

# Improve Travian Answers

## Community feedback

The participants of the Legends on Tour 2019 Summit listed “improve Travian Answers” as one of the most important topics to talk about. The Answers pages currently have **a lot of outdated or redundant content**. In addition, they are **not properly organized across domains/languages**.

## Discussion outcome

We are currently working on changing our Ticket System.

The new Help Center will have an integrated knowledgebase which Travian: Legends will use to **build a fresh and improved help database**. This tool will allow us to keep better tracking of updates and changes needed.

Before transitioning to this system, we will select the information that should remain on the Customer Service Help Center. Precious player guides will be transferred to the forums.

While we wait for this new ticket system, the Customer Service team has already started working on updating the Answers Page with correct information.

However, the task has proven to be very challenging as every language has a different structure and different information. We are bringing updates slowly and keep a list of changes that must be done and information that must be added to the current pages.