

Lithium Content Moderation

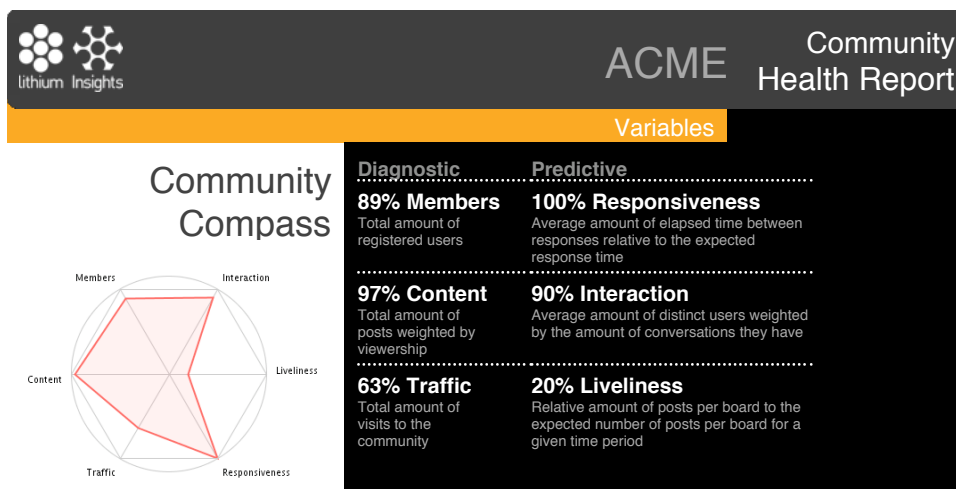
Content Moderation to Ensure Integrity & Quality



Community success results from a continuous process of moderation and content optimization that ensures your community works for users and your company today, and over time. Because customers want to simplify vendor relationships, Lithium is offering a Content Moderation service for clients which are on the Lithium platform. The Content Moderation service includes two key elements, Moderator Management and Content Measurement and Optimization, to ensure integrity and quality of your community.

Resolving issues as they arise — or escalating them to the right people — is a fundamental need in any community. Aided by a robust system of filters and notifications, a Lithium Authorized Moderator will ensure that your brand and community are protected from undesirable content, and that your policies and procedures are applied consistently over time. Content Moderation tasks may include:

- Reviewing content flagged by members as potentially inappropriate for your community
- Moderating posts for compliance with guidelines, resolving issues using predefined protocols, and escalating issues when required by customer policy
- Creating a positive atmosphere and modeling desired behaviors through the removal of comments which are abusive, spam, obscene, or damaging to the community
- Updating filters and train text semantic engine to lower remediation time and significantly reduce brand exposure



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Moderator Management

We realize hiring and training content moderators is complex and time consuming. Since your time is highly valuable, this is why we offer a fully-managed content moderation service. We track decision quality (accuracy) of our moderators, and take appropriate corrective actions when necessary.

Lithium Authorized Moderator

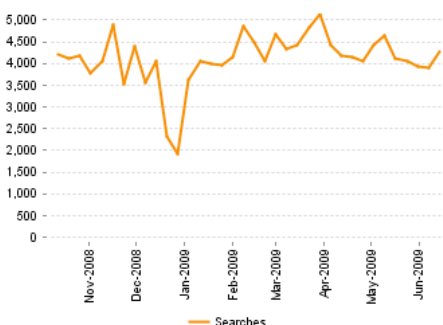
We take content moderation very seriously, and this is why every Lithium moderator goes through a thorough, time-tested training process. Specifically, authorization is obtained upon completing the following training stages:

- *Lithium Customer Community Applications*
Introduces the trainee to Lithium, the industry leading community platform, and to community concepts and best practices.
- *Lithium Moderation Software*
Hands-on training on the Lithium moderation software. This includes an in-depth analysis of all available features so that a moderator can actively provide recommendations for future enhancements.
- *Lithium Moderation Techniques*
We train a moderator on best content moderation practices, and impart that moderator with Lithium's ten-plus years experience managing and moderating communities.
- *Customer Moderation Guidelines*
To ensure quality and consistency, every content moderator involved with your community will receive training on the moderation guidelines which you have approved with your Lithium contact.

Content Measurement & Optimization

Successful online communities are continuously measured for feedback purposes. Guided by the industry leading Community Health Index (CHI), members of the Lithium team will review community health and discuss recent trends and salient takeaways every month with your team.

Search Metrics



Top Terms	Top Double Terms	Top Triple Terms
actuator	text bot	power on reset
AC22	clock synchronization	roadrunner and locked
tutorial	done pin	custom command file
ACME	new ip	local link fifo
clock	xps timer	big microprocessor
trojan	pci dma	configuration
interrupt	big constraint	kill compiler ACME
sdk	interrupt	download impact
tff	BOUNDARY SCAN	analog to digital
432ABC	create library	flash memory
		addressing
		microblaze, parallel
		flash

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