

## Securing online interactions:

# A safer chat for Rainbow 6 Siege players

Since launching in 2015, Rainbow 6 Siege by **Ubisoft** has become a staple in tactical shooters games. With a dedicated community and high-stakes competition, in-game chat toxicity has been a long-standing concern for players.

In April 2024, **Ubisoft** teamed up with **Bodyguard** to strengthen real-time moderation for text chat on computer. As Lancelot Satge, Associate Director of Player Protection and Game Security for Rainbow 6 at **Ubisoft** puts it: “We needed a stronger filter to create a more welcoming experience for everyone.”



## A custom-tailored setup

Integrating **Bodyguard**'s solution meant fine-tuning it for Rainbow 6 Siege's fast-paced chat environment. The game's chat moves quickly, characterized short messages packed with abbreviations and game-specific slang. Optimizing performance was key to avoiding any disruption to gameplay. “We ran an in-depth risk analysis, testing latency and server performance to make sure the solution wouldn't impact the player experience,” explains Lancelot Satge.

Beyond the technical side, moderation needed to strike the right balance. “For six months, we continuously adjusted and tested the system, carefully deciding what should and shouldn't be allowed,” he adds.

## The partnership at a glance

1/3

of players on PC

5M+

active chat users  
(players sending messages)

150M+

messages analyzed per month

## Moderation that understands the game

One of **Bodyguard**'s biggest strengths is its ability to adapt to Rainbow 6 Siege's unique language. Some words that might seem offensive in another setting are actually harmless in-game. For example, “I wall bang you” might sound like sexual harassment, but it actually refers to a tactical move where a player shoots through a wall. Similarly, “Go back to the kitchen,” often used in sexist insults, can also refer to an in-game location.

To fine-tune the system, **Ubisoft** provided **Bodyguard** with a list of 2,000 words across 18 languages. “It was crucial to accurately recognize game-related terms, like operator names and weapon types, to avoid false flags,” says Lancelot Satge.

**Ubisoft** worked closely with **Bodyguard**'s NLP (Natural Language Processing) experts, holding regular discussions to tweak settings and reduce false positives. “Our priority is to define what's acceptable in chat together, in line with our code of conduct,” he adds.

## Keeping players in the loop

**Ubisoft**, especially the Rainbow 6 team, made transparency a priority. Whenever a message is removed or flagged, players get a clear notification explaining why. **Ubisoft** also actively communicates its ongoing efforts to fine-tune moderation. As a result, the community has become more accepting of the system, sparking “constructive discussions and growing support for the initiative,” says Lancelot Satge.

Many players have even noticed a drop in toxicity and shared their positive feedback. While the total number of messages remains steady, inappropriate messages have been cut in half. “The game environment is undeniably healthier and safer. While we can’t yet quantify how many players are joining or coming back because of this, we’ve seen a significant drop in complaints and reports,” he concludes.

## The results

5.4%

average toxic message rate

1.5M

messages removed each month

-42%

reduction in toxic messages



Bodyguard is built for live moderation, combining proven technology with an experienced team of linguists to fine-tune results.

Lancelot Satge  
Associate Director of Player Protection and  
Game Security for Rainbow 6 at Ubisoft

## Conclusion

The partnership between **Ubisoft** and **Bodyguard** has delivered real results, significantly reducing chat toxicity while keeping moderation fair and balanced. “**Bodyguard** lets us detect toxic content with precision, all in real time,” says Lancelot Satge. By deploying a powerful solution and keeping an open dialogue with the community, **Ubisoft** continues to refine Rainbow 6 Siege to create a safer, more welcoming space for players.

## Ready to join our satisfied customers?

Unlock the potential of all-in-one social media moderation and audience intelligence with Bodyguard. Request a free demo and see how quick and easy it is to ensure a safe and engaging environment for your online community.

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