
Official Report 2020



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Overview

2020 was indeed a challenging year. Today we want to celebrate together all the achievements that we have accomplished during 2020, despite the demanding circumstances.



Gameworld Overview

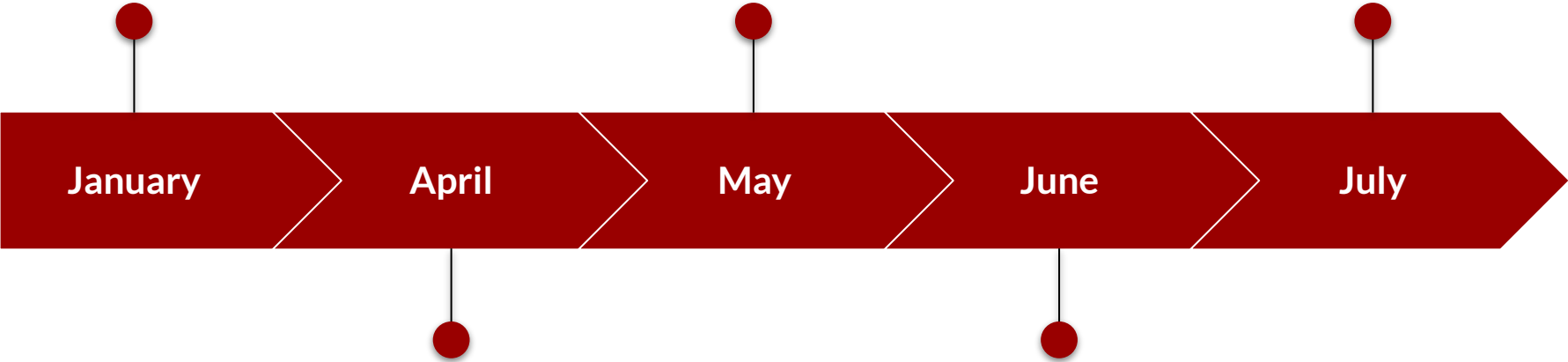


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New Year Specials x5

Run Fast x10

Mid Summer Special



Codex Victoria x2
Run Fast x10

Tournament
Qualifications



Shadow Empires
Closed Beta

Late Summer Special

7-days Event
Gameworld



August

September

October

November

December

Shadow Empires

Tournament Finals



2020 Gameworld Statistics



Started in 2020

139 gameworlds started in 2020
- which means about one server
every 2.6 days of the year.

Playable in 2020

A total of **429** gameworlds were
playable in 2020. It's not really
odd since some of them started
in 2019. The average lifetime of
a gameworld is **162.7 days**, so
you do the math.



Some in-depth data



Villages

We know you are curious, so let's check out some stats about villages. In 2020 a total of **4.141.564** villages were settled. Sadly, **1.747.047** were completely destroyed. The most aggressive players conquered **811.189** villages in total.

Population

1.782.631.011 inhabitants lived in 2020 of which **1.457.928.725** were born this year. Sounds like a pretty young generation. The average village population throughout the year was **744** inhabitants per village, and every player owned an average of **5.8** villages.

Development Team



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Making of the game!

What happened?



In 2020 our DEV Team of **8** smart and creative developers resolved **548** development stories. Some of them are public and you can easily read them in the official changelogs, but many are hidden behind the scenes. Oh, the very secretive work of the game developers...

These stories served to bring the 16-year-old game code to a much more modern and state-of-the-art status. Those of you who tested the 7-days event gameworld already noticed the huge improvements that have been done. And ... in 2021 we will manage to show you even more!

Quality Assurance Team



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Fighting bugs!



What happened?

In 2020 our XAP Team of **6** brave knights fought against **635** bugs. They accomplished quite a lot since only a tiny percentage of these bugs managed to sneak in to the live version of the game.

We want to congratulate them for the energy they put into their work!



Art Team



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Artist Palette



What happened?

In 2020 our ART Team of **3** incredibly talented people, **2 Artists** and **1 User Interface Artist** worked on **251 projects**, which included countless bytes of art pieces.

We are pretty sure you noticed the big projects they've worked on such as the complete redesign of the Units, the farm list interface, in-game icons, several art pieces for our forum contests and teasers for our campaigns. And much more will come ... soon.

Bot Detection Team



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X-raying players



What happened?

In 2020 our Bot Detection Team of **2** detailed-oriented developers registered and adjusted **458** bot fingerprints in the internal system. This led to **42.230** detections!

Detections happened pretty much everywhere but the fewest number of detections were recorded in Hispano, Romania and CZSK gameworlds.

Customer Service



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Helping players



What happened?

In 2020 our Customer Service Team of **27** engaged CSRs, **14** tireless RESs, **1** Game Expert, **2** Team Leads and **1** CSM answered **167.408** support tickets with an average first response time of **5 hours, 24 minutes and 53 seconds** and an average resolution time of **21 hours, 9 minutes and 7 seconds**.

On top of their standard activity to ensure fairness in the game, they also took care of **35.252** players reports.



Community Management



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Engaging & Entertaining players



What happened?

In 2020 our Community Management Team of **21** creative CMs, **1** Content Creator, **1** Team Lead and **1** CCM created **30** forum contests, **13** discord events, **24** Advent Calendar Giveaways and let's not forget the **Tournament**. The community won **856.920** Gold thanks to these events.

As our community writes a lot, the team also spent quite some time reading **416.903** forum posts and **115.024** discord messages. And let's not even start talking about the countless private messages.



Social Media Management



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Hyping & informing players



What happened?

In 2020 our resilient **one-woman** team - supported by the tireless CM team - created a total of **720** Facebook posts and **24** blog posts to keep the community informed and hyped.

But it was not only about creating content! The team went through **3.635** private Facebook messages and moderated **15.210** comments.

Oh, let's not forget about our YouTube channel that received **531.000** views and **1.900** new subscribers.



2021

Since 2021 has just started, we can't really predict what this year will bring us, but we will do our best to make sure we develop the best game possible, with the fewest bugs possible, and that we support you the best we can in your journey throughout the game.



Your Travian: Legends Team