# Task #1

Firstly, this is not ideal task for someone who has not played the game. While I could assume the purpose of the of the elements as is, ideally, I need to meat them in-game (or have a proper description). I had to play almost an hour to get to a level with fans to confirm my assumption.

Secondly, what “internal tools” do you mean? Something provided by the devs in a dev build? I mean, is there, at least a way to load specific level, so I can try to replicate the issue?

From the screens alone I can assume, that the fans are too high (if they are even supposed to be there) and because of that their air pressure keeps the coins in the tube. If this is true it also shows a graphical “bug” or “flaw”, that the coins are not shown in the hole of the tube. Regardless I would forward this to someone who can load this specific level and attempt to replicate the issue and then, if it’s replicable – forward to devs.

I would send something like this to the user: *“Hi and thank you for reaching out. My name is Dmitry and I have been assigned to your case. From the data provided, it looks like we have a flaw in the level design here and I have forwarded this to our developers to check and fix this ASAP. We are sorry for any inconvenience this is causing you.”*

# Task #2

To be honest, not sure this even needs a “translation”…

*“User is reporting a bug affecting the starts counter. Allegedly user reached 20 starts and after that no stars are being added despite the getting 3 stars on levels after that. Please, check if there are any conditions, under which the counter may stop or not consider the new starts”.*

Also, I think if such a question is possible, you need a way to collect some logs from client side. I do not know internals of the game, but unless there are strict conditions for the counter, I doubt it will be easily replicable on DEV. There needs to a way to share saves from client to devs. This would help with Task #1 as well.

# Task #3

I really liked “Tap Civilization”, so much, that I was trying to buy out the code of the game when it was being closed, in order to maintain it myself. It was, essentially, a simple idle resource manager with cute design and “evolution” from age to age, but it was very balanced and satisfying.

I like “Dominations” but more for the “going through ages” approach similar to “Age of Empires” than anything else. It’s supposed to be “strategy”, but in reality this is a more “pay2win” game and prices there are outrageous, considering majority of items received are time/usage limited.

And 3rd game… That’s a tough choice. I am currently playing “Microsoft Mahjong”, since it keeps my brain active if just a little bit, but I guess if we area talking “Top 3”… “World Above”, I guess. I liked the art style, there was some story there, albeit simplistic and I even did spend some money in it (on extra islands), because the purchase did feel “worthy” of the money.

# Task #4

This depends on whether it’s posted somewhere, where it’s clear what game it relates to. Supposedly it does:

*“Hi. My name is Dmitry, and I am sorry to hear, you have issues with the game. Can you, please, clarify, what do you mean by “not working”? What is the expected behavior/result and what do you see in reality? Can you, please, share some screenshots or even a video to showcase the issue you are facing? Thank you.”*

# Task #5 (not really)

While playing the game I’ve noticed some… “issues” with it related to… I guess, “user experience”. I see you have an opening for narrative designer, which does explain some of the points below. Perhaps, I may be able to fit that role as well?.. I am open to discussion.

1. If there is a story – you need to start from it and make it so that there is an actual justifiable connection between it and the gameplay. Showing me some island I need to rebuild after some levels of dropping balls is… Strange, to put it mildly. I do not feel any connection there.
2. Do not “delay” buttons that let you continue to next screen without ads or purchases. This looks “scammy”, as if you expect users to rush and press hose buttons by accident. While some users will not be able to pinpoint their dissatisfaction with the game, this may be one of the causes. Same is true with periodic “double ads”, although not sure if this is something you can control. But I am sure you can control those ads shown on the side (as on 1st screenshot in Task #1) – they should not be near where user can accidentally swipe/tap.
3. Appearance of chests out of nowhere also felt random. Why are they needed? In fact, what are those coins for? What are the balls and what are the benefits in collecting them? What’s the purpose of new cars? I am talking in terms of the “lore” of the game.
4. In the shop you have “dots” for pages but tapping them does not activate appropriate page. This is a required convenience.
5. I do not see benefits of VIP at all. It adds effects, but they are pure vanity. Scrolling may be useful, but… Is it, though? I think even if it expires, can’t I just restart the level? Or do we have penalty for that? Bonuses (like burning and armor) maybe useful, but the game does not make it clear how exactly. Thus overall I do not feel VIP is worth anything at all. Price for “no ads” is acceptable, though, but considering amount of ads, most likely users will just remove the game.
6. Speaking of ads: after I chose not to watch an ad after bonus level (for extra coins), I was still shown the ad. If I was not trying for a position, I’d remove the game right after it.
7. “The Path” on the map is unclear. I mean, the logic behind order of the “building” you need to “build”. This is probably a gap in the narrative though.
8. Levels are “hidden”. I mean, they are not shown as “circles” or anything like what we see in “Best Fiends” or “Angry Birds” or whatever. Are they randomly generated? Did not look that way to me. If they are not – they need to be shown on map in some clear way to provide player satisfaction from moving through them. If they are random – a counter would suffice.
9. Bonuses (the ones in lower part of the screen, “burning”, “armor”) have no description at all. Or at least I do not see where I can check them. Even if the icons were obvious, there needs to be textual description of what these are and some tips on when to use them.
10. Speaking of bonuses or rather bonus stages: not clear when they are unlocked and what is their purpose from perspective of the “lore”.
11. Price for random ball unlock increases even if a ball gets unlocked through ads or chests. I am not sure this should be the case. It feels inconsistent, because watching an ad give you (for example) 100 coins, but random ball is 300, so if you watch an ad for the ball, it means that you get 300 coins for that ad, instead of 100 coins meant for the ad that gives you coins. I would drop the idea of getting balls from ads entirely. In terms of chests… Not sure… I think it would be better to have balls, that are exclusive to chests.