

User Story and Maturation

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Scope Focus

Moderation of podcasts to identify potential hate speech content in the podcasts

What is Moderation?

In order to determine if user-generated content is appropriate for publication, content moderation involves making sure it adheres to platform-specific norms and policies.

It helps to protect users and brand reputation by filtering or flagging content that contain offensive and aggressive motifs, infamous personalities and landmarks, or offensive language.

How and where does it fit in this project?

The goal is to make Anchor a platform free of hate speech. This will be achieved by moderating the podcasts uploaded by podcast creators to ensure it is free of any potential hate speech. To do this, our MVP is to have an initial level of human moderators validate the content and identify potential hate speech contents. This will help build a database which can be used to train an automated machine learning model capable to detecting hate speech in podcasts automatically in the future.

User focus

- Moderators - people who will work on the moderation of podcast content
- Coordinators - people who overlook the moderator's work while guiding and assisting them

Initial User Stories

ID	User Story	Acceptance Criteria	Story Points	Priority	Feedback
1.1	As a moderator, I should be able to view my completed and pending tasks (podcasts to be moderated) in the Task navigation screen to keep count of work done and plan ahead as per pending tasks	<ul style="list-style-type: none">• Moderator should be able to view all their tasks in the Task navigation screen• Moderator should be able to view a summarized count of pending and completed tasks• All the tasks must have a completed, in-progress or pending tags• All the tasks must whether completed, pending or in-progress must be clickable and editable• A moderator can click on a dropdown which lists podcasts details (genre, length, etc.)• Moderator should have the ability to remove a particular task from their list	5	1	<ul style="list-style-type: none">• Inclusion of additional ability for moderators to use predefined hate speech content buckets to mark/identify hate speech content• Ability to add in manual comments as justification/context for categorizing content as hate speech• Clear indication of an internal user story highlighting the category/non-functional area targeted• Change of story points & priority for user story 1.2 and 1.5
1.2	As a moderator, I should be able to toggle/filter between podcasts to be moderated taking into consideration priority and release date	<ul style="list-style-type: none">• There should be a podcast release date column associated with every podcast send for moderation• A filter for release date should be provided on the Task navigation screen• A task status filter must also be available to filter pending, in-progress and completed tasks• A moderator should be able to adjust their Task navigation screen by filtering the podcasts by nearest or farthest release date	3	3	
1.3	As a moderator, I should be able to highlight potential hate speech content to add to the database	<ul style="list-style-type: none">• A moderator should be able to use their mouse to mark and capture potential hate speech content• A moderator should also be able to unmark the content if they make a mistake by clicking on the selected content• The content marked as hate speech by the moderator will by default added to the database after the task has been submitted	8	2	
1.4	As a moderator, I should be able to control the playback speed of the content	<ul style="list-style-type: none">• A moderator should also have the option to listen to the podcast audio while moderating• A moderator should be able to select & control the playback speed of the podcast as per their preference using the forward, rewind, play/pause buttons	1	5	
1.5	A coordinator should be able to schedule task adds for moderators	<ul style="list-style-type: none">• A coordinator should have the permissions and ability to schedule task adds for each moderator• When the coordinator schedules task adds there will be a system downtime for every moderator like temporary shutdowns but no modifications of existing system should be required• A coordinator should only be able to schedule task adds prior to moderator working hours• The moderator should be able to see the new tasks in their queue once added by the coordinator• In case a schedule fails the current task queue of the moderator should not be affected	3	4	

Feedback Incorporated Stories

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1.2	As a moderator, I should be able to toggle/filter between podcasts to be moderated taking into consideration priority and release date	<ul style="list-style-type: none">• There should be a podcast release date column associated with every podcast send for moderation• A filter for release date should be provided on the Task navigation screen• A task status filter must also be available to filter pending, in-progress and completed tasks• A moderator should be able to adjust their Task navigation screen by filtering the podcasts by nearest or farthest release date	3	4
1.3	As a moderator, I should be able to highlight potential hate speech content to add to the database	<ul style="list-style-type: none">• A moderator should be able to use their mouse to mark and capture potential hate speech content• A moderator should also be able to unmark the content if they make a mistake by clicking on the selected content• There will be predefined hate speech buckets to categorize potential hate speech words along with the option to manually to add in comments as context/justification for marking hate speech content in podcast• The content marked as hate speech by the moderator will by default added to the database after the task has been submitted	8	2
1.4	As a moderator, I should be able to control the playback speed of the content	<ul style="list-style-type: none">• A moderator will have the option to listen to the podcast audio while moderating along with the respective transcript• A moderator should be able to select & control the playback speed of the podcast as per their preference using the forward, rewind, play/pause buttons	1	5
1.5	As a coordinator, I should be able to schedule task adds for moderators ensuring zero downtime (Category: Operationalibility & Supportability)	<ul style="list-style-type: none">• A coordinator should have the permissions and ability to schedule task adds for each moderator• When the coordinator schedules task adds there will be a system downtime for every moderator• A coordinator should only be able to schedule task adds prior to moderator working hours• The moderator should be able to see the new tasks in their queue once added by the coordinator• In case a schedule fails the current task queue of the moderator should not be affected	4	3

Maturation Session Summary

Session	Led by	Details & Learnings
1	Joy Gassama	<ul style="list-style-type: none">• The user epic being reviewed here was the Usability (User Interviews & UI Development) part of the scope• The user stories revolved around identifying every stakeholder's (sponsor, creator, listener) pain points and the respective success criteria for each• While the user stories were concise and clear covering every essential point, the acceptance criteria lacked technical depth and clarity as to how the pain point will exactly be resolved• There was no explanation from the session lead into her thought process behind the user story and the justification for the criteria• It was great to see that the user stories covered up all the stakeholders from the most important ones contributing to the business to the listeners. However, there was very little coverage of the exact acceptance criteria from a development perspective for each story
2	Ansh Shah	<ul style="list-style-type: none">• The user epic being reviewed here was the Marketing part of the scope• The user stories were focused towards the latter part of the project specifically targeting how to enhance the marketing/selling point of the new feature• The striking points was how the stories covered pre and post market launch pain points which ensured continuous feedback, data collection from users to continually improve the product internally• However, the criteria points for each user story listed down were confusing and could have been worded in a concise manner. This issue was highlighted and the acceptance criteria was brainstormed together in the maturation session to make it more comprehensive• Overall, the session was smooth. The explanation and justification provided by the lead helped set the context and consume the content easily• There were a few changes with respect to the story points which enhanced further discussions and ensure a cohesive flow