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['fake', 'false']

How to Handle Viewership Botting and Fake Engagement Loading

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Topic Catalog More Preferred Language English (US) Moderation & Safety Channel Moderation How to Handle Viewership Botting and Fake Engagement At Twitch, the concerns and welfare of the community as a whole are taken very seriously.

We are always investigating artificially inflated viewers, chat activity, and follower counts, and are constantly collecting information on users that are utilizing these bots.

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Fake engagement is artificial inflation of channel statistics, such as views or follows, through coordination or 3rd party tools.

This behavior is characterized by the creation of incidental or duplicitous views or follows.

One common form of this activity is often referred to as view-botting.

Another, when done in a coordinated manner, is sometimes identified as “Follow 4 Follow” (F4F), “Lurk 4 Lurk” (L4L), or Host 4 Host (H4H), which involve a mutual exchange of interaction intended to increase visibility of both channels over those with legitimate interaction.

Using services that promise higher visibility in exchange for lurking in a large number of channels or viewing streams on pages with several unrelated, active embedded streams, is considered a form of fake engagement and is not permitted on Twitch services.

What is view-botting?

View-botting is the practice of artificially inflating a live view count, using illegitimate scripts or tools to make the channel appear to have more concurrent viewers than it actually does.

It is important to not confuse this with a legitimate rise in concurrent viewership, such as being hosted, the channel being embedded elsewhere, or some other promotional source.

View-botting may also be accompanied by chat activity bots, which attempt to imitate streamer/viewer interaction.

What is follow-botting?

Follow-botting is when a channel is followed by a number of fake accounts.

These accounts are usually controlled by a computer or script, and will attempt to look as 'real' as possible while following the target account en masse.

These fake accounts are generally made and detected in batches, meaning that if you have been the victim of follow-botting, you may notice a sudden dip in followers from time to time as the batches are removed.

Why is botting bad?

Artificial engagement and botting limit growth opportunities for legitimate broadcasters and are damaging to the community as a whole.

False viewer growth is not conducive to establishing a career in broadcasting because the ‘viewers’ do not contribute to a healthy, highly engaged community.

As a reminder, fake engagement and artificial inflation of channel statistics are violations of our policies.

Participating in, organizing, and/or running these services will lead to an enforcement issued on your account, including and up to indefinite suspension.

How to deal with fake engagement Twitch will not punish a user for the actions of another.

If you are not responsible for botting, Twitch will not take action against you.

If you believe you are being targeted, we recommend following the steps below.

Report: You may report any user(s) claiming to be responsible or offering botting services to you by filing a user report.

For more information on how to file a user report, see this help article .

Don't Panic : While being botted may be stressful and a distraction, try not to panic and carry on as you would otherwise.

Stay Civil : Botting can bring a lot of attention and you may be asked about your viewership.

['authentic', 'fake']

Feel free to calmly explain the situation or ignore such questions altogether.

Educate your mods/regulars on how to handle viewer reactions to your channel being botted and how to handle them on a case by case basis, answering the questions about view-bots in the same manner as described above.

You are the broadcaster and you set the tone, but your community pillars can help you along the way.

How to deal with someone else being botted It is very important to remember that just because a channel is having its view count artificially inflated, it does not necessarily mean the channel owner is behind it.

The most important thing in reporting a channel for view-botting is having evidence.

While screenshots and sounds or video recordings hosted on 3rd party websites can be (and have been) faked and are not used as conclusive evidence, it is still good to attach it to your report in addition to any evidence that is hosted on Twitch (i.e. Clips, VODs), as it helps in the moderation process.

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