

SUGGESTIONS FOR R2

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IMPROVEMENTS FOR THE FORUM

In this part I would like to portrait my ideas on how to improve the forum.

What I think must be improved is the way people use the forum and how people think of it.

Currently the forum is basically only for support. People come there to get help for their problems and at times simply vent their anger. As a result that most of the times people are there they are in a negative mood, Angry or sad about the game.

With my ideas I would like to change that, have people come to the forum to simply discuss the game, have fun with each other and participate in forum events. And in the end actually creating a Community.

When this happens it would mean people are roaming the forum and having fun, but also helping people with their issue's, in that scenario moderators wouldn't be the only ones helping the players, but players would be helping players as well.

ONE; FORUM EVENTS:

My biggest, and probably easiest to apply suggestions would be forum events.

I know there have been attempts at creating these before, but before they were realized the person which was trying to make it had to jump through a billion hoops.

Before I started being a moderator for R2games I was a moderator at the forums of igg.com for a while.

The moderators got a small salary monthly there, and at a certain point the moderators started giving them away since they had no real need for it themselves, eventually this resulted in the moderators hosting their own events and using their mod pay as prize. In the end these events ended up in fun activities on the forums keeping the players and moderators busy with fun stuff.

Here on R2 I would suggest to do it a little differently. I would like to request a **Forum Budget** which will be used by the mods to host events on their own, without having to consult GM/CRM's all the time.

To keep it a little regulated I would also ask to have one or two person appointed to supervise this. To help with the distribution of the rewards and perhaps check if these events are alright to be held. These appointed people could be from the GM/CRM team, or from the mod team. In any case it should simplify the whole progress.

There are nearly a million kind of events/activities you could hold on a forum. There are events for making guides, storytelling events or even hide and seek events. The possibilities are unlimited. What I personally also like is an event to suggest events, so the players/users on the forum can share their ideas on forum events and perhaps even see them realized.

I would like to add one note this. While I ask for a forum budget I would also like to request that it isn't a super small amount, don't be greedy. Being greedy is your current reputation and these forum events could prove otherwise.

TWO; MEDAL SYSTEM:

My second system would be a Medal system, there are several forums that already use these kind of system, and it's quite simple really. People get awarded Medal for specific things they do on the forum.

It doesn't cost anyone anything, and people still have a feel of an achievement. These medals could also be awarded for forums events. A medal would be a little shiny gif picture showing under someone's name on the forums.

And again, you could also have players design these medals or badges themselves and award it to people under specific criteria.

When browsing the forum and seeing posts from specific people that have medal one could draw the conclusion they are active/helpful on the forum.

I am not entirely sure if there is a module for the forum software R2 uses, but it would be nice if something like it could be implanted. Having something like medals would also make the forum feel more alive and fun.



THREE; PROFILE CUSTOMIZATION:



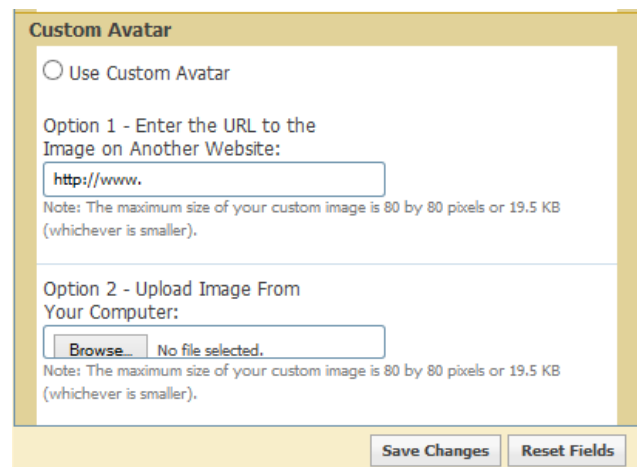
Currently the profile customization is very limited on the forum. Give people more fields to fill in. Yet another simple yet effective way to make people feel more at ease. Give them the place to advertise their characters like I show in the following screenshot.

Perhaps it could even be done in a more complicated way. Have them show a picture of their character and when they hover over the character they get their character data shown. This would be a lot more difficult to achieve, but would be amazing.

Beside this people are currently way to limited with their choice of avatars

The maximum size of the avatar it 80 by 80 pixels. This is decent, 100 by 100 would be better. But beside that the picture needs to be smaller than 20KB, which is just ridiculous.

We are living in 2013, I'm sure the forum server has a spare GB for the avatar pictures.



FOUR; KARMA/RANK SYSTEM:

Have a point system on the forum, most forums would call it a Karma system. Moderators and Admins can award people Karma.

The Karma will be given at forum activities and for useful posts. Upon reaching a certain amount of karma the person can get a rank up. Certain ranks unlock certain forum privileges like having images in your signature or maybe more PM's stuff like that. Maybe at a certain rank you are allowed to award people some karma (very limited of course)

If possible also include a Karma to in game currency, people will be able to exchange their Karma for in game currency, such as gold or like for Wartune Bound Balens, for Crystal Saga Vouchers. This will stimulate people to behave correctly and properly on the forum. On bad behavior Mods/Admins deduct Karma.

The possibility to link it to game functions will probably be difficult to realize, but if this gets worked out properly I am sure it will improve the forum, and the way people think of R2.

FIVE; MODERATOR CONTROL UPGRADE

This is a suggestion to help the moderators more.

Have a good logging system for keeping track of who got warned and banned at what certain points. And at the same time a logging system for moderator actions, such as edit post, delete thread, unapproved thread. Stuff like that.

This can really be useful when having trouble with repeat offenders, we have a lot of moderators now so it would be very useful to be able to see when someone gets warned for what. Some forums have special functions for it. Like a button next to a post to warn a player for it, and that function usually go's hand in hand with a function where players can report someone's post when they think it's not allowed.

If those functions could be combined with a good clear overview for us mods it would improve, or at least simplify our jobs.

IMPROVEMENTS FOR TICKET SUPPORT

ONE; DECENT REPLIES

While I totally understand the use of templates to give a quick reply to a ticket I have seen it being wrongly used.

Sometimes a template reply is given when it totally does not fit the situation. This can and will anger the people, they will think only robotic replies are given and their issue would not be looked in correctly. I suggest to start where possible add extra personalized lines to show you have properly read and understood the issue, of course unless the template reply covers it completely and correctly.

As an addition to wrongly use of a template, often on a second reply of a ticket the same template gets send to the player. So Player asks his questions, gets Template answer 1. Then he asks follow up questions and he gets again Template answer 1. This would make the player feel misunderstood, and I cannot blame him. Especially when replying a second time to a ticket I would recommend a personal reply.

TWO; BEHAVIORAL/CHEATING TICKETS.

It's a tough subject, I Agree. But the way these are dealt with at the moment is just wrong.

Sometimes people have tickets about this of 6 months old. When we ask about them we get the reply; they are assigned to Isa. What happens to these tickets then? Please properly check these, as some people really overstep their boundaries.

People feel ignored when nothing is being done about it. If they don't sent in enough information or proof just close the ticket and tell them that. Its better then saying nothing. Also if a player gets punished report properly back to the ticket, maybe get a system to track these kind of issues better. So repeat offenders get a more severe punishment.

Oh, and I'm sure this suggestion won't be honored but I will make it anyway; Punish everyone equally, don't let someone who spend 1000\$ walk simply because he spend 1000\$. If guilty one needs the punishment.

THREE; BIG FAILS

Big fails happen, often actually. Take as example the Hall of Fame fail on Wartune.

Everyone who made a ticket never got a reply. Or hardly ever. People feel ignored, and they are. I would like to suggest if something like this happens make a public statement.

"Mistakes are always forgivable, if one has the courage to admit them"

I can imagine it cannot be easy when it happens, but it needs to happen. If tickets don't get replied the players need to get an update on the forums. And as much as we mods love to post, posts like those need to come from an admin/GM.

FOUR; KNOW WHAT YOU ARE TALKING ABOUT

Have GM's that know the game answer the tickets of that game. I have seen it a few times to often that a GM who has no idea what he or she is talking about sends a reply to a ticket and the player just get more and more confused.

I might be hard to get this done, but it is needed to improve the quality of the support, right now the quality of support is saddening. Some people come directly to the forums with their ticket number, so we can talk to the GM's about it. Because we can pick the GM we PM so the ticket gets properly dealt with.

This is a wrong way of handling it. Get several GM teams, one for each game. And the GM's play or have played the game enough to know the ins and outs of it. If a new game is launched do not force GM's to play it so they can reply to the tickets, find a few GM's who are willing to try the new game and play it and look for more suited GM's for this game.

This way the quality of the replies is bound to rise as well.