BILLY BUDDY AGAINST CYBER BULLYING

Ensuring Your Digital Safety

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***Abstract*—** Cyberbullying is a manner of online harassment that has surfaced and is increasingly getting common, even among teenagers. It is generally the deliberate act of repeatedly harassing people through digitalized platforms, mainly social media and forums, including messaging apps. Common forms include spreading harmful and damaging rumours; threats; hate speech; releasing personal or embarrassing information; and spreading derogatory contents about the victims. These behaviours often have severe psychological consequences for the victim, including diminished self-esteem, depression, anxiety, and in extreme cases, suicidal ideation. The anonymity provided by the internet often exacerbates these issues, as bullies can engage in harmful actions without facing immediate consequences.

This project offers a holistic solution to cyberbullying through a digital platform that provides instant support to victims. The website, with an interactive and user-friendly chatbot called "Billy," serves as the first line of defence. Billy offers emotional support to the victim, guides them through the process of documenting and reporting cyberbullying incidents, and ensures that important evidence is collected. The website ensures user anonymity, enabling them to submit cases of bullying anonymously. Additionally, Billy promotes the collection of key information like screenshots and chat records, which is then used to help the cyber-crime police to act accordingly.

In addition to providing direct support, the website includes educational resources meant to prevent and defend against cyberbullying. These resources provide practical tips and self-defence tactics, with advice on how best to protect one's personal information online. Users are also given the opportunity to connect with others who have suffered similar forms of bullying, allowing them to form a supportive community to share their experiences and coping strategies. It gives a sense of solidarity and empowerment to the victims and creates an opportunity for mutual support among the victims.

Users will be better safeguarded with a guarantee of maintaining anonymity on this website in their reports and experiences. All of this would result in data which cannot be easily misused for malicious intentions towards victims; thereby, this entire platform seeks to raise the general awareness on dangers of cyberbullying and seek immediate access and help in affected cases as it promotes safety online.

***Keywords*—** *Cyberbullying, online harassment, chatbot, anonymity, mental health, support community, self-defense, cyber-crime reporting, digital privacy, user empowerment.*

I. INTRODUCTION

Cyberbullying ranks as one of the gravest issues in this digital world that has also majorly focused attention on young adult adolescents and spends most time inside social media pages and internet facilities. Cyberbullying Research Centre has indicated via its yearly research that, based on their estimate in 2020, over 37 percent of teens go through some cyberbullying encounters; however many have been untreated and/or without help. The Pew Research Centre found that 59% of teens in the United States have been victims of online bullying or harassment, and mean or hurtful comments, spreading false rumours, and receiving explicit content or threats were the most common. Cyberbullying leads to psychological devastating effects and triggers mental health issues such as depression, anxiety, and even suicidal ideation in extreme cases. This has led the World Health Organization to describe this upsurge of cyberbullying as a global public health problem and thus highlighted the need for emergency prevention measures and intervention strategies.

Despite such alarming statistics, victims of cyberbullying face extreme obstacles in seeking help. The victims are mostly afraid that they may receive further retaliation or become lonely. Victims do not know where or whom to seek help because they are ignorant of the necessary sources or resources for reporting their abuse. Organizations and online platforms have taken measures to deal with this problem, but the support systems currently available lack personalization of support, needed to empower the victims while ensuring interventions.

Our project will fill that gap by conceiving an inclusive, accessible all-round platform in which victims and the cyber authorities of crime converge. The website, in the very first instance is the contact platform with a Chabot Billy who reaches to the desperate seekers of urgent succour. Here, Billy helps and guides far beyond just that emotional support end. He further assists them in registering the incidence, taking necessary evidences, and filing a report to the cybercrime authority anonymously. So, the anonymity of users is also important because it enables people to come forward safely without fear and gain some protection from other harmful effects of these types of crimes.

This site will have an amiable user-friendly interface whereby victims would engage Billy hence obtain support in real time together with relevant information concerning cyberbullying. Not only that, the platform has established a community that allows connected individuals of a particular sort in several aspects to engage by either means of bullying; therefore, sharing and obtaining alternative strategies and creating more awareness over issues concerning harassment through this media will take place among those bullied.

Our project ensures that, in every instance of the cyberbullying incident, its report is done in a time-bound and structured manner to authorities so that they may manage to take swift action not only against such perpetrators but, much more importantly, to facilitate empowerment among the victims of such cyberbullying and send the psychological burden down the minimum. This will, in effect, aim at and generally bring a safer, more supportive online environment for all users, but more particularly the vulnerable groups of teens.

On this site, we look forward to immediately meeting victim needs but also work toward the greater good of awareness, prevention, and cooperation in combating cyberbullying.

II. LITERATURE SURVEY

Chatbots so much in favor of providing direct relief and help to the sufferers. Rasa API is one such highly in-demand open-source conversational AI tool, by which developers can develop context-aware chatbots.

Alshdaifat et al. (2020) **[1]** had designed a rule-based system by the support of NLP especially for chatbots for mental health department use. Their system restricts only the complex and dynamic conversation since their system adheres to a rule.
Chandrasekar et al. (2021) **[2]** designed an abuse content detection chatbot for social media using machine learning models. But at the same time, though the chatbot gave notice to the user, it is not a user-centric way to help provide instant justice or relief to the victims.
Both of the articles depict the message that using technology as a chatbot can help both parties. Currently available chatbots are mainly used for detection purposes and are making users sensitive only. Billy Buddy applies the pro-active aid and justice procedure on behalf of the victims. The modern chatbots are not audible concerning holding the context of the conversation and are not powerful for managing the multilingual environment. Billy Buddy also has to work upon the above said point too.

Backend Frameworks for Scalable Solutions

Most researches included Node.js and Express.js in the development of scalable services due to its architecture being non-blocking event-based, and it suits any systems that are involved with real time.

Here, Stefanov et al. (2019) **[3]** expound several pros that can be discovered at Node.js. Even though high-performance web-based API demands low time responding under significant application scale.
Wu et al. (2020) **[4]** designed abuse detection tool in real-time by using Express.js for handling database by MongoDB. This was effective but not front-end frameworks with which it is coupled to allow a smooth overall user experience.
Both of them show the power of Node.js and Express.js in building real-time applications. Billy Buddy is different from the rest because it uses Node.js with Rasa API for providing an interactive chatbot-driven solution. Fast and Scalable though is Node.js and Express.js limited to performing heavy computational tasks therefore need optimization for heavy load.

User-Centric Interfaces

Next.js is going to give an extremely better experience considering the user-centricity like because it has Server-Side rendering, thus the time taken in loading a page is reduced significantly.

Ganguly et al. (2021) **[5]** proposed a cyber safety application using React.js along with the advanced Next.js framework. Their UI was clean and responsive, however, still had not implemented any chatbots that could support the application for the real-time assistance.
Patel et al. designed a reporting system for a cyber harassment portal using Next.js in 2022 **[6]**. The solution was user-generated reports but didn't account for real-time engagement for users with mechanisms that implement justice.
Both studies show responsive and user-friendly interfaces. Billy Buddy uses Next.js not only for its UI but also integrates a chatbot and justice mechanism that is powered by a database. The design of intuitive interfaces for sensitive topics like cyberbullying requires more research into user experience (UX) to ensure inclusiveness and accessibility for victims.

MongoDB for Flexible Data Storage

MongoDB is very flexible and schema-less in design, which enables the efficient handling of unstructured and semi-structured data, very crucial for chatbot applications.

Gurung et al. (2019) **[7]** used MongoDB to store user data and logs for a chatbot-based mental health application. Their

design could fetch conversational data much quicker but did not provide data encryption for privacy.
Kumar et al. (2020) **[8]** proposed MongoDB as the storage solution for real-time feedback systems. However, their study reported problems with data redundancy and limited ACID transaction support.
The two systems are developed using MongoDB for scalability and adaptability in their application to a chatbot.
Billy Buddy safeguards information on its part concerning conversation logs, consumer complaints, and case evidence storage in an organized and secure manner. MongoDB becomes hard when using confidential information for encryption and protection; this is as much as Billy Buddy can develop.
Research Gaps
There are several sets of literature examining the implementation of chatbots, backend frameworks, and databases to detect cyberbullying cases and prevent them, but some gaps remain.

Lack of proactive mechanisms for justice delivery to victims.
Limited integration of chatbot systems with real-time backend databases for effective support.
Inadequate focus on scalable and interactive interfaces for user engagement.
This literature review focuses on new technologies and implements the Rasa API chatbots, Node.js and Express.js for the design of the backend, Next.js for the design of the front end part, and MongoDB for flexible data storage. So far, existing solutions have mainly focused on detection and reporting of cyberbullying but lack a justice-driven, holistic approach.
Billy Buddy addresses the above limitations by integrating a chatbot system with its real-time support, backend support, user-centric interfaces, and management of structured data. The future work would involve enhancement of the contextual awareness on the part of the chatbot, encryption of data, and improving its computational efficiency.

III. USER INTERFACE AND KEY FEATURES

A. *Anonymous Reporting*

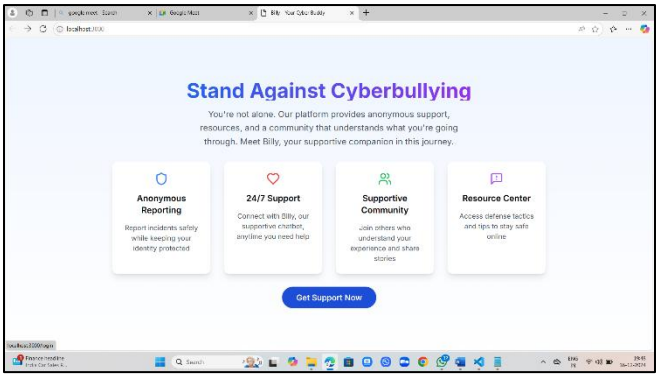
The major feature of the platform is that it allows anonymous reporting since it provides users with a chance to report cases of cyberbullying anonymously. This has been important because it increases assurance about safety since victims report abuse, hence creating more people coming forward for reporting cases that would otherwise go unreported. It is on the aspect of privacy and user security so that victims are able to elaborate on the nature of the incident and upload related evidence without disclosing personal details. It therefore constitutes an important initial step in dealing with cyberbullying by offering a safe space to document harassment.

B. *24/7 Support*

An important feature of the site is access to 24/7 help via the "Billy" chatbot. The virtual assistant to all the users helps victims cope psychologically with incidents, offering practical suggestions on how best to deal with the cyberbullies. There are times when users will want immediate help from such platforms, especially at odd hours, and victims can reach out to Billy freely as often as needed. The chatbot will give some form of reassurance and guidelines to the users on how to report cases of bullying and will, at the same time, suggest strategies for dealing with emotional stress about bullying. No victim will be left to handle the situation, thus there will be support and relief at any hour of the day.

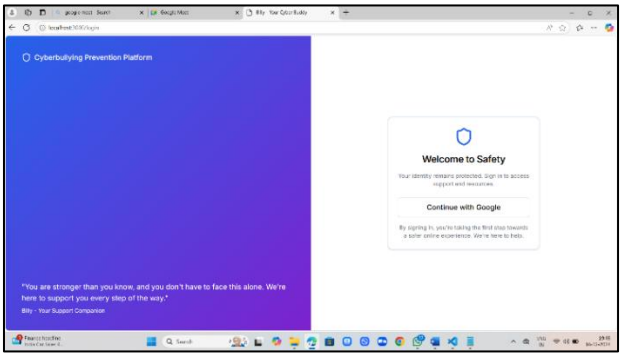
C. *Supportive Community*.

Apart from offering support to the individual, the website will allow the formation of a community in which victims of cyberbullying may identify and come together. Users have a chance to exchange experiences and advice with one another for better recovery. This aspect connects the victims as it creates that same feeling of belonging and common sense that eliminates those feelings of loneliness and isolation as victims will now be able to deal with emotional aftermath of such experiences. Also, this support community feature ensures users feel involved within the system because it will ensure a communal empathy and strength-of-character.



IV. IMPLEMENTATION OF GOOGLE AUTHENTICATION AND EVIDENCE MANAGEMENT

User Authentication with Google Sign-In
It provides Google Sign-In on the website of Billy Buddy, through which signing in becomes easy with complete security. For this purpose, Google Sign-In has used OAuth 2.0 protocol **[9]** without compromising the fact that safe authentication takes place under the protection of credentials. Upon successful signing, the users will be led to the main dashboard, access will be according to their roles, and there is case privacy provided and protected. This system retains some form of security since one need not make an account **[10].**



Dynamic Dashboard Overview

The users will have a central hub called the Main Dashboard, and all the information they need and actionable insights will be available from there. The features that would be presented on the dashboard are:

•Key Tips: Measures and cyberbullying prevention tactics or suggestions.

•Case Status: Cases already resolved and that are pending would give an idea to the victim that he/she is still under the scam.

•Activity Reports: This may include user-related information, which includes evidence uploaded and cases reported.

This dynamic dashboard enhances the user interface while showing real-time updates that are retrieved from the server **[11]**.

Evidence Upload System

This dashboard has a module of Evidence Upload with which the user can provide complete evidence of the case of cyberbullying. It contains a guided form with which users can Select the source appropriately, including social media sites or messaging apps.

State briefly what happened Attach evidence files in any of the file types such as images, videos, PDFs or word documents. The system is elastic and scalable because all mainstream file types are supported [12]. Evidence files are processed and then safely sent back to the backend server.

Back-end Communication and Storage

This makes the backend infrastructure to be implemented using Node.js. This is for server-side processing and MongoDB for DB management. Node.js is efficient in handling user requests, file uploads, and real-time communication between clients and servers **[13]**. MongoDB stores Metadata that contains descriptions, user information, and timestamps. Evidence files, stored securely in the binary or file system format for retrieval and analysis **[14]**. It verifies that the files are uploaded by server responses to evidence files in real time. It provides the reliability and better user experience to the users since it provides instant feedback to them. The following features, like Google Sign-In, dynamic dashboard, and functionality for evidence uploading, are integrated to give an effective solution for cyberbullying victims. By integrating secure authentication along with scalable back-end processing for data input mechanism, it can be ensured for ease of use, integrity, and accessibility by the users in order to meet justice.

Before you begin formatting your paper, first write and save the content as a separate text file. Do all your content and organizational editing before you format. For more on proofreading, spelling and grammar please see sections A-D below:.

Keep text and graphic files separate until after the text has been formatted and styled. Avoid using hard tabs, and reserve use of hard returns to no more than one return at the end of a paragraph. Avoid adding any type of pagination anywhere in the paper. Avoid numbering text heads-the template will do that for you.. Do not number text heads-the template will do that for you.

V. METHODOLOGIES

The second generation of Billy Buddy brings out an AI chatbot meant to render immediate assistance. The application uses the Rasa framework to train on machine-learning algorithms to perceive and then respond to questions asked.

Upon opening the chatbot by a user, the latter makes it type, and thus like a human does. On processing the inputs provided by users, the chatbot deduces their intent, and later responds accordingly in a natural conversation.

1.Rasa Framework and Customized Algorithm

The chatbot uses Rasa's dual architecture:

Rasa NLU (Natural Language Understanding): Decodes user input, identifies intent (e.g., report case, seek tips), and extracts entities (e.g., dates, platform names).

2.RasaCore: Manages the conversation flow using predefined stories and machine learning policies.

Here is the custom algorithm implemented for the chatbot:

Input Processing:

Clean and tokenize user inputs.

Identify salient entities such as "platform names" or "incident details" applying the Named Entity Recognition tool (NER).

Intent Recognition:

a Use a supervised ML-based model to classify user's intentions like:

"Report a case."

"A solicit tips."

"Check resolved cases."

Dialogue Management:

Apply Rasa Policies;

memorization Policy FIXED-CONVERSATIONS

Rule Policy SIMPLE-RESPONSE

Custom Reinforcement Policy ESTIMATE THE NEXT ACTION to take, given confidence in every action.

Response Generation:

Mapping to predefined responses based on extracted intention.

For ambiguous inputs, elicit fallback responses like "I'm sorry, I didn't understand. Could you clarify?"

Output:

Respond in a human-like fashion.

Display typing simulation for realistic interaction.

3.Methodologies Used:

Machine Learning-Based NLU:
The chatbot uses machine learning models to identify user intents and extract entities, thus providing context-aware responses **[15]**.
Story-Based Dialogue Management:
Rasa Core employs stories—structured sequences of user intents and bot responses—to manage conversations. This ensures the chatbot remains in context throughout the interaction.
Reinforcement Learning for Response Prediction:
A customized reinforcement learning algorithm enhances the decision-making capabilities of the chatbot by analyzing the previous conversations and confidence scores **[12]**.

Fallback Mechanism:
In case of unknown inputs, a fallback response mechanism is in place that nudges the user to an appropriate question [13].
User Interaction Flow
User Opens the Chatbot: A typing animation holds the user.
User Submits Query: The chatbot processes the input, identifies the intent, and responds accordingly.
Interactive Support: Users are guided in an easy, step-by-step manner, for example
1)Uploading evidence files
2)Handling cyberbullying
3) Case status resolution
This real-time interaction simplifies the user journey, supporting and making accessibility easy for the victims to gain justice.

Step	Description	Arrow
1. Data Collection	Collect data from various sources (e.g., social media, messages).	→
2. Data Pre-processing	Clean the data by removing noise, stopwords, and irrelevant information.	→
3. Cyberbully Classification	Classify the content into potential cyberbullying cases.	→
4. Feature Extraction & Selection	Identify and select key features that help in classification (e.g., keywords, tone).	→
5. Bully	Mark content as a bully if it matches certain criteria (e.g., offensive language, abusive tone).	→
6. Non-bully	Mark content as non-bully if it does not match the bullying criteria.	→
7. Response	Provide an appropriate response based on the classification (e.g., warning message to the bully or report option for the victim).	

VI. TECHNOLOGIES AND DETECTION ALGORITHM

Technologies Used in Backend and Frontend Development
The Billy Buddy project makes use of some robust frameworks and technologies that have been applied in developing both the frontend and backend systems. These include Next.js, Node.js, Express.js, and MongoDB.

Next.js
Next.js is a React-based framework for building SSR web applications. It offers static site generation, dynamic server-side rendering, and high performance due to automatic code splitting and optimization. Next.js eases the development process while enhancing SEO through server-side rendering by default, thus making it perfect for creating fast and scalable user interfaces **[14]**.
Next.js can also generate static pages at build time, meaning the HTML is generated once, and pages are served as static files. This ensures fast load times and is useful for content that doesn't change frequently.
Next.js allows developers to build API endpoints directly inside the app. In this way, server-side logic like request handling, database interactions, etc. Can be easily included. It thus helps manage backend functionality directly within the Next.js framework without the need for a separate backend.
One of the features that make Next.js intuitive is its file-based routing system. This is such that the structure of the pages directory determines the URL structure of the app, which means it simplifies the routing logic.

Node.js
Node.js is a JavaScript runtime based on the Chrome V8 engine. Its intended usage is for scalable networking application development, specifically handling an asynchronous request. This backend developer is often in widespread use for their lightweight efficiency as they make possible the development process from both front and back using the language JavaScript, streamlining it all together **[15]**.
Node.js uses an event-driven, non-blocking I/O model. This allows the server to handle multiple requests at once without waiting for one task to finish before processing the next. Node.js is therefore highly scalable and efficient, especially for I/O-heavy applications.
Unlike traditional multi-threaded servers, Node.js uses a single-threaded event loop, which is particularly well-suited for handling network requests. It's very efficient in environments with many concurrent I/O operations.

Express.js
Express.js is a minimalist web application framework for Node.js, focused on building APIs and routing and middleware. It is one of the most used frameworks in Node.js to build RESTful APIs, providing features like routing, templates, and handling HTTP requests and responses **[16]**.
Express.js makes it easier to declare routes that support any HTTP methods - GET, POST, PUT, DELETE and assigns a corresponding handler for every single route declared. This forms the basis for designing RESTful APIs.
Middleware in Express.js can be used for modular request handling. Some of the uses of middleware are authentication, logging, error handling request body parsing, and the like.
Express.js natively supports template engines like EJS and Pug, which generate dynamic HTML from the backend.
Built-in utilities in Express handle HTTP requests and responses; they can be used to set headers, to redirect, or even handle cookies.

MongoDB
MongoDB is a NoSQL database, famous for flexibility, scalability, and huge amounts of unstructured data management. In the Billy Buddy project, MongoDB is used in the storage of user information, case details, evidence files, and conversation logs, by which management and retrieval of the data can be easily done in the JSON-like format **[17]**.

Document-Oriented:
Data is stored in a JSON-like structure called BSON. It enables rich data representation, including arrays and nested objects. This offers flexibility, which is not very common in relational databases.
Scalability:
MongoDB achieves horizontal scalability through sharding, allowing the database to spread over multiple servers quite simply. It makes it ideal for large-scale applications that have massive volumes of data.
Indexing:
MongoDB supports a huge number of indexes that improve the performance of querying. You can create your indexes based on your query pattern, which will save you time and speed up the retrieval process.

Aggregation Framework:
The Aggregation Framework is a highly powerful data analysis and transformation facility given by MongoDB. This empowers developers to process and manipulate data on the database side.

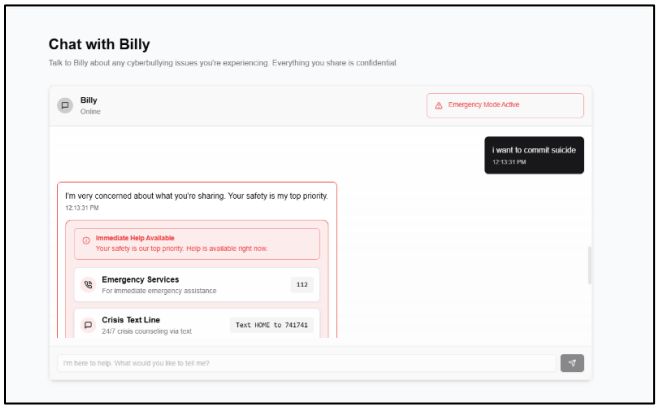
Technologies Table

Step	Technology	Purpose/Usage	Details
1	Next.js	Frontend Development	React-based framework for SSR (Server-Side Rendering) web applications.
2	Node.js	Backend Development	JavaScript runtime for scalable network applications, using asynchronous requests.
3	Express.js	Backend Development	Minimalist framework for building APIs and handling routing and HTTP requests/responses.
4	MongoDB	Database Management	NoSQL database for storing user data, case details, evidence, and conversation logs in JSON-like format.

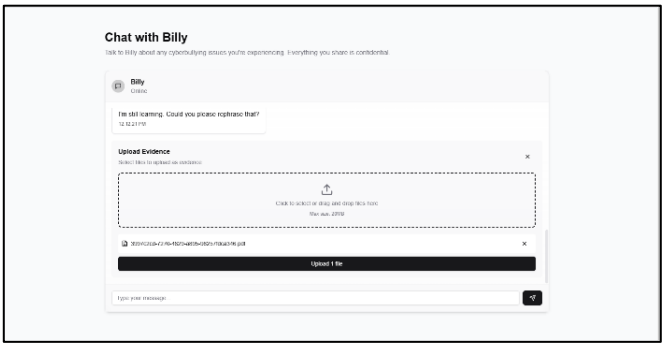
VII. RESULT

Activation of Emergency Mode
The most important feature that Billy Buddy has is its emergency mode, which automatically activates when a user inputs certain phrases related to suicide or self-harm. It is therefore in place for immediate safety and support in case of any at-risk individuals.

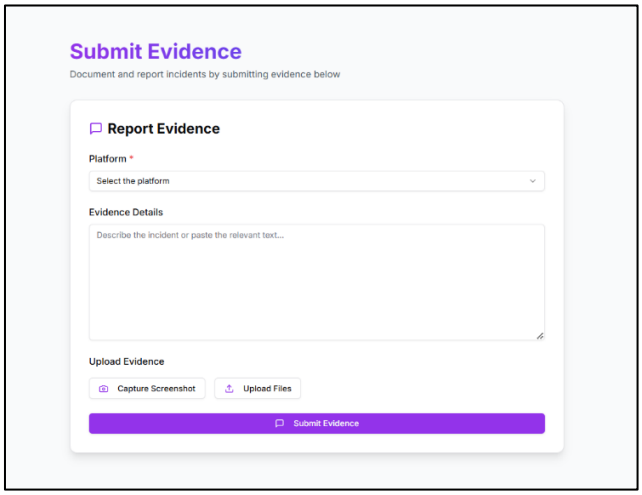
Suicide and Self-harm Detection: The chatbot detects keywords and phrases related to suicidal thoughts or actions using NLP techniques. Once detected, the chatbot automatically goes into emergency mode.
Emergency Mode Response: Once in emergency mode, the chatbot immediately responds with life-saving information, including



Suicide Prevention Resources: Provides links to suicide prevention hotlines, national helplines, and local crisis centers.
Emergency Contacts: Displays the number of emergency contact like national suicide prevention lines and mental health support.
Actionable Counselling: It sends comfort messages that inform the user to seek help and consult a mental health professional.
In this way, relevant advice and services will be accessible to the user at the exact moment, and there would be an instant



direct pathway to services.
Evidence Upload and Management
The other feature of the Billy Buddy application which is very prominent is a file evidence management system in which users can upload files associated with cyberbullying cases. It ensures keeping records of cases in an orderly manner and provides legal assistance when needed.



Evidence Upload Section: The bot allows users to upload evidence files within the chat window. This is a user-friendly feature, as it accepts images, text files, screenshots, or any other file type relevant to the case. Users are asked to describe the evidence and provide context for example, incident date, platform, and type of bullying.
File Uploads: All types of files formats accepted, like PDF, image, and word, where there is no upload file limit for evidence that allows various forms of proof
Evidence files uploaded through secure connections are stored safely on the backend database. These evidence files then will be linked to an individual account along with his case file so evidence is kept for further referencing as well as court proceeding Seamless interaction between the chatbot: All along, users are given responses that are direct, clear, and empathetic for them to feel safe and understood.

Transparency and Accessibility: Users can navigate the different options that can be used such as submitting evidence, reporting incidents, and viewing resources from the chatbot to make navigation smooth and straightforward.

VIII. ACKNOWLEDGMENT

We take this opportunity to extend the sincerest thanks to those who have helped in its development and made the project Billy Buddy a success. First and foremost, to our mentors and advisors who have constantly guided, encouraged, and provided expertise and feedback, which have influenced the direction and functionality of this project.

We are also thankful to the development team for such dedication and hard work for this project. Their effort in collaboration with technical skill sets working on frameworks such as Next.js, Node.js, Express.js, MongoDB, and Rasa has been of great utility in bringing this vision alive.

We also thank researchers and organizations that work on mental health awareness and cyberbullying prevention. Their resources and insights were used as a basis for implementing the emergency mode and providing users with critical support during such situations.

We finally acknowledge the users and the wider community whose needs and experiences continue to inspire innovations toward creating safer online spaces.

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