Abuse Prevention System

System Goal: Prevent Abuse

Research: View Research Here [One Note]

Why is it important:

- **Social VR goals of Facebook will require clear community guidelines and ways to teach users how to be "good" community members.**
- **VR needs the ability to make users feel comfortable making new friends**
- **VR Space is still new, as we learn more about potential abuse cases, a flexible system must be in place and ready to handle new scenarios.**

System Requirements:

- **As a user it is always clear to me how to engage with the abuse prevention system within experiences**
- **As a user it is always clear to me how to engage with the abuse prevention system outside of experiences**
- **As a user I have trust in the abuse prevention system.**
- **As a user I understand the behavior expected of "*good*" members of the community.**
- **As a user I understand my current standing in the community and how to view others'.**
- **As a user I understand being a "*poor*" member of the community will have repercussions.**

Platform vs Experience Ownership

Research shows that the most successful abuse prevention systems rely on core platform features.
Experiences can then focus on safe guarding potential abuse scenarios that are unique to their experiences.
This also allows users to always have a persistent and consistent way to prevent, and report abuse no matter what experience they are in and/or outside of experiences. Platform provides reliable API hooks, encouraging consistent interactions within experiences when it comes to abuse prevention and reporting.

Core Systems:

- **Reputation System**
- **Reporting System**
- **Bubble**
- **Friends**
- **Profile**
- **Messages**
- **UGC**

Core Functions:

- Mute
- Block
- Bubble
- Report

Reputation System

Overview:

The Reputation system is a simple, concise way to identify and group users based on their behavior in relation to other users.
All users start at the “highest” level of the reputation system.

Design Goals:

- Reputation System Categories should reflect the user’s current standing and reflect behavior patterns that got them there.
- Reputation System Categories should be easily understood at a glance.
- Reputation System is consistent and persistent.
- Reputation System can be affected by reports from users, and experiences.

Platform/Experience Ownership:

- **Platform [Recommended]**
  The Reputation System should be owned at the platform level. This ensures consistent behavior expectations across all experiences. It also allows The Platform to correlate learnings which can be used to help improve the overall experience across experiences.

  - **API Hooks:**
    - Experiences can flow reports from their unique scenarios up to platform.
    - Experiences can group users based on reputation
    - Experiences can show visual reputation of current Rep in their own UI

- **Experience**
  The Reputation System should be owned by platform, allowing experiences the ability to interface with it.
  Anytime an experience shows an oculus name, users should be able to access their platform level profile from the UI that displays the name.

  If there is no platform owned reputation system, experiences that rely on multiplayer should consider creating their own slimmed down version. The goal being to separate toxic players from the general community.

  This also means having a way to identify users in current and ideally past sessions.

System Integration:

- **Profile**
- **Friends**

Feature Requirements:

F1.

As a user I understand the different levels/categories of the reputation system

F1 Exit Criteria:

- There are 3-5 levels/categories/ratings ranging from Good to Poor.
- Each level/category/rating has a name.
- Each level/category/rating has a visual, iconic representation.
- Each level/category/rating has a concise description allowing understanding of how the user earned it.
- Each level/category/rating is obscuring a point based system not seen by users
    - Various infractions can cost various amounts of points leading to level/category/rating change negatively
        - Not all infractions are equal
    - Only time without infractions can boost level/category/rating up

F2.

As a user I can consistently navigate to and view my current reputation in and out of experiences

Example Flows:

- **From Within Any Experience:**
  Press Oculus Home Button → View My Profile
- **From Within Oculus Platform Home [VR]**
  View My Profile

F2 Exit Criteria:

- Current Reputation can be viewed from within VR at the Oculus Platform level thru **Profile** [VR]
- Current Reputation can be viewed outside of VR at the Oculus Platform level thru **Profile.** [PC App]
- Current Reputation can be viewed outside of VR at the Oculus Platform level thru **Profile.** [Web]

F3.

As a user I can consistently view others' current reputation when I encounter them or if they are on my current friends list.

F3 Exit Criteria:

- Current Reputation can be viewed from within VR at the Oculus Platform level thru **Friends**, under a filter: **Recently Met** [VR]
- Current Reputation can be viewed outside of VR at the Oculus Platform level thru **Friends**, under a filter: **Recently Met** [PC App]

F4.

As a user I can get feedback on my current reputation so I understand how to improve or remain in good standing

F4 Exit Criteria:

- Current Reputation can be viewed from a dashboard with various data used to inform user [Web]
  - See XBOX Breakdown: Fair Play, Communication, User Content, Reputation Over Time, Feedback Filed By User

Reporting System

Overview:

While the reputation system is in place to help guide users, the reporting system acts as an action users can take against others. Unlike the reputation system, users can feel direct repercussions due to the outcome of the report.

Design Goals:

- Reporting users flow is consistent no matter what experience users are in
- Reporting System allows users the ability to report while remaining in the experience or post leaving the experience
- Reporting users gives options on what the report is focused on
  - Note: Reporting should be treated as a serious manner, not as frivolous as "mute" or "block".
- Reporting System has strong feedback loop which builds trust with users

Platform/Experience Ownership:

- **Platform [Recommended]**
  The Reporting System should be owned at the platform level. This ensures consistent behavior expectations across all experiences. It also allows The Platform to correlate learnings which can be used to help improve the overall experience across experiences. Platform should also be driving the potential report categories and how they correlate with the reputation system.

  - **API Hooks:**
    - Experiences can flow reports from their unique scenarios up to platform.
    - Understanding of where users encountered each other [platform knows what experience…]

- **Experience**
  The Reporting System should be owned by platform, allowing experiences the ability to interface with it.
  Anytime an experience shows an oculus name, users should be able to access their platform level profile from the UI that displays the name. Users should be able to report anyone from their platform level profile.

  If there is no platform owned reporting system, experiences that rely on multiplayer/social should consider creating their own slimmed down version. The goal being to separate toxic players from the general community.

  This also means having a way to identify users in current and ideally past sessions.

System Integration:

- **Profile**
- **Friends**
- **Messages**

Feature Requirements:

F1.

As a user I can report a user thru a persistent and consistent flow no matter what experience I encounter them in.

F1 Exit Criteria:

- Reporting a user is done thru platform, thru their **profile**
- Reporting a user can also be done thru web based form

F2.

As a user I can report an offensive message thru a persistent and consistent flow no matter what experience I encounter them in.

Messages -> View Message -> Message Options -> Report

F1 Exit Criteria:

- Reporting a user is done thru platform, thru messages system

F2.

As a user I can report a user without leaving an experience, or after I have left an experience

F2 Exit Criteria:

- Bringing up the **friends, profile, messages** platform UI should not mean exiting an experience
- After exiting an experience, users can still access the profiles of recently played with users'
  - Set max time for system to store
  - Set max number of users for system to store

F3.

As a user the reporting system guides me thru options to best represent my experience

F3 Exit Criteria:

- Reporting Interface lists auto populated options for user to choose based on which system user is reporting from
  - Profile: Name, Cheating, Profile Picture, Voice, Unsportsmanlike, etc.
  - Messages:
- Reporting System allows for additional comments
  - System will send a message to user allowing them append comments [PC App]

F4.

As a user the reporting system provides feedback

F4 Exit Criteria:

- Reporting System confirms report received thru **messaging**
- Reporting System allows user to expand on report with additional comments thru **messaging**
- Reporting System communicates repercussions to user who has been reported on only after report is verified and there is an actual repercussion.

Bubble System

Overview:

The Bubble System helps deal with a new abuse paradigm seen within VR. Personal space in VR is much more sensitive space in comparison to traditional interactive experiences where users are not as "immersed". The Bubble system allows user to set a comfortable personal space regarding various users one time, which is carried into all experiences where applicable.

Design Goals:

- Bubble System Helps Ease Players into VR social experiences by preventing personal space violations
- Bubble System Helps Teach Players about personal space in VR experiences
- Bubble System puts users back in control of their experience from the moment they enter an experience
- Bubble System makes users earn trust, and encourages friend making
- Bubble System is based on current research on defining personal space [does VR correlate?}
    - https://www.thespruce.com/etiquette-rules-of-defining-personal-space-1216625

Platform/Experience Ownership:

- **Platform [Recommended]**
  The Bubble System should be owned at the platform level. This ensures consistent behavior expectations across all experiences. It also allows The Platform to correlate learnings which can be used to help improve the overall experience across experiences.
    - **API Hooks:**
        - Experiences can understand global user settings for users' bubble
        - Experiences can prompt users to override bubble settings on a session basis
        - Experiences can reskin certain aspects of Bubble

- **Experience**
  If the experience focuses on users in real space, a bubble system should be considered.
  Experiences should respect bubble system if driven by platform.

System Integration:

- **Profile**

Feature Requirements:

F1.

As a user I can set my desired bubble state. Default is on for ALL, off for friends.

F1 Exit Criteria:

- Users can set their bubble, thru their **profile**
- Users can turn their bubble off for friends only

F2.

As a user I can enable my bubble state at any time during an experience, while remaining in the experience.

F2 Exit Criteria:

- Users can turn their bubble on, by using a universal platform driven gesture
  - This gesture will be off limits to other experiences
  - This gesture turns bubble ON to match platform settings user has set for the remaining of the session.
- Users can turn their bubble on or off, by going thru platform UI

Friends System

Overview:

Friends System is owned by platform. The Abuse Prevention System modifies the Friends list by adding a new filter for Recently Met.

Design Goals:

- Users can easily identify other users they have recently encountered in social experiences
  - From here users can prevent further abuse
  - From here users can also add users as friends

Platform/Experience Ownership:

- **Platform [Recommended]**
- **Experiences**

Feature Requirements:

F1.

As a user I can easily find other users I recently encountered in various experiences

F1 Exit Criteria:

- Users can filter from friends list to see Recently Played
- **Platform UI:** Add Filter on top of friends list

Profile System

Overview:

Core Profile System is owned by platform. The Abuse Prevention System modifies the Profile System by adding in Report, Block, Mute.

Design Goals:

- Users can easily protect themselves and/or report from the abusers' profile.

Platform/Experience Ownership:

- **Platform [Recommended]**
  - **API Hooks:**
    - User Name, User Photo, Mute
- **Experiences**
  Experiences will often have their own profiles. These profiles should focus on elements unique to the experience while providing a link to the platform owned profile thru the players' name. Experiences should leave block and report to platform owned UI, so users are clear they are blocking users at a global level not per experience.

Feature Requirements:

F1.

As a user I can easily block, mute, and report from a users' platform level profile.

F1 Exit Criteria:

- Users can block from platform level profile
- Users can mute from platform level profile
- Users can report from platform level profile
- **Platform UI:** Add options to profile
  - **XBOX combines block and report at top level**