08/30/2024

**To** : Choon Woo Lee, RedFox’s Manager

**From** : Jinho Lee, Sang-yun Lee

**Subject** : How to Upgrade the Game Through Analysis of Users' Responses to RedFox's Nine Dragons Awaken

**Goal** : Nine Dragons Awaken received a Clan Dungeon update, expanding content for Wu-Tang and Yanmo dungeons in 2023. After upgrading the game, Red Fox tried to find out the reactions of users. Therefore, by analyzing the questions of the users in the forum, the problems of the Nine Dragons Awaken are analyzed, and based on this, continuous improvement work will be made.

**Method** : From August 1, 2023, to June 30, 2024, more than 500 questions and answers from users left on the Nine Dragons Awaken Forum on the RedFox Games website were analyzed as data using extraction method we created using Java.

**Analysis period** : 07/01/2024 ~ 08/29/2024

**Analysis Result :** Analyzing user feedback related to RedFox's Nine Dragons Awaken reveals a number of key problems and concerns. There are PK (Player Kill) problems, bug and gameplay problems, events and rewards system, game servers and technical problems, lack of communication with the community.

A) PK (Player Kill) Problems

There is a lack of respect and ethics among players, and there is a lot of opinion that PK is wreaking havoc on players who enjoy PVE (Player Versus Environment). Critics point out that it is difficult for PVE players to enjoy the game due to the rampant PK.

B) Bug and Gameplay Problems

There's feedback that there's a bug in a skill in a particular job and it doesn't work. Issues with the skills of LoB warriors in particular have been mentioned many times.

C) Events and Rewards System

Regarding the event, there are complaints that rewards are limited and that there are fewer opportunities to participate compared to past events. In particular, there is an opinion that the event has been reduced to a system only for rich players.

D) Game Servers and Technical Problems

There is a lot of feedback that technical issues such as server outages and login issues are interfering with gameplay. This is also causing players to leave the game.

F) Lack of Communication with the Community

There are many complaints that there is a lack of communication with GM and indifference to feedback. Inquiries about specific issues often do not have an appropriate response or are not resolved.

**Suggestions**: In order to solve the problem derived by analyzing the feedback of users above, some solutions are suggested as follows:

1. If the PK system is not properly managed, the fun of the game can be greatly reduced. Measures seem to be needed to balance PVE and PVP. For example, system improvements are being proposed that require players who want a PK to request permission when accessing a party.

2. The stability of the game and the functionality of the skill are critical to the player experience. Skill bugs can reduce the appeal of certain jobs and cause players to lose trust in the game. GMs need to actively address these issues.

3. The event should be open to all players to participate and enjoy. There should be a system where all users can be equally rewarded and an event structure accessible to both low-level and free players.

4. Technical stability is critical in online games. Server issues can lead to player disengagement, so the development team should put more effort into improving stability.

5. Communication with users is an important factor in building community trust. GMs need to improve in a way that actively reflects community feedback and communicates regularly.

**Conclusion** : Redfox's Nine Dragons Awaken game revealed several issues through various user feedback. The game's sustainable development requires multi-faceted approaches such as improving the PK system, fixing bugs, improving the event structure, enhancing server stability, and enhancing community communication. Solving these issues will increase player satisfaction and game persistence.