

# *Grouchy Case Study*

UX/UI Project

## GROUCHY

This is a real-time analyzing system of chat system for game developers who wants to avoid toxic behavior of players. Grouchy enables you to automatically detect and react to toxic player behavior. Harassment and other bad behavior drives players away. Grouchy helps by giving you the tools you need to manage and moderate your community.

## PROBLEM

Harassment, trolling, griefing, verbal abuse and other bad behavior drives players away, decreasing sales.



## WHAT IS TOXIC BEHAVIOR?

A ton of toxic behavior is about chat and what is said to other players. This includes stuff like racial slurs, calling people names, cussing at people. This can also be directed in no one in particular, but just repeating the same message in chat to annoy anyone who happens to be there. It can be directly aimed at one person and the troll would follow that player wherever they go.

The toxic behavior can also be in game actions such as blocking players paths, stealing people's items, not playing fair, creating a game to then just kick people, causing your own team to loose or creating multiple accounts.

Some of the "game terms" for this are: trolling, stalking, spamming, greefing, and smurfing.

## SOLUTION

Grouchy helps by giving game developers the tools they need to analyze, manage, and moderate their online communities. It includes a website for developers where they can view chat history and ban players in real time. As well as, website for players to view and appeal their bans.

## FEATURES

Real time analysis of chat messages. Set up profanity/heat speech filtering. Customizable automated muting or banning of bad players.

Search and confirm harrassment or abuse in real time. Supports group chat, priate chats, and chat rooms.

### #PLAYER REPORTING

Player driven reporting of bad behavior.

Player ban appeal fow with integrated chat hisotry and player reports.

## COLORS

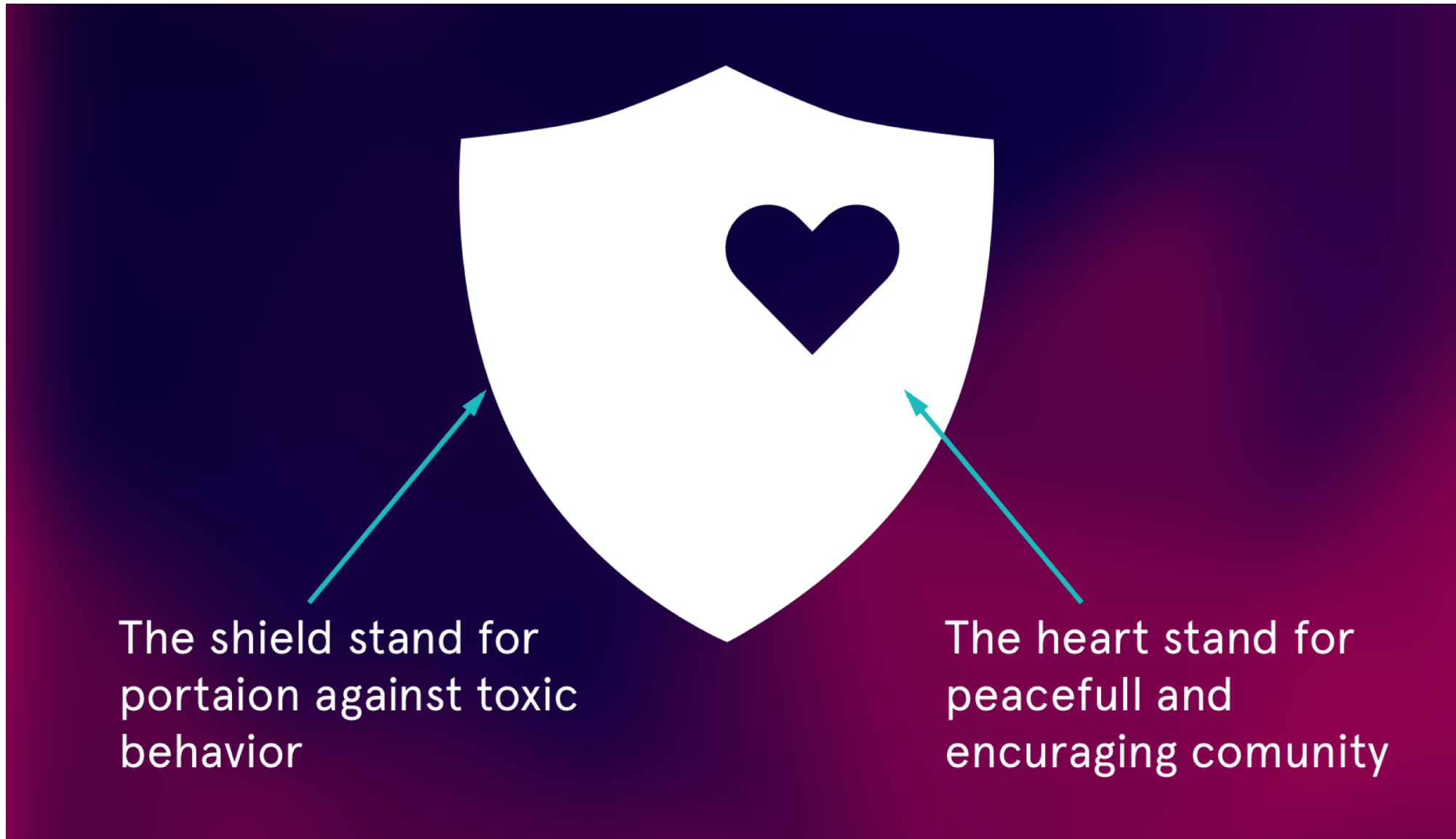


# #5E0149 #38014B #940150 #350145

## TYPE FACE

**Scout Bold**  
ABCDEabcde1234

Scout Regular  
ABCDEabcde1234



## Primery



John Battler  
35 years old  
Game Developer

## Secondary



Alex Whitehouse  
27 years old  
Professional Gamer

## USECASES



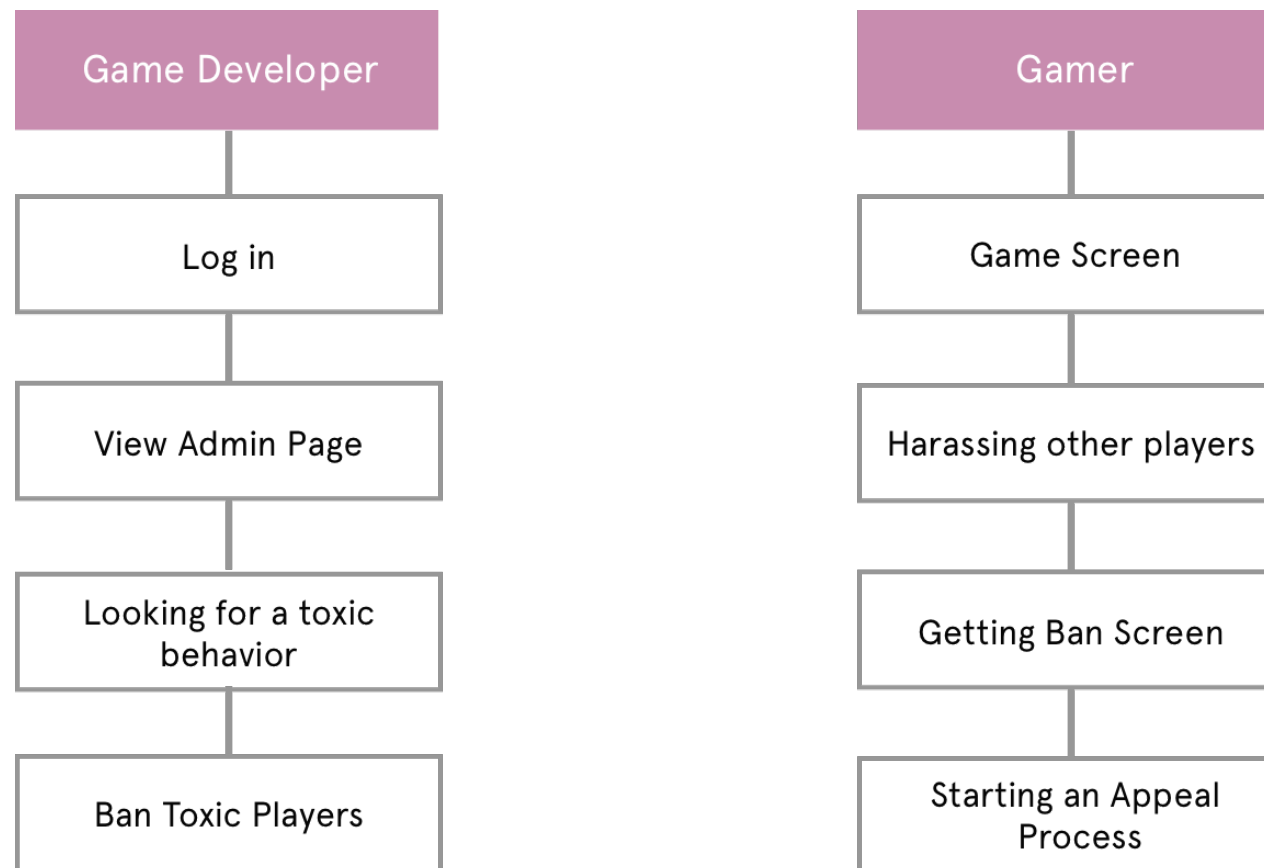
- ▶ Checking the admin page and managing the messages.
- ▶ Warning the gamer about the bad behavior.

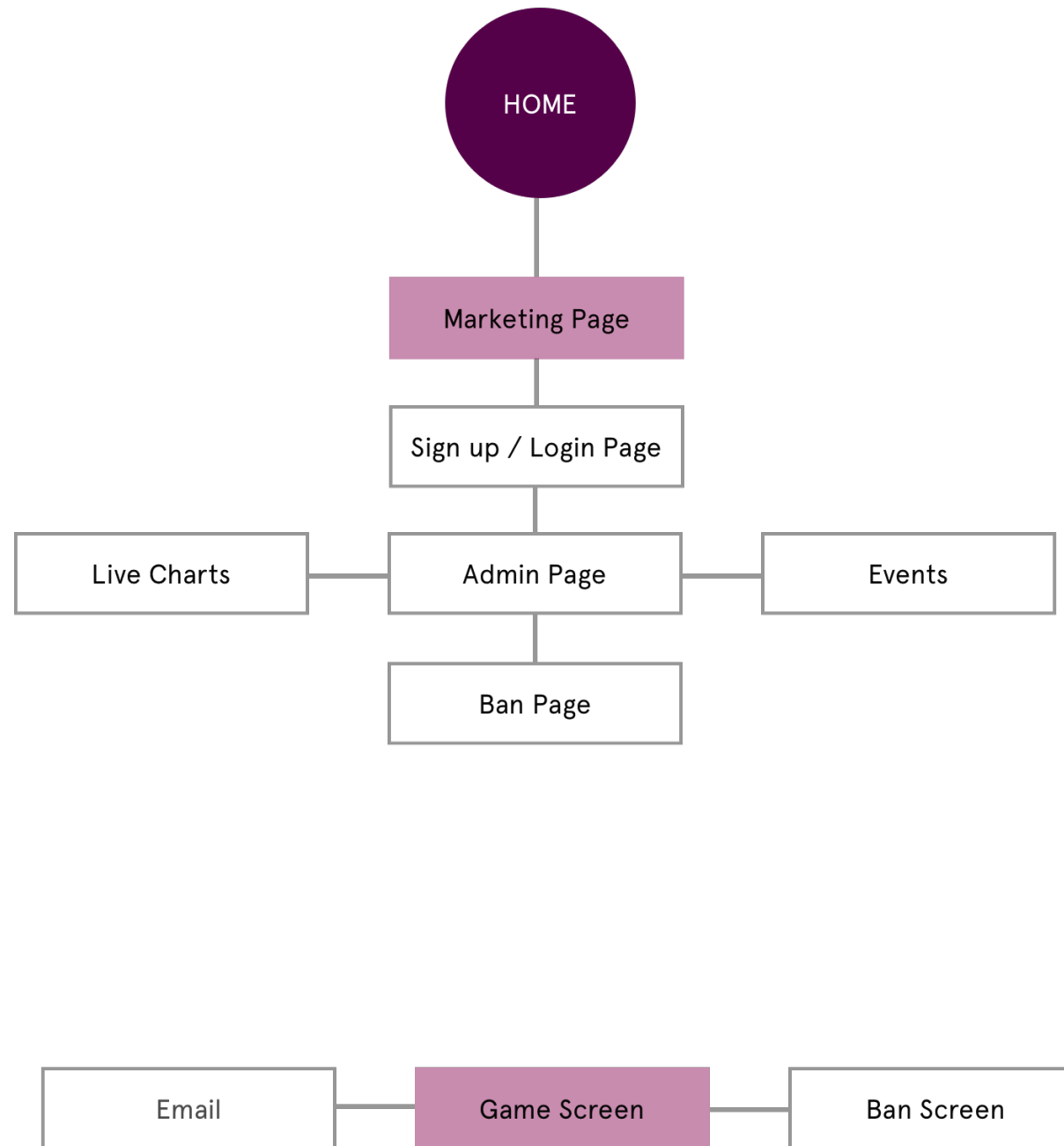


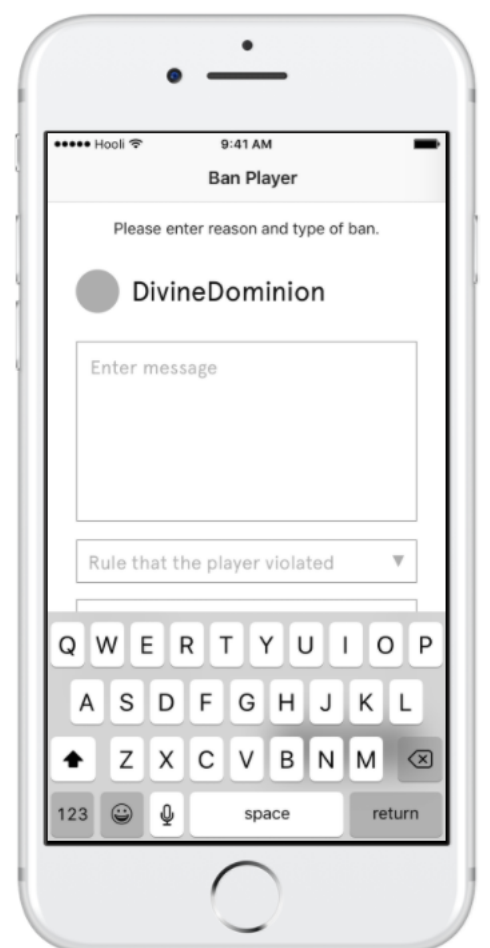
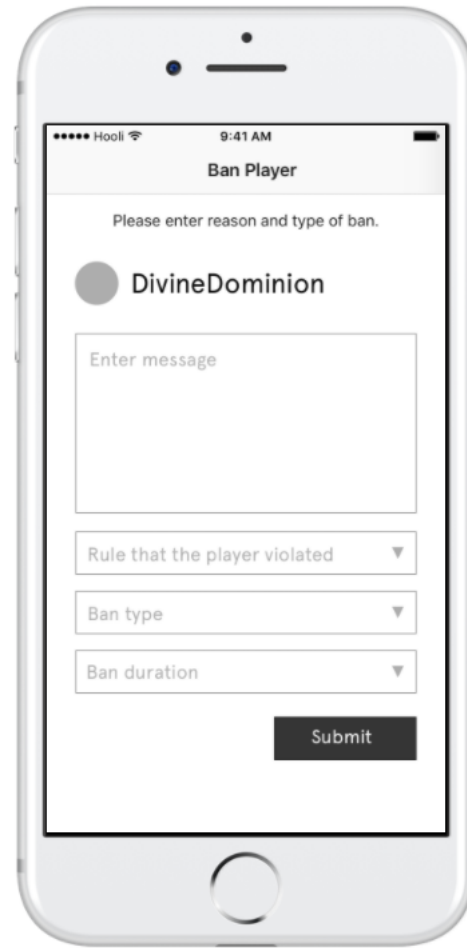
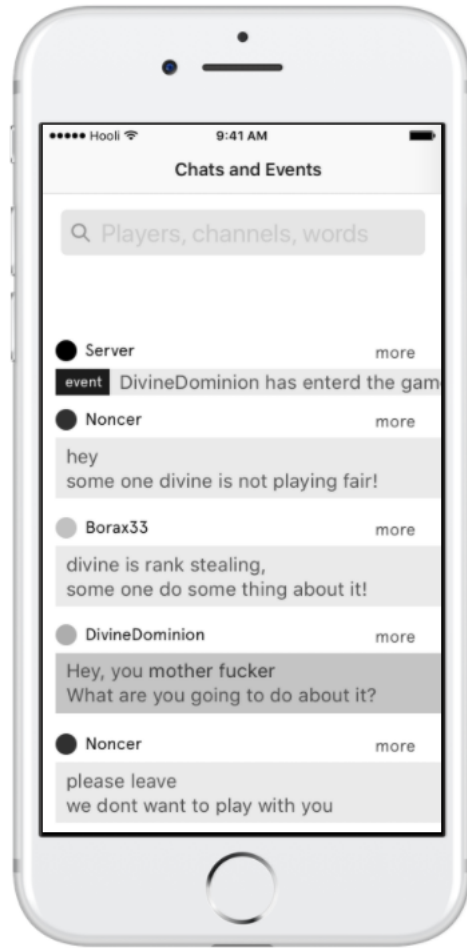
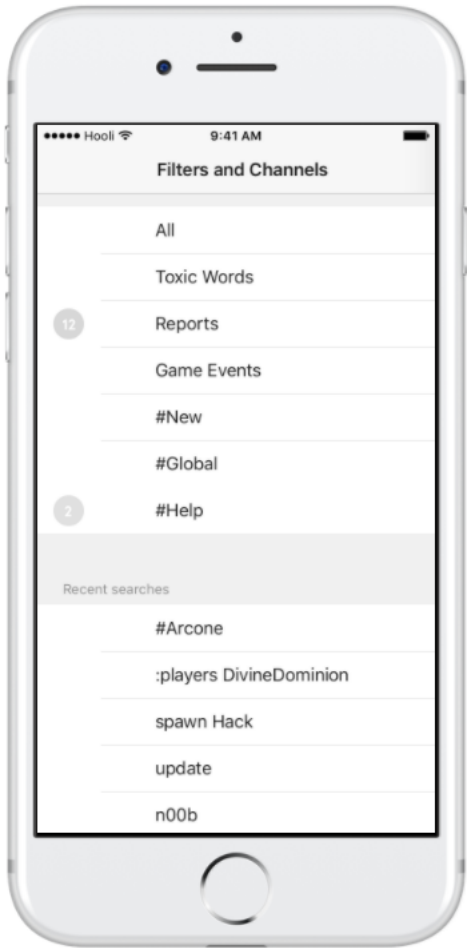
- ▶ Communicating with other gamers.
- ▶ Picking appearance of the warning screen.

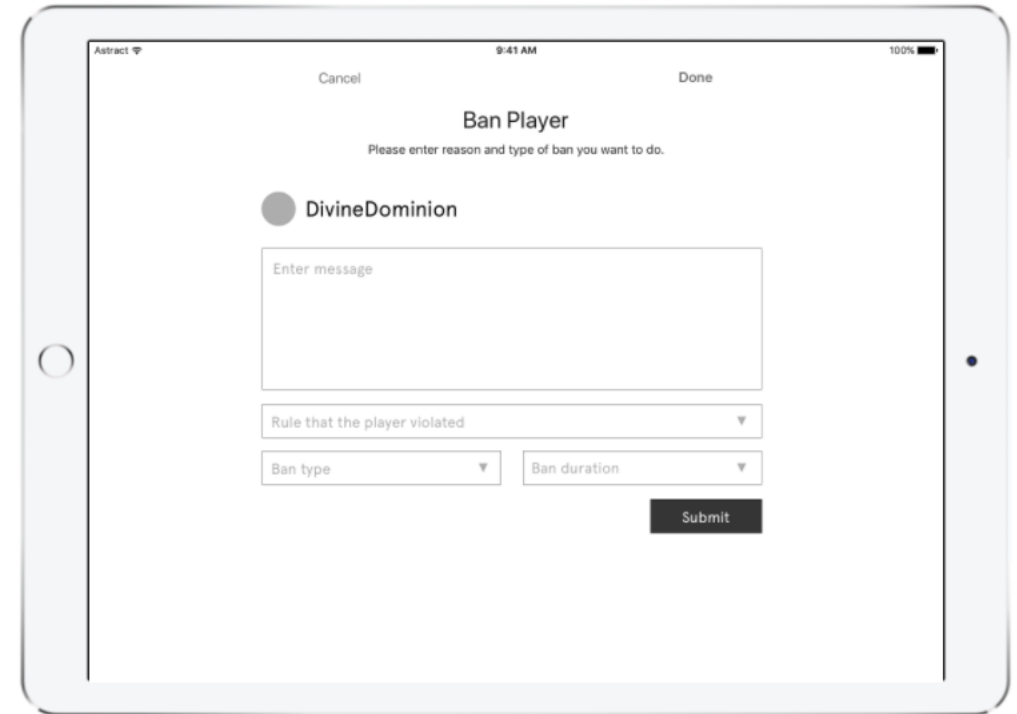
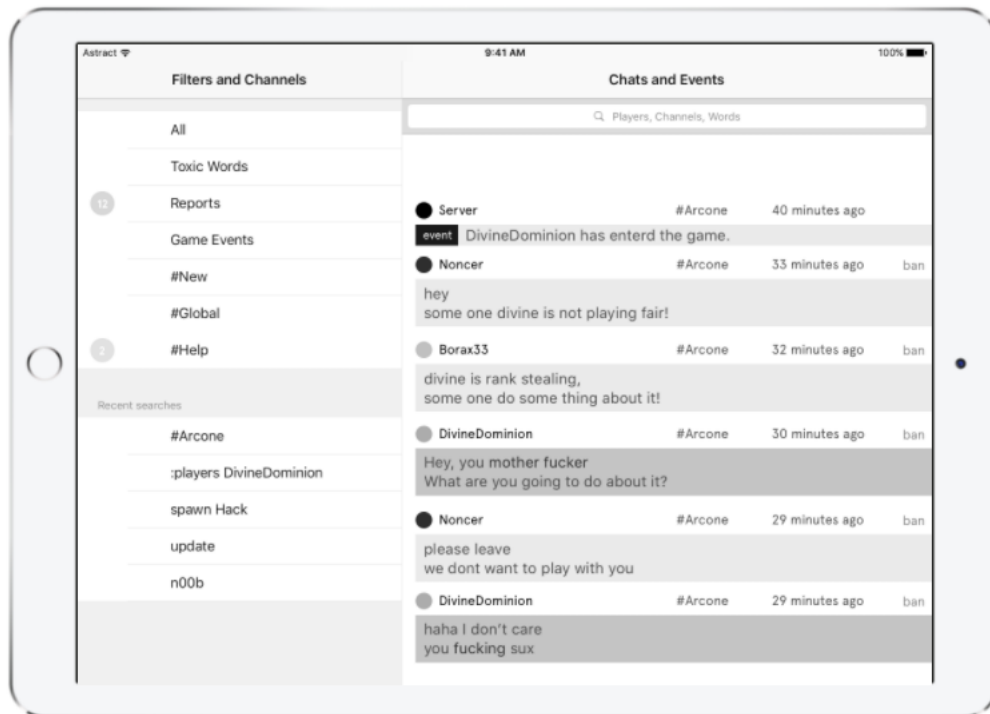


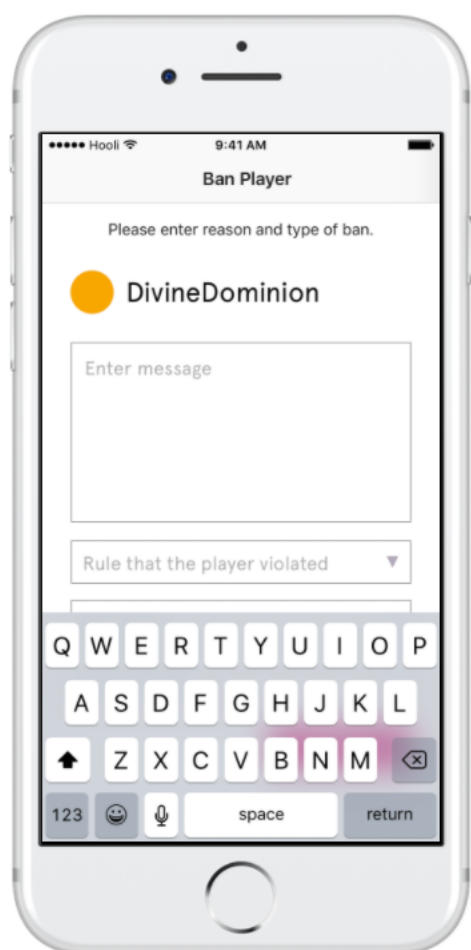
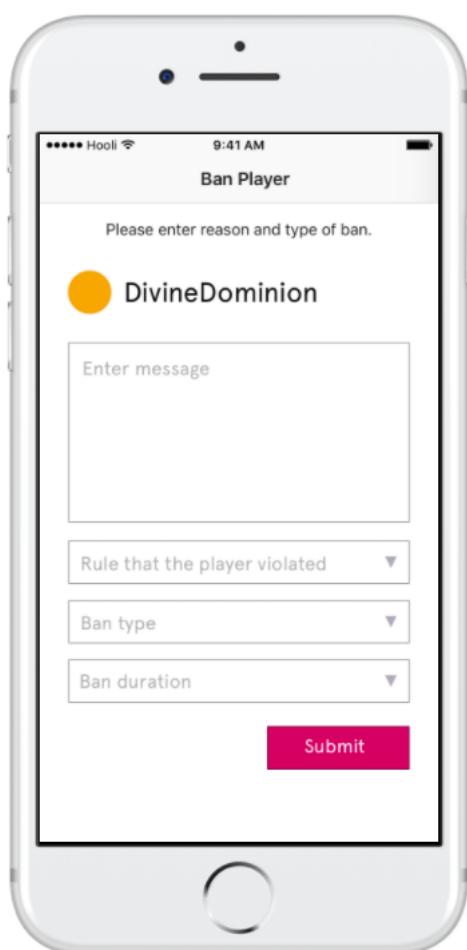
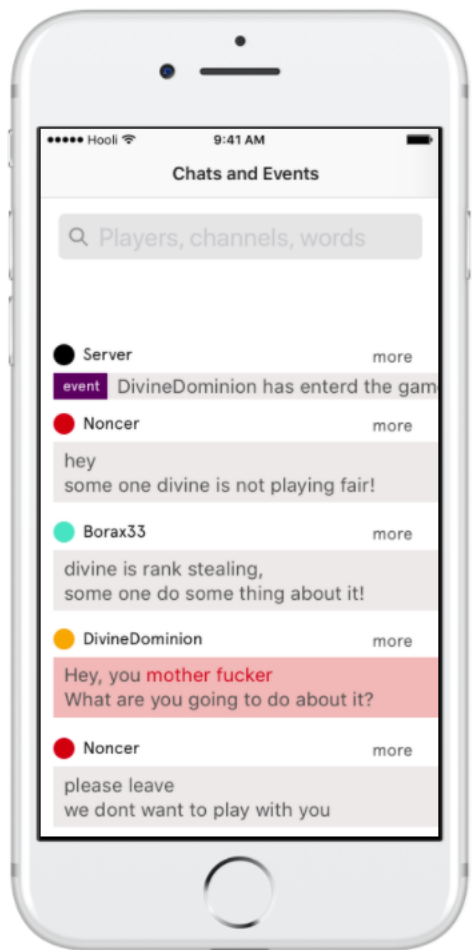
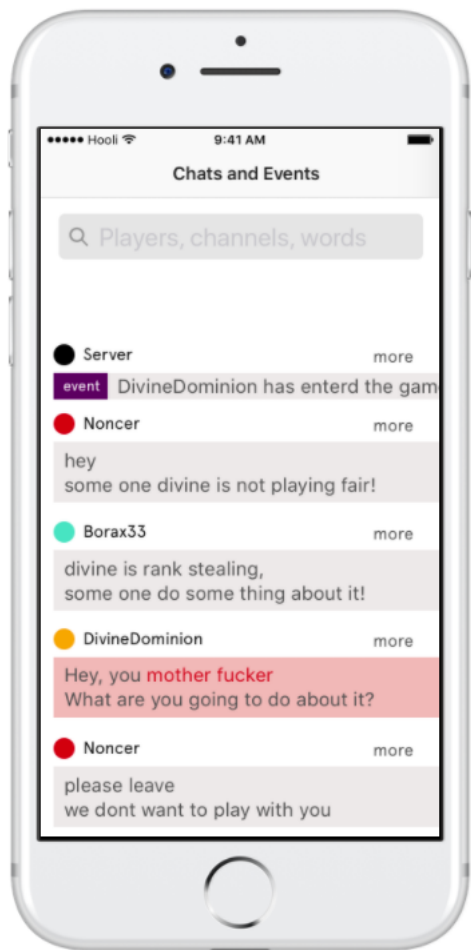
## USERFLOW

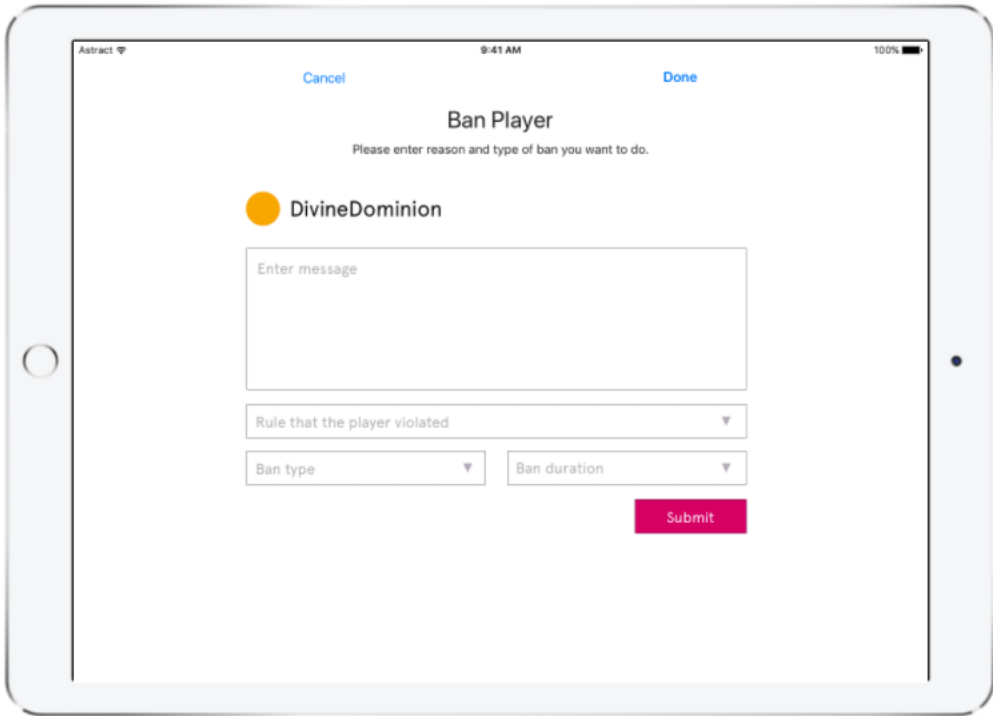
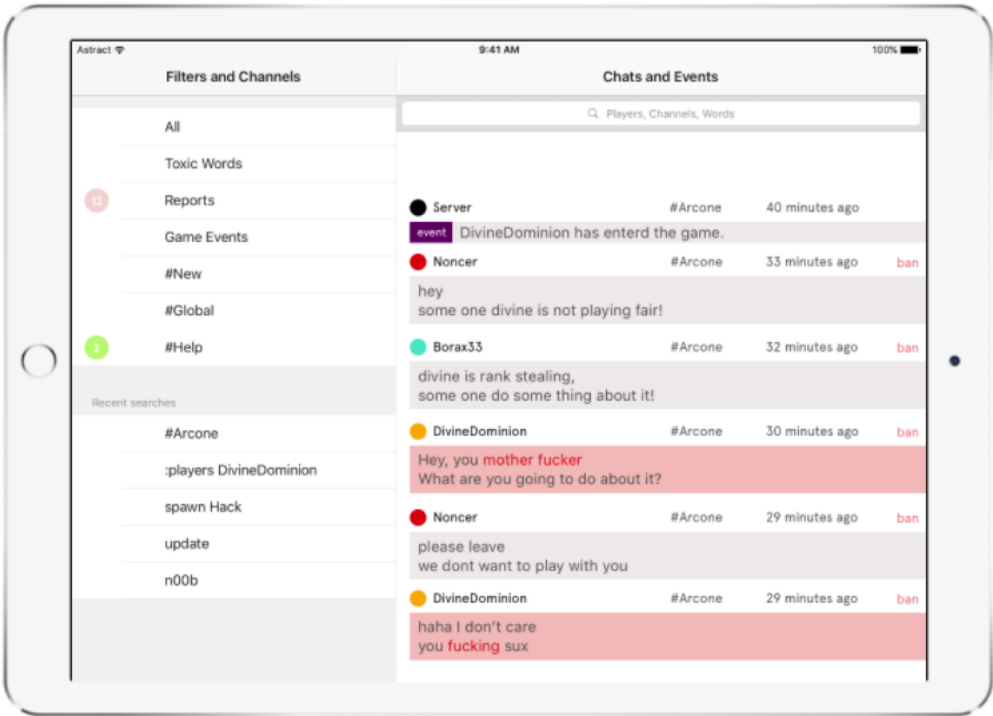


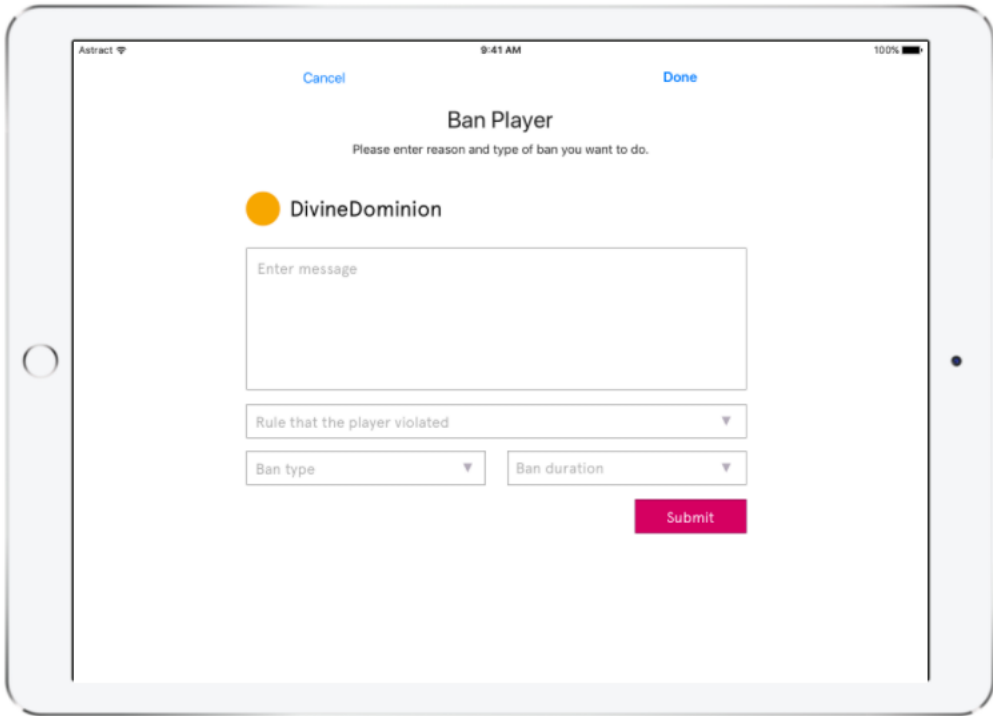
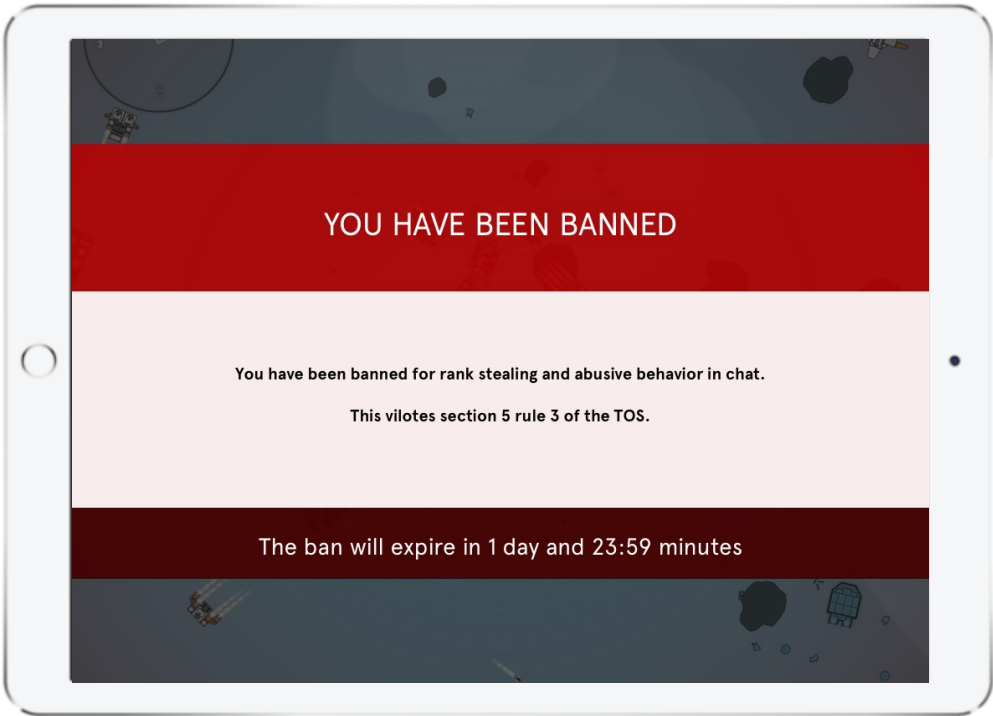
















*Thank You!*