all of the changes caused by the import before Approving them. It is also a good idea to run the verification tests to ensure that CleanSpeak is still filtering properly.

If the import didn't work properly, you can always Revert all the changes from the [Approvals](#) page.

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#### 1. Import

To import additional languages provided languages, please use the [Load Stock Lists](#) action instead.

## Import Filter Configuration

The filter configuration import action is intended to be used with the JSON file produced from the export action.

CleanSpeak JSON file\*

No file chosen

## Export

### 1. Export

The filter export allows you to export your filter in the current state to a JSON file.

**Table of  
Contents**

## Export Filter Configuration

Exporting your filter configuration may be helpful for backup, or moving a configuration through a release process of test, quality assurance and production CleanSpeak instances.

Select an output type\*

Locale

Include Country Specific Locales

Export

- Filter Entries
- Dictionary Entries
- Username Schemes
- Whitelist

Tags

- None
- Account
- Alcohol-Drug
- AsciiArt
- Bigotry-Racism
- Bullying
- Grooming
- Harm-Abuse
- PII
- Sexual
- Spam
- Threats
- Vulgarly
- Weapons

Field	Description
Output Type	Allows you to select the data format. All formats other than JSON will be deprecated in the next release of CleanSpeak.
Locale	The locale to export. A single locale may be selected, or All Locales to export all locales. <ul style="list-style-type: none"><li>• All Locales</li><li>• &lt;locale&gt;</li></ul>
Include Country Specific Locales	Indicates that you want to export sub-locales. i.e. if the Locale is es, this will export es, es_MX, etc.
Export	By default all options are exported. You may optionally de-select one or more items to request that they not be included in the resulting JSON file.
Tags	Allows you to reduce the exported result by entries that included the selected tags.

## Load Stock Lists

### 1. Import Stock Lists

Use the import stock list action to add additional languages to the CleanSpeak filter that are provided by Inversoft.

#### Table of Contents

### Import Stock Lists

Using this form, you can select any of our stock lists that you want to load into your CleanSpeak instance. Lists that have already been loaded are not available for selection.

#### Blacklists to Load

- Arabic
- Chinese (China)
- Chinese (Taiwan)
- Danish
- Dutch
- English
- Finnish
- French
- German
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese
- Russian
- Spanish
- Swedish

#### Whitelists to Load

- English

**LOAD**

## Moderation

[ [1. Moderation](#) ]

### 1. Moderation

The CleanSpeak moderation system is designed for moderators to easily access the highest priority content & users first and take actions quickly. CleanSpeak currently provides these moderation queues:

- [User Alerts](#)
- [Pre-Approvals](#)

CleanSpeak also provides these additional moderation features:

- [User Search](#)
- [Content Search](#)
- [Actioned Users](#)

## Dashboard

### 1. Moderation Dashboard

The Moderation Dashboard displays all of the queues you have configured and the number of users and amount of content in each queue. If you haven't configured any Applications yet, this display will be empty.

Moderators will have each of the Applications they have access to listed. Moderator Managers will have each of the Applications they have access to listed and the Escalation columns for each queue displayed. This is where users and content that have been escalated go. Admins will have all Applications listed and will also see the Escalation columns for each queue as well.

Here is the Moderation Dashboard from a Moderators view:

These are the applications that have pending content approvals, content alerts, user alerts or escalations. Click on any of the numbers to open a moderation queue.

Application	Content (last 24 hours)	User Alerts	Content Alerts	Approvals
Game Chat	27,662	<a href="#">3</a>	0	0
Forum	23	<a href="#">4</a>	0	0
Profile Pictures	18	0	0	<a href="#">48</a>
Support Portal	8	0	<a href="#">2</a>	0

Here is the Moderation Dashboard from a Moderator Manager's view (the same as an Admin's view):

These are the applications that have pending content approvals, content alerts, user alerts or escalations. Click on any of the numbers to open a moderation queue.

Application	Content (last 24 hours)	User Alerts / Escalations	Content Alerts / Escalations	Approvals / Escalations
Game Chat	27,662	<a href="#">3</a>	0	0
Forum	23	<a href="#">4</a>	0	0
Profile Pictures	18	0	0	<a href="#">48</a>
Support Portal	8	0	<a href="#">2</a>	0

Below is a brief description of each column:

Column	Description
Application	The name of the Application. Only Applications that have pending alerts, pending escalations (managers), or content pending approval will be displayed.
Content (last 24 hours)	Number of total content sent to this Application in the last 24 hours.
User Alerts	The number of users in the <a href="#">User Alert Queue</a> . Clicking on this link will check out the highest priority user.
User Escalations <i>(manager and admin only)</i>	The number of users in the User Escalation Queue. Clicking on this link will check out the highest priority user. <i>NOTE: This column is a yellowish orange color to indicate it contains escalations.</i>
Pre-Approval Content	The number of content in the <a href="#">Pre-Approval Queue</a> . Clicking on this link will check out the the oldest content in the queue. <i>NOTE: The amount of content that is checked out is determined by the Moderation Queue Size parameter that is configured for each Application.</i>
Pre-Approval Escalations <i>(manager and admin only)</i>	The amount of content in the Content Escalation Queue. Clicking on this link will check out the the oldest content from the queue. <i>NOTE: This column is a yellowish orange color to indicate it contains escalations.</i>

By clicking on the number for each queue you will open the queue and begin working through the alerts and approvals.

## 1.1. Queue Check-outs

When you opens a queue, the user or content you are presented is checked out to you. This means that no other moderator can work on the

same piece of content or user at the same time. Checking out users and content to moderators prevents duplicate work problems.

Once you finish handling the user or content you have in your queue, those items are either removed from the queue or checked back into the queue. Likewise, if you navigate away from a queue, the items you were working on will all be checked back into the queue.

## 1.2. Queue Timeouts

The Moderation queues all have timeouts. Once you open a queue, you only have a specific amount of time to complete the open items before they will be released back to the queue for other moderators to work on. This timeout is configurable by an administrator and defaults to 10 minutes.

Timeouts prevent items in queue from being locked by moderators for long periods of time. For example, if a moderator checked out 30 pieces of content in a pre-approval queue and then left for the day, without a timeout those pieces of content would be checked out to that moderator until they returned the next morning or the following week.

## User Alert Queue

### 1. User Alert Queue

Users that generate content which causes an alert based on your configuration will be placed into the alert queue. User's are also placed in the user alert queue if any of their content is flagged/reported by other users or if other users flag/report the user directly (this depends on your integration). The User Alert queue is always ordered by the user's score (most negative to most positive) and users are checked out to moderators one at a time.

When you open a user alert queue, you will see this interface:



**Id:** 8cd38f5b-fb1c-42b9-9bf0-343520829187 [Edit](#)

**Name:** Reginald Gutierrez

**Email:** Reginald201@example.com

**Last Login:** 7/23/2015 07:07:09 AM MDT

**Birth Date:** 10/06/1977 (37)

**Score:** 0 [Edit](#)

**Preferred Language(s):** None

**Display Names:** Reginald201

**Help Desk ID:** 201

**ACTION USER** **ADD A COMMENT** **ESCALATE USER**

Select an Action [Select](#)

### Current Actions

Action	Comment	Time	Expiration	Moderator	Actions
User has no active actions by moderators.					

This interface displays all of the user information known about the user as well as these details all of which are described in detail below:

- Current Actions
- Altered Content
- Flagged Content
- User Flags
- User History

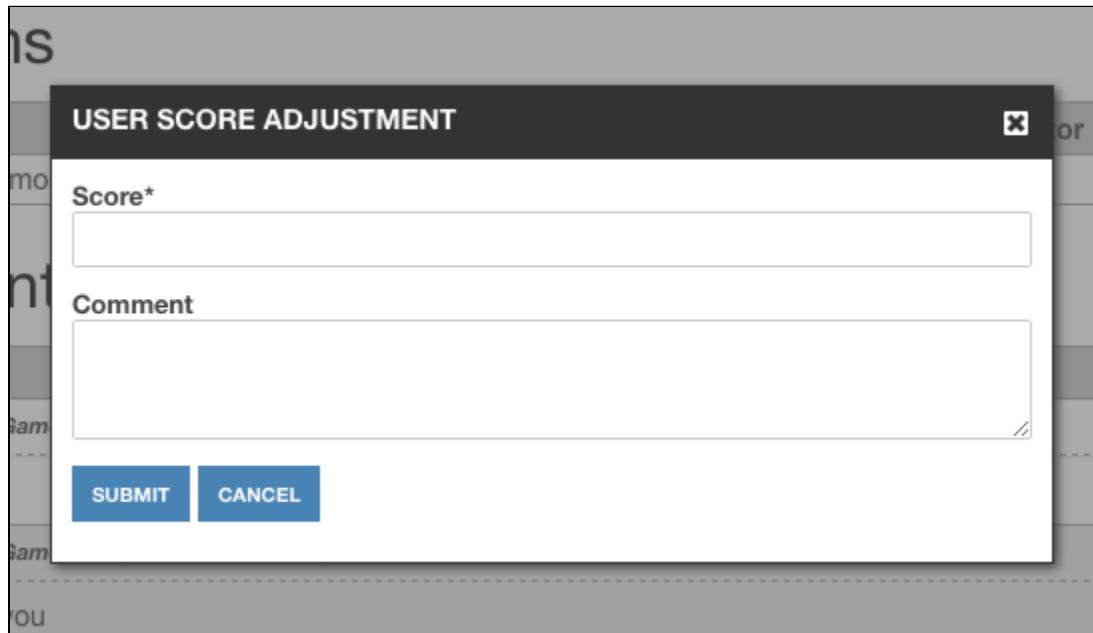
In addition to these details, you can also **action**, **comment**, **escalate** and **adjust** the user's score using the forms at the top of the screen. Each of these forms is described below.

After you have finished working on the user, you can Dismiss them and either move on to the next user or exit the queue using the buttons at the bottom of the page:

<b>DISMISS USER - NEXT</b>	<b>DISMISS USER - EXIT</b>	<b>CANCEL</b>
----------------------------	----------------------------	---------------

## 1.1. Score Adjustment

The user's score will be displayed at the top of the page next to all of the user information. Their score will either be positive or negative, depending on how good or bad CleanSpeak believes they have been behaving (according to the rules you configure). If the score looks incorrect, you can adjust it by clicking the number, which is displayed as a link. This will open a dialog box that looks like this:



From here, you can adjust the user's score to any number between **-32,768** and **32,767** and also leave a comment regarding why you made the change. Once you adjust the score, click the Submit button to close the dialog.

## 1.2. Action User

This form allows you to action a user. If the action is a time-based action, you must specify the duration of the action. For example, you can apply the "Mute" action with an "Indefinite" duration like this:

<b>ACTION USER</b>	<b>ADD A COMMENT</b>	<b>ESCALATE USER</b>
<input style="width: 100%;" type="button" value="Mute"/>		
<input checked="" type="radio"/> Expires <input type="radio"/> Indefinite		
<b>Applications to Action the User in</b>		
<input checked="" type="checkbox"/> All <input type="checkbox"/> Forum <input type="checkbox"/> Game Chat <input type="checkbox"/> Profile Pictures <input type="checkbox"/> Support Portal		
Comment <div style="border: 1px solid #ccc; height: 80px; margin-top: 10px;"></div>		
<input type="checkbox"/> Notify User? <input checked="" type="checkbox"/> Email User?		
<input style="background-color: #0070C0; color: white; padding: 5px; width: 100px;" type="button" value="SUBMIT"/>		

You can select the Applications to apply the action in as well as whether or not to "Notify User". If "Email User" is selected CleanSpeak will notify the user via email. If the "Notify User" is selected CleanSpeak will include the notifyUser flag in the notification message. You can learn more about notifications in the Technical Documentation.

Additionally, if you have configured any User Action Reasons, they will also be displayed on this form and you can select the reason that the action was taken. This reason might align with your Terms of Service and help track the reasons users are actioned.

Once you click the "Submit" button, the action will immediately be applied to the user and show up in the Current Actions and the User History displays.

### 1.3. Comment

This form allows you to leave a comment on the user's account for other moderators to read. Here is the comment form:

Welcome admin@inversoft.com   <a href="#">Help</a>   <a href="#">My Profile</a>   <a href="#">Logout</a>		
<b>ACTION USER</b>	<b>ADD A COMMENT</b>	<b>ESCALATE USER</b>
<div style="border: 1px solid #ccc; padding: 10px; min-height: 100px;">           I think this user is bullying. We should keep an eye on them for a few days.         </div>		
<input style="background-color: #0070C0; color: white; padding: 5px; width: 100px;" type="button" value="SUBMIT"/>		

This comment won't be visible to the user, so you don't need to worry too much about the message contents.

#### 1.4. Escalate

As long as you are not viewing an escalated user, you can use the escalate form to escalate a user to a moderator manager. This form allows you to optionally add a comment along with the escalation. Here is the escalate form:

Welcome admin@inversoft.com | Help | My Profile | Logout

ACTION USER ADD A COMMENT ESCALATE USER

Comment

ESCALATE USER - NEXT    ESCALATE USER - EXIT

After you optionally add a comment, you can click the "Escalate User - Next" button to escalate the user and continue to the next user in the queue; or you can click the "Escalate User - Exit" button to escalate the user and exit the queue. This will return you to the [Dashboard](#).

#### 1.5. Current Actions

This is the current time-based actions that have been applied to the user that are still in effect. For example, if a "3 day Mute" was apply to the user yesterday, it would be listed here. Here is the current actions listing:

Current Actions					
Action	Comment	Time	Expiration	Moderator	Actions
Mute	This user is being overly aggressive.	7/23/2015 10:37 AM	2 Days	admin@inversoft.com	

Here is an explanation of each of the columns in this display:

Column	Description
Action	The action that was taken on the user. If you have configured and select a User Action Reason when the user was actioned, it will be displayed in this column under the action name.
Comment	The comment left by the moderator describing why they took the action.
Time	The localized time that the action was taken.
Expiration	When the action will expire.
Moderator	The moderator that took the action.
Actions	The action buttons that allow you to modify or cancel the action.

Each current action can be modified or canceled using the buttons in the right column of each action. You can shorten or lengthen the duration of an action using the modify button (image). This opens a dialog that allows you to modify the duration:

**EDIT USER ACTION**

Use the duration options below to change the length of this user action.

Expires  Indefinite

0 Days

3 Hours

0 Minutes

Reducing the Mute to 3 hours.

Notify User?

Email User?

**CONFIRM** **CANCEL**

You can also cancel an action. This also opens a dialog to confirm the cancellation and allow you to add a comment about why you are canceling the action:

**CANCEL USER ACTION**

Are you certain you want to cancel this action?

The user is now behaving himself.

Notify User?

Email User?

**CONFIRM** **CANCEL**

## 1.6. Alerted Content

This is the set of content the user generated that resulted in an alert. If there are no alerted pieces of content, this portion of the user alert queue will not be present. Alerts are configured via Filter Rules that are part of the Application configuration. The alerted content section looks like this:

## Alerted Content

Content	Actions
Generated at 7/22/2015 10:28 AM in Game Chat (view context: <a href="#">Lobby</a> ) Ur a total <b>loser</b>	N/A
Generated at 7/22/2015 10:30 AM in Game Chat (view context: <a href="#">Lobby</a> ) I <b>hate</b> you and I'm gonna <b>kill</b> you	N/A
Generated at 7/22/2015 10:32 AM in Game Chat (view context: <a href="#">Lobby</a> ) No way. Ur are such a <b>loser</b> and this way 2 much fun	N/A
Generated at 7/22/2015 10:36 AM in Game Chat (view context: <a href="#">Lobby</a> ) ur 2 much of a <b>loser</b> to hide	N/A
Generated at 7/22/2015 10:38 AM in Game Chat (view context: <a href="#">Lobby</a> ) no way <b>loser</b>	N/A

The timestamp and location that the content was generated are displayed at the top of each piece of content. Next to the location is a link to view the [Context View](#) for the content. This will open a dialog that displays a contextual display for the content generated in the same location before and after this piece of content was generated.

Additionally from this view, you can mouse over filter matches and see what words and phrases caused the alert. You can also take these actions on individual pieces of content, as long as the piece of content is a persistent piece of content and you have Notification Servers configured for the Application the content came from.

- [Edit the content](#)
- [Delete the content](#)

Here is a alerted piece of content that has the edit and delete buttons:

## Alerted Content

Content	Actions
Generated at 7/23/2015 12:28 AM in Forum (view context: <a href="#">thread 2</a> ) <a href="#">View Source</a> (Filter matches might exist in the BBCode source that are not visible.) Why the <b>fuck</b> do I have deserter for missing a 2v2 queue? I had to <b>pee</b> . This game is <b>bullshit</b> . Sincerely, Chris	 

### 1.7. Flagged Content

This is the content that the user generated that was flagged/reported by other users as inappropriate. Depending on your integration, the flag/report might contain a comment from the user that flagged/reported it. That comment will be displayed under the name of the person that flagged/reported the piece of content. You can also click on the reporter's name to open the [User Details Dialog](#) for that user. If there are no flagged pieces of content, this portion of the user alert queue will not be present. The flagged content section looks like this:

## Flagged Content

Content	Actions
Generated at 7/23/2015 12:33 AM in Forum (view context: <a href="#">thread 2</a> ) Reporter: <a href="#">Timothy Allen</a> Comment: This is offensive <a href="#">View Source</a> (Filter matches might exist in the BBCode source that are not visible.) What you need are depends.	 

The timestamp and location that the content was generated are displayed at the top of each piece of content. Next to the location is a link to view the [Context View](#) for the content. This will open a dialog that displays a contextual display for the content generated in the same location before

and after this piece of content was generated.

From this view, you can mouse over filter matches and see what words and phrases that were caught by the filter for the piece of content. You can also take these actions on individual pieces of content, as long as the piece of content is a persistent piece of content and you have Notification Servers configured for the Application the content came from.

- [Edit the content](#)
- [Delete the content](#)

## 1.8. User Flags

These are the flags/reports by other users for this user. If there are no outstanding flags/reports for the user, this portion of the user alert queue will not be present. The user flags section looks like this:

User Flags				
Time	Application	Reporter	Reason	Comment
07/23/2015 06:38 AM	Game Chat	<a href="#">Joe Stewart</a>		This guy was following around and wouldn't leave me alone
07/23/2015 07:08 AM	Game Chat	<a href="#">Ralph Cooper</a>		Keeps throwing things at me
07/23/2015 06:40 AM	Game Chat	<a href="#">Wayne Watson</a>		i saw this user annoying someone and thought I would report it

The columns define the attributes of the user flag/report. Here is a description of each column:

Column	Description
Time	The localized timestamp when the flag/report was made.
Application	The Application that the flag/report was made from.
Reporter	The user that made the flag/report. You can click on this link to open the <a href="#">User Details Dialog</a> for the reporter.
Reason	The reason the user made the flag/report.
Comment	The comment left by the user making the flag/report.

## 1.9. User History

This displays the moderation history for the user. This lists the entire history for the user so you can quickly see historical issues with the user and actions that were taken previously. The user history section looks like this:

User History					
Action	Comment	Activity	Time	Expiration	Moderator
Commented	Let's watch this guy next time he comes back and see if he just had a bad day or not.	N/A	7/23/2015 10:56 AM	N/A	admin@inversoft.com
Warn (Language)	Just sending him a warning.	N/A	7/23/2015 10:56 AM	N/A	admin@inversoft.com
Suspend	This guy is being a jerk.	Start	7/23/2015 10:56 AM	2 Days	admin@inversoft.com
	Too long. Making this shorter	Reduce	7/23/2015 10:57 AM	1 Day	admin@inversoft.com
	I decided to cancel this action and see what he does next time.	Canceled	7/23/2015 10:57 AM	N/A	admin@inversoft.com

Notice that the Suspend action has multiple rows under Comment, Activity, Time, Expiration, and Moderator. Each row indicates a change to the action. In this case, the Suspend action was modified and then canceled.

## Content Alert Queue

### 1. Content Alert Queue

You can integrate your application to place content in the content alert queue or you can use the Application configuration to place content in the content alert queue depending on certain conditions. The content alert queue allows moderators to review problem content and potentially take actions on the content or the user. For example, if configure CleanSpeak to put any content that is flagged by a user into the content alert queue, this is a good way to quickly review flags.

The content alert queue is always ordered by the creation date of the content from oldest to youngest. The number content items that are checked out to you when you open a queue depends on the configuration for the Application.

When you open a content alert queue, you will see this interface:

**Table of Contents**

- 1. Content Alert Queue
  - 1.1. Escalate

### Alerts for Support Portal

Moderating 2 items of 2

Content				Actions
Time	Reporter	Reason	Comment	
10/23/2015 11:37 AM	<a href="#">Nathaniel Vasquez</a>		This is offensive	<input type="radio"/> Dismiss All <input type="radio"/> Ignore All <input checked="" type="radio"/> Action All Hide
10/23/2015 11:05 AM	<a href="#">Nathaniel Vasquez</a>		Sir, please don't make me mad or I'll fucking delete your account!	<input type="radio"/> Dismiss <input type="radio"/> Ignore <input checked="" type="radio"/> Action Hide
10/23/2015 11:42 AM	<a href="#">Jason Lee</a>		This is offensive	<input type="radio"/> Dismiss <input type="radio"/> Ignore <input checked="" type="radio"/> Action Hide

Moderating 2 items of 2

This interface displays each piece of content. If the content is persistent, you might also have the option to [edit](#) or [delete](#) the content from this view. Additionally, if you have setup content item actions, those will be displayed here, allowing you to action each piece of content before it is dismissed.

If you aren't currently viewing escalated content, you can escalate the content to a manager.

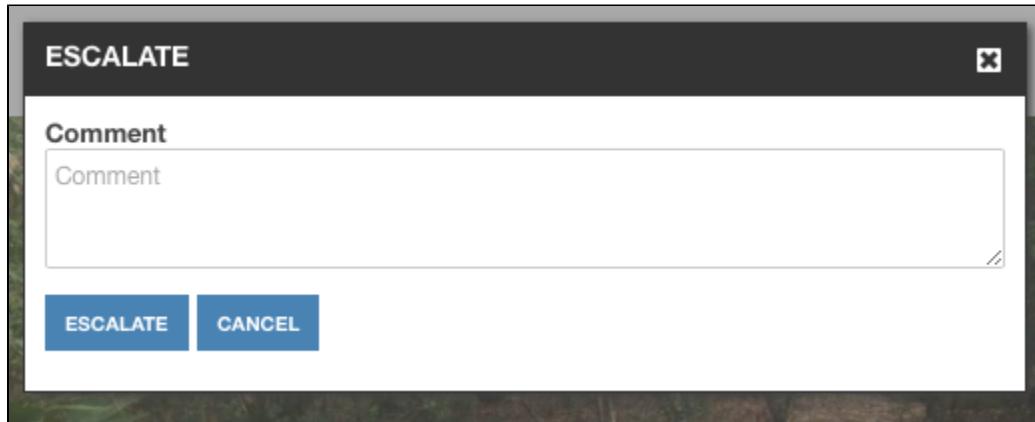
The user that generated the content, the timestamp and location that the content was generate are displayed at the top of each piece of content. Next to the location is a link to view the [Context View](#) for the content. This will open a dialog that displays a contextual display for the content generated in the same location before and after this piece of content was generated. You can also click on the user's name to open the [User Details Dialog](#) for that user.

You can work through this queue by reviewing each piece of content, optionally actioning the content, or editing/deleting the content. If you skip a piece of content and don't specify if it should be dismissed or actioned, it will remain in the queue. After each piece of content has been marked, you can complete the operation by hitting the "Moderate" button at the bottom of the page.

Additionally, if you have permission to use the "Action All" toggle, it will be displayed at the top of the listing. You can use these controls to action all the content you are currently working on with the same action. Or you can start by setting the action for all the content to the same action and then changing individual pieces of content to other actions if you want.

## 1.1. Escalate

As long as you are not viewing an escalated content alert queue, you can use the escalate button to escalate a single piece of content to a moderator manager. This button is located in the right column and looks like an escalator. Once you click the escalate button, it will open a dialog that looks like this:



After you optionally add a comment, you can click the "Escalate" button to escalate the piece of content. The content will then be removed from the listing.

## Pre-Approval Queue

### 1. Pre-Approval Queue

You can integrate your application to place content in the pre-approval queue or you can use the Application configuration to place content in the pre-approval queue depending on certain conditions. The pre-approval queue allows moderators to approve or reject content before it is visible to other users. For example, if you want to read each forum post before it is visible, you would send all forum posts to the pre-approval queue and approve or reject each one.

The pre-approval queue is always ordered by the creation date of the content from oldest to youngest. The number content items that are checked out to you when you open a queue depends on the configuration for the Application.

When you open a pre-approval queue, you will see this interface:

#### Table of Contents

##### [1. Pre-Approval Queue](#)

###### [1.1. Escalate](#)

#### Default

## Approvals for Forum

Moderating 30 items of 2779

Content	<input type="radio"/> Approve All <input type="radio"/> Reject All	Actions
<p>Generated by <a href="#">Paul Smith288</a> at 7/24/2015 08:49 AM in Forum (view context: <a href="#">thread1</a>)</p> <p><a href="#">View Source</a> (Filter matches might exist in the BBCode source that are not visible.)</p> <p><b>Title</b> Is this your favorite Volvo?</p> <p><b>Body</b> Have a nice day!</p> <p><b>Image</b></p> 	<input type="radio"/> <input type="radio"/>	

**Image Only**

## Approvals for Image Only

Moderating 30 items of 34

[EXIT AND CANCEL PENDING CHANGES](#) [EXIT AND SAVE PENDING CHANGES](#)Generated by [Susie](#) at 01/02/2016 11:46 AM[|◀](#) [||](#) [▶|](#)**e** - Escalate | **x** - Toggle Reject | **space** - play/pause | **enter** - zoom | **left arrow** - previous | **right arrow** - advance | **s** - settings

This interface displays each piece of content along with the option to approve or reject that piece of content. Additionally, if you aren't currently viewing escalated content, you can escalate the content to a manager. Likewise, if the content is persistent, the Application is configured to allow content to be edited, you will also see the edit button in the right column.

The user that generated the content, the timestamp and location that the content was generated are displayed at the top of each piece of content. Next to the location is a link to view the [Context View](#) for the content. This will open a dialog that displays a contextual display for the content generated in the same location before and after this piece of content was generated. You can also click on the user's name to open the [User Details Dialog](#) for that user.

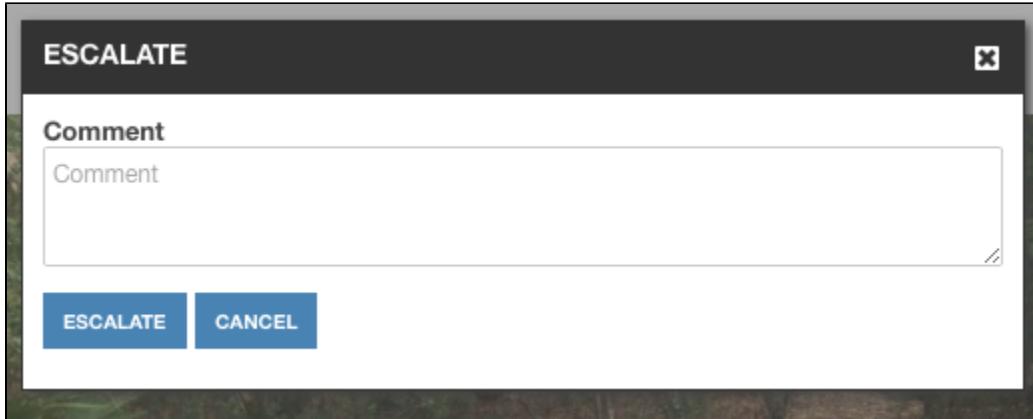
You can work through this queue by setting each piece of content to approve or reject. If you skip a piece of content and don't specify if it should be approved or rejected, it will remain in the queue. After each piece of content has been marked, you can complete the operation by hitting the "Moderate" button at the bottom of the page.

Additionally, if you have permission to use the "Approve All" and "Reject All" toggles, they will be displayed at the top of the listing. You can use these controls to set all of the content to either be approved or rejected. After you use one of the toggles, you can still change the value for

individual pieces of content.

### 1.1. Escalate

As long as you are not viewing an escalated pre-approval queue, you can use the escalate button to escalate a single piece of content to a moderator manager. This button is located in the right column and looks like an escalator. Once you click the escalate button, it will open a dialog that looks like this:



After you optionally add a comment, you can click the "Escalate" button to escalate the piece of content. The content will then be removed from the listing.

## Escalations

### 1. Escalations

Escalations are only accessible by a moderation manager or administrator. Both content and users can be escalated by moderators in cases where the moderator is not sure what action should be taken. A comment may be added to an escalation but is not required. Once submitted, content that is escalated will immediately be removed from the current queue and reside in the escalations queue.

Once the content or user is escalated, a moderation manager can access it by clicking on the numbered links under the **User-Alert Escalations**, **Content-Alert Escalations** and **Pre-Approval Escalations** columns from the [Dashboard](#). Clicking on the link will open the [User Alert Queue](#) in the case of a user alert escalation, [Content Alert Queue](#) in the case of a content alert escalation or the [Pre-Approval Queue](#) for content escalations.

Escalated users and content will display all of the same information as the normal queue displays with two exceptions:

- The user/content will not be able to be escalated
- The moderator that performed the escalation and the reason for the escalation (if it exists) will be displayed

Here is an example of the pre-approval escalations view. Notice that the Action column does not contain the Escalate button and the "Escalated By" and "Escalation Comment" displays are shown for each piece of content:

#### Table of Contents

##### 1. Escalations

## Escalations for Avatar Images

Moderating 2 items of 2

Content	<input type="radio"/> Approve All <input type="radio"/> Reject All	Action
<p>Generated by <a href="#">Inversoft</a> at 05/13/2014 04:57 PM in Avatar Images (view context: <a href="#">Threaded View</a>) Escalated by: admin@inversoft.com Escalation Comment:</p> 	<input type="radio"/> Approve <input type="radio"/> Reject	
<p>Generated by <a href="#">CleanSpeak</a> at 05/13/2014 04:58 PM in Avatar Images (view context: <a href="#">Threaded View</a>) Escalated by: admin@inversoft.com Escalation Comment: I'm not sure if the image of the hand is appropriate.</p> 	<input type="radio"/> Approve <input type="radio"/> Reject	

**MODERATE**

**CANCEL**

## Context View

### 2. Context View

When content is sent to CleanSpeak for moderation, it will include a timestamp, a sender, a location and optionally a receiver (for private messaging). These pieces of information allow CleanSpeak to build a contextual view of a conversation happening in your application. This could be chat in a game lobby or a group chat or even a forum post. Regardless of the type of content or the participants in the conversation, CleanSpeak can display the messages of a conversation.

This is how the Context View looks:

**CONTEXT VIEW**

0 Days    0 Hours    5 Minutes

**Content**

Generated by [SketchyGuy](#) to [IamNice](#) at 05/19/2014 12:15 PM in Web Chat

hey there

Generated by [IamNice](#) to [SketchyGuy](#) at 05/19/2014 12:15 PM in Web Chat

hey

Generated by [SketchyGuy](#) to [IamNice](#) at 05/19/2014 12:15 PM in Web Chat

good to see you online again

Generated by [SketchyGuy](#) to [IamNice](#) at 05/19/2014 12:15 PM in Web Chat

how was your day?

Generated by [IamNice](#) to [SketchyGuy](#) at 05/19/2014 12:15 PM in Web Chat

it was ok

Generated by [SketchyGuy](#) to [IamNice](#) at 05/19/2014 12:15 PM in Web Chat

just ok?

Generated by [IamNice](#) to [SketchyGuy](#) at 05/19/2014 12:15 PM in Web Chat

yeah, could be better I guess

Generated by [SketchyGuy](#) to [IamNice](#) at 05/19/2014 12:15 PM in Web Chat

I have an idea. [r ur parents home ?](#)

Generated by [IamNice](#) to [SketchyGuy](#) at 05/19/2014 12:15 PM in Web Chat

yeah, but they're leaving soon

Generated by [SketchyGuy](#) to [IamNice](#) at 05/19/2014 12:15 PM in Web Chat

[can I see u ?](#)

Generated by [IamNice](#) to [SketchyGuy](#) at 05/19/2014 12:15 PM in Web Chat

um, really? I don't know if that's a good idea

Generated by [SketchyGuy](#) to [IamNice](#) at 05/19/2014 12:15 PM in Web Chat

I can cheer you up, I promise

Generated by [IamNice](#) to [SketchyGuy](#) at 05/19/2014 12:15 PM in Web Chat

how?

From this dialog, you can also expand or reduce the timeframe for the conversation using the selections at the top. This is limited to a maximum of 30 days.

Each piece of content in the Context View contains the person that generated it (the sender), the person it was sent to (the receiver but only for private messaging), the time it was created and the location it was created in. You can click on either of the users to open the User Details Dialog.

## Editing Content

### 3. Editing Content

Persistent content can be edited depending on the configuration for the Application the content was generated in. Currently, the editing dialog can be accessed from either the [User Alert Queue](#) or the [Pre-Approval Queue](#). This will be expanded in the future so that content can be edited from any location in CleanSpeak.

To open the edit dialog, click on the edit icon under Actions in the right column:

Generated by [Inversoft](#) at 8/28/2014 11:22 AM in Forum (view context: [Threaded View](#))

<b>Title</b> My first forum post	<b>Body</b> An example forum post body that has a <b>dooky</b> bad word that should be highlighted for the moderator.	<b>Image</b>   <input type="radio"/> Approve <input type="radio"/> Reject 
-------------------------------------	--	--

This will open the edit dialog. Each part of the content will be editable and deletable using the X icon in the right column. Here is an example of the edit dialog.

**EDIT CONTENT**

Name	Content	Actions
Title	My first forum post	
Body	An example forum post body that has a dooky bad word that should be highlighted for the moderator.	
Image		

**SAVE** | **CANCEL**

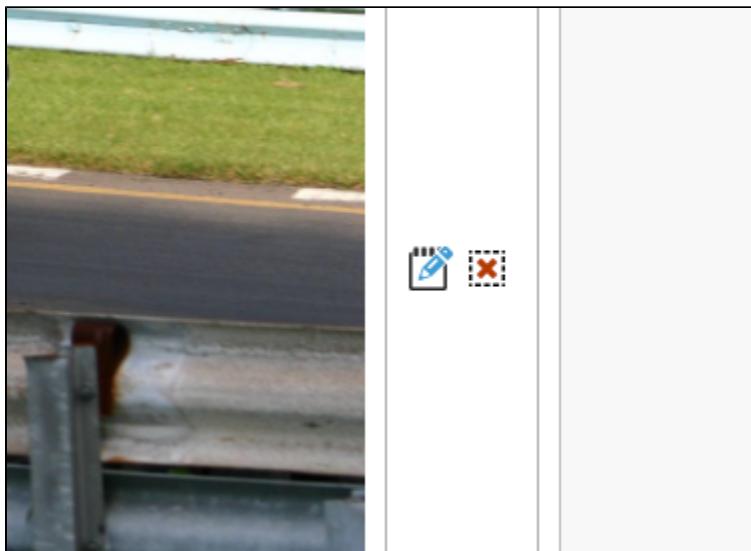
After you have made all of the changes to the content, you can click the "Save" button. CleanSpeak will then save the updated content and also send a [notification](#) back to the configured [Notification Servers](#).

## Deleting Content

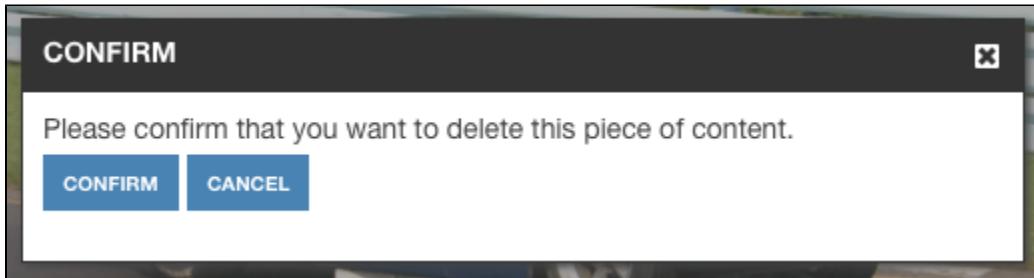
### 4. Deleting Content

Persistent content can be deleted depending on the configuration of the [Application](#) the content was generated in. Currently, you can delete content from the [User Alert Queue](#). This will be expanded in the future so that content can be deleted from any location in CleanSpeak.

To delete a piece of content, click the delete button under Actions in the right column:



This will open the a confirmation dialog that looks like this:



If you click confirm, the content will be marked as deleted in CleanSpeak and CleanSpeak will send a [notification](#) to the Notification Servers configured for the [Application](#).

## User Details Dialog

### 5. User Details Dialog

User details and history are available by clicking on a user's name from virtually anywhere inside CleanSpeak. When you click on a user's name, it will open a dialog that contains details about the user. This will allow you to quickly review the user's history and behavior. The User Details Dialog is nearly identical to the [User Alert Queue](#) except that it does not contain these elements:

- Altered Content
- Flagged Content
- User Flags
- Escalation Form

Also, if the user is currently in a queue pending review, the user cannot be actioned from this view. Instead of seeing the **Action User**, **Add a Comment** and **Escalate User** abilities in the top right corner, there will be a message indicating that the user is currently queued and cannot be actioned.

Here is an example of the User Details Dialog:



**ID:** c4d6b7fb-cfbe-40da-9fa2-4f984412cd2d [Edit](#)  
**Name:** Allan Fowler  
**Email:** Allan249@example.com  
**Last Login:** 3/10/2016 10:32:39 AM MST  
**Birth Date:** 10/26/1985 (30)  
**Score:** 0 [Edit](#)  
**Preferred Language(s):** None  
**Display Names:** Allan249  
**Help Desk ID:** 249

[ACTION USER](#)
[ADD A COMMENT](#)
[ESCALATE USER](#)

Expires
 Indefinite

**Applications to Action the User in**

All  
 Forum  
 Game Chat  
 Profile Pictures  
 Support Portal

Comment

Notify User?
 Email User?

SUBMIT

## Current Actions

Action	Comment	Time	Expiration	Moderator	Actions
User has no active actions by moderators.					

## Alerted/Flagged Content

Content	Actions
Generated at 3/10/2016 12:55 PM in Game Chat (view context: <a href="#">Secret Garden</a> )	N/A
<a href="#">View Filter Matches</a>	
whats you <a href="#">address</a> ?	
Generated at 3/10/2016 12:43 PM in Game Chat (view context: <a href="#">Secret Garden</a> )	N/A
do you have any pics	
Generated at 3/10/2016 12:41 PM in Game Chat (view context: <a href="#">Secret Garden</a> )	N/A
<a href="#">View Filter Matches</a>	
How old are you?	

## User History

Action	Comment	Activity	Time	Expiration	Moderator
No history for this user.					

You can use the sections on the User Alert Queue page to learn more about these features of the User Details Dialog:

- Action User
- Comment
- Current Actions
- User History

Additionally, the last 10 pieces of content that the user generated will be displayed under the Latest Content section. You can click on the "view context" link to open the Context View.

## Content Search

### 6. Content Search

CleanSpeak provides real-time, full-text search capabilities if you are storing content. The Content Search interface provides an easy way for moderators to find content. Here are some common use cases for the Content Search interface:

- Find all the content generated by a single user
- Locate the content that was moderated by a specific moderator
- Review content generated over a certain period of time.

- Find all the content that was approved or rejected recently

Here is what the Content Search interface looks like:

**CONTENT SEARCH**

**Content**

**Application**

All  
 Game Chat  
 Forum  
 Profile Pictures

**Moderators**  
Any

**Sender Display Name**

**Sender ID**

**Receiver Display Name**

**Receiver ID**

**Location**

**Start Date**

**End Date**

Generated an Alert  
 Required Approval  
 Was Approved  
 Was Dismissed  
 Was Escalated  
 Was Rejected  
 Edited  
 Deleted  
 Filtered  
 Order by date

**SEARCH** | **RESET**

There are a number of search options on the left side of the page. These are:

Option	Description
Content	This is a full-text search within the content. CleanSpeak attempts to find partial searches, but in most cases you must search for full words and phrases.
Application	The Applications to search for content in.

Moderators	The moderator that worked on the piece of content last.
Sender Display Name	The display name of the user that generated the content. This is often the user's username.
Sender ID	The UUID (or integer ID) of the user. This is the same ID that your application sends to CleanSpeak.
Receiver Display Name	The display name of the receiver (for private messaging). This is often the user's username
Receiver ID	The UUID (or integer ID) of the receiver. This is the same ID that your application sends to CleanSpeak.
Location	The location the content was generated. This depends on your integrate, but should match the locations inside your application/game.
Start Date	The date to bound the search by. Only content whose creation date is after this date will be returned from the search.
End Date	The date to bound the search by. Only content whose creation date is before this date will be returned from the search.
Generated an Alert	When checked, only content that generated an alert will be returned.
Required Approval	When checked, only content that required pre-approval will be returned.
Was Approved	When checked, only content that was approved will be returned.
Was Dismissed	When checked, only content that was dismissed (via the <a href="#">User Alert Queue</a> ) will be returned.
Was Escalated	When checked, only content that was escalated will be returned.
Was Rejected	When checked, only content that was rejected will be returned.
Deleted	When checked, only content that was deleted will be returned.
Filtered	When checked, only content generated a filter match will be returned.
Order by Date	Tells CleanSpeak to order the search results by date rather than relevance.

After you fill out the form, CleanSpeak will search for the content and return any results. By default, the results will be ordered by their relevance to your search. However, you can order them by date using the checkbox at the bottom of the search options.

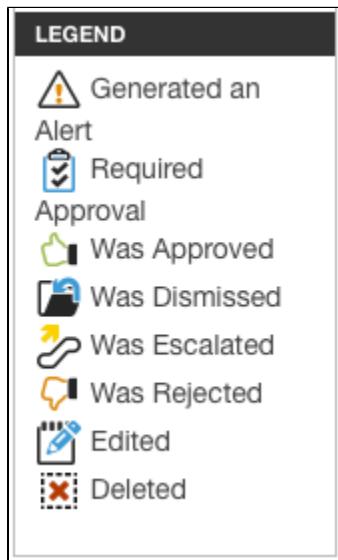
Here is how the search results look:

Content	History
Generated by <a href="#">Inversoft</a> at 8/26/2014 09:16 AM in Chat (view context: <a href="#">Threaded View</a> )  I was just demonstrating the coolness of CleanSpeak and had to send in bad content to <a href="#">do it!</a>	
Generated by <a href="#">Inversoft</a> at 8/26/2014 08:54 AM in Chat (view context: <a href="#">Threaded View</a> )  your a <a href="#">bastard!!!</a>	
Generated by <a href="#">Inversoft</a> at 8/26/2014 09:16 AM in Chat (view context: <a href="#">Threaded View</a> )  I'm really a nice person, I promise!	
Generated by <a href="#">Inversoft</a> at 8/26/2014 09:17 AM in Chat (view context: <a href="#">Threaded View</a> )  I just can't stop myself..	
Generated by <a href="#">Inversoft</a> at 8/26/2014 08:55 AM in Forum (view context: <a href="#">Threaded View</a> )  your an <a href="#">a whole!</a>	

Each piece of content in the search results displays the user that generated the content, the timestamp of the content, and the location of the content. Next to the location is a link that will open the [Context View](#) for that piece of content. Likewise, if you click the username link it will open the [User Details Dialog](#) for that user.

You can also mouse over any filter matches to learn more about the match.

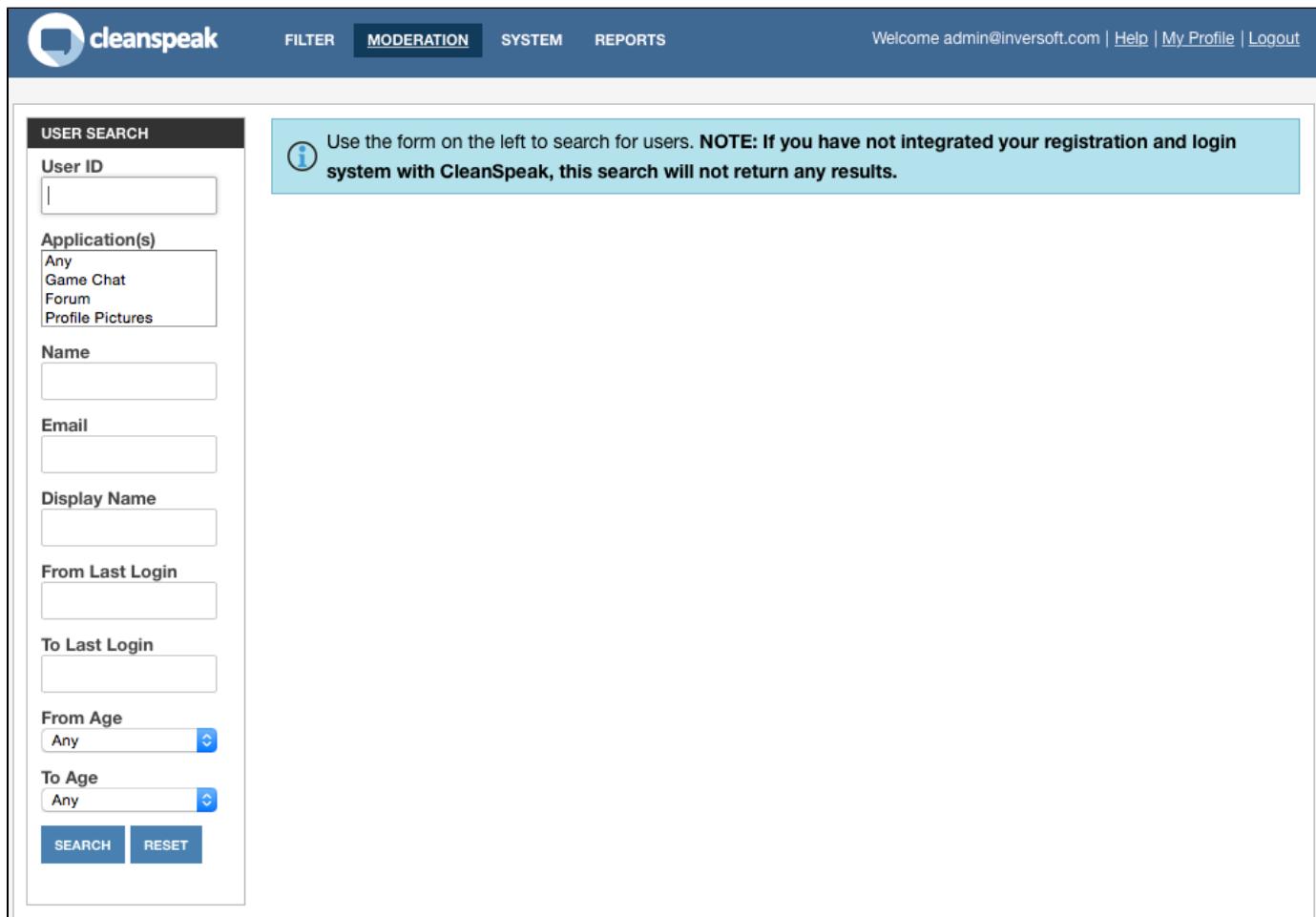
The History column displays the history of the piece of content. The content might have been approved, then edited, then deleted. All of this information is displayed as icons in this column. Here is the legend for these icons:



## User Search

### 7. User Search

CleanSpeak provides user search capabilities. This is a useful feature for moderators to quickly locate a specific user or a group of users. This is how the User Search page looks:



The screenshot shows the CleanSpeak moderation interface with the "MODERATION" tab selected. On the left, there is a "USER SEARCH" form with various filters. A note at the top right of the search area states: "Use the form on the left to search for users. NOTE: If you have not integrated your registration and login system with CleanSpeak, this search will not return any results." The search form includes fields for User ID, Application(s) (with options like Any, Game Chat, Forum, Profile Pictures), Name, Email, Display Name, From Last Login, To Last Login, From Age (with dropdowns for Any, 18+, 21+, 25+, 30+), and To Age (with dropdowns for Any, 18+, 21+, 25+, 30+). At the bottom of the form are "SEARCH" and "RESET" buttons.

The search options are listed on the left side of the page. The options are:

Option	Description
User ID	The UUID (or integer ID) of a single user to search for. This must be an exact ID.
Application	The Applications to search for the user in. This locates users that are assigned to an Application.
Name	The name of the user (not the display name). This is the name that is sent to CleanSpeak via the <a href="#">/content/user</a> API end-point.
Email	The email of the user. This is the email that is sent to CleanSpeak via the <a href="#">/content/user</a> API end-point.
Display Name	The display name of the user. This is the display name that is sent to CleanSpeak via the <a href="#">/content/user</a> API end-point.
From Last Login	This is a date bound to search for users by. Only user's that have logged in after this date will be included in the search results. The last login timestamp is sent to CleanSpeak via the <a href="#">/content/user</a> API end-point.
To Last Login	This is a date bound to search for users by. Only user's that have logged in before this date will be included in the search results. The last login timestamp is sent to CleanSpeak via the <a href="#">/content/user</a> API end-point.
From Age	This is an age bound to search for users by. Only user's whose age is greater than this value will be included in the search results. The birth date of the user is sent to CleanSpeak via the <a href="#">/content/user</a> API end-point.
To Age	This is an age bound to search for users by. Only user's whose age is less than that this value will be included in the search results. The birth date of the user is sent to CleanSpeak via the <a href="#">/content/user</a> API end-point.

After you fill out the search options, the search results will be displayed like this:

The screenshot shows the CleanSpeak web application interface. At the top, there is a navigation bar with the CleanSpeak logo, a 'FILTER' button, and tabs for 'MODERATION', 'SYSTEM', and 'REPORTS'. On the right of the navigation bar, it says 'Welcome admin@inversoft.com | Help | My Profile | Logout'. Below the navigation bar is a search form titled 'USER SEARCH' with fields for 'User ID', 'Application(s)' (with options 'Any', 'Game Chat', 'Forum', 'Profile Pictures'), 'Name' ('john'), 'Email', 'Display Name', 'From Last Login', and 'To Last Login'. To the right of the search form, the text 'Results 1 to 2 of about 2.' is displayed. Below this, there are two user summary cards. The first card is for 'John Johnson' (Id: [dfa8bc57-27f6-49d3-a550-5410f8e88aa0](#)) and includes a cartoon panda icon. The second card is for 'John McDaniel' (Id: [d4c12e6c-fb3f-4161-b102-edcb4d973fef](#)) and includes an image of a green frog. Both cards show the user's name, email, last login date (7/24/2015), birth date (2/02/1977 or 38), score (0), display names (John1 and John301 respectively), and help desk ID (1 and 301).

Each result shows a brief summary of the user. If you click on the ID link, it will open the [User Details Dialog](#) for that user.

## User Scoring

### 8. User Scoring

User scoring is a new feature in CleanSpeak 3.0. CleanSpeak can track users as they generate content inside your applications. Each user's score starts at 0 and can go up and down based on your configuration. You define all of the user scoring configuration under the configuration for each [Application](#).

The user score can be a number between -32,768 and 32,767. The more negative the number, the worse the behavior of the user. The more positive the number, the better the behavior of the user.

When users generate content that contains offensive language, their scores can be configured to go down. When users generate content that is not offensive (has no filter matches), their scores can be configured to go up. However, increases in user scores for content that contains no filter matches stop when the user's score reaches 0. However, you can configure other rules to increase a user's score above 0.

Whenever you are in a [User Alert Queue](#) or the [User Details Dialog](#), the user's score will be displayed like this:

The screenshot shows the 'USER DETAILS' dialog box. On the left is a placeholder image for a user profile picture. To the right, user details are listed:  
Id: dfa8bc57-27f6-49d3-a550-5410f8e88aa0 [Edit](#)  
Name: John Johnson  
Email: John1@example.com  
Last Login: 7/24/2015 12:44:11 PM MDT  
Birth Date: 2/02/1977 (38)  
Score: 0 [Edit](#)  
Preferred Language(s): None  
Display Names: John1  
Help Desk ID: 1

At the top right are two buttons: 'ACTION USER' and 'ADD A COMMENT'. Below them is a dropdown menu labeled 'Select an Action' with a small arrow icon.

## Current Actions

From these displays, you can edit the user's score directly by click the "Edit" link next to the score.

## 8.1. Getting Started

To get started with user scoring, you first need to configure your Applications to include scores. Visit the documentation for the [Applications](#) configuration to learn more about user scoring.

## 8.2. Automation

You can also implement automated moderation based on user scores. This is defined under the [Automated User Actions](#) configuration.

# System Configuration and Actions

## 9. System Configuration and Actions

CleanSpeak has a number of configuration sections and administration actions:

- Moderation Configuration
  - [Applications](#)
  - [User Actions](#)
  - [User Action Reasons](#)
  - [Notification Servers](#)
- Other Configuration
  - [Global Configuration](#)
  - [Audit Log](#)
  - [BBCodes](#)
- System Actions
  - [Search Index](#)
  - [Status](#)
  - [Migrate 2.3 Database](#)

## Applications

### 1. Applications

CleanSpeak Applications represent content sources. In some cases, users are also associated with CleanSpeak applications. Moderators can be assigned to specific applications. The moderation queues displayed in the moderation [Dashboard](#) are broken out by application as well.

Depending on your needs and integration, applications inside CleanSpeak might map 1-to-1 with your applications. In other cases, you might have multiple applications in CleanSpeak for one of your applications. Here's an example mapping when multiple CleanSpeak applications map to

one of your applications:

CleanSpeak application	Your application
Forum - English	Forum
Forum - Spanish	Forum
Game	Game

This depends on how your applications are configured and how you intend to moderate content. In some cases, you might have a single application for your forum, but it might segment topics and posts by language. You might also have 2 groups of moderators, those that speak English and those that speak Spanish. Each group might be responsible for moderator forum posts, but only for their language.

On the flip side, sometimes your applications will map 1-to-1 to CleanSpeak applications.

### 1.1. Application IDs

When using the CleanSpeak Management Interface, CleanSpeak will automatically generate a universally unique identifier (UUID) for each application. This is the application id that will be used in the JSON request body when calling the [/content/item/moderate](#) API to send content to CleanSpeak. The Application unique identifier can be set when you create the application via the [/system/application](#) API.

In either case, you can find the ID of each application on the listing page for applications.

### 1.2. Applications

When you navigate to System --> Applications you will be taken to the listing page.

Application Name	ID
Chat	f18ca52c-6708-471e-bb8d-72aa975d6919
Forum	9c942d3f-0ad7-41f7-8c0b-b9df100abb77
Images	a04c3aec-33fb-4cb7-bb76-0305c3bb4ca6
Support Portal	e6c8156d-393e-4e03-a3c0-b3a7488b758a
Usernames	9f1c94c6-abf0-4ae5-b3bd-ab03d5620d47

This view lists all configured applications and their corresponding unique id. From this view, you can add new applications by clicking the "Add Application" button at the top or edit an application by clicking its name.

### 2. Add or Edit Application

Table of Contents	
<a href="#">1. Applications</a>	
<a href="#">1.1. Application IDs</a>	
<a href="#">1.2. Applications</a>	
<a href="#">2. Add or Edit Application</a>	
<a href="#">2.1. Storage</a>	
<a href="#">2.2. Queue &amp; Score</a>	
<a href="#">2.2.1. Approval Queue</a>	
<a href="#">2.2.2. User Alert Queue</a>	
<a href="#">2.2.3. Content Alert Queue</a>	
<a href="#">2.2.4. User Score</a>	
<a href="#">2.2.5. Flagged Content</a>	
<a href="#">2.3. Images</a>	
<a href="#">2.4. Blacklist</a>	
<a href="#">2.5. Whitelist</a>	
<a href="#">2.6. Username</a>	

## Add Application

Adding an application allows you to define filter rules unique to a content source.

### Application Name\*

My First Application

Store Content

Image only

Enable User Actions

STORAGE

QUEUE & SCORE

BLACKLIST

WHITELIST

USERNAME

EMAIL

PHONE NUMBERS

URLS

ADVANCED

Field	Description
Application Name	The name of the application. This must be unique but is only used for display purposes, so you can name it whatever you want. It is generally helpful that the name identify the content source.
Store Content	Check this value if you intend to have CleanSpeak store content for this application.
Image Only	This indicates the application will only be used for image moderation. When this option is selected an additional tab will become visible to provide further configuration for an image only application. An application may not be converted to image only while content is in the queue awaiting moderation. Enabling this value will implicitly enable <u>Store Content</u> and display the <u>Images</u> configuration tab.
Enable User Actions	This controls whether or not moderators can action users inside the <a href="#">User Alert Queue</a> for this application.

### 2.1. Storage

This tab is displayed when the Store Content checkbox is selected.

STORAGE

QUEUE & SCORE

BLACKLIST

WHITELIST

USERNAME

EMAIL

PHONE NUMBERS

URLS

ADVANCED

#### Content Type

##### Content Type

###### Transient

*This content is displayed for a short period of time and then disappears forever. It is usually synonymous with chat. This content cannot be pre-approved, edited or deleted.*

###### Persistent

*This content is displayed indefinitely. Users can often go back and look at it or search for it. Examples include forum posts, profile pictures, descriptions, etc. This content can be edited, deleted and pre-approved.*

#### Persistent Content Settings

Content Edit Enabled?

Content Delete Enabled?

Asynchronously Store Persistent Content

*Improves performance but introduces latency and the potential for data loss.*

#### Email

Email moderators when content is flagged

Email moderators when users are flagged

Email moderators for content alerts

#### Deletion

Delete old content?

### Field

### Description

Content Type	<p>There are two types of content to select from when selecting to store content. The following description should help you identify which to select.</p> <table border="1" data-bbox="660 211 1493 454"> <thead> <tr> <th>Type</th><th>Description</th></tr> </thead> <tbody> <tr> <td>Transient</td><td>This content is displayed for a short period of time then disappears forever. It is usually synonymous with chat. This content cannot be pre-approved, edited or deleted.</td></tr> <tr> <td>Persistent</td><td>This content is displayed indefinitely. Users can often go back and look at it or search for it. Examples include forum posts, profile pictures, descriptions, etc. This content can be edited, deleted and pre-approved.</td></tr> </tbody> </table> <p>Here is a video that explains the different between the types of content in more detail:</p>	Type	Description	Transient	This content is displayed for a short period of time then disappears forever. It is usually synonymous with chat. This content cannot be pre-approved, edited or deleted.	Persistent	This content is displayed indefinitely. Users can often go back and look at it or search for it. Examples include forum posts, profile pictures, descriptions, etc. This content can be edited, deleted and pre-approved.
Type	Description						
Transient	This content is displayed for a short period of time then disappears forever. It is usually synonymous with chat. This content cannot be pre-approved, edited or deleted.						
Persistent	This content is displayed indefinitely. Users can often go back and look at it or search for it. Examples include forum posts, profile pictures, descriptions, etc. This content can be edited, deleted and pre-approved.						
Content Edit Enabled	This control instructs CleanSpeak that content in this application can be edited. See <a href="#">Edit Content</a> for additional information.						
Content Delete Enabled	This control instructs CleanSpeak that content in this application can be deleted. See <a href="#">Deleting Content</a> for additional information.						
Asynchronously Store Persistent Content	This instructs CleanSpeak to try to increase performance by asynchronously storing persistent content. In general, you should not select this option. Persistent content is rarely created at a high enough volume that this option makes sense. Contact <a href="mailto:support@inversoft.com">support@inversoft.com</a> if you have further questions about this feature.						
Email moderators when content is flagged	This instructs CleanSpeak to email all moderators assigned to this application (or those that have access to all applications) whenever a piece of content is sent to the <code>/content/item/flag</code> API end-point.						
Email moderators when users are flagged	This instructs CleanSpeak to email all moderators assigned to this application (or those that have access to all applications) whenever a user is flagged via the <code>/content/user/flag</code> API end-point.						
Email moderators for content alerts	This instructs CleanSpeak to email all moderators assigned to this application (or those that have access to all applications) whenever a piece of content generates an alert.						
Delete old content	Check this box to enable additional controls that allow CleanSpeak to delete content after a period of time. This is generally necessary when you're filtering large amounts of content to keep the database a manageable size.						

## 2.2. Queue & Score

This tab is displayed when the Store Content checkbox is selected.

STORAGE	QUEUE & SCORE	BLACKLIST	WHITELIST	USERNAME	EMAIL	PHONE NUMBERS	URLS	ADVANCED
<b>Approval Queue</b>			<b>User Alert Queue</b>			<b>Content Alert Queue</b>		
Approval Queue Check Out Size			User Queue Check Out Minutes			Content Alert Queue Size		
30			10			30		
Approval Queue Check Out Minutes						Content Alert Queue Check Out Minutes		
10						10		
<input type="checkbox"/> Queue for Approval (pre-moderation) when no Filter Rule is Hit (includes Allow action)								
<b>User Score</b>			<b>Flagged Content</b>					
Global Adjustments			Generates the following type of alert					
<input type="radio"/> Content <input checked="" type="radio"/> User								
Adjustment when Content is Flagged								
Adjustment when no Filter Rule is Hit.								
Adjustment when User is Flagged								

#### **2.2.1. Approval Queue**

Field	Description
Check Out Size	The number of items displayed at a time in the Pre-Approval Queue.
Check Out Minutes	The number of minutes that the content is checked out to a moderator in the Pre-Approval Queue.

#### **2.2.2. User Alert Queue**

Field	Description
Check Out Minutes	The number of minutes that users in the User Alert Queue will be checked out to a moderator.

#### **2.2.3. Content Alert Queue**

Field	Description
Queue Size	The number of items displayed at a time in the Content Alert Queue.
Check Out Minutes	The number of minutes that the content is checkout to a moderate in the Content Alert Queue.

#### **2.2.4. User Score**

Option	Description
Adjustment when Content is Flagged	This is the score adjustment applied to the user when another user flags/reports a piece of their content. Generally speaking, this value should negative.
Adjustment when User is Flagged	This is the score adjustment applied to the user when another user flags/reports them. Generally speaking, this value should negative.
Adjustment when no Filter Rule is hit	This is the score adjustment applied to the user when they generate a piece of content that does not hit one of the Filter Rules (described below). Generally speaking, this value should be a small positive number.

### 2.2.5. Flagged Content

Field	Description
Generates the following type of alert	The type of alert that should be generated when a piece of content is flagged.

## 2.3. Images

This section is only available when **Image Only** checkbox is selected.

### Image Queue

**Crazy Fast Speed Moderation Queue Layout**

**Default Timer Duration in Seconds**  
2.0  
*Duration to display an image when the queue is auto-advancing*

**Commit Delay in Seconds**  
45  
*Delay from when a moderator views or rejects an image and that decision is committed to CleanSpeak.*

**Enable dark mode**  
*Trust me, you want this.*

Option	Description
Crazy Fast Speed Moderation Queue Layout	This controls the layout of the approval queue. Enabling this feature changes approval queue to allow the moderator to user the approval queue in a keyboard friendly and efficient manor.
Default Timer Duration in Seconds	When auto-advance is enabled during moderation, this duration is how long the moderator will view the image before it advances to the next image in the queue. This default value may be overridden by the moderator.
Commit Delay in Seconds	Once a moderator views an image, this is the duration in seconds before the image moderation decision will be committed to CleanSpeak.
Enable dark mode	This controls the color scheme used to display the image queue. This value overrides the default color scheme used in the Management Interface and uses a dark color scheme that is easier on the eyes.

## 2.4. Blacklist

The blacklist filter rules are the primary means you'll need to configure your application. CleanSpeak will always find all matches in the content being filtered. The blacklist filter rules allow you to identify which types of matches are important and need to be acted upon. A blacklist filter rule is made up of one or more tags, optionally one or more locales and a set of actions to take for each available match severity. In addition to taking an action such as allow or reject, you may trigger an alert, and/or adjust the user's score.

To define a filter rule, you must select one or more [Tags](#) defined in the [Blacklist Filter](#). You can optionally select one or more locales as well. If you don't select any locales, the rule will apply to all locales. Finally, you define the actions that should be taken for each severity level. When the CleanSpeak filter finds matches in a piece of content, the match with the highest severity for the selected tags will dictate the action that is applied.

## Blacklist Filter Rules

The CleanSpeak filter will find blacklist matches using all of the available locales. A black list filter rule identifies how CleanSpeak should respond based upon the locale, severity and tag of the blacklist match. Add one or more filter rules to configure how you want to handle blacklist filter matches for this application.



To add your first filter rule, specify one or more tags and select an appropriate action for each severity.

Tags	Locales	Filter Rules				Delete
		Severity	Action	Alert	User Score Adjustments	
Sexual x	English x	Severe	Reject	<input checked="" type="radio"/> None <input type="radio"/> Content <input type="radio"/> User	-25	
		High	Reject	<input checked="" type="radio"/> None <input type="radio"/> Content <input type="radio"/> User	-10	
		Medium	Queue for Approval	<input type="radio"/> None <input type="radio"/> Content <input type="radio"/> User		
		Mild	Allow	<input checked="" type="radio"/> None <input type="radio"/> Content <input type="radio"/> User		

[ADD FILTER RULE](#)

Click '**Add Filter Rule**' to add an additional rule. Click the delete button in the last column to remove a filter rule from your application.

Field	Description
Tags	You may select one or more existing blacklist tags defined in the <a href="#">Blacklist Filter</a> .
Locales	The locales used to match against blacklist filter matches. If this value is not specified, all locales will be applied.

Filter Rules	<p>When a filter match is found the match with the highest severity for the selected tags will dictate the action that is applied. Here are the available actions for each severity.</p> <table border="1"> <thead> <tr> <th>Action</th><th>Description</th></tr> </thead> <tbody> <tr> <td>Allow</td><td>The content should be allowed through and displayed to other users.</td></tr> <tr> <td>Author Only</td><td>The content should be displayed back to the user, but not to anyone else.</td></tr> <tr> <td>Queue for Approval</td><td>(Only available in applications with persistent content) The content should be added to the <a href="#">Pre-Approval Queue</a>.</td></tr> <tr> <td>Reject</td><td>The content should immediately be rejected.</td></tr> <tr> <td>Replace</td><td>The content should be returned with filter matches at this severity being replaced with asterisks or whatever replacement character or string is specified in the Advanced section under Filter Settings.</td></tr> </tbody> </table> <p>Specifying an alert type causes an alert to be generated when this rule is matched. This is turned off by default and set to None. You may modify this default value and select one of the following options.</p> <table border="1"> <thead> <tr> <th>Alert</th><th>Description</th></tr> </thead> <tbody> <tr> <td>Content</td><td>Add the content item to the Content Alerts queue.</td></tr> <tr> <td>User</td><td>Add the user that generated the content to the User Alerts queue.</td></tr> </tbody> </table> <p>Specifying a user score adjustment allows you to modify a user score when this rule is matched. The value may be positive or negative.</p> <table border="1"> <thead> <tr> <th>Field</th><th>Description</th></tr> </thead> <tbody> <tr> <td>User Score Adjustments</td><td>A positive or negative integer value that will be added to the users score when this filter rule is matched. If you wish to reduce the users score to penalize the user you'll need to specify a negative number.</td></tr> </tbody> </table>	Action	Description	Allow	The content should be allowed through and displayed to other users.	Author Only	The content should be displayed back to the user, but not to anyone else.	Queue for Approval	(Only available in applications with persistent content) The content should be added to the <a href="#">Pre-Approval Queue</a> .	Reject	The content should immediately be rejected.	Replace	The content should be returned with filter matches at this severity being replaced with asterisks or whatever replacement character or string is specified in the Advanced section under Filter Settings.	Alert	Description	Content	Add the content item to the Content Alerts queue.	User	Add the user that generated the content to the User Alerts queue.	Field	Description	User Score Adjustments	A positive or negative integer value that will be added to the users score when this filter rule is matched. If you wish to reduce the users score to penalize the user you'll need to specify a negative number.
Action	Description																						
Allow	The content should be allowed through and displayed to other users.																						
Author Only	The content should be displayed back to the user, but not to anyone else.																						
Queue for Approval	(Only available in applications with persistent content) The content should be added to the <a href="#">Pre-Approval Queue</a> .																						
Reject	The content should immediately be rejected.																						
Replace	The content should be returned with filter matches at this severity being replaced with asterisks or whatever replacement character or string is specified in the Advanced section under Filter Settings.																						
Alert	Description																						
Content	Add the content item to the Content Alerts queue.																						
User	Add the user that generated the content to the User Alerts queue.																						
Field	Description																						
User Score Adjustments	A positive or negative integer value that will be added to the users score when this filter rule is matched. If you wish to reduce the users score to penalize the user you'll need to specify a negative number.																						
Delete	Clicking this button removes this filter rule from the application.																						

## 2.5. Whitelist

The whitelist filter rules allow you to take an action when content is found to contain words not found on the whitelist.

## Whitelist Filter Rules

Using the whitelist filter rules in conjunction with the blacklist in your application configuration is only useful for specific use cases. In part this is because, except for unique configurations, if all words in the filter request are found to be on the whitelist, you should not have a black list match. However, this may be useful for adjusting the user score for typing nonsensical words into a chat to identify potential bots or spammers. This then paired with automated actions may be used to action users who abuse your system even if they are not hitting the blacklist filter.

Rule	Action	User Score Adjustments	Alert 
Allowed Words <i>This rule will be applied when one or more of the words in the content are not on the allowed words list.</i>	Allow 	<input type="text"/>	<input checked="" type="radio"/> None <input type="radio"/> Content <input type="radio"/> User
Disallowed Phrases <i>This rule will be applied when a disallowed phrase is found in the content.</i>	Allow 	<input type="text"/>	<input checked="" type="radio"/> None <input type="radio"/> Content <input type="radio"/> User

**SUBMIT** **CANCEL**

## 2.6. Username

### Username Filter Rules

The username filter allows for a more aggressive matching algorithm better suited for usernames. While not required it is generally recommended that you designate a single application to use for username filtering. To manage username filter schemes, navigate to [Filter --> Usernames --> Schemes](#)

Enable Username Filtering

### Username Filter Rules

The username filter allows for a more aggressive matching algorithm better suited for usernames. While not required it is generally recommended that you designate a single application to use for username filtering. To manage username filter schemes, navigate to [Filter --> Usernames --> Schemes](#)

Enable Username Filtering

#### Scheme

default 

#### Action

Reject 

#### Alert

None. No alert will be generated. 

## 2.7. Email

### Email Filter Rules

The CleanSpeak filter will find all possible email address matches. An email filter rule identifies how CleanSpeak should respond based upon the quality score of the email address match. Modify the default email address filter rules to configure how you want to handle email address matches for this application.

Score	Action	User Score Adjustments	Alert ?	Examples
High	Allow ▾		<input checked="" type="radio"/> None <input type="radio"/> Content <input type="radio"/> User	jane@example.com jane @ example.com jane @ example . com jane @ example dot com jane at example.com
Medium	Allow ▾		<input checked="" type="radio"/> None <input type="radio"/> Content <input type="radio"/> User	jane @ example.it jane @ example. it jane @ example. as
Low	Allow ▾		<input checked="" type="radio"/> None <input type="radio"/> Content <input type="radio"/> User	be at home.... im tired be at home. it is cool

### 2.8. Phone Numbers

### Phone Number Filter Rules

The CleanSpeak filter will find all possible phone number matches. A phone number filter rule identifies how CleanSpeak should respond based upon the quality score of the phone number match. Modify the default phone number filter rules to configure how you want to handle phone number matches for this application.

Score	Action	User Score Adjustments	Alert ?	Examples
High	Allow ▾		<input checked="" type="radio"/> None <input type="radio"/> Content <input type="radio"/> User	(303)-555-1234 303-555-1234 303551234 303.555.1234 303 - 555 - 1234
Medium	Allow ▾		<input checked="" type="radio"/> None <input type="radio"/> Content <input type="radio"/> User	three zero three - five five five - one two three four three - oh - three - five - five - five - one - two - three - four
Low	Allow ▾		<input checked="" type="radio"/> None <input type="radio"/> Content <input type="radio"/> User	one - two { - three & % four / * five / - six / \ seven

### 2.9. URLs

STORAGE	QUEUE & SCORE	BLACKLIST	WHITELIST	USERNAME	EMAIL	PHONE NUMBERS	URLS	ADVANCED
<b>URL Filter Rules</b>								
The CleanSpeak filter will find all possible URL matches. A URL filter rule identifies how CleanSpeak should respond based upon the quality score of the URL match. Modify the default URL filter rules to configure how you want to handle URL matches for this application.								

## 2.10. Advanced

This section contains advanced filter options that most people won't need to change.

STORAGE	QUEUE & SCORE	BLACKLIST	WHITELIST	USERNAME	EMAIL	PHONE NUMBERS	URLS	ADVANCED
<b>Email Filter</b>			<b>Phone Number Filter</b>			<b>URL Filter</b>		
Max Length <input type="text"/>			Max Length <input type="text"/>			Max Length <input type="text"/>		
Space Score Adjustment <input type="text"/>			Min Length <input type="text"/>			Space Score Adjustment <input type="text"/>		
			Separator Score Adjustment (i.e. - . ,) <input type="text"/>					
			Space Score Adjustment <input type="text"/>					
			Word Score Adjustment (i.e. one two) <input type="text"/>					
<b>Filter Settings</b>								
You can override the default replacement character (*) or provide a replacement string								
<input checked="" type="radio"/> Default (*) <input type="radio"/> Character <input type="radio"/> String								

### 2.10.1. Email Filter

These options control how the email filter handles matches and generates quality scores.

Field	Description
Max Length	This controls the maximum match length for an email address to be considered valid.

Space Score Adjustment	<p>This defines the penalty applied to the quality score of an email when a space is encountered. For example:</p> <pre>foo @ bar . com</pre> <p>This match has 4 spaces and therefore the space penalty would be applied 4 times. This value should be a negative decimal number and defaults to -0.01.</p>
------------------------	--

### 2.10.2. Phone Number Filter

These options control how the phone number filter handles matches and generates quality scores.

Field	Description
Max Length	This controls the maximum match length for a phone number to be considered valid.
Min Length	This controls the minimum match length for a phone number to be considered valid.
Separator Score Adjustment	<p>This is the penalty applied to the quality score of a phone number when a non-standard separator is encountered, For example:</p> <pre>303 , 555 , 1234</pre> <p>This match has 2 non-standard separators (commas). Therefore, this penalty would be applied twice. This value should be a negative decimal number and defaults to -0.01.</p>
Space Score Adjustment	<p>This defines the penalty applied to the quality score of a phone number when a space is encountered. For example:</p> <pre>303 5 5 5 1234</pre> <p>This match has 4 spaces and therefore the space penalty would be applied 4 times. This value should be a negative decimal number and defaults to -0.01.</p>
Word Score Adjustment	<p>This defines the penalty applied to the quality score of a phone number when a number is spelled out. For example:</p> <pre>three zero three 5 5 5 1234</pre> <p>This match has 3 words and therefore the penalty would be applied 3 times. This value should be a negative decimal number and defaults to -0.01.</p>

### 2.10.3. URL Filter

These options control how the URL filter handles matches and generates quality scores.

Field	Description
Max Length	This controls the maximum match length for a URL to be considered valid.
Space Score Adjustment	<p>This defines the penalty applied to the quality score of a URL when a space is encountered. For example:</p> <pre>foo . bar . com</pre> <p>This match has 4 spaces and therefore the space penalty would be applied 4 times. This value should be a negative decimal number and defaults to -0.01.</p>

### 2.10.4. Filter Settings

Field	Description
Filter Settings	This controls the replacement character or String that CleanSpeak will use when the Filter Rules are configured to "Replace".

## User Actions

## 1. User Actions

User actions are the mechanism that moderators use to take an action on a user. This is often in the form of a discipline when a user is not behaving. However, user actions can also be used for rewarding good users or communicating other concepts back to your application. Here are some examples of non-discipline user actions:

- Credit a user's account
- Write a log in your user management system
- Create a CS ticket
- Add or remove a role from the user
- Add a special item to the user's in-game inventory

User actions are completely freeform, which means that they can be used for virtually any requirement.

The default user actions that ship with CleanSpeak are all discipline user actions. These are:

Action	Description
Ban	This permanently bans the user from the game/application.
Mute	This disables the user's ability to generate content in the application. If the application is a game, this might disable chat for the user. If the application is a forum, this might disable the ability for the user to post in the forum.
Suspend	This disables the user's ability to log into the application.
Warn	This sends a warning message to the user.

You can easily modify or delete any of these user action.

Here is a video that describes user actions:

### 1.1. Time-Based User Actions

There are two types of user actions that you can configure and use within CleanSpeak:

- Time-based
- Key-based

Time-based user actions must have a duration specified when they are apply to a user. Key-based actions can optionally have a set of keys that moderators can choose from when applying the action to a user. Time-based user actions can be fully managed by CleanSpeak so that your application does not have to keep track of when a specific action expires. Additionally, time-based user actions can be modified and canceled at anytime from the CleanSpeak Management Interface. When modifying a user action, the duration can be shortened or lengthened.

### 1.2. User Emailing

Action based emailing can be handled two ways in CleanSpeak:

1. Send emails directly to users
2. Include an email in the Notification, which will allow the receiving system to do the emailing.

Moderators will be able to select whether emails are sent. See the [User Details Dialog page](#) for more information. Key-based actions require a 'Start Action Email Template' to be configured when emailing is desired. Time-based actions require all the Email Templates to be configured, as users will receive an email when actions are Started, Modified, Cancelled, or Expire.

### 1.3. Listing

When you first click the User Action navigation link, you will be taken to the listing page. This lists all of the user actions currently configured in CleanSpeak. Here is an example of the user action listing page:

### Table of Contents

#### 1. User Actions

##### 1.1. Time-Based User Actions

##### 1.2. User Emailing

##### 1.3. Listing

##### 1.4. Modification

###### 1.4.1. Keys

###### 1.4.2. Localization

User Actions			
List		Add	
Name	Description	Time Based?	User Notifications Enabled?
<a href="#">Ban</a>	false	true	<a href="#"></a>
<a href="#">Mute</a>	true	true	<a href="#"></a>
<a href="#">Suspend</a>	true	true	<a href="#"></a>
<a href="#">Warn</a>	false	true	<a href="#"></a>

From the listing page, you can click the "Add" button at the top to create a new user action. You can click the name of any of the existing user actions to edit them. You can click the X button in the right-column to delete the user action.

#### 1.4. Modification

When you add or edit a user action, you will be displayed this form:

<b>Base Settings</b>		<b>Localization</b>								
<input type="text" value="Action Name"/> <input checked="" type="checkbox"/> Time Based?*		<table border="1"> <tr> <th>Locale</th> <th>Text</th> <th>Actions</th> </tr> <tr> <td>Select</td> <td><input type="text" value="Text"/></td> <td><a href="#">ADD</a></td> </tr> </table>	Locale	Text	Actions	Select	<input type="text" value="Text"/>	<a href="#">ADD</a>		
Locale	Text	Actions								
Select	<input type="text" value="Text"/>	<a href="#">ADD</a>								
<b>Email</b> <input checked="" type="checkbox"/> CleanSpeak Send Emails To Users										
<input type="checkbox"/> Notifications Contain Email										
Start Action Email Template <div style="border: 1px solid #ccc; height: 40px; margin-top: 5px;"></div>										
Modify Action Email Template <div style="border: 1px solid #ccc; height: 40px; margin-top: 5px;"></div>										
Cancel Action Email Template <div style="border: 1px solid #ccc; height: 40px; margin-top: 5px;"></div>										
End Action Email Template <div style="border: 1px solid #ccc; height: 40px; margin-top: 5px;"></div>										
<a href="#">SUBMIT</a> <a href="#">CANCEL</a>										

You must specify the name of the user action and you can also select if the action is time-based or key-based using the "Time Based" checkbox. If you choose to make the user action time-based, the "Action Keys" section will be removed from the display.

##### 1.4.1. Keys

If you are creating or editing a user action that is key-based, you can add and delete the keys in the "Action Keys" section. To add a new key, type in the name of the key and hit the "Add" button in the right-column. Once you add a key you can delete it using the X button in the "Actions" column. You can also localize the keys using the same method used to localize the user action name described below.

#### 1.4.2. Localization

All user actions and their keys can be localized. When a moderator applies a user action to a user, CleanSpeak sends a notification back to your application. This notification can be used to notify the user via email that they have been disciplined (for example). In order to allow user's to be notified in their native language, you might want to localize each user action and their keys. The localized name of the user action and the key is sent in the notification CleanSpeak sends back to your application.

To localize the name of user action, select the Locale from the select box in the "Localization" table to the right of the form. Next, input the localized name and then click add. Here is an example of a localized user action:

<b>Base Settings</b>  Name* <input type="text" value="Hello"/>  <input type="checkbox"/> Time Based?* <input type="checkbox"/> User Notifications Enabled?*	<b>Localization</b>  <table border="1"><thead><tr><th>Locale</th><th>Text</th><th>Actions</th></tr></thead><tbody><tr><td>Select</td><td><input type="text" value="Text"/></td><td><input type="button" value="ADD"/></td></tr><tr><td>French</td><td>Bonjour</td><td><input type="button" value="X"/></td></tr><tr><td>Spanish</td><td>Hola</td><td><input type="button" value="X"/></td></tr><tr><td>Arabic</td><td>مرحبا</td><td><input type="button" value="X"/></td></tr></tbody></table>	Locale	Text	Actions	Select	<input type="text" value="Text"/>	<input type="button" value="ADD"/>	French	Bonjour	<input type="button" value="X"/>	Spanish	Hola	<input type="button" value="X"/>	Arabic	مرحبا	<input type="button" value="X"/>
Locale	Text	Actions														
Select	<input type="text" value="Text"/>	<input type="button" value="ADD"/>														
French	Bonjour	<input type="button" value="X"/>														
Spanish	Hola	<input type="button" value="X"/>														
Arabic	مرحبا	<input type="button" value="X"/>														

You can delete any of the localizations by hitting the X button in the "Actions" column.

You can localize the user action keys using the same method.

### User Action Reasons

#### 1. User Actions Reasons

User actions reasons are a fast way for moderators to specify the reason they are actioning a user. These are freeform and appear on the user action form when configured. The user action reasons are also included in the [notifications](#) that CleanSpeak sends back to your application and can be localized if you want to include the reason in a communication to the user when they are actioned.

Here is how reasons appear in the user action form when they are configured:

#### Table of Contents

- 1. User Actions Reasons
  - 1.1. Listing
  - 1.2. Modification
    - 1.2.1. Localization

**ACTION USER**   **ADD A COMMENT**   **ESCALATE USER**

Suspend  
0 Days  
0 Hours  
0 Minutes

✓ (Optional) Select a Reason  
Inappropriate Behavior  
Terms of Service Violation

All  
 Chat  
 Images  
 Blog Comments  
 Display Names  
 Forum

Comment

Notify User?

**SUBMIT**

## 1.1. Listing

When you first click the User Action Reason navigation link, you will be taken to the listing page. This lists all of the user action reasons currently configured in CleanSpeak. Here is an example of the user action reason listing page:

**cleanspeak**   FILTER   MODERATION   **SYSTEM**   REPORTS   Welcome admin@inversoft.com | Help | My Profile | Logout

**ADD REASON**

Displaying 1 to 2 of 2 Results   Results per Page 25 [50](#) [100](#)   « [<](#) [1](#) of 1 [>](#) [»](#)

<a href="#">Text</a> ▾	<a href="#">Code</a>	Delete
<a href="#">Inappropriate Behavior</a>	IB	
<a href="#">Terms of Service Violation</a>	TOS	

From the listing page, you can click the "Add" button at the top to create a new user action reason. You can click the name of any of the existing user action reasons to edit them. You can click the X button in the right-column to delete the user action reason.

## 1.2. Modification

When you add or edit a user action reason, you will be displayed this form:

**cleanspeak**

FILTER MODERATION SYSTEM REPORTS

Welcome admin@inversoft.com | Help | My Profile | Logout

<b>Base Settings</b>	<b>Localization</b>						
Text* <input type="text"/>  Code* <input type="text"/>	<table border="1"> <thead> <tr> <th>Locale</th> <th>Text</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>Select</td> <td><input type="text"/></td> <td><b>ADD</b></td> </tr> </tbody> </table>	Locale	Text	Actions	Select	<input type="text"/>	<b>ADD</b>
Locale	Text	Actions					
Select	<input type="text"/>	<b>ADD</b>					
<input type="button" value="SUBMIT"/> <input type="button" value="CANCEL"/>							

You must specify the text of the user action reason and a code. Both of these are sent in the notification back to your application. Additionally, you can localize the text of the user action reason using the table on the right side of the page.

### 1.2.1. Localization

All user action reasons can be localized. When a moderator applies a user action to a user and selects a reason, CleanSpeak sends a notification back to your application. This notification can be used to notify the user via email that they have been disciplined (for example). In order to allow user's to be notified in their native language, you might want to localize each user action reason. The localized text of the user action reason is sent in the notification CleanSpeak sends back to your application.

To localize the text of user action reason, select the Locale from the select box in the "Localization" table to the right of the form. Next, input the localized text and then click add. Here is an example of a localized user action:

<b>Base Settings</b>	<b>Localization</b>															
Text* <input type="text" value="Hello"/>  Code* <input type="text" value="HEL"/>	<table border="1"> <thead> <tr> <th>Locale</th> <th>Text</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>Select</td> <td><input type="text"/></td> <td><b>ADD</b></td> </tr> <tr> <td>Arabic</td> <td>مرحبا</td> <td>X</td> </tr> <tr> <td>French</td> <td>Bonjour</td> <td>X</td> </tr> <tr> <td>Spanish</td> <td>Hola</td> <td>X</td> </tr> </tbody> </table>	Locale	Text	Actions	Select	<input type="text"/>	<b>ADD</b>	Arabic	مرحبا	X	French	Bonjour	X	Spanish	Hola	X
Locale	Text	Actions														
Select	<input type="text"/>	<b>ADD</b>														
Arabic	مرحبا	X														
French	Bonjour	X														
Spanish	Hola	X														
<input type="button" value="SUBMIT"/> <input type="button" value="CANCEL"/>																

You can delete any of the localizations by hitting the X button in the "Actions" column.

## Automated User Actions

### 1. Automated User Actions

Automated user actions provide a way for CleanSpeak to automatically apply actions to a user based on their score. This feature ties directly into [User Scoring](#) which is configured for each [Application](#).

Automated user actions are applied whenever a user's score breaches a threshold. Let's us an example to illustrate this process:

Say you have configured an application in CleanSpeak so that Severe Vulgarity reduces the user's score by 100 (i.e. the score adjustment is -100). A user is having a bad day and uses the f-word 10 times in a row. Their score is now -1,000. If you have an automated action that is configured to mute the user at -1,000 for 6 hours, on the 10th message the user sends, they will be automatically muted by CleanSpeak. This action will be stored in their history and their [User Details Dialog](#) display will include the mute in their Current Actions.

Let's continue with this example and say that the user returns after their 6 hour mute has expired and starts using the f-word some more. If you have an automated user action configured to suspend the user for 12 hours at -2,000, after the user's score reaches -2,000, they will be automatically suspended by CleanSpeak.

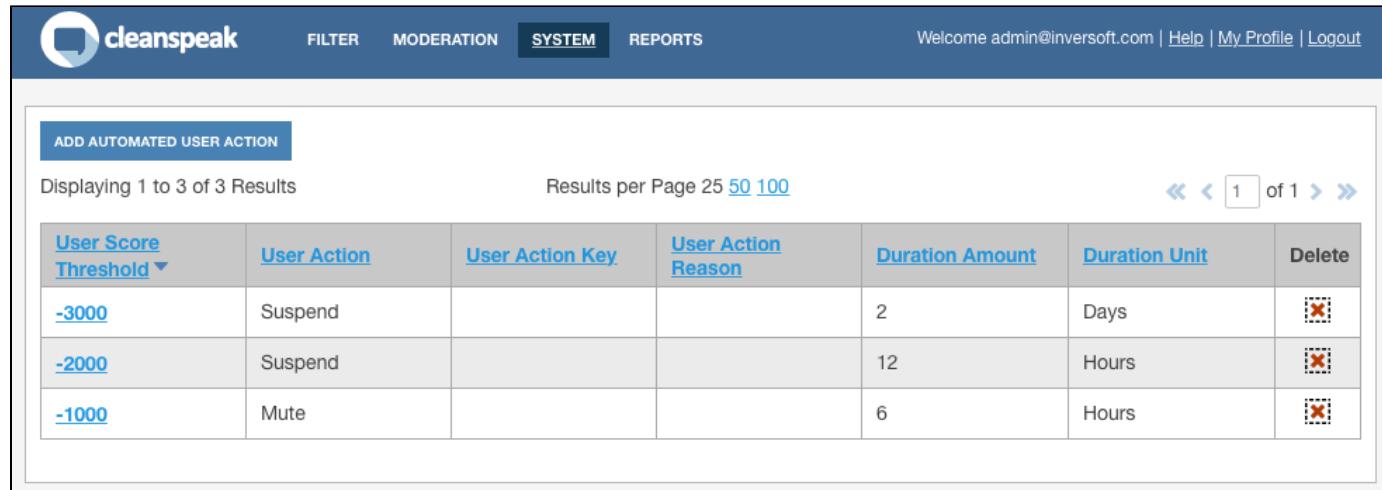
### Table of Contents

- [1. Automated User Actions](#)
  - [1.1. Listing](#)
  - [1.2. Modification](#)

On the flip-side, if the user returns and doesn't use the f-word any longer, their score might go down if you have configured the "Adjustment when no Filter Rule is Hit" setting to be a positive number. If the user continues to generate content that doesn't contain vulgarity, their score will go back up towards 0. But if the user starts using vulgarity again, their score will go down and they might be muted or suspended again.

## 1.1. Listing

When you first click the Automated User Actions navigation link, you will be taken to the listing page. Here's what the listing page looks like:



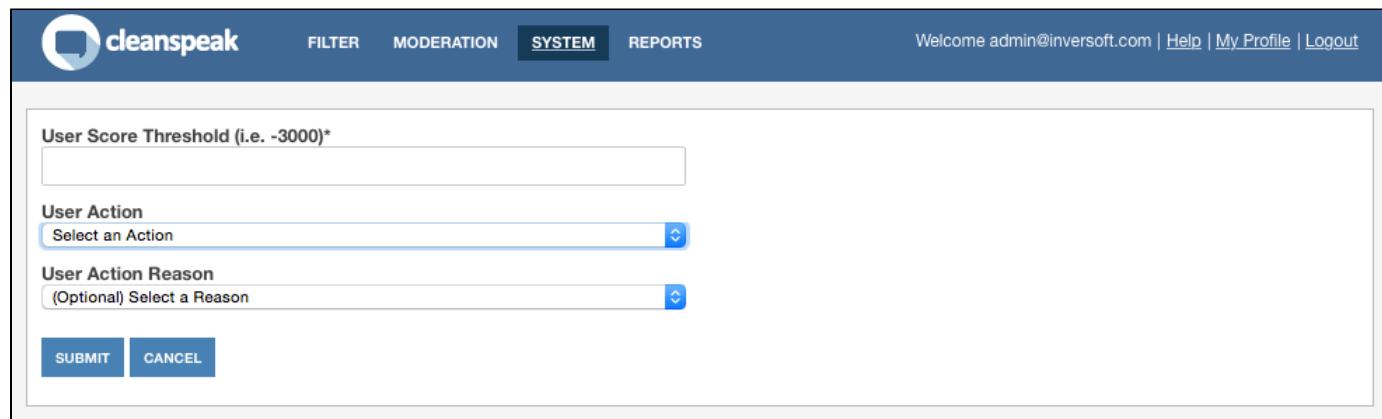
The screenshot shows a table listing three automated user actions. The columns are: User Score Threshold, User Action, User Action Key, User Action Reason, Duration Amount, Duration Unit, and Delete. The data is as follows:

User Score Threshold	User Action	User Action Key	User Action Reason	Duration Amount	Duration Unit	Delete
<a href="#">-3000</a>	Suspend			2	Days	
<a href="#">-2000</a>	Suspend			12	Hours	
<a href="#">-1000</a>	Mute			6	Hours	

From the listing page, you can add a new automated user action using the "Add Automated User Action" button at the top of the page. You can edit an existing automated user action by clicking the score threshold in the listing. You can also remove an automated user action by clicking the X button in the right-column.

## 1.2. Modification

When you add or edit an automated user action, you will be taken to this form:



The form has fields for User Score Threshold (with a required asterisk), User Action (a dropdown menu showing "Select an Action"), User Action Reason (a dropdown menu showing "(Optional) Select a Reason"), and two buttons at the bottom: SUBMIT and CANCEL.

You must specify a threshold and it must be unique. You can currently only apply a single automated user action at a specific threshold. However, you can create two separate automated user actions directly next to each other and they will both be applied if the user's score breaches both thresholds at the same time.

If you choose a key-based user action, a select box will appear that contains the keys like this:



The dropdown menu for User Action Keys shows one item: "Warn". Below it is another dropdown menu for User Action Key, which also shows "Select an Action Key".

You must select one of the keys to save the automated user action. Likewise, if you select a time-based user action, a duration text field and unit select box will appear like this:

<b>User Action</b>	Suspend
<b>User Action Reason</b>	(Optional) Select a Reason
<input type="checkbox"/> Notify User?*	
<b>Duration Amount*</b>	
<b>Duration Unit*</b>	Select a Unit

You must select a duration amount and unit to save the automated user action.

You can also optionally select a user action reason for the automated user action as well as specify if you want to notify the user or not.

## Notification Servers

### 1. Notification Servers

Notification servers are the method that CleanSpeak uses to communicate with your application. You configure notification servers via the CleanSpeak Management Interface to point to the [Notification Request Handler](#) that you wrote as part of your integration with CleanSpeak. After the notification servers have been configured, CleanSpeak will send back [Moderation Notifications](#) whenever any of these actions are taken by moderators or CleanSpeak:

- A user is actioned from the [User Alert Queue](#), [Pre-Approval Queue](#) or the [User Details Dialog](#)
- An [Automated User Action](#) is applied
- When [content](#) is edited
- When [content](#) is deleted
- When [content](#) is approved or rejected in the [Pre-Approval Queue](#)

#### Table of Contents

- 1. [Notification Servers](#)
  - 1.1. [Listing](#)
  - 1.2. [Modification](#)

#### 1.1. Listing

When you first click the [Notification Server](#) navigation link, you will be taken to the listing page. Here is what the notification server listing page looks like:

	URL	Delete
<input type="checkbox"/>	<a href="http://www.mycompany.com/a-different-notification-handler">http://www.mycompany.com/a-different-notification-handler</a>	
<input type="checkbox"/>	<a href="http://localhost/my-notification-handler">http://localhost/my-notification-handler</a>	

From this page you can add a new notification server by clicking the "Add Server" button at the top of the page. You can edit an existing notification server by clicking the URL of the server in the listing. You can delete a notification server by clicking the X button in the right-column.

#### 1.2. Modification

Whenever you add or edit a notification server, you will be taken to this form:

**URL\***

**HTTP Username**

**HTTP Password**

**Connect Timeout (in milliseconds)**

**Read Timeout (in milliseconds)**

**SSL Certificate (PEM)**

**Applications (Select All)**

- Chat
- Images
- Blog Comments
- Display Names
- Forum

### Additional Headers

Name	Value	Delete
ADD		

SUBMIT
CANCEL

You must specify the URL of the notification server and it should be the URL that points to the [Notification Request Handler](#) you wrote. In addition to the URL, there are a number of options you can specify for a notification server. Here are the options:

Option	Description
HTTP Username	An HTTP basic authentication username that is used to make the HTTP call when CleanSpeak sends the notification message to the notification server.
HTTP Password	An HTTP basic authentication password that is used to make the HTTP call when CleanSpeak sends the notification message to the notification server.
Connect Timeout	The number of milliseconds that CleanSpeak attempts to connect to your notification server.
Read Timeout	The number of milliseconds that CleanSpeak waits after it was written the notification message to the HTTP request body for your notification server to respond.
SSL Certificate	An SSL certificate in PEM format that is used to encrypt the HTTP call.
Applications	The applications that this notification server is associated with. Only actions taken in these applications will cause notifications to be sent to this notification server.
Additional Headers	Additional HTTP headers used to make the HTTP call to the notification server.

The additional headers table stores any additional headers you might need to send to your notification server and [Notification Request Handler](#) endpoint. You can add new headers by clicking the "Add" button under the table and delete headers by clicking the X button in the right-column of the Additional Headers table.

## Global Configuration

## 1. Global Configuration

The global configuration specify options that apply to all moderators and admins that use CleanSpeak.

### 1.1. System Configuration

There is only a single option under this section. This option allows you to set the default timezone for CleanSpeak. This is the timezone that the login page defaults to. However, moderators and admins can adjust the timezone for their sessions when they login.

#### Table of Contents

- 1. Global Configuration
  - 1.1. System Configuration
  - 1.2. Authentication
  - 1.3. Filter Configuration

## Global Configuration

[SYSTEM](#) [AUTHENTICATION](#) [FILTER](#) [PASSPORT](#) [MODERATION](#) [EMAIL](#)

### System Default Timezone\*

America/Denver

[SAVE CONFIGURATION](#)

### 1.2. Authentication

CleanSpeak supports different authentication mechanisms. Choose the one that is correct for your organization, please contact [support@inversoft.com](mailto:support@inversoft.com) for assistance if you wish to use Passport, GoogleOAuth, or SAML.

[SYSTEM](#) [AUTHENTICATION](#) [FILTER](#) [PASSPORT](#) [MODERATION](#) [EMAIL](#)

### Authentication System

- CleanSpeak Database
- Passport
- Google OAuth
- SAML

[SAVE CONFIGURATION](#)

### 1.3. Filter Configuration

There is only a single option under this section. This option specifies the maximum number of combinations that a single Blacklist Filter Entries should create based on the inflection rules, parts of speech, phonetic replacements and collapsing of double characters. This number helps prevent CleanSpeak from running out of memory when it runs the filter. The default value is 200 and this value should not be set too high.

SYSTEM	AUTHENTICATION	FILTER	PASSPORT	MODERATION	EMAIL
<b>Maximum # of Combinations for Blacklist Filter Entries</b> <input type="text" value="200"/>					
<input type="button" value="SAVE CONFIGURATION"/>					

#### 1.4. Passport Configuration

CleanSpeak will pull user data and Authenticate via Passport. These settings configure that.

SYSTEM	AUTHENTICATION	FILTER	PASSPORT	MODERATION	EMAIL
<input checked="" type="checkbox"/> <b>Retrieve user information from Passport?</b> <b>Passport Backend URL</b> <input type="text"/> <b>Passport Backend API Key</b> <input type="text"/>					

#### 1.5. Moderation Configuration

There are four options in this section. The first two specifies the check out duration for users. This duration only applies when users are checked out to a moderator outside of the [User Alert Queue](#) via the [User Details Dialog](#).

The third option determines if CleanSpeak should send a [Moderation Notifications](#) when time-based user actions expire. If you want CleanSpeak to manage time-based user action expirations automatically for you, you should select this option.

The last option, when selected, enables CleanSpeak to send emails to users. Email host settings must be configured in the cleanspeak.properties file, see [Configuration](#).

SYSTEM	AUTHENTICATION	FILTER	PASSPORT	MODERATION	EMAIL
<b>Global Content Check Out Minutes (when content is checked out outside of a queue)</b> <input type="text" value="10"/> <b>Global User Check Out Minutes (when a user is checked out outside of a queue)</b> <input type="text" value="10"/> <input type="checkbox"/> <b>Should CleanSpeak Send User Action End Notifications?</b> <input checked="" type="checkbox"/> <b>Should CleanSpeak Allow Emails To Users?</b>					

#### 1.6. Email

The email server configuration allows you to configure CleanSpeak to send email through an SMTP server.

SYSTEM	AUTHENTICATION	FILTER	PASSPORT	MODERATION	EMAIL
<p><b>SMTP Host</b></p> <input type="text" value="localhost"/> <p><b>SMTP Port</b></p> <input type="text" value="25"/> <p><b>SMTP Username</b></p> <input type="text" value="admin@inversoft.com"/> <p><b>SMTP Password</b></p> <input type="password" value="*****"/> <p><b>SMTP Security Type</b></p> <p>None</p> <p><i>If you are using Google's email servers, select TLS for this option.</i></p>					

Field	Description
SMTP Host	The hostname of the SMTP server.
SMTP Port	The port of the SMTP server.  As a general rule the following ports are used for SMTP servers. Your configuration may be different. <ul style="list-style-type: none"> <li>• 25 - Default SMTP port</li> <li>• 465 - SSL SMTP port</li> <li>• 587 - TLS SMTP port</li> </ul>
SMTP Username	The SMTP username
SMTP Password	The SMTP password
SMTP Security Type	Use this if instructed by your SMTP provider. When using a Google SMTP server you'll likely need to select TLS. <ul style="list-style-type: none"> <li>• None</li> <li>• SSL</li> <li>• TLS</li> </ul>

These settings should allow you to connect to most SMTP servers. If you find you need to specify an additional parameter not provided please let us know by sending a note to [support@inversoft.com](mailto:support@inversoft.com).

## Audit Log

### 2. Audit Log

The audit log stores all activity within the CleanSpeak Management Interface. Any time a moderator, manager or admin makes any changes, they are written to the audit log. The changes the audit log tracks are:

- Blacklist Filter
- Filter Approvals
- Testing/Verification
- Whitelist Filter
- URL Filter Whitelist

- Applications
- Moderators
- User Actions
- User Action Reasons
- Automated User Actions
- BBCodes
- Notification Servers
- Global Configuration

The audit log does not store any moderation activity such as:

- Dismissing users from the User Alert Queue
- Moderating content in the Pre-Approval Queue
- Actioning users
- Editing Content
- Deleting Content
- Escalations
- Commenting on users

## 2.7. Listing

When you first click the Audit Log navigation link, you will be taken to the listing page. From here, all of the audit logs are displayed. Here is how the listing page looks:

Log Message	Date	User
Added new Notification Server [http://www.mycompany.com/a-different-notification-handler]	07/26/2015 08:56:28 PM	admin@inversoft.com
Updated the Notification Server [http://localhost/my-notification-handler]	07/26/2015 08:56:07 PM	admin@inversoft.com
Updated automated user action [Warn:Language] for user score threshold [-1000]	07/26/2015 08:49:06 PM	admin@inversoft.com
Updated automated user action [Mute] for user score threshold [-1000]	07/26/2015 08:48:58 PM	admin@inversoft.com
Updated automated user action [Warn:Language] for user score threshold [-1000]	07/26/2015 08:46:40 PM	admin@inversoft.com
Updated automated user action [Suspend] for user score threshold [-1000]	07/26/2015 08:46:31 PM	admin@inversoft.com
Updated automated user action [Warn:Language] for user score threshold [-1000]	07/26/2015 08:44:43 PM	admin@inversoft.com
Updated automated user action [Suspend] for user	07/26/2015 08:44:24 PM	admin@inversoft.com

The simplest way to navigate and search for specific entries is using the Search form on the left side of the page. Here are the search options:

Option	Description
Message	Searches the Log Message text. You can use wildcards here like "*added*".
User	Searches the User that made the change. You can use wildcards here like "*admin*".
Start Date	A date boundary to search within. Only audit logs after this date will be displayed.
End Date	A date boundary to search within. Only audit logs before this date will be displayed.

## Moderators

## 1. Moderators

This page allows you to configure the moderators, manages and admins that have access to the CleanSpeak Management Interface. We didn't use the term "user" because it caused too much confusion with the user's that are generating content that CleanSpeak is filtering and moderating. Therefore, we refer to the user's of CleanSpeak as moderators.

Moderators are assigned one or more roles. These roles determine what permissions the moderator has and what parts of the CleanSpeak Management Interface they can use.

### 1.1. Listing

When you first click the Moderators navigation link, you will be taken to the listing page. This page lists all of the moderators currently configured. Here is how the listing page looks:

The screenshot shows the CleanSpeak Management Interface with the following details:

- Header:** Welcome admin@inversoft.com | Help | My Profile | Logout
- Navigation:** FILTER, MODERATION, SYSTEM (highlighted), REPORTS
- Left Sidebar:**
  - SEARCH:** Email input field, SEARCH, CLEAR buttons
  - DISABLED USERS:** View Disabled Users button
- Main Content:**
  - ADD MODERATOR:** Button
  - Displaying 1 to 7 of 7 Results
  - Results per Page 25 [50](#) [100](#)
  - Pagination: << <  of 1 > >>
  - Table:** A grid showing moderator details. Columns: Email, Id, External Id, Delete. Data rows:
    - admin@inversoft.com
    - brian@inversoft.com
    - daniel@inversoft.com
    - mike.moloughney@inversoft.com
    - moderator@inversoft.com
    - sean@inversoft.com
    - seth@inversoft.com

From this view, you can add a new moderator using the "Add Moderator" button at the top of the page. You can edit an existing moderator by clicking their email. You can disable a moderator by clicking the X button in the right-column.

Note that moderators cannot be deleted they can only be disabled. CleanSpeak associates a lot of data with a moderator including all of their changes and moderation actions. Therefore, moderators cannot be deleted.

You can also search for moderators using the search box on the left side of the page. This search box takes wildcards using the "\*" (asterisk) character.

### 1.2. Disabled Moderators

Since moderators cannot be deleted, you can view disabled moderators by clicking the "View Disabled Users" on the left side of the page. This will take you to a separate page that lists the disabled moderators and allows you to re-enable them if you need.

### 1.3. Modification

When you add or edit a moderator, you will be take to this form:

#### Table of Contents

##### 1. Moderators

###### 1.1. Listing

###### 1.2. Disabled Moderators

###### 1.3. Modification

**Email\***

**External Id**

**Password\***

**Confirm Password\***

**Expire UTC (optional - leave blank for no expiration)**

**Roles**

Admin

<b>Filter Roles</b>	<b>Moderation Roles</b>	<b>Other Roles</b>
<input type="radio"/> Filter	<input type="radio"/> Moderator	<input type="checkbox"/> View Audit Logs
<input type="radio"/> Filter Manager	<input type="radio"/> Moderation Manager	<input type="checkbox"/> Administer Moderators
<input checked="" type="radio"/> None	<input checked="" type="radio"/> None	<input type="checkbox"/> Approve all from Approval Queues

**SAVE**
**CANCEL**

When creating a moderator, you must specify their email and a password and at least one role. There are two additional options you can specify for the user:

Option	Description
External ID	This is an external ID used to identify the moderator. Depending on your integration, you might need to specify an External ID and pass it into various API end-points.
Expiration	A date at which the moderators access to CleanSpeak is disabled. This is useful for short term employees and contractors.

Here are the roles you can assign to the moderator:

Role	Description
Admin	The moderator is a super-user and will have access to all features and pages inside CleanSpeak.
Filter	The moderator will have access to suggest changes to the <a href="#">Blacklist Filter</a> , <a href="#">URL Filter Whitelist</a> , and <a href="#">Whitelist Filter</a> . However, they will not have permission to approve changes.
Filter Manager	The moderator has the same permissions as a Filter moderator but can also approve changes via the <a href="#">Approvals</a> page.
Moderator	The moderator has access to the <a href="#">User Alert Queue</a> and <a href="#">Pre-Approval Queue</a> but does not have permissions to view <a href="#">Escalations</a> .
Moderator Manager	The moderator has the same permissions as a Moderator but can also view <a href="#">Escalations</a> .
View Audit Logs	The moderator has permissions to view and search the <a href="#">Audit Log</a> .
Administer Moderators	The moderator has permissions to manage moderators using this interface.
Approval All from Approval Queues	The moderator has permissions to approve and reject all content in the <a href="#">Pre-Approval Queue</a> .

If you select the "Moderator" or "Moderator Manager" roles, you can optionally assign the moderator to one or more applications. This ensures that specific moderators only have access to the moderation queues of specific applications. The application selection looks like this:

**Roles**

Admin

**Filter Roles**

Filter  
 Filter Manager  
 None

**Moderation Roles**

Moderator  
 Moderation Manager  
 None

**Other Roles**

View Audit Logs  
 Administer Moderators  
 Approve all from Approval Queues

---

**Applications**

The applications the moderator has access to for moderation. If they are all unchecked, the moderator will have access to all applications.

All  
 Chat  
 Images  
 Blog Comments  
 Display Names  
 Forum

SAVE
CANCEL

If you grant a Moderator or Moderator Manager access to all applications, they will be able to view and work in all moderation queues.

## BBCodes

### 1. BBCode

CleanSpeak handles BBCode content in two ways. First, the CleanSpeak filter can correctly parse and filter BBCode content. Second, the CleanSpeak Management Interface can render BBCode content whenever it is displayed.

In order for CleanSpeak to properly handle BBCode in these ways, you must configure all of the valid BBCode that your applications use.

#### 1.1. Listing

When you first click the BBCode navigation link, you will be taken to the listing page. The listing page lists out all of the configured BBCode. Here is how the listing page looks:

#### Table of Contents

- 1. BBCode
  - 1.1. Listing
  - 1.2. Modification
    - 1.2.1. Templates
  - 1.3. Undefined BBCode

The screenshot shows the Cleanspeak application's BBCODE management page. At the top, there are navigation links: FILTER, MODERATION, SYSTEM (which is highlighted in blue), and REPORTS. On the right, a welcome message says "Welcome admin@inversoft.com | Help | My Profile | Logout".

On the left, there is a search bar with a "SEARCH" button and a "CLEAR" button. In the center, there is a "ADD BBCODE" button. Below these, it says "Displaying 1 to 25 of 27 Results" and "Results per Page 25 [50](#) [100](#)". To the right, there is a pagination area with arrows and a page number "1 of 2".

The main content is a table listing BBCODEs:

Name	Delete
*	X
b	X
center	X
code	X
color	X
email	X
font	X

From this page, you can add a new BBCODE by clicking the "Add BBCODE" button at the top of the page. You can edit an existing BBCODE by clicking its name. You can also delete a BBCODE by clicking the X button in the right-column.

The search box on the left side of the page allows you to search for BBCODEs quickly. This search box accepts wildcards using asterisks ("\*").

## 1.2. Modification

When you create or edit a BBCODE, you will be taken to this form:

The screenshot shows the BBCODE creation/edit form. At the top, there are navigation links: FILTER, MODERATION, SYSTEM (highlighted in blue), and REPORTS. On the right, a welcome message says "Welcome admin@inversoft.com | Help | My Profile | Logout".

The form fields are:

- Name\***: A text input field.
- Options**: A group of checkboxes:
  - Tag does not require a closing tag (i.e. [\*])\*
  - Tag can contains pre-formatted text (i.e. [noparse])\*
  - Tag does not have a body or a closing tag. (i.e. [smile])\*
  - Convert newlines to HTML (i.e. <br/>)\*
- Template\***: A large text area for defining the template of the BBCODE.
- Buttons**: "SUBMIT" and "CANCEL" buttons at the bottom.

You must first specify the Name of the BBCODE. This is also the tag name that is used for the BBCODE. The other options for the BBCODE are:

Option	Description

Tag does not require a closing tag	Some BBCode tags don't require a closing tag. CleanSpeak uses the configuration option to assist when parsing the BBCode so that the filter works properly.
Tag contains pre-formatted text	Some BBCode tags contain bodies that should not be parsed. An example of this is the [noparse] and [pre] tags. CleanSpeak will treat the body of these tags as plain text rather than BBCode.
Tag does not have a body or closing tag	Some tags cannot have bodies or closing tags. An example of this is the [*] tag.
Convert newlines to HTML	This tells CleanSpeak that it should convert newlines in the body of the BBCode to HTML   tags.

### 1.2.1. Templates

The other required field is the Template field. This is the template that is used to render the BBCode. CleanSpeak uses FreeMarker templates to render BBCodes. The FreeMarker template is defined in this textarea field.

A few notes about the FreeMarker templates used for BBCodes:

- By default, FreeMarker is configured to use the [] (square bracket) syntax
- By default, FreeMarker is configured to render numbers in computer format

There are 3 variables that are accessible in the template. These are:

Variable	Description
attrs	<p>This is a Map of the attributes passed to the BBCode. The key and value are both Strings.</p> <p>For example, if you have the BBCode:</p> <pre>[foo attr1=value1 attr2="value2"]Body[/foo]</pre> <p>The <b>attrs</b> map will contain the key-value pair ["attr1": "value1", "attr2": "value2"]</p>
attribute	<p>This is the single attribute passed to the BBCode. Some BBCodes only have a single attribute and it is specified like this:</p> <pre>[img="/images/car.png"]</pre> <p>In this case, the <b>attribute</b> variable will be equal to "/images/car.png"</p>
body	<p>This contains the body of the tag. For example, if you have the BBCode:</p> <pre>[foo]Here is the body[/foo]</pre> <p>The <b>body</b> variable will be equal to "Here is the body"</p>

### 1.3. Undefined BBCodes

If you don't define a BBCode tag, CleanSpeak will treat it as plain text. This is how most forums handle unknown BBCode tags and it is a tactic often used to fool filters. For example, someone could enter this BBCode:

```
[fuck]you[/fuck]
```

If CleanSpeak were to parse this BBCode tag, it would not find the f-word. Instead, since there is not a BBCode defined for the f-word, CleanSpeak will treat this entire content as plain text and it will correctly find two matches for the f-word.

## Search Index

## 1. Search Index

This page provides the ability to re-index your search engine in the event that it becomes out of sync with the database. This can happen when additional search engines are allocated, the database is migrated to a new environment, and various other reasons.

As the warning indicates from the text in the page itself, the re-index process can be time consuming depending on the amount of data stored in the database to be indexed. If you need to re-index your CleanSpeak installation, simply hit the "Reindex" button at the bottom of the page.

The screenshot shows the CleanSpeak Management Interface with the following details:

- Header:** Welcome admin@inversoft.com | Help | My Profile | Logout
- Navigation:** FILTER, MODERATION, SYSTEM (highlighted), REPORTS
- Title:** Re-indexer
- Description:** This tool is used to recreate the search index CleanSpeak uses when performing both content and user searches from the Management Interface. It accomplishes this by reading existing information contained in your database and sending it to the search engine for re-indexing. This process leverages the exact same system that's used to index content during normal operation with the exception that it's happening at a much higher rate of content over time.
- Note:** Please keep in mind that executing this tool is a very CPU and I/O intensive process and we recommend only running it during scheduled periods of downtime where the load won't impact production indexing and server performance. Moreover, we suggest that you do not perform any moderation while executing this process else you run the risk of corrupting your search index, which will require you to re-run this process.
- Support:** If you are unclear about how to effectively use this tool, please contact [support@inversoft.com](mailto:support@inversoft.com) for further assistance.
- Data Table:**

Content Items	Content Users
Database Count: 9,243,283	Database Count: 730
Index Count: 104	Index Count: 730
- Buttons:** REINDEX

## Status

### 1. Status

This page contains metrics and health statistics for CleanSpeak. It will collect all of the data from the CleanSpeak Management Interface and each CleanSpeak WebService based on the configuration in the `cleanspeak.properties` file. Each section of this page has different metrics and statistics. Here is how this page looks:

#### Table of Contents

##### 1. Search Index

Search Index

System

Reports

Help

Logout

#### Table of Contents

##### 1. Status

# CleanSpeak Status

This page outputs all of the metrics and service status that CleanSpeak collects. It is primarily used to assist the Inversoft support team in debugging production systems. However, you might find some useful information here if you are specifically trying to scale CleanSpeak or determine what services in your infrastructure might be having problems (i.e. database).

## Stats for this Server

### Health Checks

Service	Healthy
HikariPool-0.pool.Connection99Percent	✓
HikariPool-0.pool.ConnectivityCheck	✓
com.inversoft.cleanspeak.api.service.moderation.ContentQueueDrainer\$ContentQueueDrainer	✓
com.inversoft.cleanspeak.api.service.moderation.DefaultContentUserScoreService\$DefaultContentUserScoreService	✓

### Counters

Service	Count
com.inversoft.cleanspeak.api.service.moderation.DefaultContentQueue.count	0

### Gauges

Service	Value
HikariPool-0.pool.ActiveConnections	0

For the most part, you won't need to use this page unless your system is experiencing problems or you are working with Inversoft support engineers to diagnose an issue. However, here is a brief description of each of the metrics and statistics:

Section	Description
Health Checks	<p>This section contains health checks for various components in CleanSpeak. Each check will display a healthy status as a green checkmark or an unhealthy status as a red checkmark.</p> <p>Some of the health checks include:</p> <ul style="list-style-type: none"> <li>• Database connection pool connectivity checks</li> <li>• Content Queue drain checks</li> <li>• User scoring sub-system checks</li> </ul>
Counters	<p>This section contains simple counters that are incremented when events occur within CleanSpeak. The counters include:</p> <ul style="list-style-type: none"> <li>• Number of items that have been added to the content queue</li> </ul>
Gauges	<p>This section includes a set of current counts that are incremented and decremented when events occur within CleanSpeak. The gauges include:</p> <ul style="list-style-type: none"> <li>• Connections to the database</li> <li>• Idle database connections</li> <li>• Pending database connections (those being created)</li> <li>• Total connections to the database</li> <li>• Current size of the user score queue</li> <li>• Current size of the content queue</li> </ul>
Histograms	<p>This section contains histograms. Histograms are the statistical distribution of the values over a set. This includes min, max, mean, 95 percentile, etc. The histograms include:</p> <ul style="list-style-type: none"> <li>• Number of active database connections</li> </ul>
Meters	<p>This section the set of meters, which are counts over a period of time. All of the controllers and API end-points within CleanSpeak are measured by meters. This determine how often they are called.</p>

Timers (Meters)	This section includes timers for the meters.
Timers (Times)	<p>This section includes the timing for specific operations within CleanSpeak. This is the length of time it takes to complete the operation. Also included in this section are the min, max, mean and percentiles for the times. The timers include:</p> <ul style="list-style-type: none"> <li>• Database operations</li> <li>• API end-points</li> <li>• Controllers in the CleanSpeak Management Interface</li> </ul>

## Migrate 2.3 Database

### 1. Migrating a 2.3 Database

In some situations, it might be possible to migrate a 2.3 database to CleanSpeak 3.0.

If you are only using the CleanSpeak Filter product, then you can use this page to quickly migrate your [Blacklist Filter](#) and [Whitelist Filter](#) lists from a 2.3 database to a 3.0 database.

If you are using the CleanSpeak Moderation product, then the ability to migrate your data will depend on the format of your 2.3 data. Here are the constraints that your 2.3 data must have in order to be migratable.

- Content UID must be an integer or a UUID
- Sender UID must be an integer or a UUID
- Receiver UID must be an integer or a UUID

If your 2.3 data and integration used this data constraints, then you can likely migrate your data.

NOTE: Any content from your 2.3 database that did not contain a Sender UID will not be migrated.

#### Table of Contents

##### 1. Migrating a 2.3 Database

###### 1.1. Steps

#### 1.1. Steps

Here are the steps you take to migrate a 2.3 database to CleanSpeak 3.0:

1. Shutdown any running CleanSpeak 2.3 services
2. Backup your 2.3 database
3. Backup your 3.0 database
4. Ensure your 3.0 CleanSpeak services are all running (Search Engine, WebService and Management Interface) and everything is configured properly
5. Fill out the form below using your 2.3 database information (NOT your 3.0 database information)
6. Click "Submit"

Here is the migration form:



FILTER

MODERATION

SYSTEM

REPORTS

Welcome admin@inversoft.com | [Help](#) | [My Profile](#) | [Logout](#)

## Migrate 2.3 Database

Provide the following information for your 2.3 database. Once you click submit, CleanSpeak will begin the migration. This migration could take minutes or hours. CleanSpeak will email you when the migration is finished.

**NOTE:** This process completely deletes all of the data in your current database. You should make a backup if you want to save any of the current data. Also, this process only migrates content that uses UUIDs or integer values for the uid, sender ID and receiver ID columns. If you use strings for any of these columns, that content will not be migrated. Finally, any content that is missing a sender ID will be skipped as well since sender ID is required in CleanSpeak 3.0.

Database Server Name\*

Database Server Port\*

Database Name\*

Database Username\*

Database Password\*

Email address\*

**SUBMIT**

## Email Templates

### Overview

Email templates are used to generate emails for user actioning, via either automated actioning or moderator actioning. The generated email can either be:

1. sent directly to content users by CleanSpeak (required email configuration. See `email.*` properties on the [Configuration page](#))
2. included in the notification message that is sent to the notification handler for a 3rd party system handle the emailing

Localized versions may also be added to the template by defining a localized subject, from name, text body, and HTML body. Localized versions of a template will be used when a localized version is available for a user's preferred language (set via the Content User's `data.preferredLanguage` field).

### Email Templates (System -> Email Templates)

[ADD](#)

Displaying 1 to 9 of 9 Results

Results per Page 25 [50](#) [100](#)<< <  of 1 > >>

Name ▾	ID	Delete
<a href="#">Action Start</a>	52c6bf0e-7bc6-4fcb-826f-0246abebd867	
<a href="#">Database Migration Failed</a>	8da42c09-461c-45f3-b931-6e9f63b87ab6	*
<a href="#">Database Migration Succeeded</a>	8da42c09-461c-45f3-b931-6e9f63b87ab7	*
<a href="#">Moderator Notification</a>	8da42c09-461c-45f3-b931-6e9f63b87ab5	*
<a href="#">Mute Cancel</a>	e3a489ef-ed31-43fd-8d80-67245a3ff1a3	
<a href="#">Mute End</a>	14328aaa-38f4-4673-8d34-b9a758f1638c	
<a href="#">Mute Modify</a>	95f65140-e1a1-4871-b61d-195f2240e380	
<a href="#">Mute Start</a>	22f82eb7-863f-4a62-891c-4a53df326e29	
<a href="#">Password Reset</a>	8da42c09-461c-45f3-b931-6e9f63b87ab8	*

Displaying 1 to 9 of 9 Results

Results per Page 25 [50](#) [100](#)<< <  of 1 > >>

\*Some templates are required for use by CleanSpeak and cannot be deleted or renamed.

*Click 'Add' to create a new Email Template. Click the 'Name' to edit an Email Template.*

## Add Email Template

Fields that list "Freemarker support" support the Freemarker Template Language. Please visit our [Email Templates documentation page](#) for more information.

Name\*

From Email\*

Default Subject (FreeMarker support)\*

Default From Name (FreeMarker support)

HTML TEMPLATE

TEXT TEMPLATE

Default HTML (FreeMarker Support)\*

EMAIL PREVIEW

## Localized Versions

Locale	Delete
No localized versions defined	
<b>ADD LOCALIZATION</b>	

SUBMIT

CANCEL

## Templates using Freemarker

Certain fields support embedding Freemarker (version 2.3.23 as of CleanSpeak 3.3.0). See Freemarker docs [here](#). The variables available are:

1. "user" Which is a Content User object. See [Data Types "Content User"](#) section for fields available.
2. "moderator" Which is a User object. See [Data Types "User"](#) section for fields available.
3. "notification" Which is a User Action Moderation Notification. See [Data Types "User Action"](#) section for fields available.

Example

The moderation team has applied a \${notification.action} action to your account.

[#if notification.localizedDuration??]It is set to expire in \${notification.localizedDuration}[/#if]

[#if user.score < 300]Further abuse of the chat system could warrant an account suspension.[/#if]

Thanks,  
Moderation Team.

## Reference

Field	Description
Name	The name of the email template. The name should help describe the intended use, the name will be how you select this template within CleanSpeak's User Action Configuration or Automated User Action Configuration.
From Email	The email address to be set as the from email address when this email is sent.
Default Subject	The subject of the email template. This value will be used when a more specific locale is not defined for the recipient user.
Default From Name	The name to be set as the from name when this email is sent. This value will be used when a more specific locale is not defined for the recipient user.
HTML Template	The HTML template body for this email.
Text Template	The plain text template body for this email.
Localized Versions	Localized versions of this template. When an email is sent, if the recipient has a preferred locale defined and this template has a localized version matching their preferred locale, the subject, from name and email body will be used from the localized version.

## API Keys

API Keys are used to grant access to the CleanSpeak API. API keys can be restricted to specific endpoints or even restrict the allowed methods.

### Table of Contents

#### 1. API Authentication Keys

The first thing you'll see on this page is a listing of all of the API keys, or an empty table if you have not yet created any.

1. [API Authentication Keys](#)
2. [Add a new API Key](#)
3. [Edit an API Key](#)



FILTER

MODERATION

SYSTEM

REPORTS

Welcome admin@inversoft.com | [Help](#) | [My Profile](#) | [Logout](#)

## API Authentication Keys

ID	Description	Delete
<a href="#">c658236c-c047-48a6-a717-0c1c747b2b75</a>	-	

[ADD](#)© Inversoft Inc. 2016 — CleanSpeak™ Management Interface version 3.3.2

Click '**Add**' to add a new API key to CleanSpeak. Clicking on each row will provide a menu of available actions for each existing API key.

## 2. Add a new API Key

You can create an API key by clicking the Add button. At first, the API Key defaults to a new randomly generated UUID. However, you can change this value to anything you prefer. You can also add a description of the key and determine which API endpoints the key has access to.

## Create API Authentication Key

**Key\***

**Description**


## Endpoints

You can click anywhere within the table to toggle rows, columns, or individual checkboxes.

**Warning:** Not selecting any endpoint methods will effectively make this a super user key. A super user API key has access to all API endpoints.

Endpoint	GET	POST	PUT	DELETE
/content/item	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/item/compatibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/item/filter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/item/flag	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/item/moderate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/user/action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/user/flag	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/filter/whitelist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/system/application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/system/automated-action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/system/user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Field	Description
Key	The value of the API key. This value has been set for you and defaults to a randomly generated UUID. You may change this value if you desire.
Description	A short description of the intended use of this API key. Optional.
Endpoints	To adjust the default permissions of this API key check any of the boxes. Clicking on a row or column will select all checkboxes in the row or column respectively. An API that has no checkboxes selected is a super user API key and will have access to all endpoints.

### 3. Edit an API Key

You can also edit an existing API Key. When you edit an existing key, you'll see a screen like this. Notice that the Key itself is not editable. You can however change the Endpoints that the key has access to and the description of the key.

## Edit API Authentication Key

Key\*

c658236c-c047-48a6-a717-0c1c747b2b75

Description

## Endpoints

You can click anywhere within the table to toggle rows, columns, or individual checkboxes.

**Warning:** Not selecting any endpoint methods will effectively make this a super user key. A super user API key has access to all API endpoints.

Endpoint	GET	POST	PUT	DELETE
/content/item	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/item/compatibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/item/filter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/item/flag	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/item/moderate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/user/action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
/content/user/flag	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Reporting

CleanSpeak comes with a number of reports that can be viewed, and some of which provide the ability to export the data. These reports provide insight into your moderators productivity and the type of content being filtered.

You'll find the reports under the Reports menu item in the Management Interface.

### 4. Reporting

- Moderator Activity Report
- Top Reports
- Content Filtering Report

### 5. Analytics

- Common Terms
- Trending Terms
- Related Terms

If you'd like to see additional reports, Inversoft can build custom reports to suit your needs. Contact us via email at [sales@inversoft.com](mailto:sales@inversoft.com) to discuss your requirements.

#### Moderator Activity Report

##### 1. Moderator Activity Report

The moderator activity report provides an overview of actions moderators have taken individually and as a whole within a specified time frame. Moderation actions include content dismissed from the User Alert Queue, content approved/rejected from the Pre-Approval Queue, Escalations, actions take on users, comments added to user accounts, content edited, and content deleted.

#### Table of Contents

## Moderator Activity Report

Dates displayed are in Timezone America/Denver

Hourly 

Aug 28th 2014 11am 

[Advanced](#) [Export](#)

Moderator	Approvals	Rejections	Dismissals	Escalations	User Actions	Comments	Deletes	Edits	Totals
seth@inversoft.com	60	60	0	0	1	0	0	4	125
henry@inversoft.com	120	0	0	0	0	0	0	0	120
daniel@inversoft.com	88	2	0	0	5	0	0	4	99
mike@inversoft.com	2	58	0	0	1	3	0	0	64
sean@inversoft.com	2	1	0	1	3	2	0	0	9
brian@inversoft.com	0	0	0	0	0	0	0	0	0
moderator@inversoft.com	0	0	0	0	0	0	0	0	0
marshall@inversoft.com	0	0	0	0	0	0	0	0	0
mike.moloughney@invers...	0	0	0	0	0	0	0	0	0
admin@inversoft.com	0	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>272</b>	<b>121</b>	<b>0</b>	<b>1</b>	<b>10</b>	<b>5</b>	<b>0</b>	<b>8</b>	<b>417</b>

### 1.1. Adjusting the Date/Time

The select box at the top left of the page can be used to change the duration of the report between hourly, daily, monthly, or yearly. The arrows to the top right of the page allow you to scroll backwards and forwards over the durations (scrolling by day for example).

You can also specify specific time and date ranges by clicking the Advanced Link. This opens a set of time/date selections that you can use to specify specific ranges.

Dates displayed are in Timezone America/Denver

12/31/2011 23:59

to

12/31/2012 23:59

All Applications 

**RUN**

[Simple](#) [Export](#)

### 1.2. Export

Results displayed by any given time range may be exported to a .csv file by clicking Export at the top right. This will download a file into your downloads folder.

## Top Reports

### 1. Top Reports

Top Reports list out the users in your applications that have been producing the most content as well as the users that have been being filtered the most. In most cases, the Top Filtered Users are likely the most offensive and problematic users in your application and it is a good idea to check this page regularly to see which users might need to be actioned.

Each user displayed under Filtered Content Count (or Content Count for the Top Producing Users table) is a link to the [User Details Dialog](#).

## Top Filtered Users

Dates displayed are in Timezone America/Denver

[Monthly](#)

Aug 2014



[Advanced](#) [Export](#)

User	Count
<a href="#">John Brown</a>	4
<a href="#">Henry Jackson</a>	3
<a href="#">Sean White</a>	3
<a href="#">Kelly Johnson</a>	3
<a href="#">Bob Taylor</a>	3
<a href="#">John Taylor</a>	3
<a href="#">Sarah Davis</a>	3
<a href="#">Daniel White</a>	3
<a href="#">John Anderson</a>	2
<a href="#">Mike Miller</a>	2
<a href="#">Ashley Davis</a>	2
<a href="#">Henry Martin</a>	2
<a href="#">Seth Smith</a>	2
<a href="#">Seth Davis</a>	2
<a href="#">Stephanie Taylor</a>	2
<a href="#">Bob Martin</a>	2
<a href="#">Daniel Miller</a>	2
<a href="#">Kelly Jackson</a>	2
<a href="#">Ashley Brown</a>	2
<a href="#">Ashley Jones</a>	2
<a href="#">Mary Taylor</a>	2
<a href="#">Sarah Johnson</a>	2
<a href="#">John Martin</a>	2
<a href="#">John Jackson</a>	2
<a href="#">Henry White</a>	2

## Top Producing Users

Dates displayed are in Timezone America/Denver

[Hourly](#)

Aug 28th 2014 11am



[Advanced](#) [Export](#)

User	Count
<a href="#">John Johnson</a>	6
<a href="#">John Anderson</a>	6
<a href="#">John Davis</a>	6
<a href="#">John Miller</a>	6
<a href="#">John Smith</a>	6
<a href="#">Mary Jones</a>	6
<a href="#">John Taylor</a>	6
<a href="#">John White</a>	6
<a href="#">John Martin</a>	6
<a href="#">John Williams</a>	6
<a href="#">John Jones</a>	6
<a href="#">Mary Black</a>	6
<a href="#">John Wilson</a>	6
<a href="#">Mary White</a>	6
<a href="#">John Black</a>	5
<a href="#">Mary Johnson</a>	5
<a href="#">Mary Brown</a>	5
<a href="#">Mary Davis</a>	5
<a href="#">Mary Smith</a>	5
<a href="#">Mary Miller</a>	5
<a href="#">Mary Jackson</a>	5
<a href="#">Mary Williams</a>	5
<a href="#">Mary Wilson</a>	4
<a href="#">John Jackson</a>	4
<a href="#">John Brown</a>	4

### 1.1. Adjusting the Date/Time

The select box at the top left of the page can be used to change the duration of the report between hourly, daily, monthly, or yearly. The arrows to the top right of the page allow you to scroll backwards and forwards over the durations (scrolling by day for example).

You can also specify specific time and date ranges by clicking the Advanced Link. This opens a set of time/date selections that you can use to specify specific ranges.

Dates displayed are in Timezone America/Denver

7/27/2015 9:59	to	7/27/2015 10:59	<a href="#">RUN</a>
<a href="#">Simple</a> <a href="#">Export</a>			

### 1.2. Export

Results displayed by any given time range may be exported to a .csv file by clicking Export at the top right. This will download a file into your downloads folder.

# Content Filtering Report

## 1. Content Filtering Report

The content filtering report allows you to review what type of **Blacklist** Filter matches have been found by the filter. The matches are grouped by **Blacklist Tags** in this report. You can show or hide each tag by clicking on the tag name at the bottom of the report.

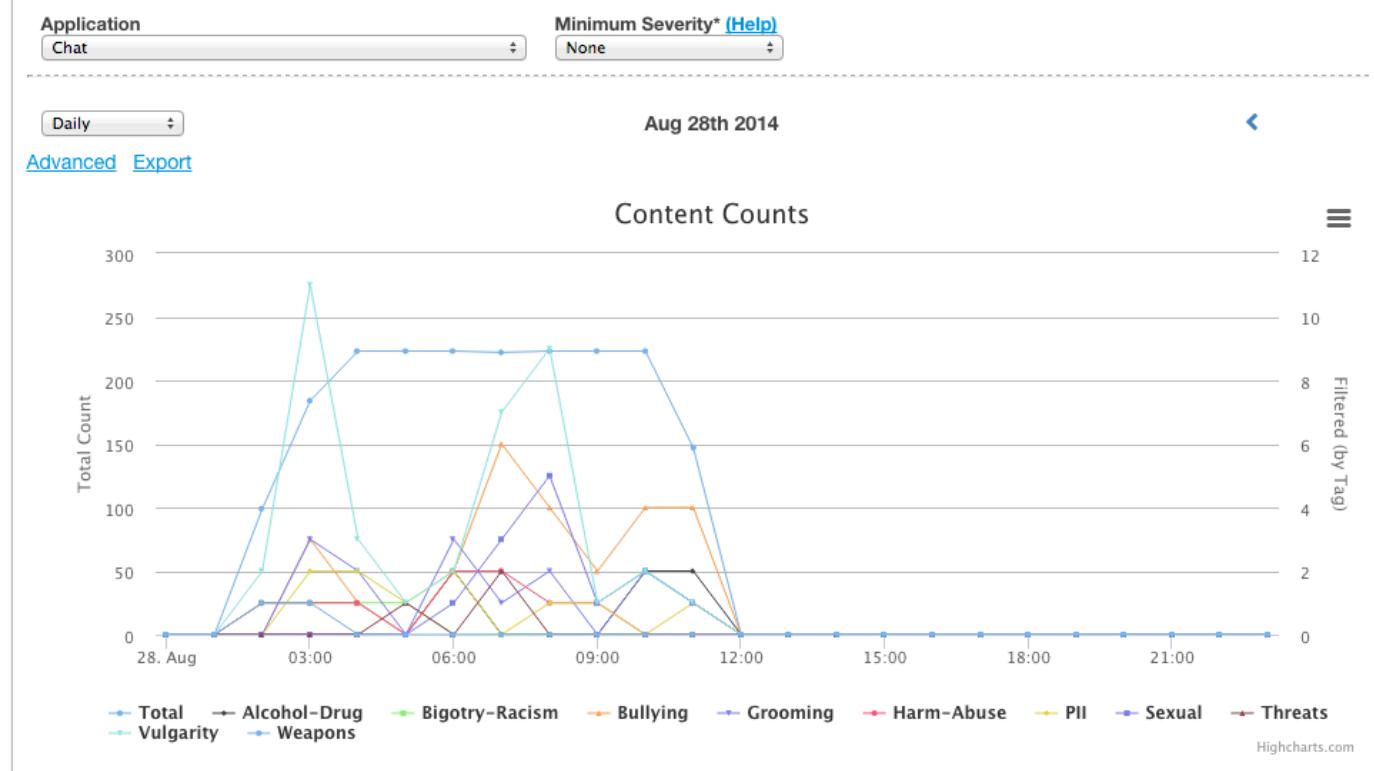
The content filtering report is segmented by [Application](#). You can use the select box at the top of the page to change the application. You can also reduce the report by selecting a minimum severity. If you select a minimum severity, only filter matches with that severity and above will be displayed in the report.

### Table of Contents

1. Content Filtering Report
  - 1.1. Adjusting the Date/Time
  - 1.2. Export

## Content Report

Dates displayed are in Timezone America/Denver



### 1.1. Adjusting the Date/Time

The select box at the top left of the page can be used to change the duration of the report between hourly, daily, monthly, or yearly. The arrows to the top right of the page allow you to scroll backwards and forwards over the durations (scrolling by day for example).

You can also specify specific time and date ranges by clicking the Advanced Link. This opens a set of time/date selections that you can use to specify specific ranges.

Dates displayed are in Timezone America/Denver

7/27/2015 9:59 to 7/27/2015 10:59 [RUN](#)

[Simple](#) [Export](#)

## 1.2. Export

Results displayed by any given time range may be exported to a .csv file by clicking Export at the top right. This will download a file into your downloads folder.

## Common Terms

### Common Terms

The common terms report provides a listing of the most common words found in the search index, each common term returned in this report has a set of significant terms.

### Common Terms

This report provides insight into your content by providing a list of the most common terms found ordered by the number of occurrences. For each common term in the report you can expand the term to reveal the most significant terms related to the common term. Each significant term is ordered by their significance score which may be unrelated to the number of occurrences in the search index.

Application  Time Range  -

Excluded words

[a X](#) [about X](#) [above X](#) [after X](#) [again X](#) [against X](#) [all X](#) [am X](#) [an X](#) [and X](#) [any X](#) [are X](#) [aren't X](#) [as X](#) [at X](#) [be X](#) [because X](#)  
[been X](#) [before X](#) [being X](#) [below X](#) [between X](#) [both X](#) [but X](#) [by X](#) [can't X](#) [cannot X](#) [could X](#) [couldn't X](#) [did X](#) [didn't X](#) [do X](#) [does X](#)  
[doesn't X](#) [doing X](#) [don't X](#) [down X](#) [during X](#) [each X](#) [few X](#) [for X](#) [from X](#) [further X](#) [had X](#) [hadn't X](#) [has X](#) [hasn't X](#) [have X](#)  
[haven't X](#) [having X](#) [he X](#) [he'd X](#) [he'll X](#) [he's X](#) [her X](#) [here X](#) [here's X](#) [hers X](#) [herself X](#) [him X](#) [himself X](#) [his X](#) [how X](#) [how's X](#)

*Excluded words are saved as part of your user preferences.*

Field	Description
Application	Selecting a specific application allows you to run the report against a specific content source.
Time Range	The date and time range to use when performing the query. Only content between the start and end values (inclusive) will be included in the report.
Excluded words	A set of words generally considered to be common and to be excluded from the report. A default list of words is provided. Changes to this list will be saved in your user preferences.

### Common Terms Report Example

In the following example the term alone is expanded to show the significant terms related to the common term. Clicking on a common term or significant term opens a content search for that term.

## Common Terms

This report provides insight into your content by providing a list of the most common terms found ordered by the number of occurrences. For each common term in the report you can expand the term to reveal the most significant terms related to the common term. Each significant term is ordered by their significance score which may be unrelated to the number of occurrences in the search index.

### Application

Game Chat

### Time Range

2016-02-17T21:56:24.721Z

- 2016-03-17T21:56:24.721Z

### Excluded words

a x	about x	above x	after x	again x	against x	all x	am x	an x	and x	any x	are x	aren't x	as x	at x	be x	because x
been x	before x	being x	below x	between x	both x	but x	by x	can't x	cannot x	could x	couldn't x	did x	didn't x	do x	does x	
doesn't x	doing x	don't x	down x	during x	each x	few x	for x	from x	further x	had x	hadn't x	has x	hasn't x	have x		
haven't x	having x	he x	he'd x	he'll x	he's x	her x	here x	here's x	hers x	herself x	him x	himself x	his x	how x	how's x	
Excluded words are saved as part of your user preferences.																

Excluded words are saved as part of your user preferences.

RUN REPORT

## Results

Term	Hits
▶ go	(exclude) 5
▶ loser	(exclude) 4
▼ alone	(exclude) 3
Significant Term	Score
alone	12966.67
me	11100.00
▶ away	(exclude) 3
▶ leave	(exclude) 3

## Results Table

Column	Description
Term	The common term from the query result.
Significant Term	The significant term related to the common term. This column is ordered by the score column in descending order.
Score	A score given to the term based upon the search engine significance algorithm.
Hits	The number of times the term occurs in the search index.

## Trending Terms

### Trending Terms

The trending terms report provides a listing of terms that indicate an upward trend based upon their change in relative frequency of occurrences.

## Trending Terms

This report provides insight into your content by providing a list of trending terms ordered by their significance score.

Application

Game Chat

Time Range

2016-02-17T21:56:24.721Z

– 2016-03-17T21:56:24.721Z

RUN REPORT

Field	Description
Application	Selecting a specific application allows you to run the report against a specific content source.
Time Range	The date and time range to use when performing the query. Only content between the start and end values (inclusive) will be included in the report.

## Trending Terms Report Example

Clicking on a term opens a content search for that term.

## Trending Terms

This report provides insight into your content by providing a list of trending terms ordered by their significance score.

Application

Game Chat

Time Range

2016-02-17T21:56:24.721Z

– 2016-03-17T21:56:24.721Z

RUN REPORT

## Results

Term	Score	Hits
<a href="#">no</a>	729.84	7
<a href="#">loser</a>	478.36	4
<a href="#">go</a>	444.67	5
<a href="#">ur</a>	321.98	3
<a href="#">me</a>	282.17	4
<a href="#">alone</a>	266.80	3
<a href="#">away</a>	266.80	3
<a href="#">leave</a>	266.80	3
<a href="#">you</a>	218.30	6
<a href="#">i</a>	128.02	4
<a href="#">and</a>	118.25	3
<a href="#">are</a>	109.15	3
<a href="#">a</a>	88.28	3

## Results Table

Column	Description

Term	The term from the query result.
Score	A score given to the term based upon the search engine significance algorithm.
Hits	The number of times the term occurs in the search index.

## Related Terms

### Related Terms

The related terms report provides a listing of the most significant words based upon the term or word provided as input to the report.

### Related Terms

This report provides insight into your content by providing a list of significant terms related to a query term you provide. The result set is ordered by their significance score which may be unrelated to the number of occurrences in the search index.

<b>Application</b> <input style="width: 100%; border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;" type="text" value="Game Chat"/>	<b>Time Range</b> 2016-02-17T21:56:24.721Z – 2016-03-17T21:56:24.721Z
<b>Term*</b> <input style="width: 100%; border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;" type="text" value="Enter your search term"/>	
<input style="background-color: #0070C0; color: white; border: none; padding: 2px 10px;" type="button" value="RUN REPORT"/>	

Field	Description
Application	Selecting a specific application allows you to run the report against a specific content source.
Time Range	The date and time range to use when performing the query. Only content between the start and end values (inclusive) will be included in the report.
Term	The term used in the query, this is the term you wish to find related terms for.

### Related Terms Report Example

Clicking on a term opens a content search for that term.

## Related Terms

This report provides insight into your content by providing a list of significant terms related to a query term you provide. The result set is ordered by their significance score which may be unrelated to the number of occurrences in the search index.

Application

Game Chat

Time Range

2016-02-17T21:56:24.721Z

- 2016-03-17T21:56:24.721Z

Term\*

loser

**RUN REPORT**

## Results

Term	Score	Hits
ur	22458.75	3
a	6552.57	3

## Results Table

Column	Description
Term	The term from the query result.
Score	A score given to the term based upon the search engine significance algorithm.
Hits	The number of times the term occurs in the search index.

## FAQ & Troubleshooting

Send us your questions and we'll answer them here.