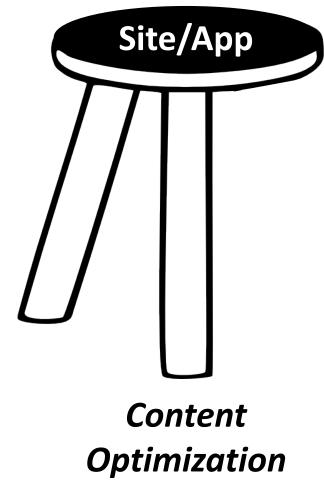
Gamification

Why it's important and what it means for your product





The Problem



Traffic **Optimization**

"Attract"

"Satisfy"

User **Optimization** "Influence"



120 Million people around the world are accruing points, leveling up, and earning rewards.



(And they'll go out of their way to stick with the vendor where they have the most points and status.)





The world's biggest coffee chain

is rewarding users with virtual points and virtual badges for visiting their retail stores.





85 Million

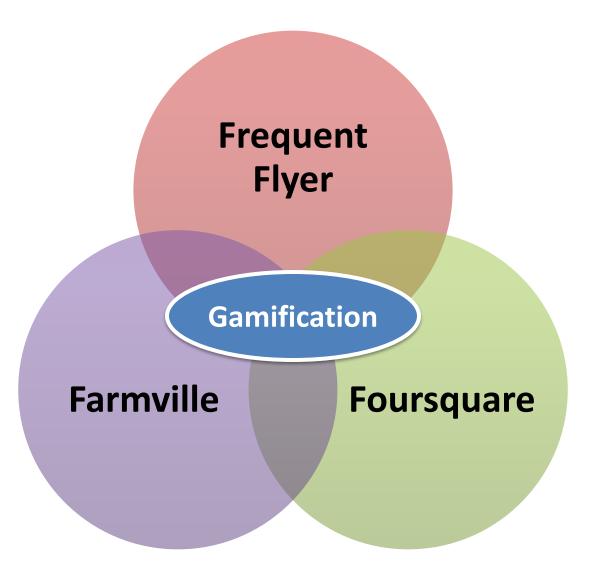
People were earning virtual points, leveling up, decorating virtual spaces, and earning achievements every month. On virtual farms.



(That's the entire population of New York City. Times 10.)



What's Their Secret?





ga·mi·fi·ca·tion [gay-muh-fi-kay-shuhn]

integrating game dynamics into your site, service, community, content or campaign, in order to drive participation.



Any Kind of Participation

Watching a video	Subscribing	Listening	Reading
Taking a quiz	Searching	Sharing	Rating
Writing a comment	Visiting affiliated sites	Participating in discussions	Posting to forums
Viewing a photo	Taking a poll	Visiting site more often	Other Actions



ParticipationBuilds lasting relationships & Impacts fundamental business objectives

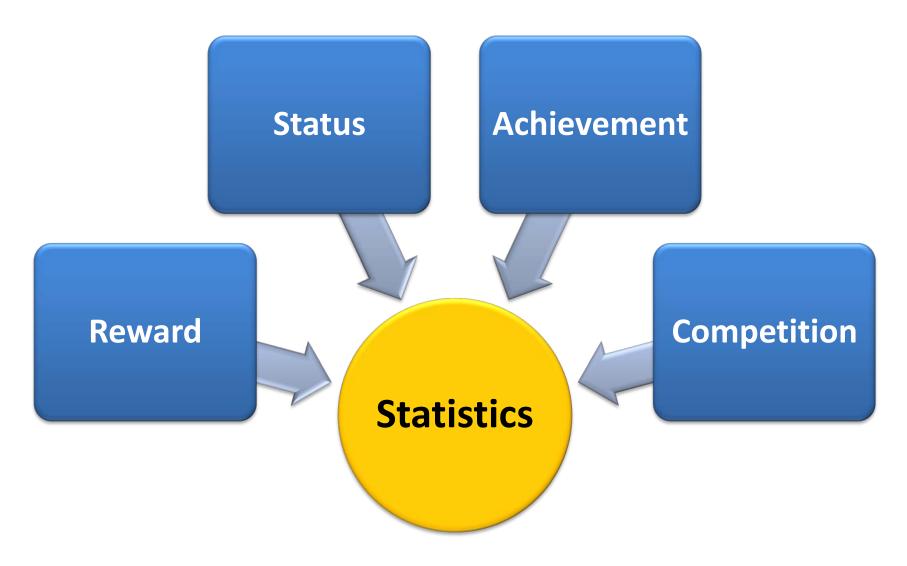




Gamification drives participation.

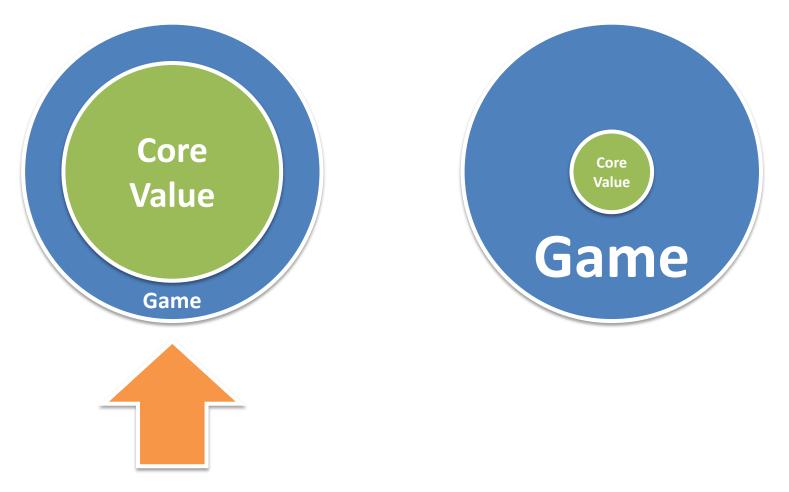
Participation drives business value.

Gamification Works





2 Kinds of "Gamification"







FARMVILLE

GAME DYNAMICS EXAMPLE







Gamification Satisfies Human Desires

	Reward	Status	Achievement	Self Expression	Competition	Altruism
Points						
Levels						
Challenges						
Virtual Goods						
Leaderboards						
Gifting & Charity						



And Drives Business Value



- Acquisition
- Activation
- Retention
- Referral
- Revenue



Who's Using Gamification?





55%

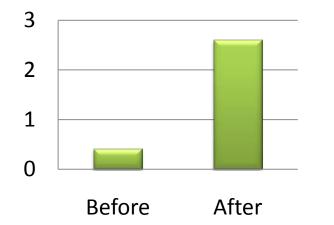
Increase in *Participation* on a social network.

20%

Increase in *Time on Site* on a community site.

400% Increase in *Page Views* on a portal site.

Heavy Users (%)

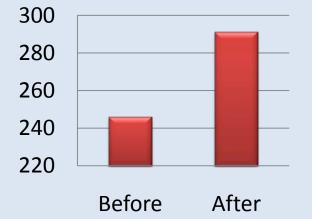




Increase in the number of *heavy users* on a portal site

Community Members

(thousands)



19%

Increase in the *members* of a brand community site in 6 weeks.



DUNDER MIFFLIN INFINITY

NBC

Home Page

Home | Employee Profile | My Branch | Tasks | Company Directory | Employee Manual | Corporate |





UNITED WAY CHARITY FUNDRAISER TASK

We're proud to announce the DMI Summer Fundraising Initiative where each branch is tasked with raising funds for the charity of their choice. Each branch has now chosen their charity and the fundraising campaigns can begin! Click here to start.



Apply Now!

If you're a myNBC or NBC.com Message Board member, login above to apply.

If not, click here: APPLY

What is Dunder Mifflin Infinity?

Dunder Mifflin Infinity (DMI) is the new online division of Dunder Mifflin, Inc. Paper Company. DMI was designed to reinvent the business of selling paper.

Winners



BRANCH OF THE YEAR:

Congratulations to Rochester, NY and Regional Manager shakymon who is DMI 1.0's Branch of the Year!

* *

EMPLOYEE OF THE YEAR: Congratulations to kenoz of the Racine branch who is the DMI Employee of the Year 2007-2008! Click here to visit his profile.



PARTY PROPOSAL WINNER: Congratulations to the Hialeah branch. They came up with the best Going Away Party Proposal. Click here.

Vote

GOLF TOURNAMENT FINALISTS

Final voting is now over for the Golf Tournament. Play our fifth course, designed by vamilatzo from the Cheyenne Branch, debuts this week. Play now.

PERFORMANCE REVIEW RESULTS

You many now view the final results of the Manager Performance Review. Returning Managers will be notified once the DMI 2.0 branches are announced.

Top 10 Movers & Shakers Biggest Gain this Week

.....

- hoockeydog42 (1,485)
 Dwigtscarn (1,440)
- 3. rafaeltoribio (1,395)
- 4. hamcka (1,330)
- 5. wheelz37 (1,300)
- 6. jmacsquirrel (1,215)
- 7. JimMichaels (1,190)
- 8. cwakes (1,160)
- 9. Pwegis (1,140)
- 10. Messmer (1,135)

Top 10 Branches

Top 10 Employees

Overall SchruteBuck Leaders

- 1. kenoz (12,310)
- 2. issjim (11,940)
- 3. dundermifflininfinity (11,550)
- 4. creedlicious (11,390)
- 5. uncabuc (11,180)
- 6. incalcucable (11,145)
- 7. vandyke (10,960)
- 8. moosedrool (10,900)
- SithHappens (10,850)
- 10. GandalfDwight (10,775)

Ton 10 Branches



SchruteBucks = Points

SCHRUTEBUCKS

What are SchruteBucks?

SchruteBucks are the official currency of DMI.

Employees will be paid SchruteBucks by doing simple tasks like uploading a photo or video, changing your favorites, rating an item, posting on a discussion board or adding a comment. They may also be deducted SchruteBucks for getting flagged or getting fired. These small SchruteBuck amounts are capped at Sb \$100 per week.

The real SchruteBuck gains will come in the weekly tasks, however. By participating in weekly tasks, and winning the votes of your peers and Corporate, you will accrue substantial SchruteBucks, which will allow you to climb the corporate ladder.

What can I do with SchruteBucks?

You can buy items for your Desk, or buy items to send to your co-workers as gifts.

As your SchruteBucks balance increases, so do your opportunities for promotion.

How many SchruteBucks should I have? New employees (they are all "Temps") start off with a Sb \$1000 signing bonus.

EMPLOYEE PROFILE

What's in my Employee Profile? NEW IN DMI 2.0

Your Employee Profile shows who you are, what rank of employee you are, what branch you're in, when you last logged in, your SchruteBucks total, how many Sb you've earned/spent, your Office Faves, your Favorite Co-Workers (whether they're in your branch or not), your Videos, Photos and Comments, and your Desk.



User-Generated Content Tasks





Task 2.03 - Business Ethics Video

In order to revamp the corporate mandated ethics seminar, we're asking you to script and film an ethical situation. PRIZE UPDATE: The Grand Prize for this task is a signed script of "Business Ethics," signed by the cast of "The Office."

Top 25 | Branch Winners | Branch Submissions | View Task (Employees Only - Login Required)



Task 2.02b - Mission Statement

A company needs a mission statement in order to inform its employees and customers as to its purpose of existence. Without a mission statement, a company is a rudderless ship on the high seas of enterprise. Employees are tasked with writing a Mission Statement for their branch.

Finalists | Branch Submissions | View Task (Employees Only - Login Required)

Task 2.02a - Logo Design

In this optional task, we're asking all employees to help redesign their branch logo for the coming year.

NEW! Final Branch Vote | Finalists' Logos | Branch Submissions | View Task (Employees Only - Login Required)



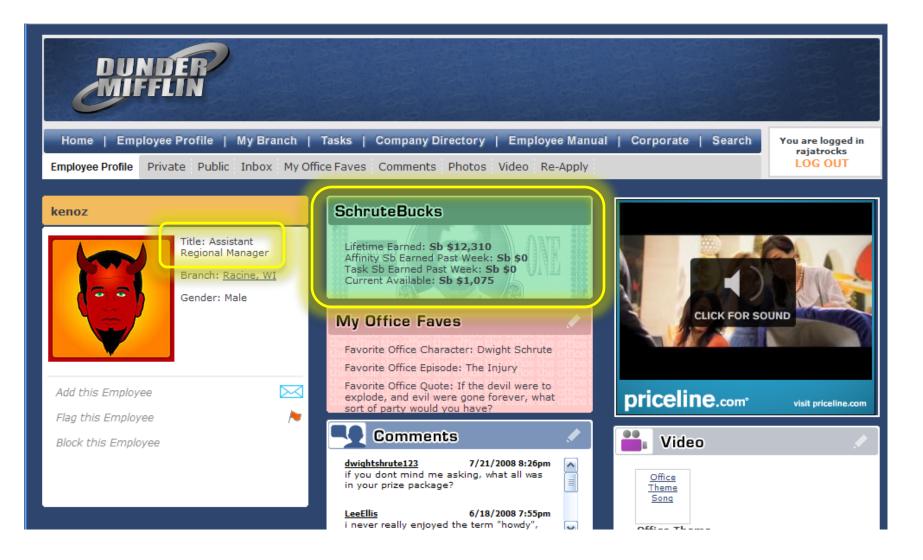
Task 2.01 - ASCII Art

Corporate is asking that you use ASCII (emoticon) art to create an image of one of the following: a landmark in your branch's city, a portrait of one of the Scranton branch's employees (other than Dwight Schrute), or your branch's logo.

Final Voting | Branch Submissions | View Task (Employees Only - Login Required)



Profile Page: Levels, Points



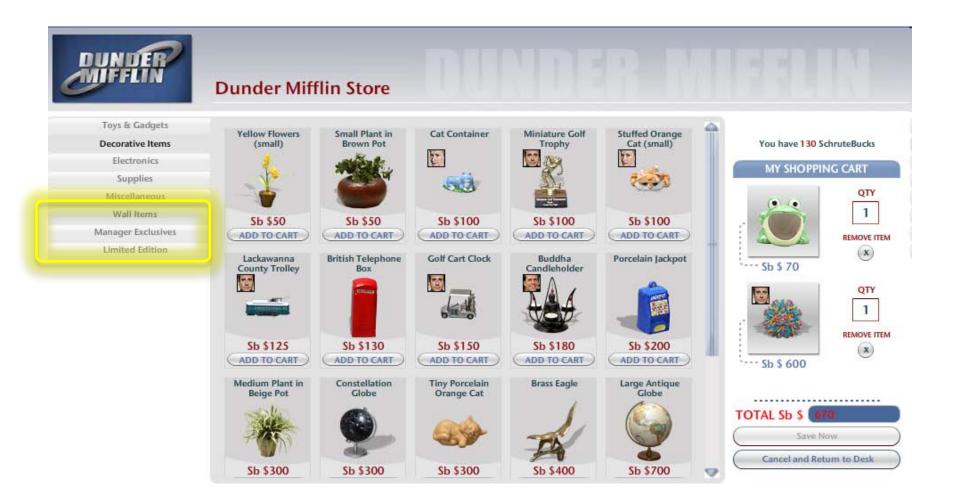


Virtual Desk & Sponsored Goods





Virtual Desk Store



Leaderboards

Home | Employee Profile | My Branch | Tasks | Company Directory | Employee Manual |





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- 10. GandalfDwight (10,775)

Top 10 Branches





IMHO

MEDIA PLAYER

M 📙 🧭 THE SOCIAL MEDIA PLAYE

7

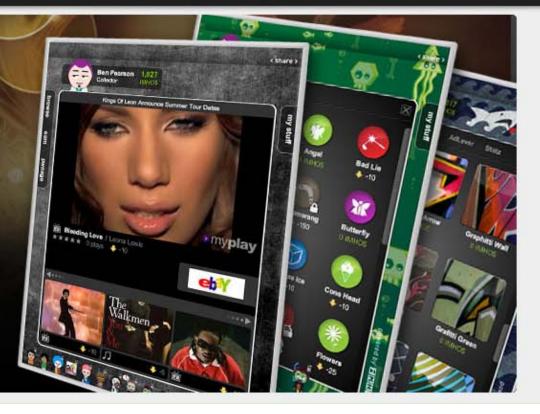
w and Existing IMHO Users, connect with Facebook now SIG

HOME TOUR HOW-TO'S BLOG ABOUT US

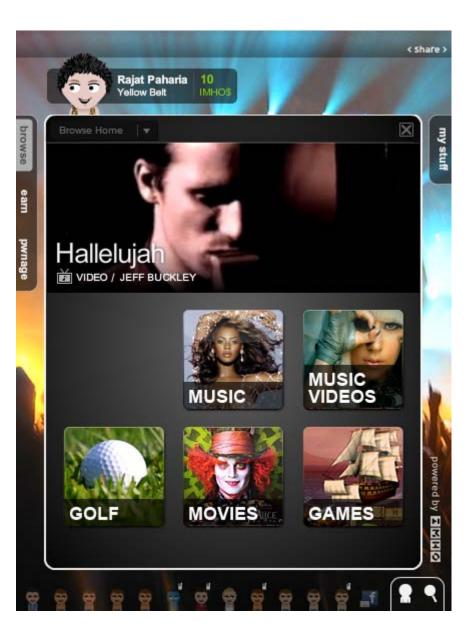


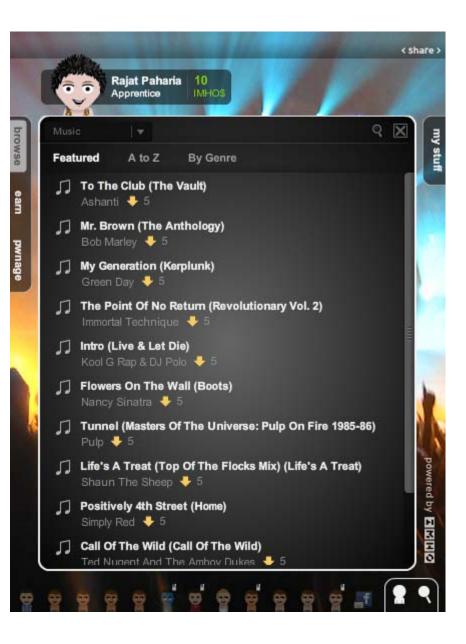
GET IT FREE

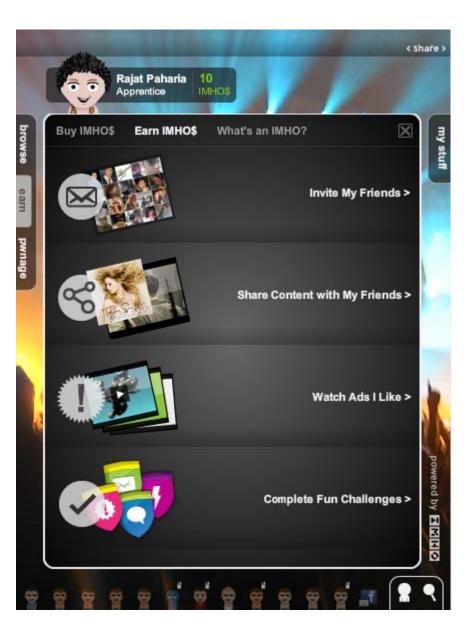
Our current Sneak Preview version uses Facebook Connect. You'll be asked to login with your Facebook account.

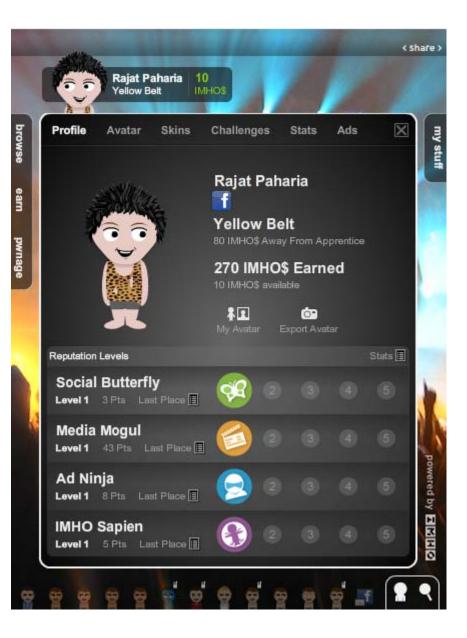


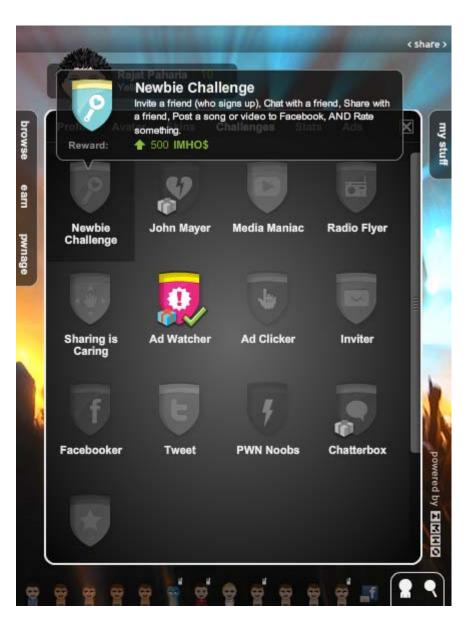












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2	Bob	Rushir	ng			Baller				40,583
3	Tom	Auclair				Celeb	rity			31,605
4	Kevi	in Bach	us			Aristo	crat		:	25,622
5	Jeffr	rey Krau	lse			Roller				23,530
6	Drev	v Stein				Roller			:	22,273
7	Dino	s Stamo	oulis			Roller			:	20,257
8	Piotr	Warda	s			Millior	naire			17,593
9	Rich	n King				Millior	naire			17,090
10	Cale	eb Heide	•			Rainm	naker			13,735
11	Debl	bie Jame	eson			Rainm	naker			12,570
12	Mari	k Mende	oza			Playa				9,605
13	Jole	ne Sael	hof			Playa				7,520
14	Ben	Pearso	n			Imofile	8			6,155
15	Lorn	aine So	uice			Imofile	e			6,060
16	Jana	a Uldriki	is			Imofile	8			6,036
17	And	y Hong				Imofile	e			6,000
18	Chri	isty Kim	ble			Imofile	e			5,466



MISS SOCIAL

CAMPAIGN

PLAYBOY MISS SECIAL

Search

6

facebook

FEBRUARY VOTE FOR YOUR FAVORITES

Q



Aly Lei 1st Place "We're seeing over 85% of the audience re-engage and 60% growth in revenue month over month." – Greg Johnson, Playboy

Elise Dou



CLUB PSYCH

LOYALTY



game challenges

current points leaders

social challenges

game challenges



Unlock the Atomic Pineapple in the Squirrel Assassins game!



Watch the new video interview with Maggie Lawson



Watch the latest Psych-Out video, "Eating Caramel"



See what websites Juliet is visiting in the Interactive SBPD



Check out Character Chatter



Read about Shawn's favorite movies in Shawn's Guide to the 80s



Enter the Spot the Pineapple Sweepstakes for your chance to win an exclusive Psych

longboard



Watch a Full Episode of Psych



Play an all-new Find the Famous Pineapple!

cu	rrent p	oints leade	rs
#1	paper -	r0bn0126	261620
#2	2 ALN	jezziebeth	208300
#3	<u>.</u>	loontune	200855
#4	<u>**</u>	krdenjo	197640
#5	R.	Carapelli	194900
#6		Raybombay	192180
#7		anneheme	183435
#8	6	chericarroll	181230

current points loaders

social challenges Facebook Disconnect f Like the "Get James & Dule to Host SNL" page Verify Post this message as your status update... Psych's tribute to "Twin Peaks" * airs Wednesday December 1st at 10/9C! Watch full episodes online ÷ Post

Page Views: **9M > 16M** Visits/Month: **2 > 4.5** Time on Site: **14m > 22m 40% increase in viewership** for 18-34 demographic

BUNCHBall

Dual Screen









TOP CHEF

TEAMS





Team Richard's Trophies

such as Thomas Keller, Daniel



THE REAL HOUSEWIVES OF ATLANTA

BRAVO



Bravo - The Real Housewives of Atlanta

Wealthy Women **High Fashion** Conflict

Bravo - The Real Housewives of Atlanta





What's Happening?



Debbie..P. earned 40 points by watching a video. Watch MORE VIDEOS



SexySassyCrazy won points playing Virtual Housewife Throwdown!



CandyCoot won points playing Virtual Housewife Throwdown!



Virtual Housewife Throwdown

Vote for the housewife with the best style.



Earn Points for Site & SMS Activity

Welcome Back! rajatrocks

1

20,041 Points Earn More

135 Bravo Bucks Buy More

54% 1,406 votes in 2,596 battles.

Wife Talk

Holla at me! by rajatrocks, 07:05 PM, Oct 12



red boots rock by Joi, 09:05 PM, Oct 7



Say it loud! by rajatrocks, 12:14 PM, Oct 5



love the boots. by mlwolff, 10:23 AM, Oct 5



Nice gift wrap! by MSmall, 07:34 PM, Oct 4



Change Quote (20 Points)



Use them to Customize Your Housewife

f Post to Profile



What's on your mind?



Live Like a Real Housewife http://www.bravotv.com/the-real-housewiv... I just styled my Virtual Housewife and have entered for a chance to party with a Real Housewife. Get styling! I of 1 Choose a Thumbnail

🔲 No Thumbnail

Send as a Message instead	Share Cancel

Reward Sharing to Facebook





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Virtual Housewife Throwdown

Vote for the housewife with the best style.



Vote in the Housewife Throwdown





Join in the funl



Create your own Virtual Housewife!

Buy the latest styles every week!

Throwdown against other Housewives!

-

Today	# Votes	
TA	Shelia-Texas-Rose Cowtown is my town!	326
2	CandyCoot Thanks for the vote DIVA! Youre fabulous	315
0	Joi All ladies entertain so well	214
	MizCail2Foxxy GOOGLE ME	178

Compete for Top Honors

Get Started!



ZAMZEE

OFFLINE - EXERCISE







🕴 My News



You changed your goal to a \$20 Amazon.com Gift Card! about 3 hours ago



You got 308 zamz, including 173 Bonus zamz and 0 Double zamz! about 3 hours ago



You changed your goal to a \$20 Old Navy Gift Card! about 21 hours ago



You passed level 19 and earned a \$15 WALMART Gift Card. about 23 hours ago

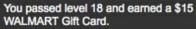


You got 218 zamz, including 39 Bonus zamz and 257 Double zamz! a day ago



53

You got 834 zamz, including 385 Bonus zamz and 0 Double zamz! 2 days ago



*

My Activity



	Activity	Graph	BYD	AY Y	BY MINU	ТЕ	MY STATS	
	ZAMZ	257	481	257	481	514	481	0
1	MINUTES IN THE ZAMZ ZONE 8 05 05 05 04 05 05 8 05 05 05 05 05 05 05 05 05 05 05 05 05	*	****••••	*	****••••	DOUBLE ZAMZ DAYI	****••••	€
	20 10					•		
	Day	Jan 27	Jan 28	Jan 29	Jan 30	Jan 31	Feb 1	Today

HOW DO I EARN MORE ZAMZ & STARS?



NIKE+

OFFLINE - EXERCISE

Nike+ - Personal Fitness





WARNER BROS. INSIDER REWARDS

LOYALTY



INSIDERREWARDS

REWARDS

POINTS CATALOG

CREDITS CATALOG

MY DOWNLOADS

REDEEM CODES

REDEEM YOUR CODES

REDEEM NOW



POINTS TOTAL

(AS OF 03/05/2010 AT 3:31 PM PST)



THE REWARDS CATALOG ET ADDITIONAL POINTS

CREDITS TOTAL

CREDITS AVAILABLE

EM YOUR CREDITS> EARN MORE CREDITS NOW

REWARDS

REWARDS

POINTS

HOME

- Earn points for select Warner Bros. Blu-ray[™] and DVD purchases, shopping at WBshop.com, and other promotional opportunities
- Redeem your WB Insider Rewards Points for cool rewards like free DVDs. Blu-rays[™] and Downloads
- Check back often and explore new point rewards added to our catalog

Explore Point Rewards >

Batman Begins Redeem Points



The Lake House Redeem Points



ACTIVITIES INSIDER ACCESS

MEMBER BENEFITS

MY ACCOUNT

CREDITS

- Earn credits for watching trailers, playing games, and completing other activities
- Redeem credits for exclusive content such as wallpapers, music, and more

Explore Credit Rewards >



Clash of the Titans Redeem Credits



Million Dollar Baby Redeem Credits



MINION MADNESS

MOVIES





The Minion Madness Campaign

Official Rules

MANY WILL ENTER, FEW WILL WIN. NO PURCHASE NECESSARY TO ENTER OR WIN. A PURCHASE OR PAYMENT OF ANY KIND WILL NOT INCREASE YOUR CHANCES OF WINNING.1. Eligibility:

The Minion Madness Campaign (the "Sweepstakes") is open only to legal residents of the fifty (50) United States and the District of Columbia who are at least five (5) years old at the time of entry and who did not purchase any equipment for the purpose of participating in this Sweepstakes. Employees of Universal Studios Home Entertainment LLC, Terry Hines & Associates, TeaLab, LLC, Bunchball, Inc., ePrize, LLC, and their respective affiliates, subsidiaries, parent companies and agencies as well as the immediate family (spouse, parents, siblings and children) and household members of each sub-employee are not



Entries Must Be Postmarked By Drawing Date

1 10/15/10 11/14/10 2 11/15/10 12/14/10 3 12/15/10 1/14/11

Sponsor's computer is the offic 4. How to Enter: There are tw

NO PURCHASE NECESSARY WIN. A PURCHASE OR PAYN CHANCES OF WINNING.

ONLINE: During the Promotio and instructions to enter your the time of entry, you will aute enter and submit the necessar (P.O. Boxes are not permitted) entry, you will be asked to pro Sponsor will notify your parent Sweepstakes. Once your paren

notification, you will be eligible to participate. The registration information provided by your parent or legal guardian will be accepted and approved only in compliance with COPPA.

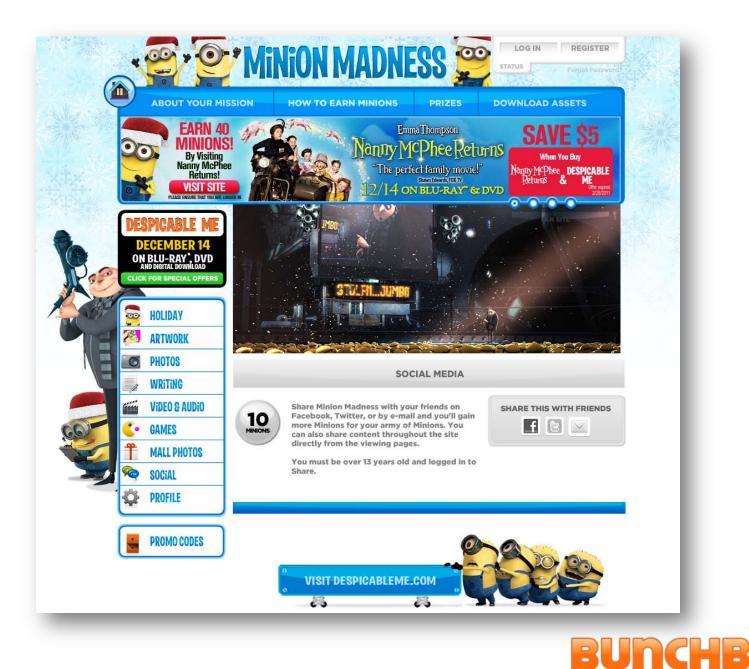
Once you or your parent has provided the necessary registration information, you will receive one (1) entry into the applicable Grand Prize Entry Period and one (1) entry into the applicable Weekly Entry Period of the Sweepstakes. Then, follow in Clinks and instructions to earn additional "minions,"" which add up to additional end of the third applicable Grand Prize and Weekly Entry Periods, by doing one or more of the activities listed here. (each an "Activity"):

www.minionmadness.com/howtoearn. Not all Activities will be available during the entire Promotion Period and Sponsor reserves the right to add or remove Activities and/or increase or decrease the minion value of an Activity at any time during the Promotion Period.

FREE ENTRIES BY MAIL: To enter without completing any Activities, hand print your name, address, day and evening phone numbers, email address (if any), and date of birth on a 3" x 5" piece of paper and mail it in an envelope with proper postage to "The Minion Madness Campaign," c/o ePrize, LLC, c/o Dept. #567461, P.O. Box 5046, Kalamazoo, MI 49003-5046, You will receive twenty-five (25) entries into the applicable Grand Prize Entry. Period and Weekly Entry Period of the Sweepstakes. Limit: One (1) request per envelope and one (1) envelope per person per Weekly Entry Period. All mail-in entries must be





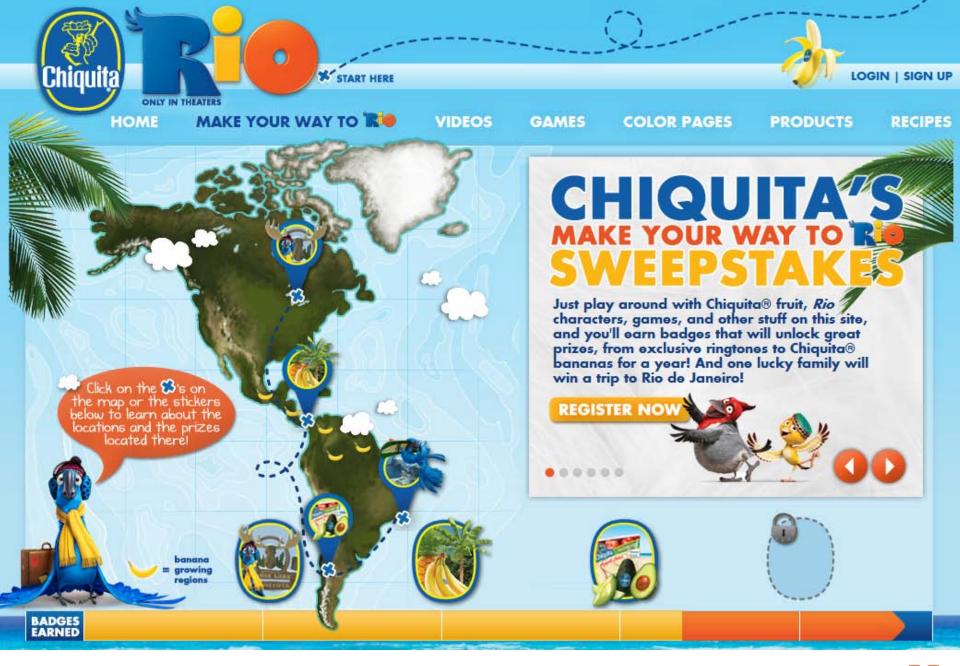


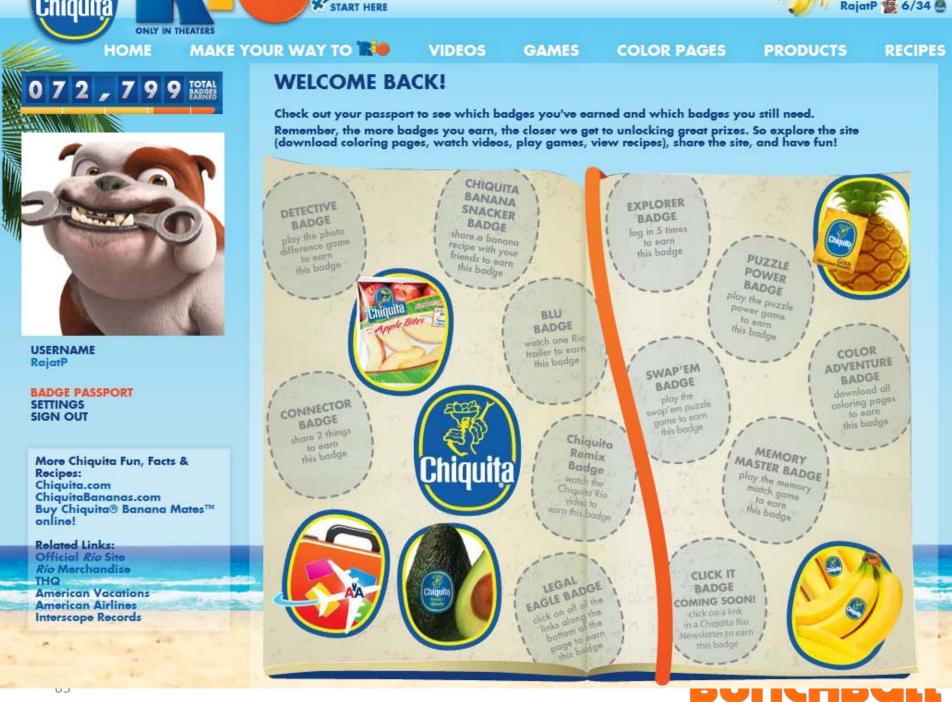




WAY TO RIO

CHIQUITA







VIDEOS

Party with Blu, his friends, and their favorite - Chiquita® bananas!

Rio centers on Blu, a macaw who can't fly – and who's really more human than bird. When Blu, the last of his kind, discovers there's another bird like him – and that she's a she – he leaves his quiet life in Minnesota and embarks on an adventure to magical Rio de Janeiro. There, he meets Jewel and a menagerie of characters who help Blu complete his journey.



Chiquita Remix Watch Now)



Trailer 1 Watch Now >



Challenge 28 minutes ago iossica I. ust completed the Chiquita Pineapple

ust completed the

Memory Master

jessica l.



iessica .

Challenge 28 minutes ago

just completed the Legal Eagle Challenge 29 minutes ago



dante r. just completed the

30 minutes ago



iessica l. just completed the Chiquita Remix Challenge 31 minutes ago



http://www.chiquita.com/rio/waytorio.aspx

Trailer 2



CAMPUSFOOD.COM

DOTMENU

67



Ca	mpusfood.com® Click.Order.Eat.
State ORDER ON Campusfoo exclusive d	Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus Campus
Who's	Hungry? - Find out how Campusfood rewards you for every order. 2 Nathan S. Michigan State U. unwrapped the Back for Thirds badge
	Elyse S. (a) George Washington U. unwrapped the Freezing Point badge Jonathan T. (a) MIT unwrapped the Deja Vu badge

Featured Campuses

BU Columbia Cornell Emory George Washington Georgetown Georgia Tech Harvard Illinois Maryland Michigan Michigan State MIT Northeastern Syracuse U Conn U Penn U Pitt

Find Us Online



Restaurant Owners

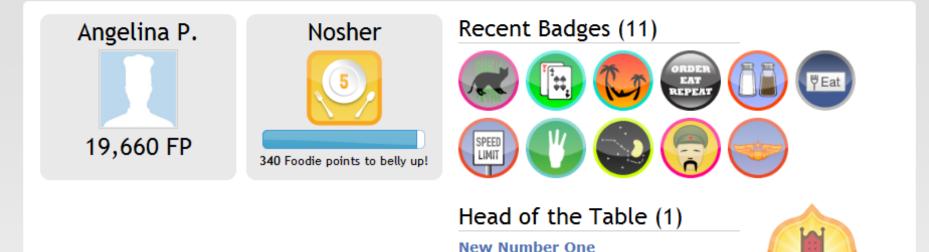
Grow your business with Campusfood.com

Learn More >

Find online delivery and takeout menus from local area restaurants with exclusive discounts and online ordering.



Already a member? Login



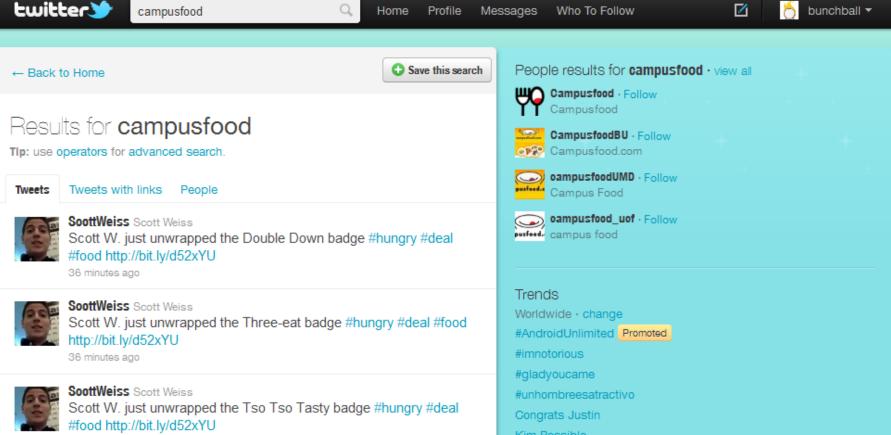
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35 minutes ago



simply_sme Sabrina M. Ervin My gift to you: Use my referral link to @Campusfood & get \$4 off your first order! PS- I get \$2 if you use it bit.ly/9PF1Tc 37 minutes ago



Bloodandfrogs1 Bloodandfrogs Gabriella F. just unwrapped the Lucky 7 badge #hungry #deal #food http://bit.lv/cNd259

53 minutes ago



atjt1980 April Wentz I just ordered from Asahi Japanese Restaurant on Campusfood campusfood.com via @campusfood

Kim Possible National Vegetarian Week Gilberto Silva BornThisWayOutNow ItalyNeeds1D

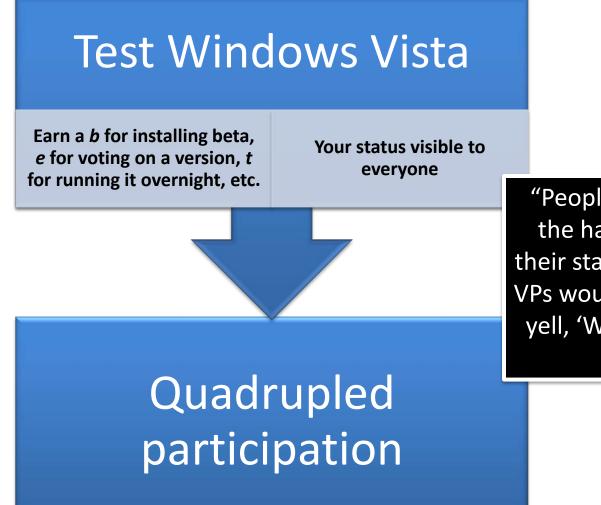
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BETA1

MICROSOFT

The Beta1 Game



"People were talking smack in the halls and bragging about their status on the leaderboards. VPs would run into my office and yell, 'Where's my e? I earned it last night!"





RIBBON HERO

MICROSOFT OFFICE LABS

Learning MS Office w/ Game Mechanics

"Games for learning is an increasingly popular field that's quickly gaining ground. When we started this project, we wondered if there was a place for games in Office. We set out to understand whether elements of game play (things like scoring points, competing with friends, and earning achievements) could motivate people to explore more of the app, learn new features, and ultimately become more productive"

Arrange Quick

Drawing

Shape Fill *

Shape Outline

Shape Effects *





A11000

71 32 =

Ribbon Hero 2





SOME OTHER IDEAS

ETC...



Who Buys Virtual Goods?





Social vs. Commercial

Thanksgiving Dinner



Lawyers

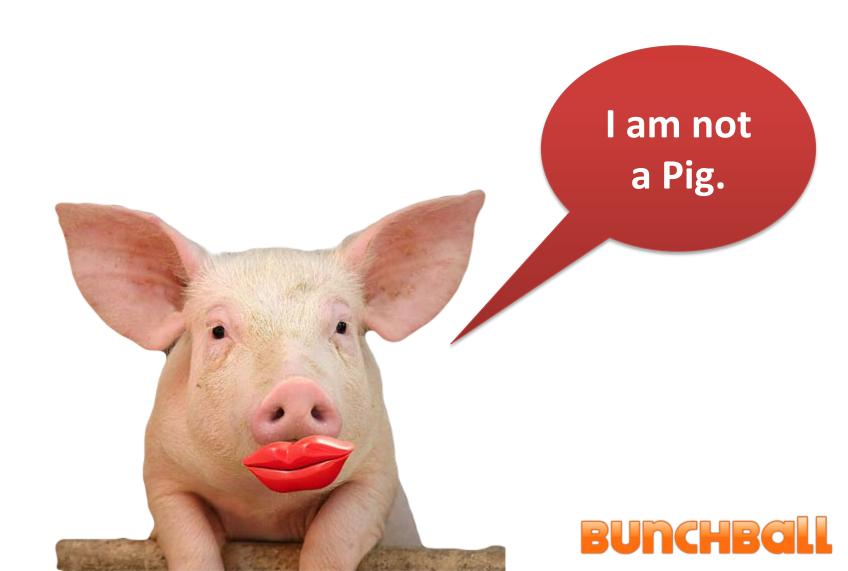


FINAL THOUGHTS

GAMIFICATION

79

Can or Should you Gamify Anything?



3 Questions for Good Gamification





Kobo E-book Reader

- The **Core Experience** is reading an e-book.
- More reading is good. Presumably because you'll buy more e-books from them.
- The Meaningful Value that the program provides to the end user is...?



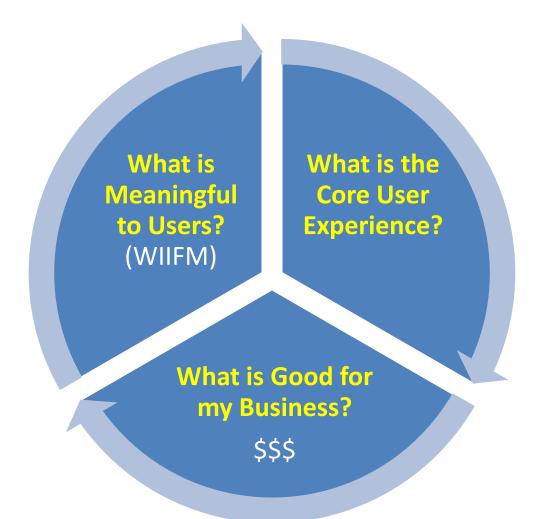


Foursquare

- The **Core Experience** is checking in.
- More checking in is good. Because it generates data about interactions with the real world.
- The **Meaningful Value** that the program provides to the end user is...?
- There's a short term boost as the gamification gets people engaged. But the experience lacks longevity, because the value is transient.



3 Questions for Good Gamification









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