

How can we  
improve the  
in-game experience  
in the presence of  
misbehaving  
players?

Supercell

START Hack 2023

Team Cantaloupe



# Current Process



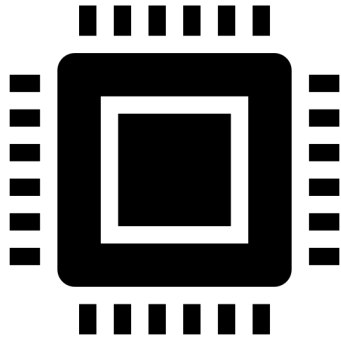
# 1. Pain Point: Long Feedback Time



## 2. Pain Point: Late Integration of Moderators



# Hybrid Intelligence



Excel in

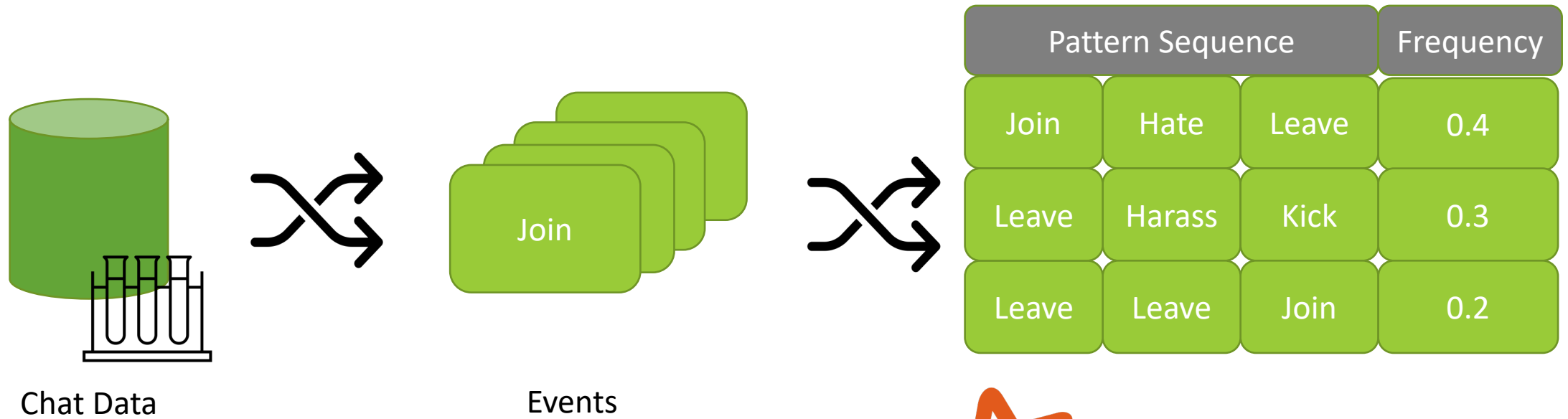
- latency
- throughput on huge datasets



Excels in

- emotional intelligence
- including contextual information

# Behavioral Pattern Recognition



# Pattern 1: Join Kick War



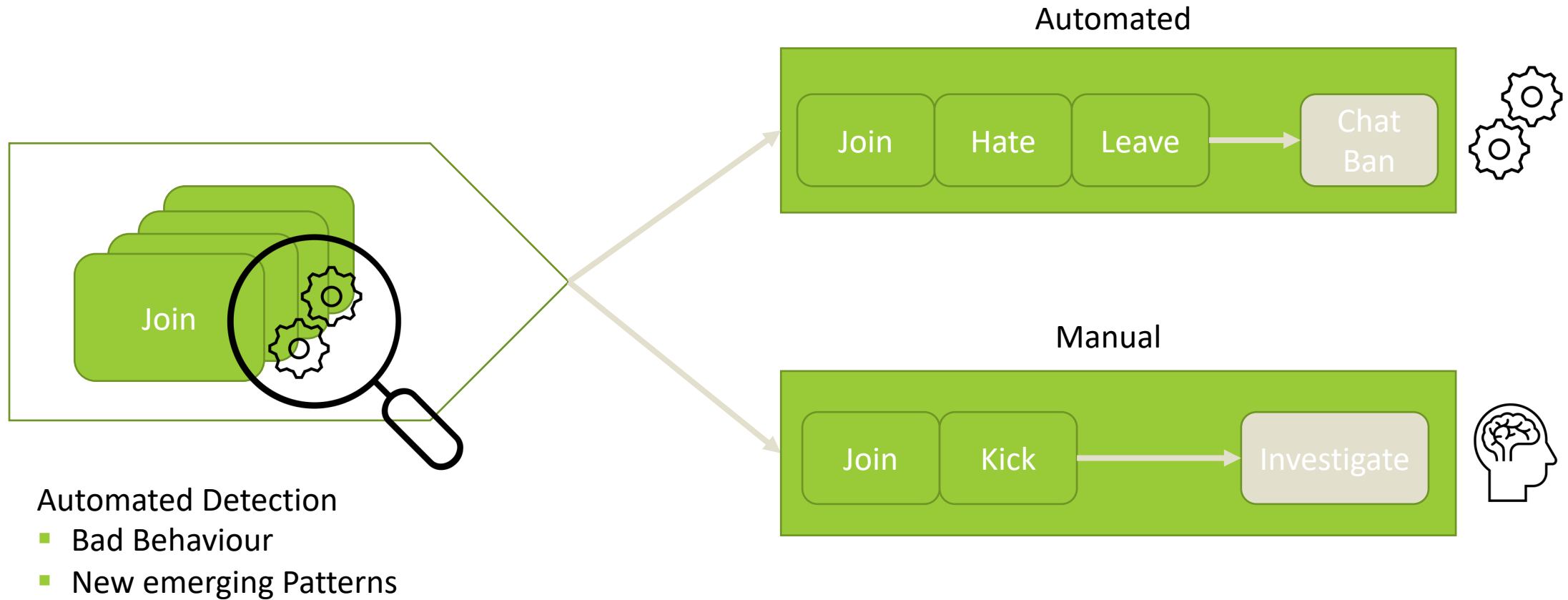
# Pattern 2: "Join Hate Leave"



**>8.000x  
/day**



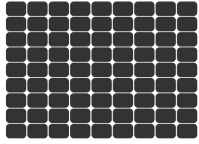
# Hybrid Intelligence with Pattern Recognition



# Moderator Workflow

Summarizing  
Information

**2 Violations** in clan 1762ea9e36fa3852723960be20c9f5f9f98dff1d23343b72f82e715371aaaff9



The group chat in the mobile game Clash Royal started with User d0b challenging someone to prove something. User 656 took up the challenge, but User d0b warned him not to act like a "dikkhed." User 656 was later kicked out of the chat. User d0b then talked about different decks in the game, emphasizing that matchups and counters are essential to winning. User 37d briefly joined the chat and made a negative comment about the clan before leaving. The conversation then shifted to upgrading cards and discussing the 7x mode of the game. User 8a1 expressed relief about not being present during a previous incident and talked about a princess card.

Recognized: join\_hate\_leave. Recognized: offended\_leave.

[Read more >](#)

Proactive  
Recognition

Augmented Chat  
Display

3026220800eb15c666fdb4046b0f67fe716bb7f81bc747a512458580f6ef13c0  
How? 05:02:43

ab104a32959f6311983d56da2b5729893de97a476e97fe4ee8294ff39de784db  
kush 05:02:49

ab104a32959f6311983d56da2b5729893de97a476e97fe4ee8294ff39de784db  
kush420 05:03:34

ab104a32959f6311983d56da2b5729893de97a476e97fe4ee8294ff39de784db  
e o kush 05:03:46

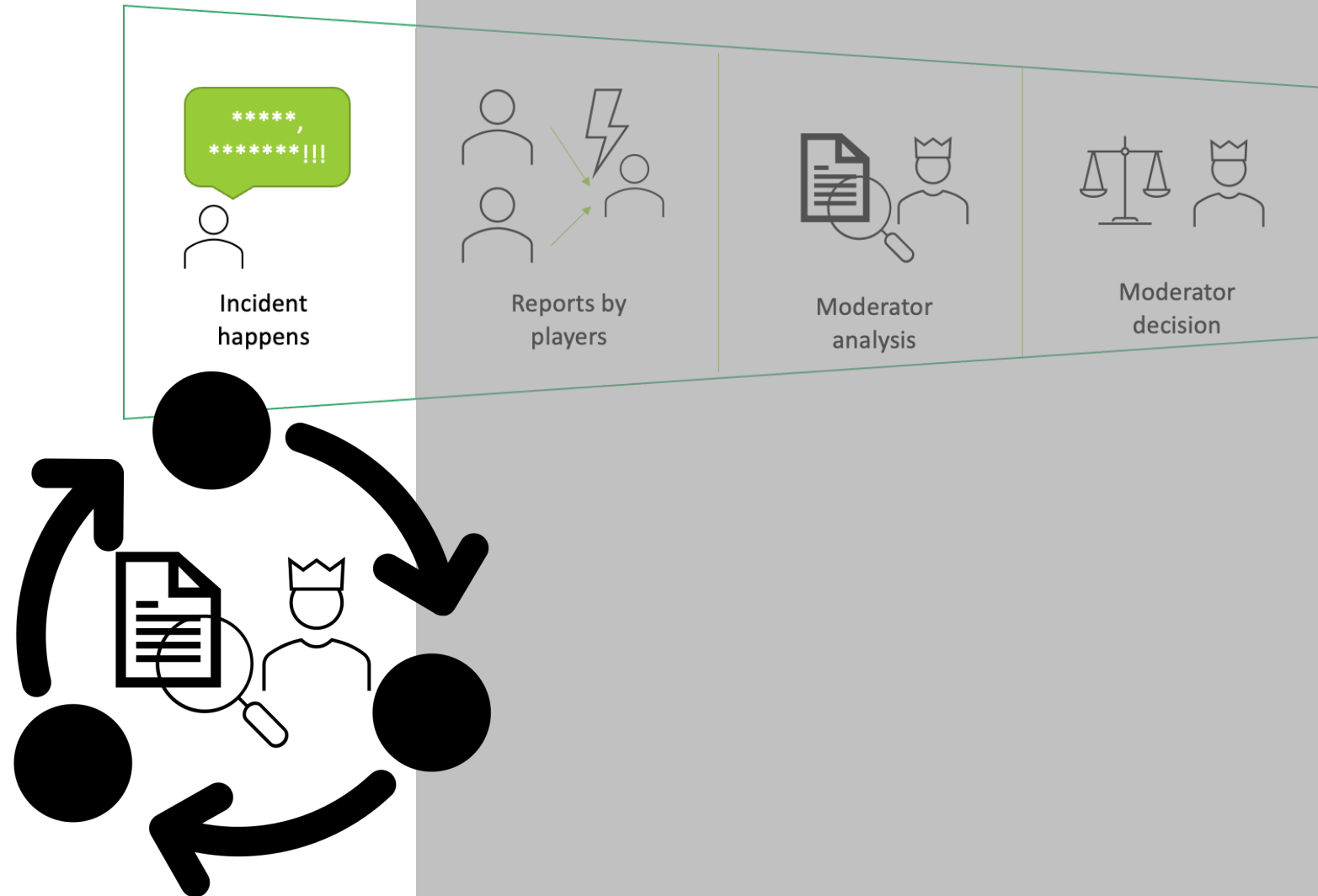
3026220800eb15c666fdb4046b0f67fe716bb7f81bc747a512458580f6ef13c0 kicked\_out

44e22e52d2cd72d3f9a890ce3b06e3d9cd4c572e1d78458c3a7e108e484c93b4 joins



Try out the live version!

# Impact





How can we  
improve the  
in-game experience  
in the presence of  
misbehaving  
players?

Supercell

START Hack 2023

Team Cantaloupe

