

Ticket #	Requestor	User #	VIP?
12703	Jason Brown	4673645	YES
12704	Liam Mason	6584783	YES
12705	Andreas Fox	8948372	YES
12706	Louise Nichols	8503874	YES
12707	Petra Dejas	8944322	NO
12708	Manuel Renaldo	5678465	YES
12709	Louis Ferdinand	4993894	NO
12710	Andreas Fox	8948372	YES
12711	Sally Cox	3094892	NO
12712	Abudllah Masoud	2983944	YES
12713	Song Lee Ng	2031093	YES
12714	Fiona Bossland	3989237	NO
12715	Jason Brown	4673645	YES
12716	Andreas Fox	8948372	YES
12717	Elke Johannsen	8394762	NO

Subject	Date submitted
I feel the game is running slower and slower every day. It takes a long time to load and gameplay is almost unusable. Have tried restarting to no avail.	3/03/2022
I have recently upgraded to latest version but seem to have lost all my progress.	5/03/2022
Can't log in	6/03/2022
Can't log in	6/03/2022
Can't log in	6/03/2022
Can't log in	6/03/2022
Running slowly	7/03/2022
Logging in ok now but colours on screen a bit weird	7/03/2022
Glitchy	7/03/2022
Would it be possible to get a multi-language version?	8/03/2022
How can I level up from the castle dungeon?	8/03/2022
Gameplay is jittery	9/03/2022
I'm still not getting any answers to my problem. Can someone please contact me?	9/03/2022
Laptop running out of battery quickly - is it something in the game?	10/03/2022
Sound is playing up in the game	10/03/2022

Priority	Date resolved	Assigned to	Resolved by	Solution
3	Ongoing	Tech support, Graeme	Ongoing	Ongoing
4	7-Mar	Tech Support, Floss	Tech Support, Floss	Restored progress from backup
1	8-Mar	Tech support, Graeme	Ongoing	Ongoing
1	9-Mar	Tech Support, Floss	Ongoing	Ongoing
2	10-Mar	Tech support, Graeme	Ongoing	Ongoing
1	11-Mar	Tech Support, Floss	Ongoing	Ongoing
3	12-Mar	Tech support, Graeme	Ongoing	Ongoing
4	13-Mar	Tech Support, Floss	Ongoing	Ongoing
4	14-Mar	Tech support, Graeme	Resolved	Hardware Upgrade
5	15-Mar	Tech Support, Floss	Ongoing	Ongoing
3	16-Mar	Tech support, Graeme	Resolved	Resolved
5	17-Mar	Tech Support, Floss	Resolved	Ongoing
4	18-Mar	Tech support, Graeme	Ongoing	Ongoing
4	19-Mar	Tech Support, Floss	Resolved	Ongoing
4	20-Mar	Tech support, Graeme	Ongoing	Ongoing

Comments/Questions to ask
From Tech Support: Suspect hard drive needs defrag. Liaising with client
CLOSED
Seems to be affecting entire user base?
" "
" "
" "
" "
Always contacting us, but is VIP
Client recommended to upgrade hardware
No support for Spanish.
Not a Support issue. Emailed a link to gamefaqs.com, UI/UX designers sent memo to possibly improve t
From admin: Client emailed guide and link on how to defrag their drive.
Always contacting us, but is VIP.
More detail needed.

itorial area.