Simulation Customer Support

A big part of the Operations Work includes Customer Support. To get an understanding of that part of the work, please reply to these messages in your local language. Just reply back from the context you are aware of. We do not expect you to know the background information! Time: 1h

1. My game does not work!

Answer:

Je suis désolé d’apprendre que vous rencontrez des difficultés avec notre jeu. Pouvez-vous me préciser qu’elle type de problème vous rencontrez exactement. Je suis sûr que nous pourrons trouver rapidement une solution.

1. I want my money back! This is unacceptable how you treat your customers! I paid an hour ago and still cannot see my Rubies in my game! If I do not get my Rubies tonight I am going to the lawyer tomorrow!

Answer:

Je comprend votre énervement. Pouvez-vous me communiquer vos référence, ainsi je pourrai au plus vite identifier les raisons de ce dysfonctionnement et m’assurer que vous receviez vos rubis rapidement.

1. Now I have done what you wrote several of times but nothing helps. My inbox stand still in loading every time i try to come in.

In all my other games i have no problems with giftbox, it is only Family Farm where I have the probelm, so i don't think it is my laptop, browser which is causing the problem.

I can see my neighbors send me a lot, but i can't go in and help, it is very frustrating and I really hope You will help my game now.

I have had to buy RC to make my goal and that make me a little sad, it is not the way I like to play. It is more fun to play with help from neighbors.

So please help my game so it can be good again and I can enjoy my game again. I will be very sad if my neighbors will cancel me for not helping them.

Answer:

Je comprend votre frustration. Cependant, je ne vois pas a priori d’où peu provenir ce problème. Aussi je vais informer nos expert technique de votre cas pour trouver une solution au plus vite. Je vous contacterai des que je disposerai de plus d’information.

1. I accidentally deleted my Candymachine which already cost me RC and real money! Can you please refund it!

Answer:

Je vais me renseigner dès à present pour voir ce qu’il est possible de faire dans votre cas. Cependant je ne suis pas sur que nous puissions totalement vous remboursez pour cette erreur. Je vous re-contacterai très vite.

1. I spent a lot of money to finish the daily Order to win the big prize! Now I got this Sheep which creates OP-Points and is only valid for 90 days. I expected farm money and am very disappointed now, so I will delete the game and recommend all my friends not to install the game. You are losing a loyal player who was always happy to pay till now.

Answer:

Vous semblez très déçu par la récompense car vous vous attendiez à quelque chose de different. Je comprend votre frustration, et nous essaierons de faire que le contenue des premiers prix sont ne crée pas de faux espoirs a l’avenir.

Comme vous l’avez dit ce jeu est passionnant, pourquoi ne pas donner une seconde chance au jeu, et informer vos amis que ce premier prix ne vaut à votre avis pas la peine de dépenser beaucoup d’argent.

1. Case: Player writes on the official fanpage of facebook as a comment: This GAME is s\*\*! You should all stop playing it!!!!

* What do you do?

I will answer the comment. Basically saying he needs to provide evidence before saying such things. It may push him to speak about the part of the game he dislikes and that is always a good thing.

1. Case: How would you use the official channels of the game in our social networks (facebook fanpage, forum or moderators) to communicate in the following cases?

Feel free to mention strategies and give examples of a message!   
(please write in English except for the message)

* 1. We launch a new mission in the game (take the translation example)
  2. We had a bug in the system for two days which prevented the users to connect to the game properly. It is an error from our side! A lot of players are impatient and angry and want a solution.