

# FAQs

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## What is Perspective?

Perspective is an API that makes it easier to host better conversations. The API uses machine learning models to score the perceived impact a comment might have on a conversation. Developers and publishers can use this score to give feedback to commenters, help moderators more easily review comments, or allow readers to more easily find interesting or productive comments, and more.

## Who created Perspective?

Perspective was created by Jigsaw and Google's Counter Abuse Technology team in a collaborative research initiative called Conversation-AI. We open source experiments, tools, and research data to explore the strengths and weaknesses of ML as a means to combat online toxicity and harassment.

## What attributes can Perspective score?

Perspective is trained to recognize a variety of attributes (e.g. whether a comment is toxic, threatening, insulting, off-topic, etc.) using millions of examples gathered from several online platforms and reviewed by human annotators. The

topic, etc), using millions of examples gathered from several online platforms and reviewed by human annotators. The most popular attributes are TOXICITY and SEVERE\_TOXICITY. Learn more about attributes.

## What is Toxicity?

Toxicity is one of the attributes that Perspective can score, in addition to identifying if a comment is threatening, insulting, or off-topic. We define toxicity as "a rude, disrespectful, or unreasonable comment that is likely to make you leave a discussion."

## Is the API available in my language?

Check out the [languages served](#) by Perspective API for information about language availability.

## Does Perspective make mistakes?

Yes. Our models are not perfect and will make errors. It will be unable to detect patterns of toxicity it has not seen before, and it will falsely detect comments similar to patterns of previous toxic conversations. To help improve the machine learning, the API supports sending our team suggested scores. Learn more about how to do so in [Contribute Feedback](#).

## Can Perspective completely replace human moderation?

No. Perspective can help make moderation more efficient by sorting and flagging comments automatically, but we strongly recommend that there always be a human in the loop for moderation decisions. You can read more about this topic on our [blog](#).

## Does Perspective store comments after they are scored?

It is up to you. You can choose to have comments stored to be used to improve future models or you can enable an option which will automatically delete comments after they have been scored. Anyone using the Perspective API is covered under the [developer terms of service](#). Check out our [API methods](#) and the doNotStore option for more information.

## Is there a cost to use Perspective?

No, Perspective API is free to use. However, in the future, increases to QPS may incur a fee. If we do make this change to our service, we will notify you in advance, so you can make necessary adjustments to your project. To use Perspective, please follow the instructions on the [Get Started](#) page.

## Why do I need to register to access the API?

We ask Perspective API users to register for access, so that we can better understand and serve our users. We improve Perspective based on user needs and feedback.

## Can I request additional QPS?

Yes. By default, we set a quota limit to an average of 1 query per second (QPS) for all Perspective projects. This limit should be enough for testing the API and for working in developer environments. If you're running a production website, you may need to [request a quota increase](#).

Today, we're glad to be able to provide Perspective as a free service to developers, but in the future, increases to QPS may incur a fee. If we do make this change to our service, we will notify you in advance, so you can make necessary adjustments to your project.

Check your quota limits by going to your Google Cloud project's [Perspective API page](#), and check your project's quota usage at the [cloud console quota usage page](#).

## How will Perspective change over time?

Perspective models are not automatically learning all the time, but we update our models regularly. Before updating, we thoroughly test to ensure models meet a high quality bar (see [model cards](#) for the results of these tests). We also use score normalization techniques to maintain consistent scoring across model versions. This means that if you select a particular score threshold to use in your system, you will not need to update that threshold when the models update.

## What is Perspective's privacy policy?

The Perspective API is provided under the [Google Privacy Policy](#), and the [Google Cloud API terms of service](#). The Perspective team takes your data and privacy very seriously, both in the content of your comments and the anonymization of their authors. When a developer submits a snippet of text to be scored, Perspective does not request or store any information about the author of the comment.

Developers have the option to have comments stored by Perspective to improve future attributes, or can have the comments automatically deleted after the score is returned by enabling the [doNotStore option](#).

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## Perspective | Support

Providing support and resources to enable developers to build and experiment with Perspective API.

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<https://support.perspectiveapi.com/s/about-the-api-faqs>

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