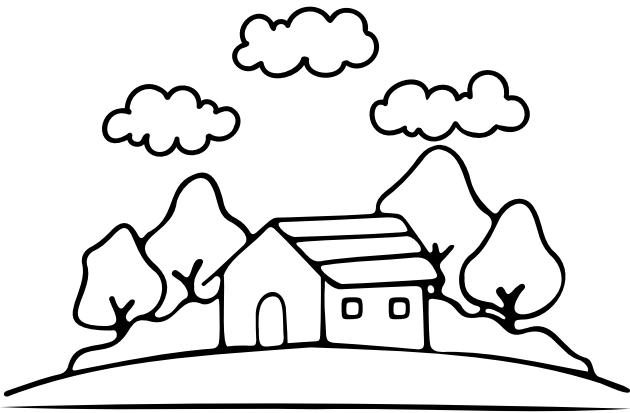# PROPOSAL

LOST HOPE

Prepared By:

Tan shi Jie, Dai Anqi, Jessica Lim

Team Name:

Sleep Depresso

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Table of Contents

ABOUT

"Lost Hope" Project

"Lost Hope" is a game created by **Sleep Depresso**. It is a fun and entertaining game that allows users to **explore** the environment while doing quests that will enable them to reach their end goal what they do not know is that a plot twist awaits them.

INTRODUCTION

**Prepared by:** Sleep Depresso
Last updated: 31 July 2022

What makes a great game? The game would have to be easy to navigate and easy to use. User experience is extremely important in ensuring users do not get frustrated trying to learn how to use the game. We have to ensure that they are satisfied while playing the game. Having satisfactory users would allow us to gain more **players** and **branding**.

This proposal will cover a detailed brief of how "Lost Hope" will meet the user's requirements of a game. In addition, it will also cover **features** that would be implemented in our **kiosk** that would help our users have an enjoyable experience.

TIMELINE
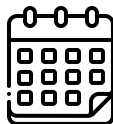
- **18 July 2022** – Discussing & Setting up of project
- **25 July 2022** – Making our game [Modelling & Texturing]
- **1 August 2022** – Testing & Debugging
- **8 August 2022** – Finalizing
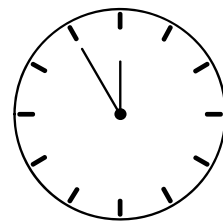
MEET THE TEAM

Dai Anqi
Lead Designer

Tan Shi Jie
Lead Developer

Jessica Lim
Project Manager

PURPOSE

The purpose of **"Lost Hope"** is to create suspense in users. They would want to find out what happens next and follow the storyline/plot. We hope that through this game, they would have an **immersive experience** where we bring them our creation, a village with a secret.

We also hope to have an **additional device** that could help our users to have a more engaging experience. The team has decided on using a **kiosk** as it is in demand due to advancing technology. In Singapore, many restaurants and shops are using kiosks for making payments and ordering food. A well-known example of a restaurant that uses kiosks would be McDonald's.

Digital kiosks launched in Bukit Gombak, Clementi to help heartland minimarts reach customers 24/7
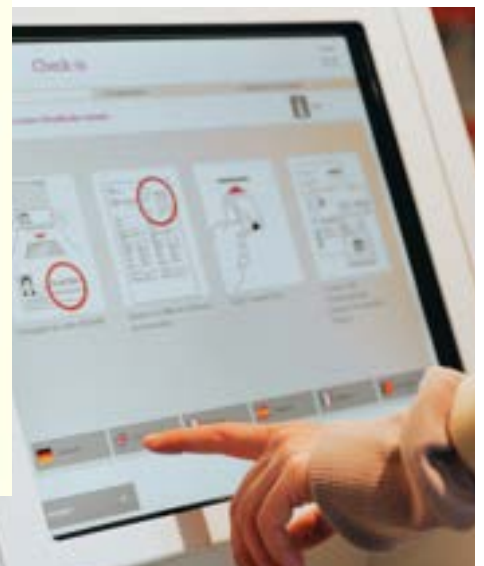
RESEARCH
[GENERAL]

Advantages of Kiosks

Touch-screen kiosks help businesses deliver a **higher quality user experience** to their customers, businesses are able to be **more efficient** when delivering products to their customers. For example, food businesses like McDonald's and Coconut Queen are able to spend more time preparing customers' food as they would have more manpower in the kitchen instead of having to attend to customers at the cashier. This **reduces customers' waiting time** for their food and allows them to have a **better experience** at the restaurants.

In addition, Touch-screen kiosks are much easier to maintain [although these kiosks still require constant maintenance and checking from time to time] and allow for **greater interactivity** for customers. These kiosks are usually WIFI-enabled which allows for software updates and remote support. These kiosks are also available in a **wide range of sizes** and are customizable.

Disadvantages of Kiosks

However, there are some disadvantages to using kiosks. For instance, the price of it might be an issue as it could be a little pricey for some businesses who require more functions in their kiosks. The prices of these kiosks could have a price range from **$700 to over $30,000**. There are also other prices to take note such as **installation fees** and **software fees** which add to the costly price.

In addition, Touch-screen kiosks might be a little **more fragile** as compared to non-touch-screen kiosks, as a simple scratch might cause the screen to be less functional which causes users to feel frustrated and angry. However, it can be prevented with the use of a kiosk protector.
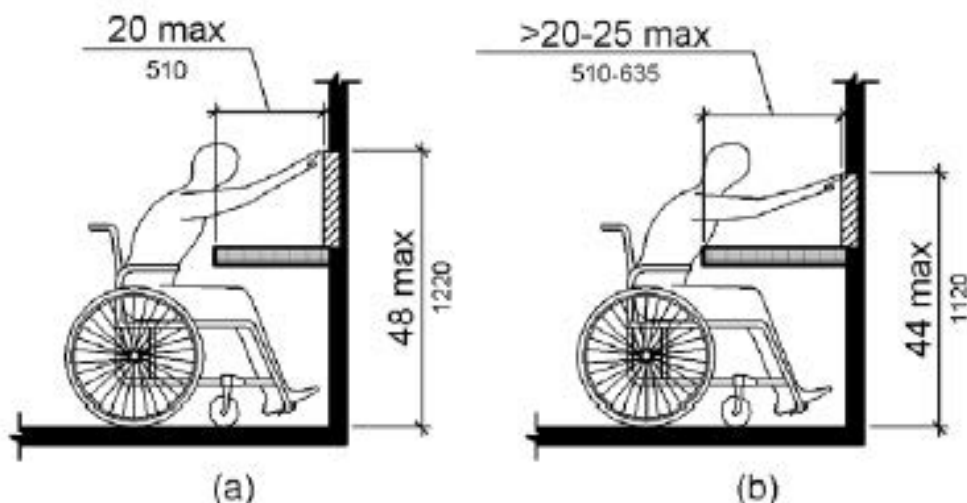
RESEARCH
[GENERAL]

Accessibility

Accessibility is an important factor as we have to ensure we cater to our user's needs and abilities. Physical and cognitive disabilities should be taken into account when designing our kiosks. The kiosks should be of an optimal height and width and the kiosks should also be easy to navigate to provide a good experience to users.

According to **ADA guidelines for accessibility**, "for unobstructed front-reach access, the interactive controls of the kiosk (touch-screen) must be **at least** 15 inches (38.1cm) above the floor and a **maximum height** of 48 inches (121.92cm) above the floor."

"For kiosks with obstructed front-reach access, the interactive controls of the kiosk can be set back anywhere from 0 to 20 inches (**0cm to 50.8cm**) when the **maximum height of the controls is 48 inches (121.92cm)**. If the maximum height is less than 44 inches (111.76cm), the controls can be set back a maximum of 25 inches (63.5cm)."

RESEARCH
[CASE STUDY]

About Heartland Mini mart

Heartland minimart uses **unmanned digital kiosks**. Today, they have a total of 11 unmanned 24-hour kiosks around Bukit Batok and Clementi.

How Heartland Mini Mart Implements their Kiosks

Heartland Mini Mart offers both refrigerated and non-refrigerated versions of the kiosk, as well as a variety of products, including dried and canned foods as well as necessities for the home like detergent.

Artificial intelligence camera technology is installed in both of the kiosks, which allows them to recognize when items are taken out by detecting movement. Upon locking the door once more, the appropriate amount will be charged to the user's card.

Due to their integration with a back-end inventory management system, the kiosks are able to **track inventory in real time** and **automatically update** it whenever a transaction is made.

Additionally, Minimart operators can also utilize data analysis to **manage inventory** according to consumer preferences. How to use the kiosk is that users scan a QR code linked to an account they have registered for with their credit card information to make a transaction, which unlocks the kiosk and allows them to retrieve their things.

Impact

The kiosks help the shops extend their reach and increase potential sales, and complement the existing minimart. Additionally, with the use of **data analytics**, they are able to **track and evaluate** consumer demand automatically, adjust their daily offerings, and remain relevant to changing consumer needs.

Customers' responses

It is more **convenient** for them to be able to create an account on their phones and pick up products on their own whenever they want.

STORYLINE

This game follows a **storyline** where Domi is a real-life illustrator that works on illustrating for a living. He was working on an upcoming illustration about his main character encountering a strange village. He felt frustrated as ideas seemed to stop flowing to him, he continued his research to find inspiration. He searched for hours and hours but his eyes could not take it and he fell into a deep slumber.

Upon waking up, he finds himself in a **mysterious village** and realizes that he got stuck inside his very own illustration that he had been working on. He is lost and has to find items that would **help him to survive** and to **build his boat** to get home. But the villagers seem a little suspicious. Through this game, players will be able to find out the true intentions of the villagers and what they are hiding.

TARGET AUDIENCE

"Lost Hope" is mainly targeted at people **above 10 years old** who likes to explore the game environment, and not for the sole intention of gaining rewards or prizes.

"Lost Hope" is a game that features two areas for players to explore, **a forest** and **a village**. This game would give players a chance to explore the different areas to collect items such as Wood, Water, and Food. They would also have to **face enemies** that could deal damage to their character, and **"talk" with the villagers.**

FEATURES
[KIOSK]

1.1 Account system
- Allows players to sign up and log in to start playing the game.
- Google sheet is used to store the data. (emails, passwords)

Log In
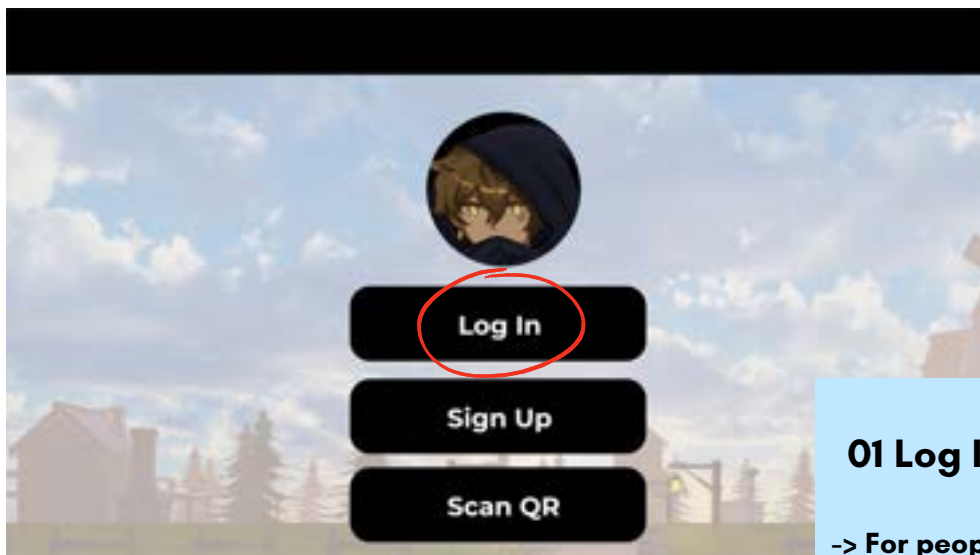
01 Log In Manually

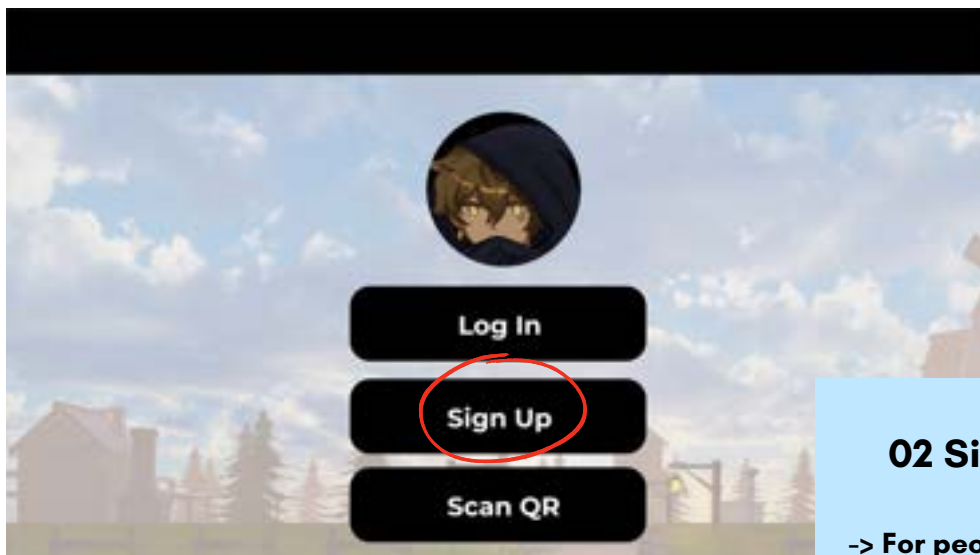-> For people who prefer to key in their details manually, they can press the first button
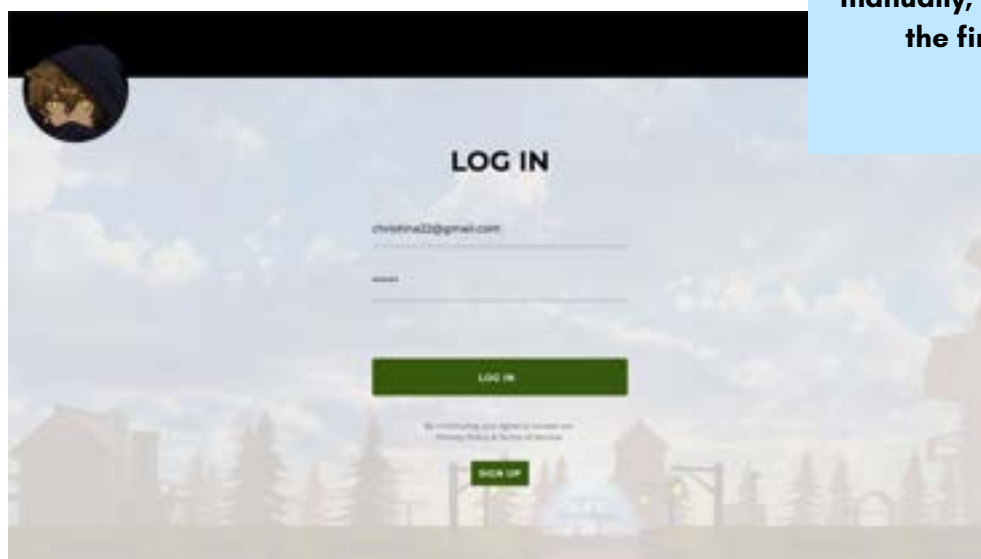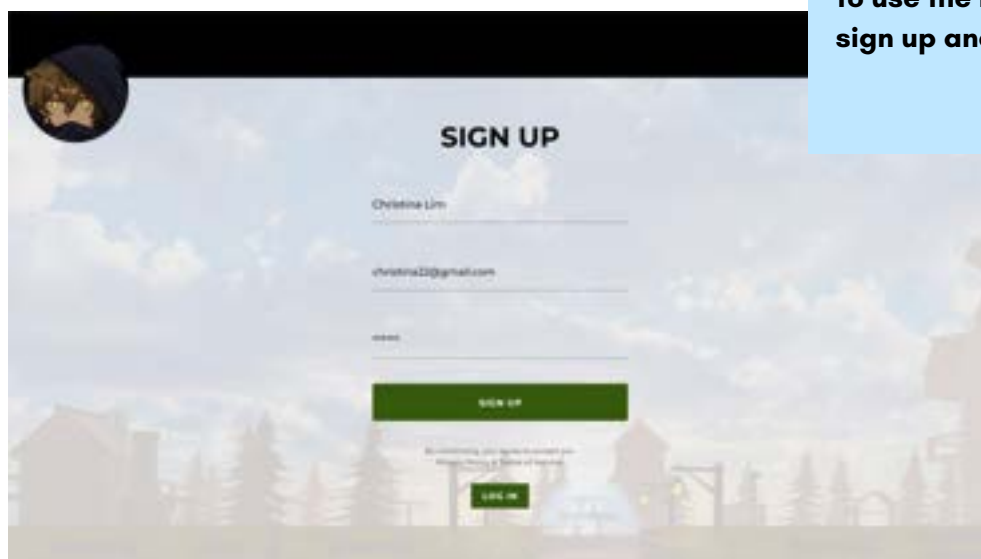

LOGIN!

FEATURES
[KIOSK]

1.2 Account system

Sign Up

02 Signing Up

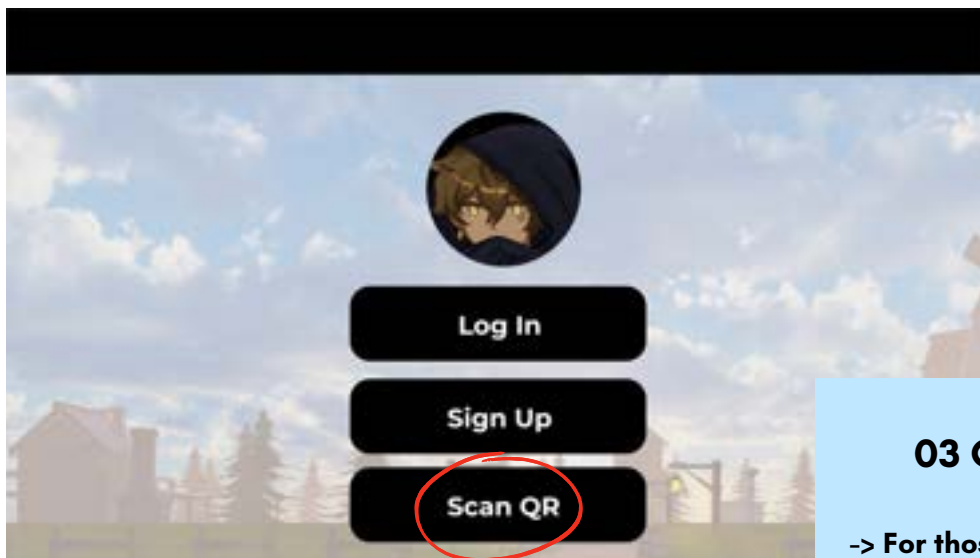-> For people who do not have an account but wish to use the Kiosk, they can sign up and use the Kiosk
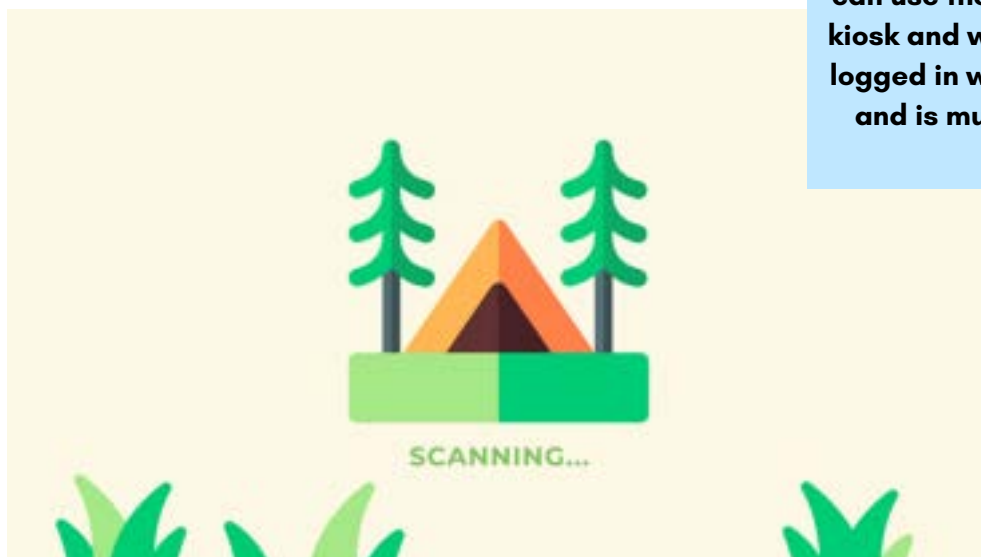
FEATURES
[KIOSK]

1.2 Account system

Scanning QR Code

03 QR Code

-> For those who have the account on their devices can use the scanner on the kiosk and would be directly logged in which saves time and is much convenient
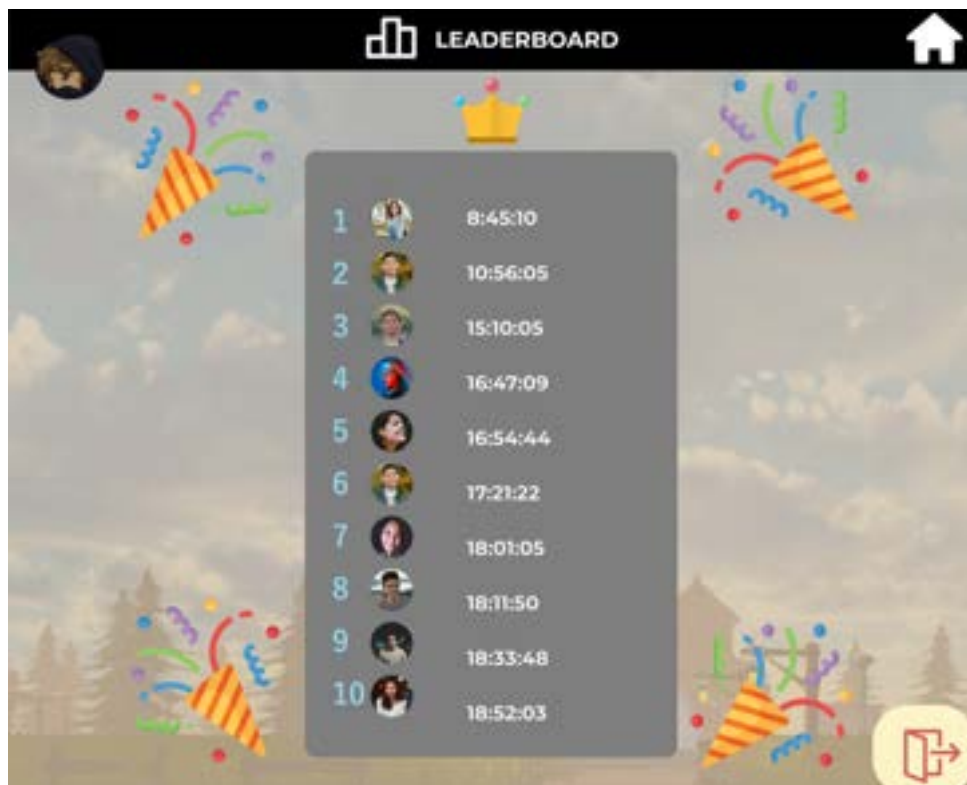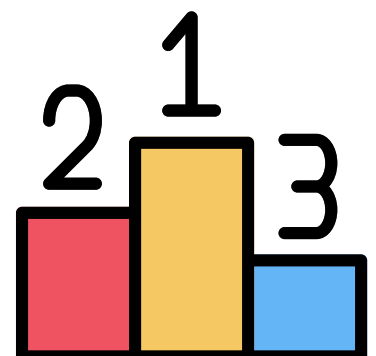

SCANNING...

FEATURES
[KIOSK]

2. Leaderboard
- Allows players to see the top 10 players who complete the game using the fastest timing.
- Google sheet is used to contain the data. (timings and ranks)

04 Leaderboard

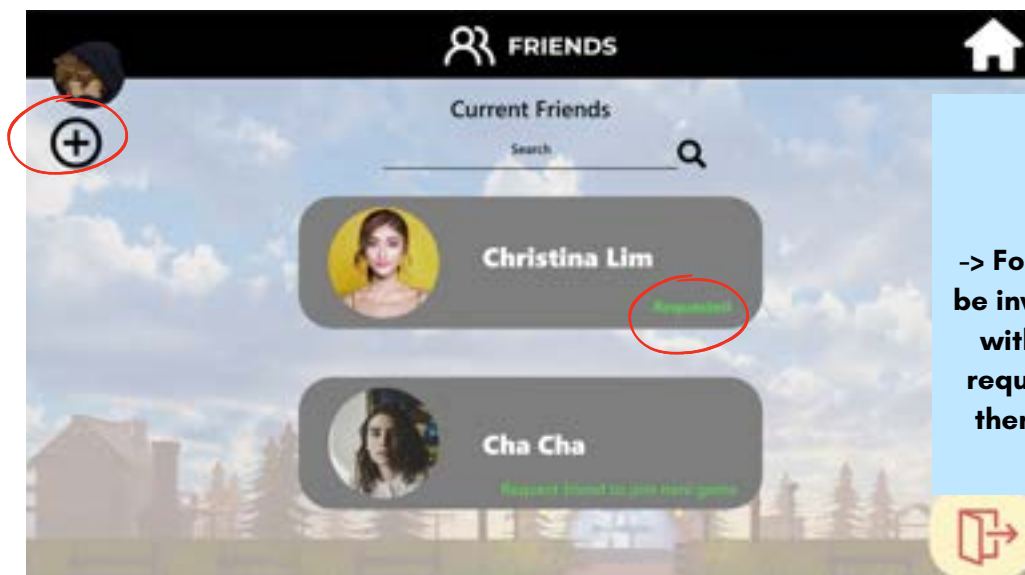-> It provides a sense of achievement as well as motivation to want to be shown on the leaderboard
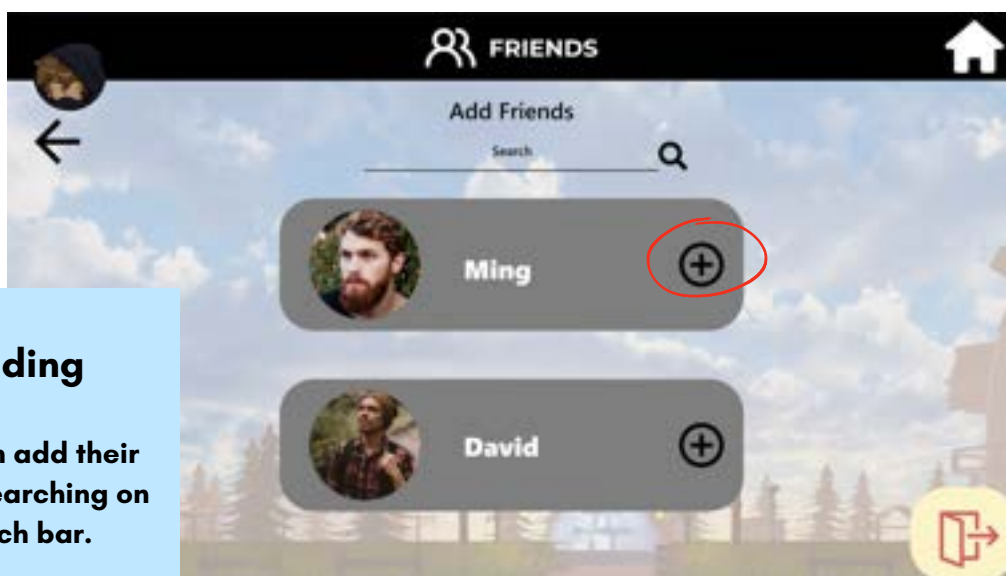
FEATURES
[KIOSK]

3. Friend System

- Allows players to connect with others to play and complete the mini game together to redeem rewards.

05 Friends

-> For those who want to be involved and socialize with their friends can request for them to join them in the mini game

06 Adding

-> Users can add their friends by searching on the search bar.
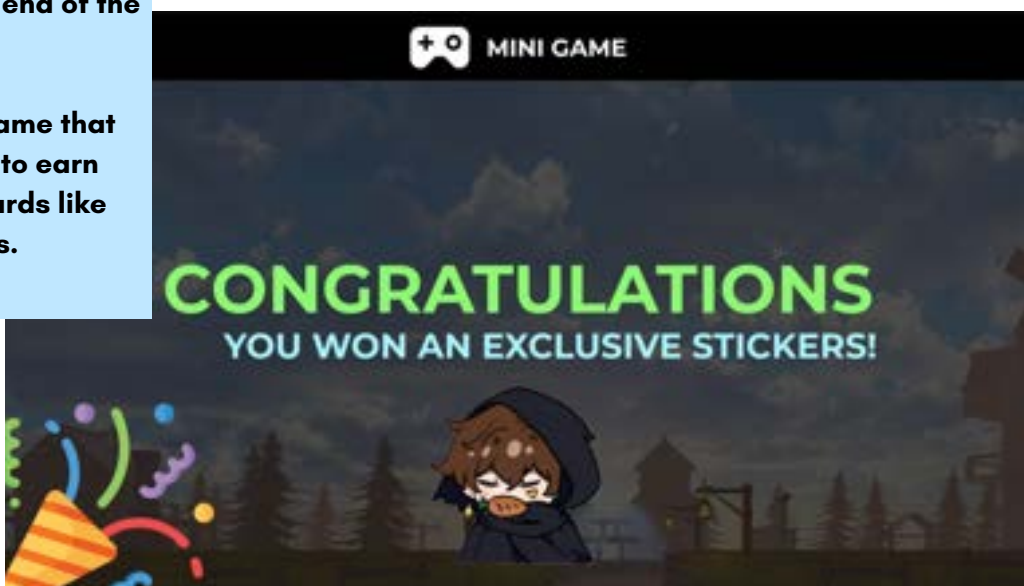
FEATURES
[KIOSK]

4. Mini game

- Allows players to play mini-games aside from the actual game which will allow them to redeem in-game rewards. (mini maze puzzle)
- Some rewards include more health and more hints to the story.

07 Mini Game

-> Touch the screen to get the circle to the end of the maze

--> A simple game that allows users to earn physical rewards like stickers.
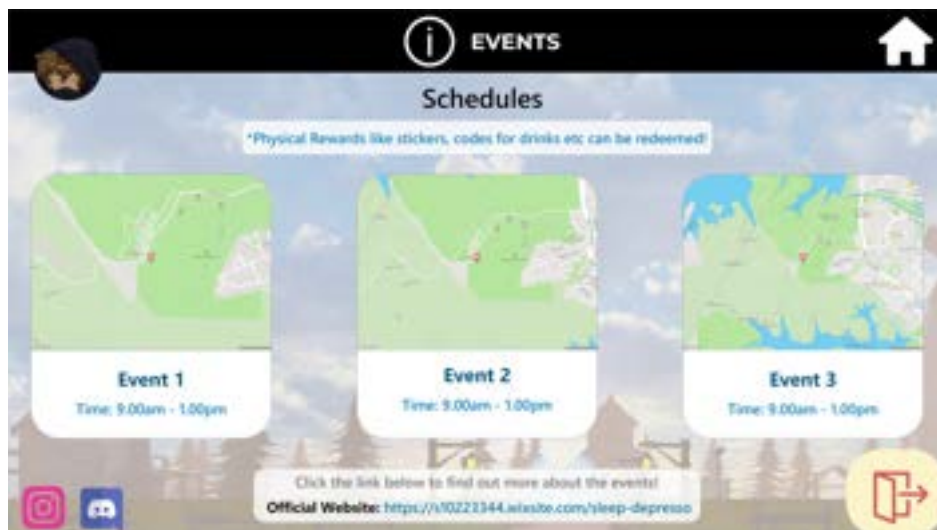
FEATURES
[KIOSK]

5. Official Website
- Include real-life events which allow players to know where the events are located and they will be able to participate to redeem physical rewards.
- Physical rewards like stickers, codes for drinks etc.
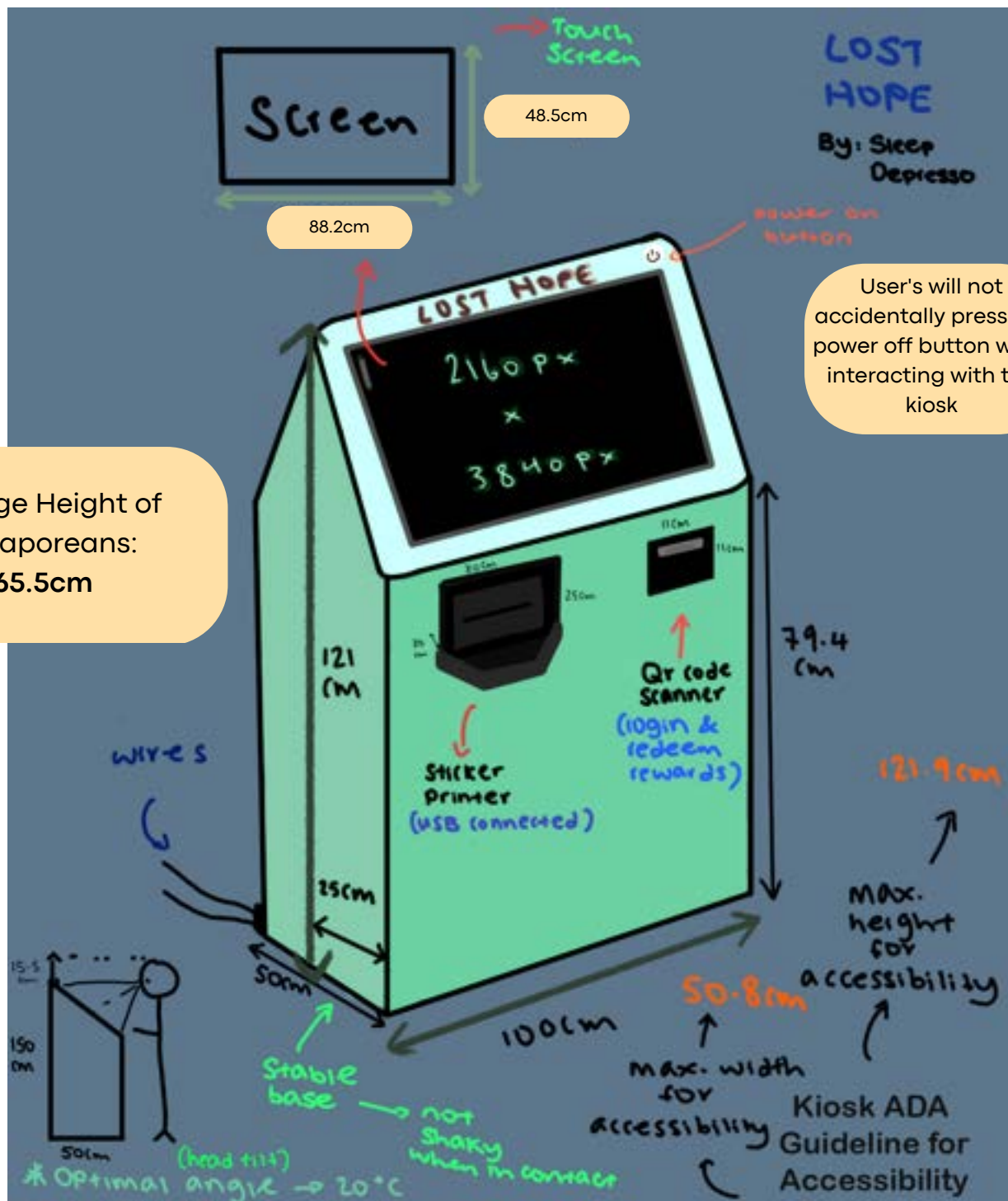- Link to website: **https://s10223344.wixsite.com/sleep-depresso**

08 Website

-> Users can use this feature to get the latest and upcoming events

--> They can find out the location and the timings conveniently
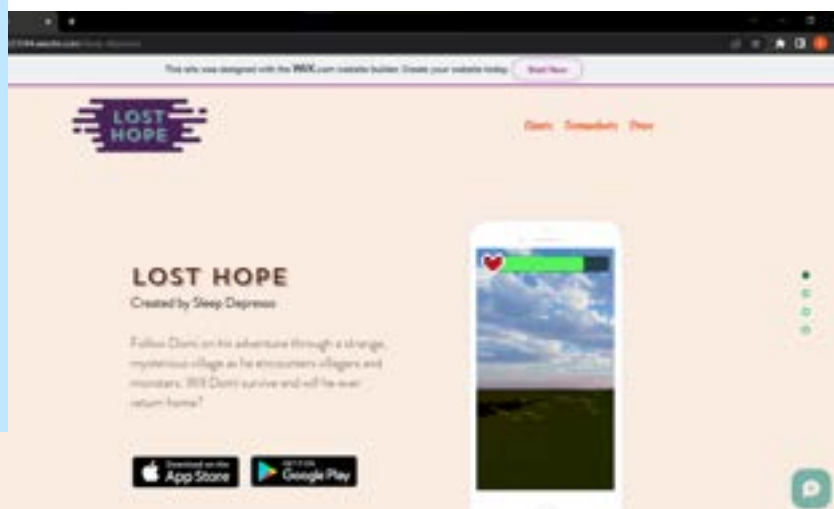
PHYSICAL DESIGN COMPONENT

MILAN LANDSCAPE KIOSK

DATA SHEET
MODULAR INTERACTIVE DIGITAL SIGNAGE KIOSK

Self-service on a larger scale

Available with four different touch-monitor sizes, the versatile and visually stunning Milan is a superior solution for any facility that needs to inform, direct or influence visitors.

This pedestal-style kiosk was developed for interactive digital signage applications and can accommodate virtually any single or multi-touch LCD monitor, with the option to split the screen for multiple applications, such as retail and wayfinding.
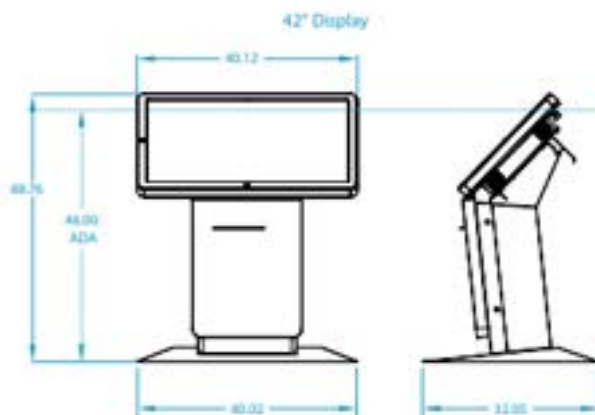
BRINGING EXCELLENCE TO THE GUEST EXPERIENCE

- Retail
- Wayfinding
- Interactive digital signage
- Ticketing
- Virtual receptionist
- Product demonstrations
- Information
- Casino loyalty programs
- Concessions
- Check-in / Check-out

Functions:
Sizing requirement✔
Printer ✔
QR Scanner ✔
Wi-Fi Connection ✔

OPTIONAL COMPONENTS

- Dell Optiplex Business Line PC
- Elo Integrated Computer Module
- Insert or swipe-style card reader
- Wi-Fi or cellular connection
- Web camera
- Barcode scanner (1D, 2D, PDF and QR)
- Label printer
- 80mm thermal printer (coupons/receipts)
- Ticket printer
- 8.5" thermal printer (full page)
- Rear sign panel, with or without printed graphics
- Smaller bolt-down-only base plate

42" Display

40.12

48.76

46.00 ADA

40.02

11.95

COMPETITORS

App Specific

Application/ Features	Lost Hope	Arcane Legends	Tales Of Wind	Monster Hunter Stories
Storage Space	–	168.9MB	3.8 GB	4.1 GB
Multiplayer	Single Player	Multiplayer	Multiplayer	Multiplayer (After a certain amt. of game progress)
In-app purchase (per item)	–	$2.98 – $129.99	$1.49 – $149.98	–
Free to use?	Free	Free	Free	$25.99 – $28.98
Players view	First-Person	Third-Person	Third-Person	Third-Person
Minimum compatibility	–	IOS 9.0 or later iPadOS 11.0 Android 4.4	IOS 9.0 or later MacOS 11.0 Android 4.4	IOS 8.0 or later iPadOS 8.0 Android 5.0

COMPETITORS

Market Specific

Application / Features	Lost Hope	Arcane Legends	Tales Of Wind	Monster Hunter Stories
Marketing Strategy	Poster/ Website/ Kiosk	Poster/ Website/ Digital Events	Poster/ Website/ Digital Events	Poster/ Website/ Digital Events
Target Audience	Ages 10+	Ages 12+	Ages 9+	Ages 4+
Languages Available	1	1	9	5
Category	Role-playing	Role-playing	Role-playing	Role-playing
Ratings	-	3.8 - 3.9	4.2 - 4.8	4.2 - 4.6

COMPETITORS

Company Specific

Application/ Features	Lost Hope	Arcane Legends	Tales Of Wind	Monster Hunter Stories
Provider	Sleep Depresso	Spacetime Studios	Neocraft Limited	CAPCOM CO.,LTD.
Downloads	–	10M	5M	100K +

USER CORE OBJECTIVES

01. User wants to Sign Up for an Account
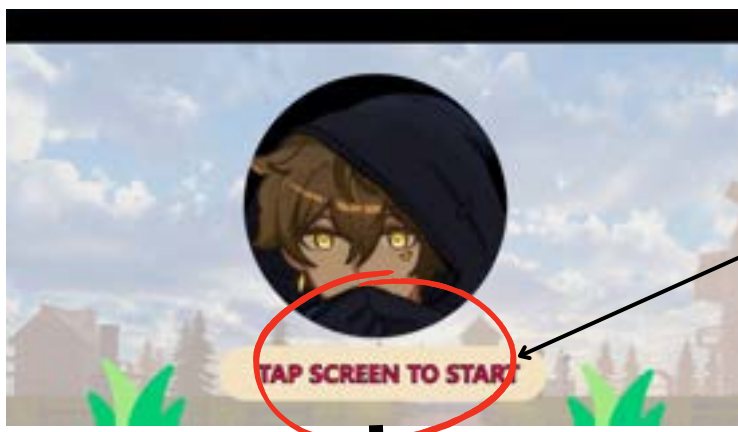
Tap anywhere on the screen
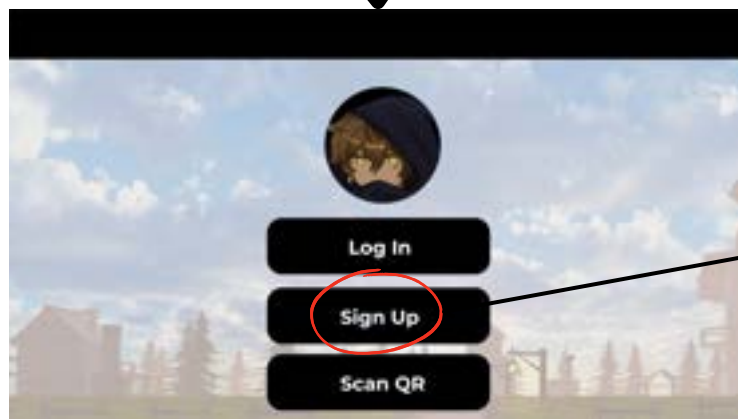
Tap the Sign Up Button
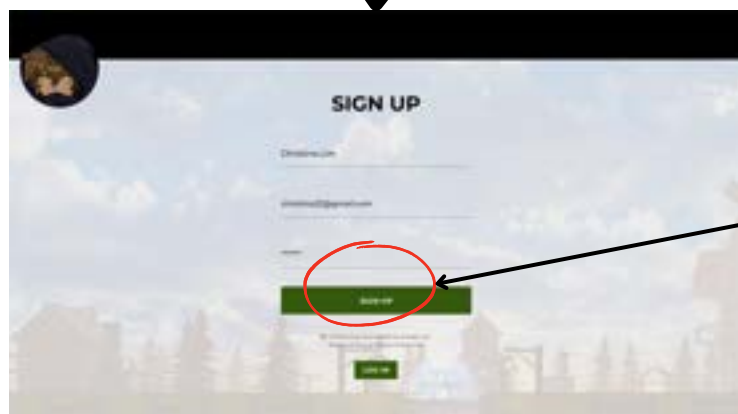
Fill in required details and click the sign up button to register your account

USER CORE OBJECTIVES

02. User wants to check the leaderboard after Signing Up

After signing up, users would need to log in
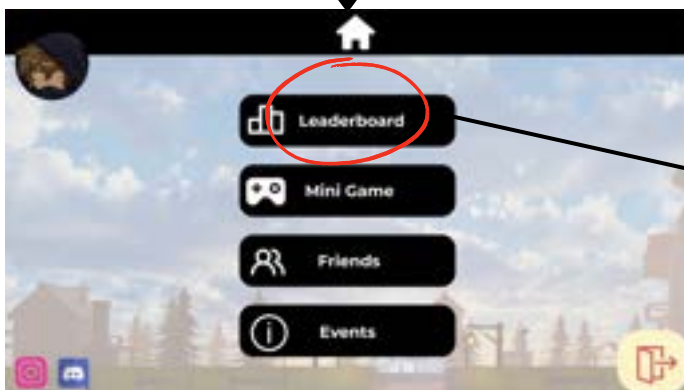
Click the Leaderboard button
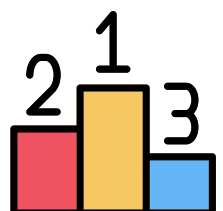
USER CORE OBJECTIVES

03. User wants to play mini game to win prizes
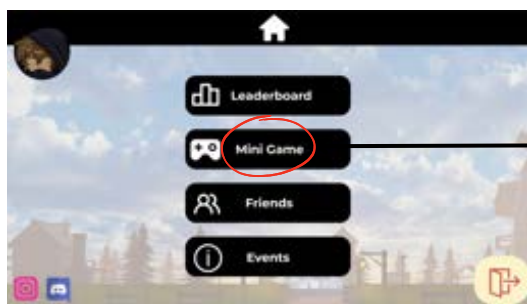
Click the Mini Game button

Play the game

Reach the end of the maze

Prize shown on screen

USER CORE OBJECTIVES

04. User wants to request for friends to play mini-game together

Click the Mini Game button

Play the game

Request
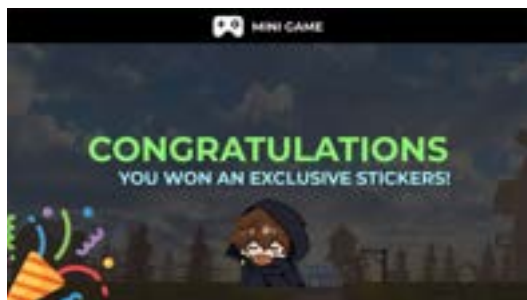
Reach the end of the maze

Prize shown on screen

USER CORE OBJECTIVES

05. User wants to visit the official website
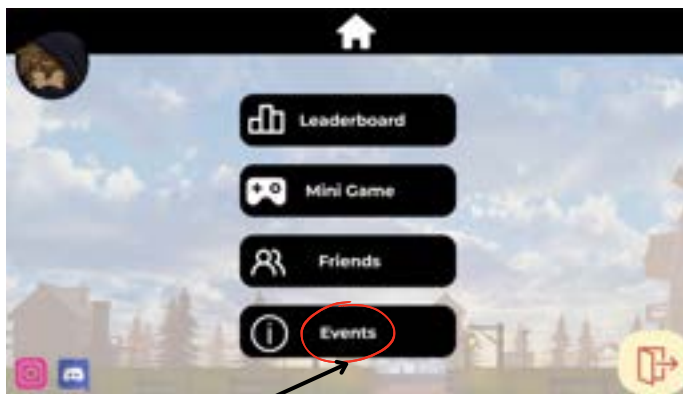
Click the Events button
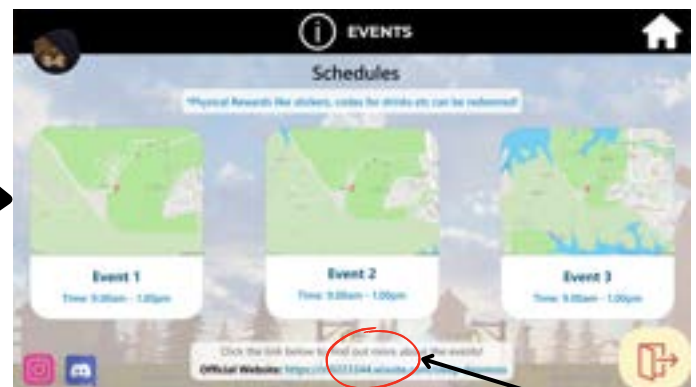
Click the link
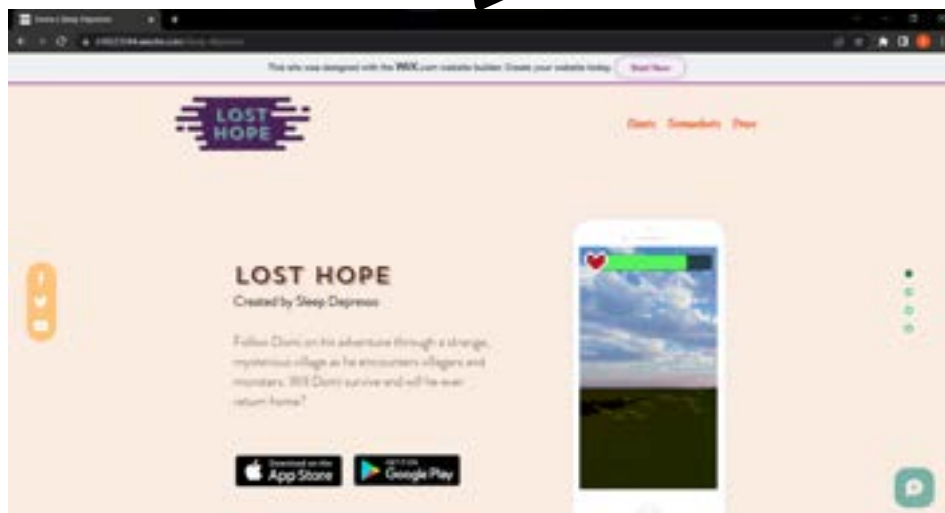
PERSONA

Tan Megan
Student

Personal Details

Age: **18**	School **Nanyang Academy of Fine Arts (NAFA)**
Family: **Single**	Residence: **Singapore, Singapore**

Megan is a lively person who is currently pursuing a **Diploma in Fine Arts** at NAFA. She **enjoys the arts** and has produced 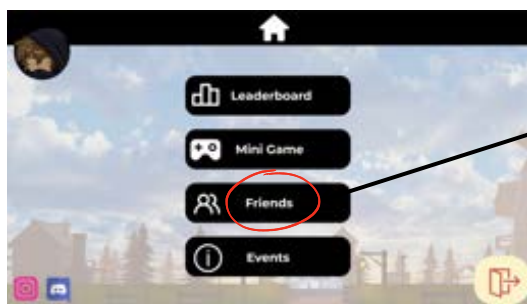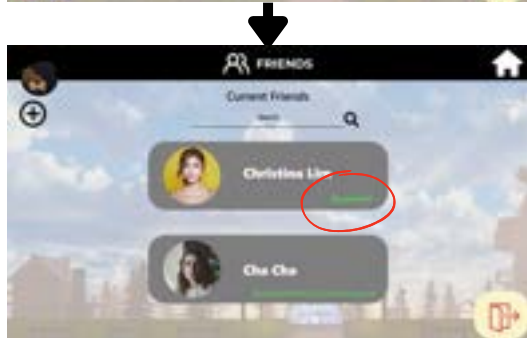amazing works of art to showcase to others. Some of the games she found enjoyable would be **Minecraft, Roblox, PUBG.** She enjoys exploring and stands by what she believes is right.

> Do what you enjoy just as a hobby

Motivations
- Arts and Fashion
- Learning about new facts and perspectives
- Playing multiplayer games with friends

Goals
To further her studies overseas, to gain more exposure, explore new places and have more freedom to be herself.

Personality traits
- Curious
- Independent
- Creative
- Rational

Character type
- Humourous
- Caring
- Goal-Oriented
- Introverted

Frustrations
- Too many paid features in games
- Players who do not play fairly in games

Channels
- Facebook
- LinkedIn
- Instagram

EMPATHY MAP

Feel/Think

Who to play games with?

Games are a good way to bond with your friends

See

Streaming games are in trend

Viewers sending virtual gifts on the streaming platforms

Hear

There are more advanced features in game creation

There are several free games with similar graphics to that of paid video games

Say/Do

I would go for games with captivating storylines.

Plays with group of friends

Pain

Not being able to play with friends

not having paid features limit my ability in the game

Gain

Exploring

Free features

More freedom in games

"A DAY IN LIFE OF A GAMER" STORYBOARD

8AM

She wakes up early and begins to start her morning routine.

9.30AM

After getting ready, she leaves the house to meet her friend.

While she waits for her friend to arrive, she plays her game on her mobile phone.

10.30AM

11.30AM

She and her friends have decided to have an earlier lunch nearby.

1PM

After their lunch, they went thrifting for clothes at Lucky Plaza.

5PM

After a long day of shopping, it was time to go back home.

7PM

After she has washed up, it was time for dinner and she ate with her family.

9.30PM

She spends the rest of the night playing games and watching shows.

12AM

After playing her games and begins to feel sleepy, she decides to rest and go to bed to sleep.

USER JOURNEY

Megan Tan, 18, Student

Scenario:
Megan is currently having her school holidays and is feeling bored as there aren't any games that interest her at the moment.

Awareness	Thoughts	Compare	Onboarding	Advocacy
Looking through the app store to find games	Will this game be fun?	read the reviews	Download and tries the game	recommend to friends
Social Media Advertisement	Is this a genre that I will like?	Compare games of similar genres	Captivating storyline	gives good review
Asking friends for recommendation of games			Easy to navigate	
			Realistic graphics	

I'm bored... What other games can I play?

This game looks fun and interesting

The reviews looks good...

Interesting storyline!

This deserves to be shared with my friend.

SITEMAP

Home Page

Sign up

Log in

Leaderboard

└──→ Scores

└──→ Ranks

└──→ Logout

Mini Game

└──→ Maze

└──→ Prizes

└──→ Logout

Friends

└──→ Request to join game

└──→ Add friends

└──→ Logout

Events

└──→ Event details

└──→ Location

└──→ Website Link

Official Website

└──→ Logout
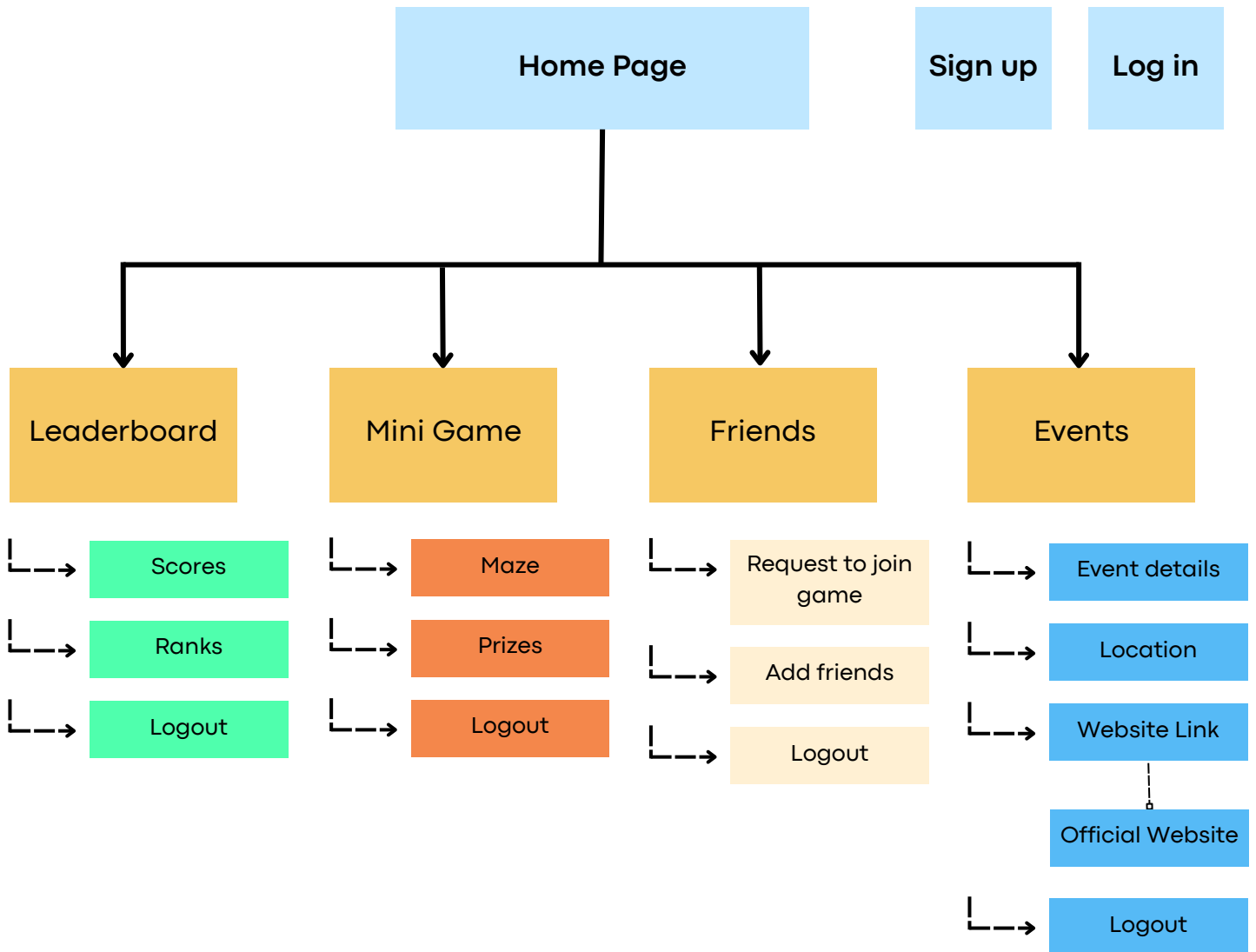
USABILITY REPORT

Usability Test Consent

Usability Test – Permission to Record

Thank you for participating in our usability test. We will be recording your session to allow Sleep Depresso team members to observe your session and benefit from your comments, as well as to thoroughly analyze this session after its end.

Please read the statement below and sign where indicated.

I understand that my usability test session will be recorded.

I grant Sleep Depresso permission to use this recording **for internal use only**, for the purpose of improving the designs being tested.

Signature: _____

Date: 8/8/22 _____

USABILITY REPORT

Summary

- The test was conducted because we would like to know if users would understand how to utilize the kiosk and play the game, as well as observe whether it's simple and easy for them to understand. Through this test, we hope to gain more knowledge about how we can improve our Kiosk and game to fit users' needs better.

- The usability testing for our XD Prototype and the game was conducted on Sunday, 14th August 2022, at around 9.30 AM and 10.30 AM respectively.

- The usability testing was conducted through a Zoom meeting session where we invited our persona to share her screen to play test our game and test out our Adobe XD Kiosk screen prototype.

- The Targeted Age Range was 15 Years Old and Above.

- This research report includes the details of how we conducted our research, the results we found, and a brief list of recommended changes.

Methodology

The usability test conducted for "Lost Hope" consisted of two sessions [Prototype and UNITY] each session had an introduction, 4/5 tasks, and a post-test questionnaire created using Google Form. The moderator instructed the participants to think out loud and share her thoughts with the moderator throughout the test.

The test was conducted via Zoom where we recorded the session and asked our user to share her screen so that we could see her mouse actions. We were also able to hear what she was thinking during the session as she voiced her thoughts out. The user tested the prototype using an Adobe XD Link and the UNITY Game that we had build beforehand.

USABILITY REPORT

Participant Profile

Participant	Gender	Age	Occupation	City	Income
Participant #1	Female	18	Student	Singapore	-

Testing Setup, Moderation & Post-Test Questions

1. Introduction

Firstly, we conducted the usability testing via **Zoom** on the 14th of August 2022. We wrote the script to facilitate what we would need to ask later during the usability testing. We shared the links [Forms, Prototype, etc.] to our persona via the Zoom chat. Due to zoom having a 40min time limit, we had to break the session into two parts, and create a new meeting after a session.

Script Snippet:

"We're currently testing "Lost Hope" to learn as much as we can about the way people use it. Every product is intended to work in a certain way by its creators, but as you know – the reality might be quite different. The goal of this research is to get us as close to reality as possible.

We will be conducting two sessions, one for the prototype and another for our game. Each session will take about 15 minutes with a 5-minute break in between.

Please remember, during the session, we're testing our product "Lost Hope" and not you. Don't worry at all about mistakes. If they happen, it's the fault of the product. Finding out about it is absolutely fantastic and gets the team closer to creating a great product..."

USABILITY REPORT

2.1 Tasks [Prototype]

- Imagine that you are walking home from school and you come across this kiosk. You do not have an account and would like to sign up for one. What would you do? Please share your thoughts with us aloud so we can understand your feelings in each particular moment.

- You enter the home menu and are curious about who are the top players for the game. Could you please show me what you would click?

- Imagine that after using finding a few friends who are using this kiosk, could you request them to join you and play the Mini Game?

- Imagine our game is organizing some events and you are interested to attend but you would like to find out what the timing is, what would you do?

2.2 Tasks [UNITY]

- Find out how to play the game.

- Start the game.

- Do the quests that are displayed and complete the game.

- Imagine you are feeling tired and would like to rest for a while could you locate and click the pause button and after that click the play button?

USABILITY REPORT

3.1 Post-Test Questions [Prototype]

- Are the navigations on the kiosk screen easy to use?

- What do you like most about the prototype feature? Why?

- What are your opinions on this prototype? Would you use it again?

- Do you have any recommendations or changes to the way the prototype looks or works?

- Were you confused with the Navigation/Flow?

3.2 Post-Test Questions [UNITY]

- Did you enjoy the game?

- Do you think this game is simple to play?

- Do you think the graphics complement each other?

- What features do you like about the game?

- If this game were to be published, would you recommend this to your friends?

- What are some things you like about the game?

- What do you think can be improved?
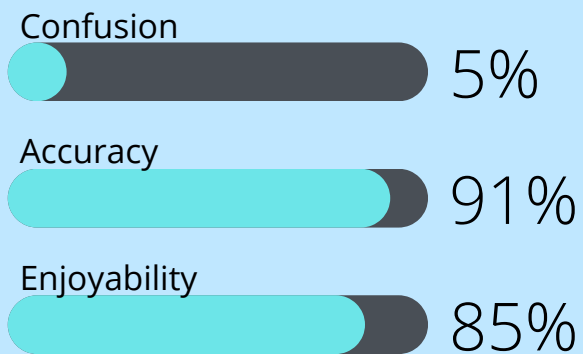
USABILITY REPORT

Results

4.1 Prototype

Good :

" I like the logo as it appeals to my interests and catches my attention. "

Bad:

" I feel that there could be more mini games inside."

Break Down

Confusion
5%

Accuracy
91%

Enjoyability
85%

100%
Of users were **not** confused with the **navigation**

100%
Of users found the prototype **easy** to use

100%
of participants **successfully** completed all tasks related to the product.
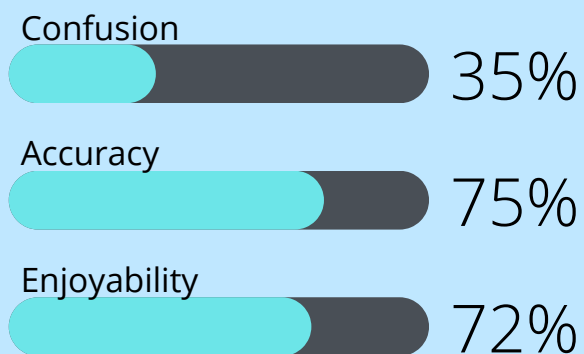
USABILITY REPORT

Results
4.2 UNITY

Good :

" The quests are relatively simple and there are enough obstacles to make the game more challenging "

Bad :

" In my opinion, I dont think you should put enemies at the spawn point "

Break Down

Confusion
35%

Accuracy
75%

Enjoyability
72%

100%
Of users found the game **simple** to play

100%
Of users liked the **design** of the game

100%
Of users found the game to be quite **laggy**

USABILITY REPORT

Bugs & Issues

4.1 Prototype
- Some graphics look a little pixelated

4.2 UNITY
- The game was quite laggy for the user
- The disappearing enemy would appear at the spawn spot
- The player would fall below the terrain while pressing shift.

USABILITY REPORT

Recommendations

4.1 Prototype
- More customizable features like icons or avatars
- Adding more Mini Games

4.2 UNITY
- Reduce the number of villagers
- Add signs to differentiate the various areas on the map for easier navigation.

Disclaimer

Several factors may have affected the results of the usability test. It's important to remember that people bring their own experiences and biases into a test without realizing that they might color their impressions. **Some factors include:**

1. Sample size is too small.
2. Human error and misinterpretations of qualitative feedback affected the results to slight but varying degrees.
3. A series of common product bugs and errors occurred during the test.

JIRA

The below image shows our last sprint for Jira. Working with Jira has definitely helped us to better manage our time well and break down tasks into smaller parts so we are able to work more smoothly. It also gave us more motivation to complete the necessary tasks required and to know what tasks we have left. In addition, it has helped us to organize who would be doing tasks to increase our efficiency, and productivity and made it less confusing for the team.

LINKS

Prototype

https://xd.adobe.com/view/6328c467-51f1-4a5e-bc25-0f6c1f214ea2-367b/
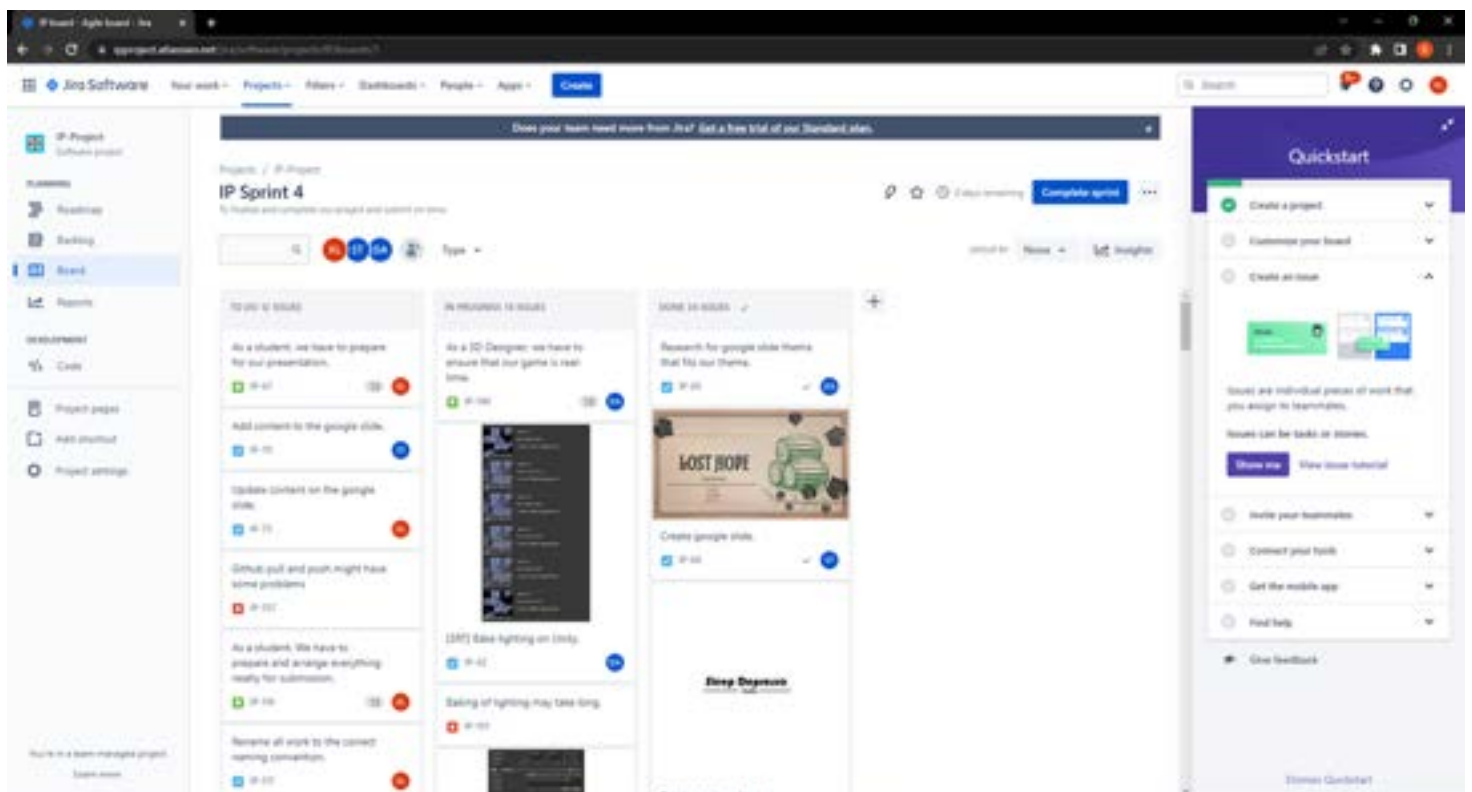
Usability Testing [Prototype]

https://ivid2.np.edu.sg/media/DUX_LostHope_UsabilityTesting_XD_Prototype/1_tqg649sc

Usability Testing [Unity]

https://ivid2.np.edu.sg/media/DUX_LostHope_UsabilityTesting_UNITY/1_gmypzei1

Website

https://s10223344.wixsite.com/sleep-depresso

WIREFRAME

Prototype wireframe on Adobe XD for Kiosk

SKETCHES

Sketch idea for our game

CREDITS

Technologies Used

Canva Template
Adobe XD
Visme Templates
UXPin Templates
Xtensio Templates
Zoom

References

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CREDITS

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Templates

https://library.xtensio.com/usability-testing-report-template-and-examples

https://www.uxpin.com/usability-test-kit

THANK YOU!