

Semester	Fall Semester 2020
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Challenge Sponsor	German Ski Federation
Challenge	Digital Platform to Connect Stakeholders
Team	21 - Aprèskii
Version	1.0
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FAQ's

Customer questions

1. How do I recover my AlpineAthletes login information?

To recover your log-in, first click log-in. Then click, "Need help signing in." Enter your email associate with your account. An email will then be sent to you to reset your password.

2. How do I draft my fantasy winter sports team?

To draft your team, your league's commissioner will organize the draft and select a time for all league members to draft athletes. At the selected time, everyone will be on the app at once. The app will create a random order to determine the draft order. Each participant in the league will get to select one athlete from each winter sport. When it comes to time to draft your athletes, you can choose an athlete from any winter sport, in any order. Once all league participants have selected an athlete from every winter sport, the draft will be complete and your team is set.

3. How can I name my team?

When you create your fantasy account, you will be able to create your team name and choose a logo. The commissioner of the league will be the one to create the name of the entire league.

4. How do I create a league with my friends?

One person will be the owner of the league and will have a unique link to send to their friends that they wish to include. Click on the link to join that specific league and create an account. You will be added into that league and ready to start drafting.

5. How can I access information to attend events in person?

The home page has links to all upcoming events. Click on the event of interest and listed will be descriptions, dates, times, locations, and tickets to purchase.

6. Where can I stream these events on TV?

You can stream these events through the app or the website. You can choose which event you would like to stream and go back and forth between events.

7. Can you join a fantasy winter sports league in the middle of a season?

There is no problem in joining in the middle of the season. You will not get as many points as the beginning of the season, but you will never know how your fantasy team will do in that current season.

8. Is there an age minimum to join the fantasy draft?

If you are underage you have to have your parents permission to join, otherwise there is no age limit. When you sign up the app will ask if you are underage and do you have your parents permission.

9. Is this experience free?

Yes it is.

10. Which languages is the app available in?

The app is available in German and English.

Stakeholder questions *(add a couple more)*

1. Why is this valuable to the winter sport community?

Our solution connects the community in a fun and unique way. In addition, the solution makes event related information (i.e. ticket sales, event times/dates, etc.) easy and fast to find.

2. What problems is this solution solving for the winter sport community?

Up until now winter sports enthusiasts in Germany did not have a way to further engage and communicate with other winter sport community members, regardless of their location and role in the community.

3. Why is this going to be launched in August and not sooner?

While it could be launched sooner, it makes more sense to launch the app around August. The reason being that the winter sports tournaments don't start before mid October. This way there is enough time for the community to find out or hear about our app and to familiarize themselves with its usage until the season begins. Launching the app sooner would mean that the time passing between launching the app and the start of the current season would increase too much. By the time the season starts, most of the people will probably have forgotten the app even exists in the first place.

4. When can we start marketing the launch of this app?

In our opinion it would make most sense to promote the app at the end of the winter sports season at the last World Cup events in March 2021.

5. How do we know what the customer needs?

As the development team includes a number of winter sports enthusiasts, we were able to understand the requirements of the app very well.

6. What sets this solution apart from others?

Since we in the development team have a colorful mix of winter sports enthusiasts and not winter sports enthusiasts, but also a mixture of different countries, we have succeeded in creating a good overall package for this app. We have integrated the most important requirements such as ticket shop, event overview, result overview and the Virtual League, another fun feature with which you can earn discounts. We think that we have found such a good combination for all winter sports enthusiasts in Germany without competition.

7. Does the app follow the EU data protection guidelines?

Yes.

8. What does the German Ski Federation gain from the solution?

The German Ski Federation gains information about the people involved in their winter sports community. Specifically, they can determine which events are most viewed, as well as, the ability to track which events are clicked on the most using the app. As a result of the registration feature for the app, the Federation has the ability to send push notifications to their users.

9. How are our sponsors included in this solution?

The sponsors are able to include advertisements in the app. Given the contributions from the sponsors in developing the app, these advertisements will be free. For other companies, they can also pay to include their advertisements.

10. How does the solution benefit the ski resorts?

As a result of the increasing interest in professional winter sport athletes and events, fans will be drawn to attend events in person. This will gain more traction to the resorts and overall, more excitement about participation in winter sports.

