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IT Communication Tool

June 2019, Rome

Context



- **Family, teachers, and people who are close to someone who is engaged in a radicalization process need guidance on the signs and civil society organizations that can help to tackle this issue.**



Context



- People are afraid of being **spied upon**: they feel that Law Enforcement Agencies might react in a too briskly manner if they get in touch with them.
- Radicalisation and extremism are complex issues: people need to find **relevant information** from **reliable sources**

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EMMA MEHDI

Our IT communication tool



We are developing a chatbot that aims to help **people to contact the relevant civil society organizations and/or Law Enforcement Agencies** based on the user's answers during the conversation with the chatbot



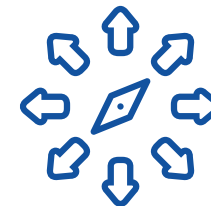
Inform

The chatbot will provide information on weak and strong signals of radicalisation.



Comfort

It will reassure the person that solutions exist to mitigate the radicalisation process.



Dispatch

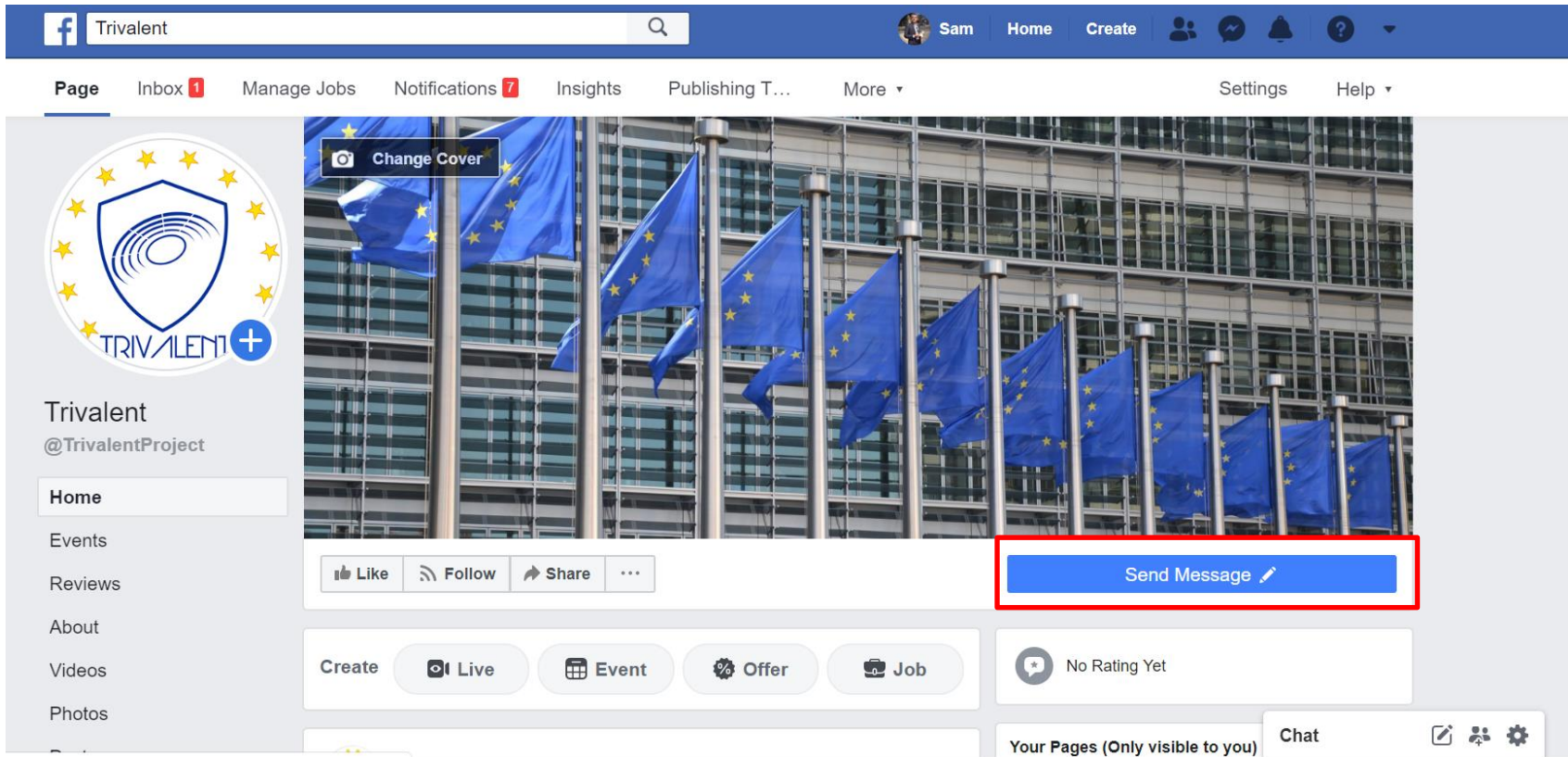
The chatbot will redirect the user to the right civil society organizations that are used to deal with this type of issue.

Facebook Messenger is widely used



- Facebook Messenger is used by **more than 1.3 billion users worldwide**
- Whereas the average email open rate is 5-10%, the open rate is **70-80%** for a message on Facebook Messenger (within the first 60 minutes)
- Facebook has a very important **penetration rate** in Europe
- Regarding our audience and the issue of radicalization on social media, **Facebook Messenger is the best channel.**

A chatbot available on Facebook



People will be able to reach us through the **Send Message** button which appears on TRIVALENT's Facebook page.

Conversation tree



Introduction messages

Thank you for contacting me. If you are here because you think that someone that you know might be in the process of radicalization and you want to help him/her, you are in the right place.

Please keep in mind that everything you say during our conversation will remain strictly confidential. You can always delete this conversation on Facebook Messenger. Bear in mind that we will not ask you to give the identity of the person that may be in the process of radicalisation.

Now I'm gonna ask you some simple questions about this person. Bear in mind that radicalization is a process and that there is always a solution through these questions. I will be able to redirect you to the proper contact in order to help you with this situation. Are you ready?

Questions on religious practice

A.1 Does this person restrain from doing things that he/she used to do? (i.e.: food habits, hobbies)

A.2 To your knowledge, is this change of behaviour based on religious motives?

A.3 Was this person born in a religiously practicing family?

A.4 Have this person become strongly practicing?

A.5 Have you remarked a sudden change of appearance?

A.6 To your knowledge, where does this person get information on religious practice?

Internet Local place (mosque, church etc.)
Other

Questions on political perception

B.1 Does this person watch a lot of videos on international conflicts that afflict civil populations such as the conflict in Syria?

B.2 Have you ever heard this person having conspiracy views?

B.3 Does this person identify himself/herself with a victimization discourse regarding a specific community?

B.4 Does this person talk more and more to a new group of people that shares the same ideas? (either on the Internet or in real life)

B.5 Have you ever heard this person justify the use of violence against civilians?

Questions on family environment

C.1 Does this person use to live with only one parent?

C.2 Do you know if this person was the victim of mistreatment within the family?

C.3 Has this person ever been placed in a child care home?

C.4 Does this person suffer from drug or alcohol addiction?

Alcohol Drugs
Both No I don't know

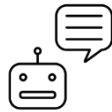
C.5 Has this person cut ties with his/her family?

C.6 Have this person ever been condemned for offenses and/or criminal acts?

FIELD
I there something that you would like to add? Please feel free to mention anything that you deem important regarding this person.






End of conversation






Based on what you have told me, I recommend that you contact one of these NGOs that deal with young people who have the same issues that you have mentioned :

CSO #1:

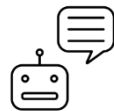
 Address: XXXX
 Facebook page: XXXX
 Phone number: 123456789

CSO #2

 Address: XXXXX
 Facebook Page: XXXXX
 Phone number: 0123456789

Based on what the user's answers, he/she will either be redirected towards the relevant CSO that specifically deals with the main detected issue (religious, political, or family-related) or the relevant Law Enforcement Agency.

Link to Law Enforcement Agency



Based on our conversation, I highly recommend that you contact the following Law enforcement. They will help you deal with this issue

 Polizia di Stato

Where deemed relevant, we can add links to Law Enforcement Agencies.

Screenshot



T Have this person become strongly practicing ?

yes

T Have you remarked a sudden change of appearance ?

yes

T To your knowledge, where does this person get information on religious practice ?

yes

Internet

✓ You're through 1/3 of the questionnaire, I still have a dozen more questions to ask you.

T Does this person watch a lot of videos on international conflicts that afflict civil populations such as the conflict in Syria ?

yes

Redirection to the relevant CSO




A screenshot of a social media post. The top part shows a blurred image of a person's profile picture and the text "Violence Prevention Netw". Below this, the name "Violence Prevention Network" is displayed in bold. The main text of the post reads: "Parents and relatives can contact us if they are concerned that their son or...". At the bottom of the post, there is a red square icon with the word "share" and the text "get in touch" in blue. To the right of the post is a smiley face icon with a plus sign. To the left of the post is a grey circle with the letter "T".



Alert for high scores



T  Based on your answers, it seems that this case may need a more urgent solution. Would you like to be put in contact with a trusted third party who can assist you with the police ?

yes no

 | Type a message...



Alert : contact a trusted third party



Trusted third party

third party description-another description



get in touch



Rather than pushing the contact details of the Police itself, we think that offering the help of a **trusted third party** who is used to deal with the Police could be the best solution in order to achieve our goal of better communication between CSOs and LEAs.

An easy-to-use administration tool



TRIVALENT - questionnaire ☆

File Edit View Insert Format Data Tools Add-ons Help [Last edit was yesterday at 5:01 PM](#)

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	A	B	C	D	E
11	10	introduction	<input checked="" type="checkbox"/> You're through 1/3 of the questionnaire, I still have a dozen more questions to ask you.		
12	11	political	Does this person watch a lot of videos on international conflicts that afflict civil populations such as the conflict in Syria ?	yes no	10 0
13	12	political	Have you ever heard this person having conspiracy views ?	yes no	10 0
14	13	political	Does this person identify himself/herself with a victimization discourse regarding a specific community ?	yes no	10 0
15	14	political	Does this person talk more and more to a new group of people that shares the same ideas ? (either on the Internet or in real life)	yes no	10 0
16	15	political	Have you ever heard this person justify the use of violence against civilians ?	yes no	20 0
17	16	introduction	<input checked="" type="checkbox"/> You've completed 2/3 of the questionnaire, we're almost there.		
18	17	social	Does this person use to live with only one parent ?	yes no	10 0
19	18	social	Do you know if this person was the victim of mistreatment within the family ?	yes no	10 0
20	19	social	Has this person ever been placed in a child care home ?	yes no	10 0
21	20	social	Does this person suffer from drug or alcohol addiction ?	alcohol drugs both no / I don't know	10 10 20 0
22	21	social	Has this person cut ties with his/her family ?	yes no	10 0
23	22	social	Have this person ever been condemned for offenses and/or criminal acts ?	yes no	10 0
24					
25					

In order to facilitate the creation and modification of questions as well as the scoring system, we have put in place a Google Spreadsheet

Facebook: administration



The screenshot shows the Facebook Page Administration interface for a page named 'Triv Dev'. The top navigation bar includes the Facebook logo, the page name, a search bar, and user profile information for 'Sam'. Below the navigation bar, there are tabs for 'Page', 'Inbox' (with 2 notifications), 'Notifications' (with 1 notification), 'Insights', 'Publishing T...', 'Ad Center', and 'More'. The 'Settings' tab is selected, and the 'Page Roles' section is active.

Page Roles

- People and Other Pages
- Preferred Page Audience
- Authorizations
- Branded Content
- Instagram
- Featured
- Crossposting
- Page Support Inbox
- Payments
- Activity Log

Assign a New Page Role

Type a name or email Editor ↕ Add

Can publish and send Messenger messages as the Page, respond to and delete comments on the Page, create ads, see who created a post or comment, post from Instagram to Facebook, and view insights. If an Instagram account is connected to the Page, they can respond to and delete comments, send Direct messages, sync business contact info and create ads.

Existing Page Roles

Admin
Can manage all aspects of the Page. They can publish and send Messenger messages as the Page, respond to and delete comments on the Page, post from Instagram to Facebook, create ads, see who created a post or comment, view insights, and assign Page roles. If an Instagram account is connected to the Page, they can respond to and delete comments, send Direct messages, sync business contact info and create ads.

- Alice Vasseur**
Admin Edit
- Sam Ouchka**
Admin Edit

Editor
Can publish and send Messenger messages as the Page, respond to and delete comments on the Page, create ads, see who created a post or comment, post from Instagram to Facebook, and view insights. If an Instagram account is connected to the Page, they can respond to and delete comments, send Direct messages, sync business contact info and create ads.

- Thibaut Celier**
Editor - Pending Cancel Invitation

Points to address



Civil Society Organizations:

- Which CSOs do we want to recommend in the chatbot ?
- Who will be the trusted third parties ?

End users:

- On which Facebook page(s) do we communicate about this new tool in order to reach our audience ? (Polizia di Stato's Facebook page? etc.)
- Can we have a group of school teachers to test the tool in order to have their feedback ?

Administration of the chatbot and data confidentiality:

- Who will be the LEAs administrators of the chatbot Facebook page ? (these administrators will be able to see all the users' conversation with the chatbot)