**COMP6250 Toolkit 2:   
Board Game (“I am the Project Manager!”)**

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**Purpose**

To become a project manager, we are asked not only professional skills on the area of expertise but also need to know how to get contact with our customers. To quantize the customer service quality, we use ten different rates to calculate the KPI of customer service. By playing this game, the participants will learn to evaluate the feedback from the customers and make better preparation before providing the products for the customers. Plus, the different weight of rates in different cases will become a good reference for the players to find the basic problem when they face the similar issues.

**Introduction for the game**

This game refers to the board game called “I'm the Boss!”. It can be played with five people, each of which can hold at most 10 different cards at beginning. There are 50 cards in the game in total, containing 10 different representations of KPI evaluation. The types of indicators are: *First Call Resolution (FCR), Product/Service Knowledge, Agents’ Problem-Solving Skills, Customer Waiting Time, Customer Handover Rates, Minutes Spent on Call, Ratio of Submitted Tickets Solved, Customer Satisfaction by End of Call, Immediate Responses Versus Queued Calls, Number of Callers Abandoning Calls*. The game board will become a circuit divided by 8 squares, each of which represent a specific case happened in the customer service. The cases *include Trader Joe's - Help those in time of need, Adobe - Respond to customer service complaints before they happen, Tesla - Meet your customers where they're at, JetBlue - Thanks frequent customers with small gestures, The Ritz-Carlton Hotel Company – Turn customer errors into service opportunities, Walmart - Invite customers into the company family, Sainsbury’s – Don't be afraid to change everything and Zappos - Personally reply to every email.*

**Process of the game**

At the beginning, all the cards will be divided by types and put onto different plates. All five players will take one card from each plate. Followed by the order of clockwise, the player of his turn will become the team leader. The leader can choose a square to start, and the rest of players can dispose their cards to the chosen square. The order for disposing cards is decided by the time that such player raise his hand. Each person can dispose at most 2 cards in a turn. However, the card disposed by the preceding people cannot be disposed by the following people. Plus, only five cards can be chosen as answer by the leader, and he will refer to the answer sheet to calculate the points of this case by weight. The game will repeat the process until all the cases are solved.

**How to calculate the points**

Each turn, the player who dispose the chosen cards will get the points calculated by *1\*the weight of the card disposed*. The leader will get the average points of all other players.

Logo, company name

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