

Gamification

Or a story how I stopped getting bored and began to get fun from work.

In leu of a preface

Any gamification starts with an idea. A game host (hereinafter referred to as Host) should have a clear idea what kind of a game it is, who are the participants, for what activities points are scored and what rewards (intermediate and final) are offered to players.

Introduction

Gamification for Creatio allows for the deployment of game mechanics in real processes, increasing loyalty, improving employees' performance and motivation with the help of competitive games. The solution is designed to create the atmosphere of a friendly competition and an anxiety for tasks resolution. The game profile provides easy and rapid access to the information about the player status, rewards and achievements, and gives a possibility to compare one's own achievements with the top company's players or with separate groups. Game Wizard allows users to set up the scoring reasons, and the internal logics lets users not only select rewards from the default list, but also create ones of their own.

Game Wizard

To set up games, the Host may use Game Wizard. The Game Wizard allows the Host to navigate pressing a corresponding item at the System designer page. At first, grant access to Game master: go to "System designer" > "Operation permissions" > operation "Can manage games" and grant access to the operation to responsible employees.

General concept

The game starts by a Host's action. The game ends under one of these three scenarios:

- Date. The game stops automatically on the selected date.
- Bonuses limit. When one of the players achieves the amount of bonuses set in the game, the game stops automatically.
- Host's action.

Game card

The Host can open the game card via the Game Wizard. The card allows the Host to add new games, edit/view existing games or delete the games that haven't started yet.

Game designer

The game designer opens by clicking the “Add” button above the card or “Open” in the selected record (Fig. 1).

Note: You can edit the game before it starts. You cannot change the game after it starts, or you can end the game earlier.

Fig. 1 Game designer interface

Field	Description
Name	Name of the game. Becomes available for preview for all participants.
Description	Description of the game.
Status	Status of the game. Non-editable field. Modifiable with the status change on the upper designer panel.
Owner	A company’s employee who is the game owner.
Role	Role of the company’s employees who participate in the game.
Start	Date and time of the game start.
Type of finish	Type of the game end.
End	Date and time of the game’s end. Editable if the “by date” type of

Field	Description
	finish is selected.
Limit	Number of points, after achievement of which by one of the players the game is deemed finished. Editable if the "by limit" type of finish is selected.

The central column contains a scoring reason card. A modal dialog box (Fig. 2) with a number of fields opens to add or edit a scoring reason.

The right column contains an awards card. When adding or editing the award, a modal dialog box (Fig.3) with a number of fields for award editing opens.

Note: You can define several scoring reasons with a different number of points, as well as several various rewards.

Scoring reason edit page

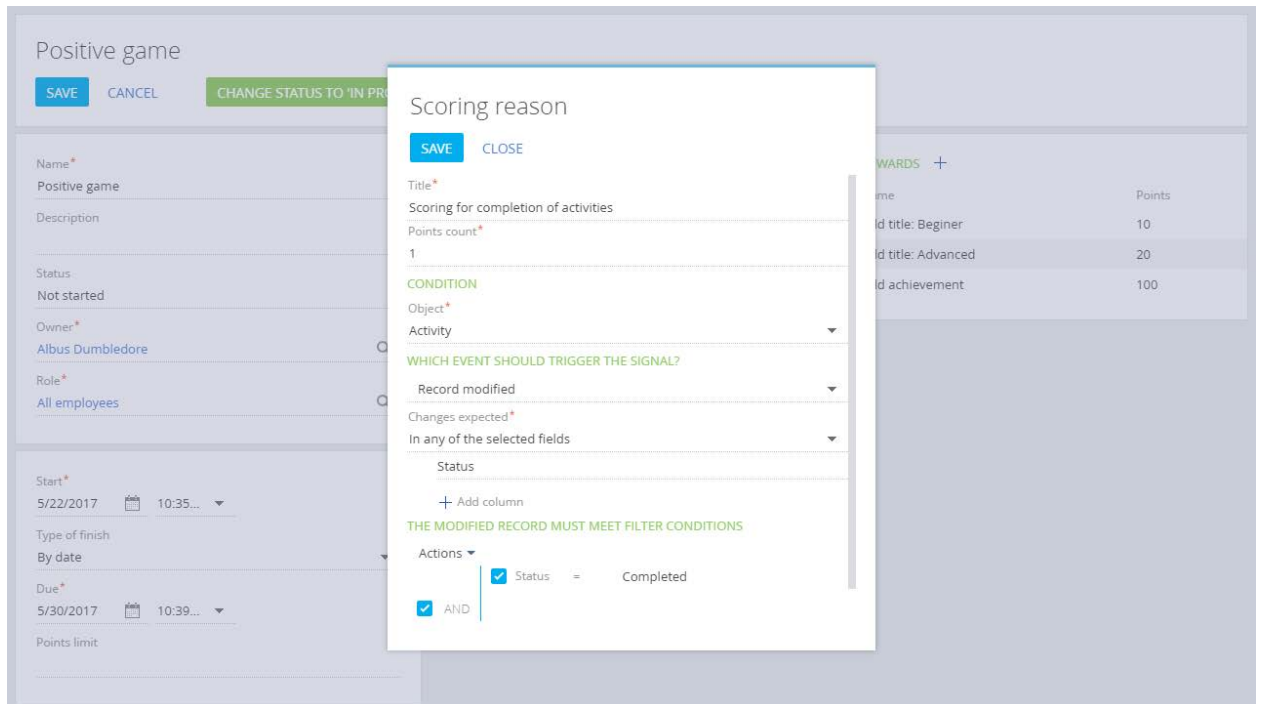


Fig. 2. Scoring reason edit page interface

Field	Description
Title	Scoring reason title. Available for preview for all participants. It's recommended to define a specific scoring reason in a plain-text form. For example: Scoring for completion of activities.
Scoring points	A number value that indicates the number of points scored for an activity set up in the interface.

The rest of the fields correspond to the start signal business process message editing interface and have the same properties and capabilities.

Reward edit page

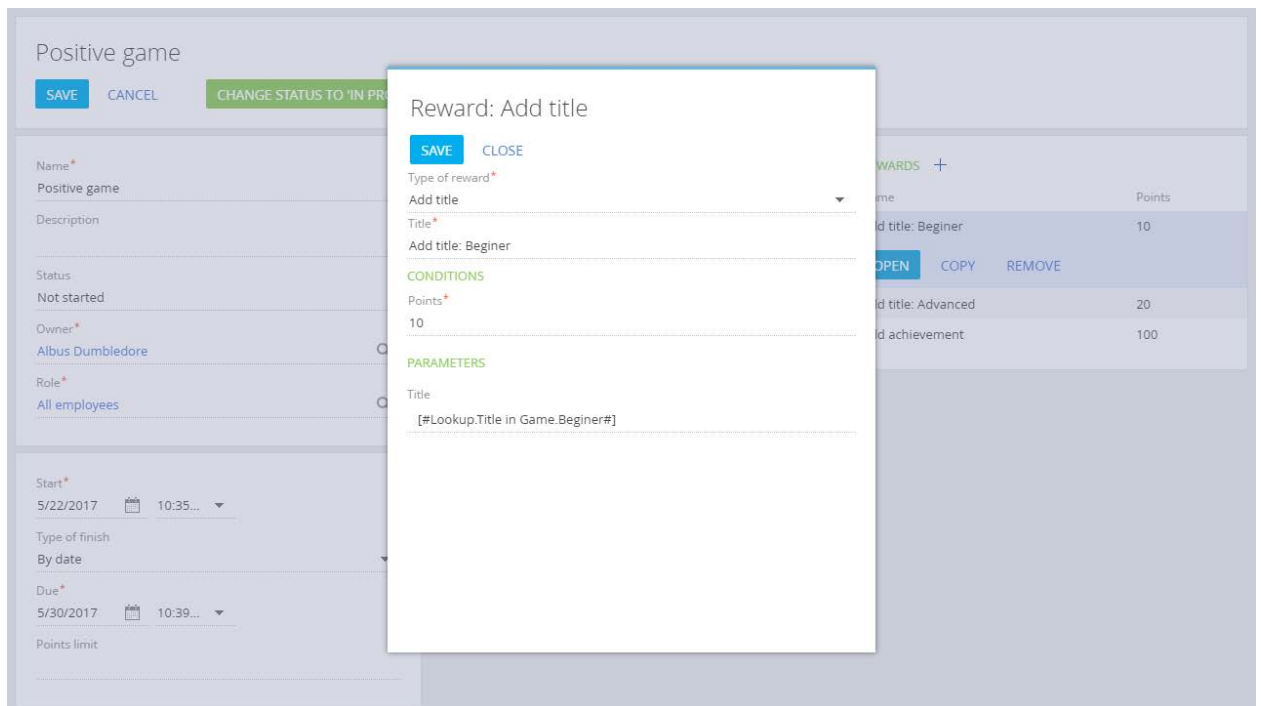


Fig. 3: Award edit page interface

Field	Field
Type of reward	Can be selected from the "Type of reward" directory.
Title	Reward title. Available for preview to all participants. It's recommended to define a specific reward in a plain-text form. For example: To achieve the Grandmaster title.
Points	A number value that indicates the number of points to be achieved in this game in order to win a reward.

The rest of the fields depend on the business process for achieving the selected type of reward.

Game launch

To launch the game, fill in all mandatory fields, specify at least one reward and one scoring reason. On completion, press the "Change status to "In operation" button in the upper game block.

Game stop

There might arise a necessity to stop the game before the game limits are achieved. To do this, press the "Change status to Stopped" button in the upper game block.

Note: Upon stopping the game, the points scored during the game will not be cancelled, and rather included into the players' statistics.

Game profile interface

The system adds a new button to the right part of the player interface under the user icon. This button shows the player level and leads to the game profile (Fig. 4).

My Game Profile

Name: Albus Dumbledore
Nickname: Farchet GaBor
Title: Grandmaster

LEVEL
3 Up to the next level 151 points
2 Current level (149 points)

ACHIEVEMENTS
Money miner, Master, Grandmaster

GAMES

Name	Status	Finish	My points
New Game	In progress	1000 points	100
Positive game	In progress	5/30/2017	49

TOP PLAYERS (All employees)

Rank	Name	Level	Points
1	Nymphadora Tonks	2	176
2	Minerva McGonagall	2	167
3	Dobby	2	158
4	Albus Dumbledore Farchet GaBor, Grandmaster	2	149
5	Lucius Malfoy	1	98
6	Bellatrix Lestrange	1	95

Fig 4. Game profile interface

The user in this profile can:

- Specify the nickname to be displayed in the TOPs
- Select the title from the list of the available ones
- Select the current level and the conditions to achieve the next level
- Preview the last three and all achievements for the game
- Preview the list of the games available to him/her and the games in which he/she took part, as well as the information about these games
- Preview the table of the best participants in the groups, in which the player is a member

Achievements window

To preview all achievements, press the “Show more” button in the “Achievements” block. The button is enabled if the player has more than three achievements. Pressing the button, the player opens the list of all achievements with additional information (Fig. 5).

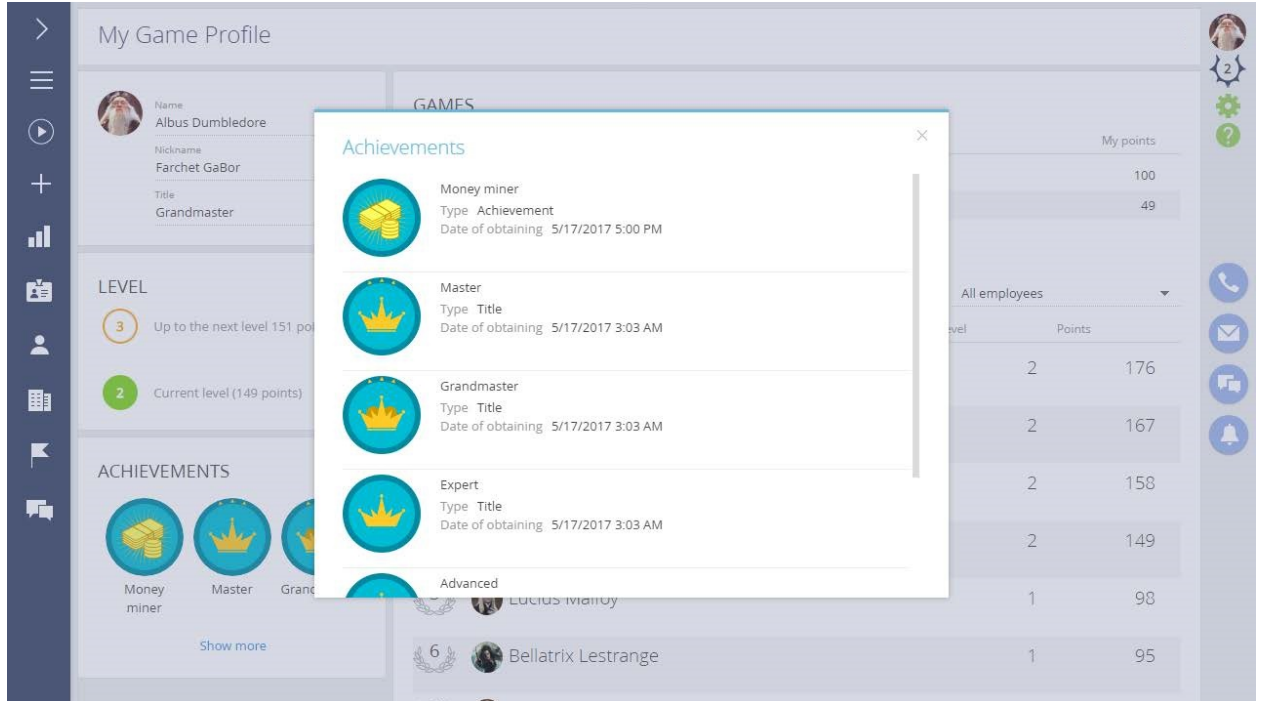


Fig. 5. Player achievements window interface

Game details interface

The game's card in the player profile allows the player to open details on the game in the right part of the profile (Fig. 6).

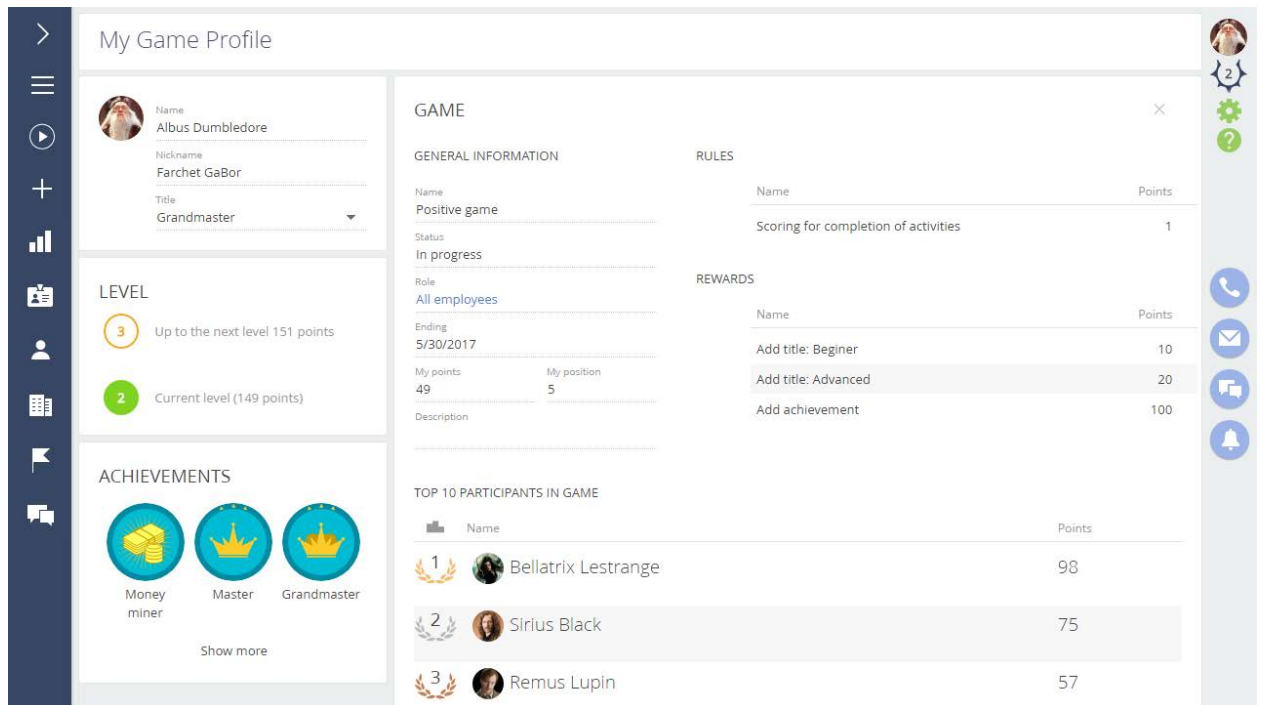


Fig. 6. Player profile interface with details on the selected game

The new block shows details on the game and TOP 10 best participants in this game.

Directories

Types of reward

Contains default types of reward. The directory can be extended by the system administrator without involving developers.

Game titles

The directory contains game titles and can be extended without involving developers. When adding a title, a new title icon with a minimum size of 80px/80px is required.

Game achievements

The directory contains game achievements and can be extended without involving developers. When adding an achievement, a new achievement icon with a minimum size of 80px/80px is required.

Levels in the game

This directory allows users to adjust the number of points required to achieve the next level. Be careful filling in this directory.

Extending capabilities

Adding new type of reward

To add a new reward, create a new business process for reward nomination with a mandatory reference parameter – Name: Contact, Type: Directory (Contacts). Other parameters are not mandatory and will be displayed in the game settings interface.

After the business process is created, you should register a new type of reward in the corresponding directory selecting the created business process as a reward nomination process.