Die Müllabfuhr des Internets
Or: The State of Work in the Digital Age

Sarah T. Roberts, UCLA
@ubiquity75
The Best Combination of Technology, People & Locations

- All contact centers are US call centers
- 24x7 Phone, Email & Chat inbound call center services
- Rates competitive with offshore call centers
- Customer service, technical & outsourced help desk services

Our call center services feature:
- Intuitive ACD with priority & skills based routing
- Dedicated and Shared customer support models
- Customized Customer Relationship Management system
- Redundant & secure technology infrastructure
- Real time statistical reporting for outsourced technical support

Caleris also offers these Outsourced BPO Services:
- Social Media Monitoring & Website Monitoring
- Corporate Service Desk and Corporate IT services
- Shared NOC (Network Operation Center) Support
- Back Office Processing Services
- Fulfillment, Returns Processing & Warehouse Services

Caleris is a leading provider of comprehensive Business Process Outsourcing (BPO) solutions specializing in Inbound Call Center Services.
WHAT IS COMMERCIAL CONTENT MODERATION (CCM)?
Community Guideline Tips

Want a little more insight into the limits and exceptions in the Community Guidelines? Here are some helpful examples and tips:

Sex and Nudity

Most nudity is not allowed, particularly if it is in a sexual context. Generally if a video is intended to be sexually provocative, it is less likely to be acceptable for YouTube. There are exceptions for some educational, documentary, scientific, and artistic content, but only if that is the sole purpose of the video and it is not gratuitously graphic. For example, a documentary on breast cancer would be appropriate, but posting clips out of context from the documentary might not be.

Hate Speech

"Hate speech" refers to content that promotes hatred against members of a protected group. For instance, racist or sexist content may be considered hate speech. Sometimes there is a fine line between what is and what is not considered hate speech. For instance, it is generally okay to criticize a nation, but not okay to make insulting generalizations about people of a particular nationality.

Shocking and Disgusting

The world is a dangerous place. Sometimes people do get hurt and it’s inevitable that these events may be documented on YouTube. However, it’s not okay to post violent or gory content that’s primarily intended to be shocking, sensational or disrespectful. If a video is particularly graphic or disturbing, it should be balanced with additional context and information. For instance, including a clip from a slaughter house in a video on factory farming may be appropriate. However, stringing together unrelated and gruesome clips of animals being slaughtered in a video may be considered gratuitous if its purpose is to shock rather than illustrate.

Dangerous Illegal Acts

While it might not seem fair to say you can’t show something because of what viewers theoretically might do in response, we draw the line at content that’s intended to incite violence or encourage dangerous, illegal activities that have an inherent risk of serious physical harm or death. This means not posting videos on things like instructional bomb making, ninja assassin training, sniper attacks, videos that train terrorists, or tips on illegal street racing. Any depictions like these should be educational or documentary and shouldn’t be designed to help or encourage others to imitate them.

Children

Videos involving children (anyone under the age of 18) are particularly sensitive. Videos containing children should never be sexually suggestive or violent. Please be cautious when posting something involving a child. If you’re sharing a private moment or home movie, consider making it a private video so that only your family and friends can see it.
<table>
<thead>
<tr>
<th>Type</th>
<th>Worksite Location</th>
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<tbody>
<tr>
<td>In House</td>
<td>On-site or in-house at company requiring UGC screening and moderation.</td>
</tr>
<tr>
<td>Boutique</td>
<td>Variable; can be local to the boutique firm, or done via globally dispersed contractors hired on for the screening tasks.</td>
</tr>
<tr>
<td>Call Center</td>
<td>Large-scale physical operations centers with technological infrastructure to handle multiple international clients or contracts and to provide numerous services, often on a 24/7 business cycle. Worldwide.</td>
</tr>
<tr>
<td>Microlabor Website</td>
<td>Worldwide; online.</td>
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“I can't imagine anyone who does [this] job and is able to just walk out at the end of their shift and just be done. You dwell on it, whether you want to or not.” —Max Breen, 24, Silicon Valley
“You don't really want to talk about it. You kind of feel like you spent eight hours just in this hole of filth that you don't really want to bring it into the rest of your life.” – Josh Santos, 24, Silicon Valley
the knowledge society
uberization
internet
exceptionalism
old-fashioned tactics today
a way forward?
imagination
UNION = Dignity and a LIVING WAGE
THANK YOU.