

Multi-hunting Team & Customer Service Quality

Pain-points

The major part of the community's complaints regarding Customer Service is linked to multi-hunters and the quality of our multi-hunting system.

The team is not efficiently catching cheaters and enforcing the rules across all domains.

There is also a big issue with the amount of time the Customer Service Team takes to reply to tickets. Sometimes they wait until the last hour of the 24 hours set to handle tickets of the punished player.

It's difficult for players to have a conversation with the multi-hunter regarding the reasons behind a ban and a punishment, or even get a clear reply when reporting a player in the game.

Next Steps

In the upcoming months, we will change the multi-hunter system.

We will set up a specialized Rule Enforcement team to cover all domains, no matter the language. This team will proactively oversee the search for players who don't follow the rules and will directly penalize the player when they notice the infraction.

They will also check reported players on their assigned game worlds.

Inappropriate language violations will still be handled by the Customer Service Representative (CSR) of that language.

To accelerate the current system, a punishment will be offered to players who broke the rules directly in-game.

Players will be able to accept the punishment to get automatically unbanned and return to the game.

If they are unhappy with the punishment offer or the multihunter's decision, they will still be able to send an inquiry to Customer Service. This request will be handled by the CSR of this domain.

If needed, the CSR can reach out to the Rule Enforcement team for explanation or a second review of the case.

We acknowledge that there may be human mistakes when handling rule violations on our side. **We want to be more transparent and will take responsibility when an error is made. Players who were punished by mistake will receive adequate compensation.**

Furthermore, we will work on implementing a "Report Player Button" in-game to facilitate the communication within the community of players and the Rule Enforcement team.

This should overall greatly improve the system and enable the players to return to the game faster.

We will look forward to your feedback after these new systems are fully set up, so we can continue to improve and offer you the best experience in-game.