



Game Assistant

by Hippo Games

TABLE OF CONTENTS

1	About.....	2
2	Benefits	2
3	Features.....	2
4	Tech features.....	2
5	Setup & test guide.....	2
6	How to create your first FAQ on Google Docs	2
7	FAQ content	3
8	What is my table or sheet id?	3
9	How it works	3
10	Data caching.....	3
11	Preloading data	4
12	FAQ & Troubleshooting.....	4
13	From author	4

1 ABOUT

Game Assistant is designed to enhance user experience when playing your game. With it players can find answers to their questions about your game immediately. Using analytics you'll be able to find the most frequent questions and add answers to FAQ located on Google Docs.

2 BENEFITS

- **Enhance player experience!** Help your players immediately if they have any problems!
- **Increase retention!** If player stuck in your game without any help, he can just close it forever.
- **Reduce support team work!** Connect your players with support team only if it's required.
- **Improve your game based on user experience!** Analyze the most frequent player issues.

3 FEATURES

- Create and edit your game FAQ on Google Docs
- CSV format
- Data cache
- Automatic data update
- Preloaded data support
- Mistakes and typos handling

4 TECH FEATURES

- Unity 2017
- C#
- Any platform (PC, Android, iOS, WebGL – with CORS workarounds)

5 SETUP & TEST GUIDE

1. Import package (Assets/Import Package/Custom Package)
2. Open Demo scene
3. Play Demo scene in Editor
4. Type your question and press Ask button!

6 HOW TO CREATE YOUR FIRST FAQ ON GOOGLE DOCS

- Use our sample as example https://docs.google.com/spreadsheets/d/1kxU29-vc2C_xq9qC88HWJIHoak7M5qkngNCfBaU0DhA
- Create your table on Google Docs
- Create sheets according to the languages supported by your game

- fill 3 columns on each sheet: Question, Tags and Answer
- set public read only permission

7 FAQ CONTENT

First row contains headers (Question, Tags and Answer) and actually it's not used by Game Assistant.

Each row is a single question-answer pair.

The first column is **Question**. Use short simple questions. For example, *"How do I demolish buildings?"* Don't use synonyms.

The second column is **Tags**. You can fill it with synonyms separated by commas. For example, *"demolish,destroy"*.

The last column is **Answer**. It will be displayed to player. Multiline is supported. You can also use markers to control your game behavior. For example, you can display Yes/No/Navigate buttons in your game if answer contains [yes]/[no]/[navigate] markers. Of course, you need to implement additional game logic in this case.

8 WHAT IS MY TABLE OR SHEET ID?

Let's say your table has the following url displayed in browser:

https://docs.google.com/spreadsheets/d/1kxU29-vc2C_xq9qC88HWJlHoak7M5qkngNCfBaU0DhA/edit#gid=2082792765

So your **tableId** will be "1kxU29-vc2C_xq9qC88HWJlHoak7M5qkngNCfBaU0DhA" and **sheetId** will be "2082792765" (gid parameter). The first sheet usually has gid=0.

Don't forget that each sheet is your localized FAQ: English, French and so on.

9 HOW IT WORKS

Everything is very simple! Assistant will join Question and Tags fields and then will run **GetLongestCommonSubstring** task to determine which answer is the best. By the way, mistakes and typos will not break the search!

Please note that adding too many key words and tags can result unexpected answers, so be careful and test your FAQ changes before releasing.

10 DATA CACHING

Game Assistant will download CSV table from Google Docs when first player question will be received.

After CSV table was downloaded over HTTP, it will be cached to PlayerPrefs. This cache has its lifetime and will be updated automatically with new user question requests.

11 PRELOADING DATA

You can save base version of your FAQ in Resources and then pass it to Assistant constructor as the last parameter. In this case, if Assistant will not be able to find cached data or download new data, it will use preloaded data. Thus, it will work even if player has no Internet connection.

12 FAQ & TROUBLESHOOTING

Please visit project wiki on GitHub:

<https://github.com/hippogamesunity/GameAssistantPublic/issues>

<https://github.com/hippogamesunity/GameAssistantPublic/wiki>

13 FROM AUTHOR

I hope to receive a feedback about your experience with my plugin. Please leave it on the Asset Store page. You can also rate ★★★★★ it here:

<https://www.assetstore.unity3d.com/#!/content/106564>

If you'll find any issues, please report it on project GitHub:

<https://github.com/hippogamesunity/GameAssistantPublic/issues>

If you have any questions, just let me know: hippogamesunity@gmail.com

See you and good luck!