



The Best Business Partner

QGames provides perfect **Quality solutions** that support the success of customers' businesses.

Our team consists of executives who have established the Ragnarok Online & Mobile QA process all around the world, and our teams have many years of game industry experience in **NCsoft**, **Smilegate**, **Nexon**, and **Gravity**. QGames always strives to provide differentiated services to meet customer needs and satisfaction.



Quality Assurance Service

Quality Assurance Service

단계별 최적의 프로세스를 제공 합니다.

1
START

2
DEVELOPMENT
Function QA
Contents QA

3
POLISHING
Function QA
Contents QA
Balance QA
BVT
Compatibility QA
Fun QA
LQA

4
LAUNCHING
Function QA
Contents QA
Balance QA
BVT
Fun QA
FGT
Market QA

5
SERVICE
Live QA
New Contents QA
Event QA
Issue Management
BVT

6
SUCCESS!!



FUNCTION, BALANCE QA

- ✓ Perform fundamental tests on the game's functionality, balance, and so on.
 - ✓ Based on the game specification, TC is written and tested and feedback is delivered.
- ✓ Manage Real-time issue reporting and feedback using BTS.
 - ✓ Provide result reports, checklists, and issue reports.



FOCUS GROUP TEST

- ✓ Perform large-scale user testing.
- ✓ Support our distance testing platform "Bug Cloud".
 - ✓ Complete user feedback is supported through game analysis.
- ✓ Quick and Accurate Support by using our platform.



COMPATIBILITY QA

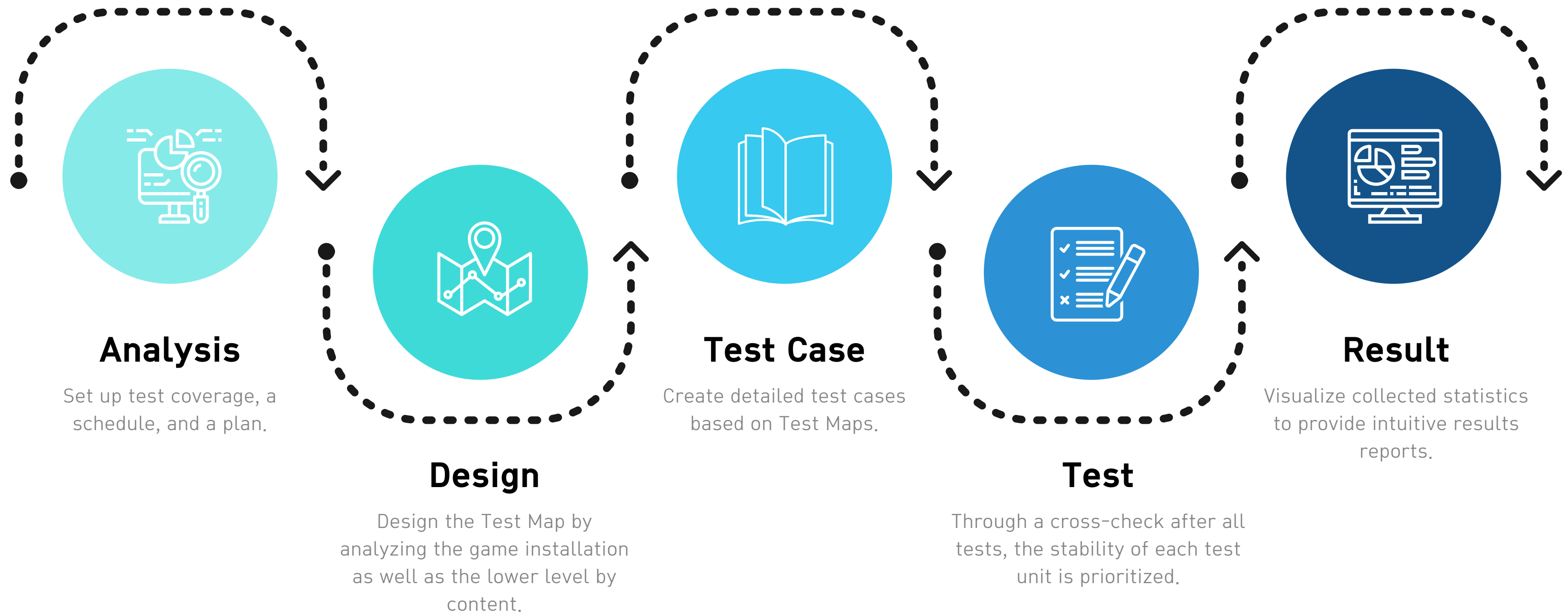
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LIVE QA

- ✓ Support maintenance at the game service stage.
 - ✓ QA subscription service to contract only when you need it.
 - ✓ A new concept QA service can be used at a reasonable cost.
- ✓ Provide result reports, checklists, and issue reports.

Function & Balance QA Process



Function & Balance QA Solution



The differentiated test process provides the best result report.

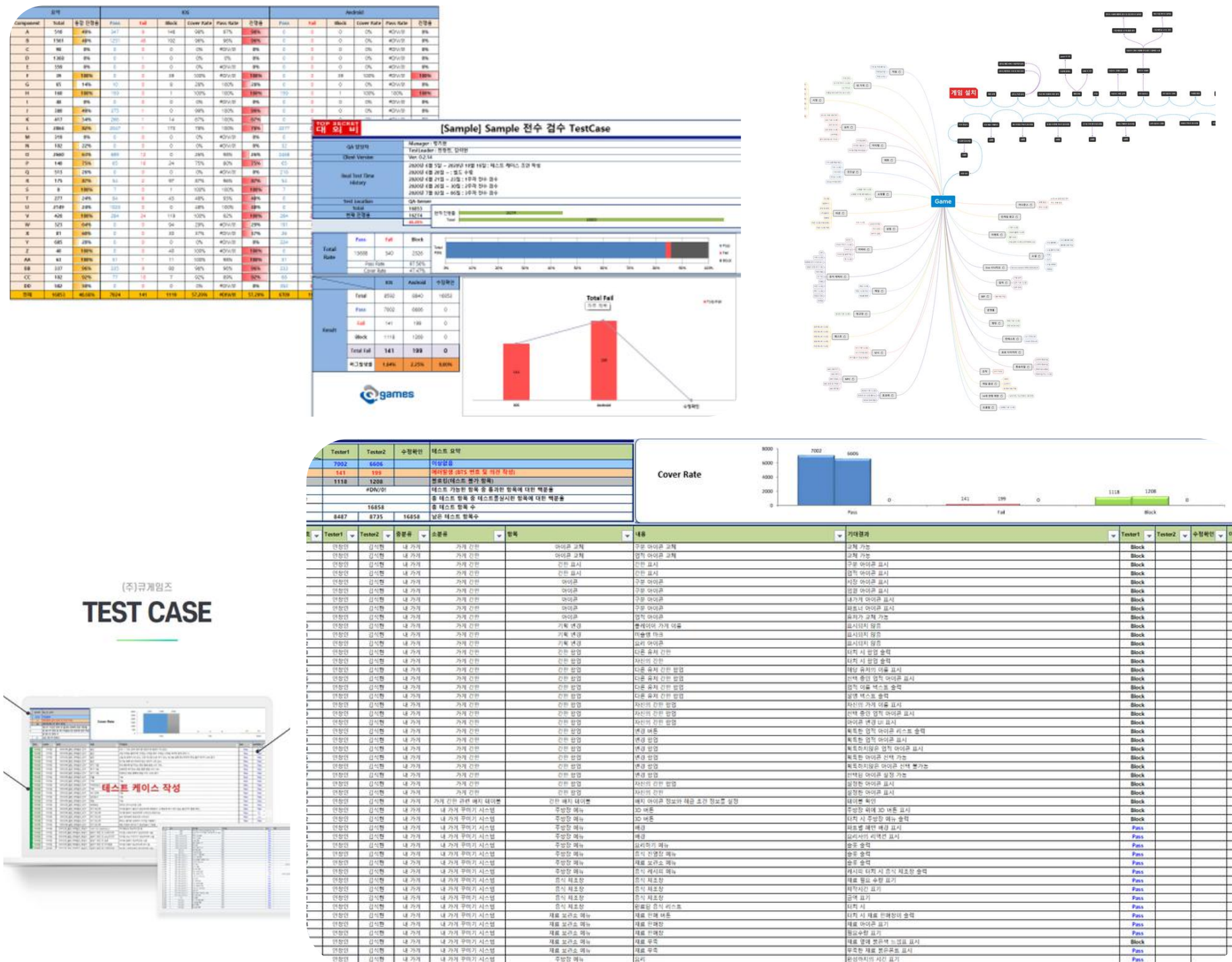
By subdividing each content to a lower level, a test map is created and provided. Through the Test Map, you can accurately identify the optimized test plan that can manage configuration and even identify potential risks.

Provide Test Case based on Test Map.

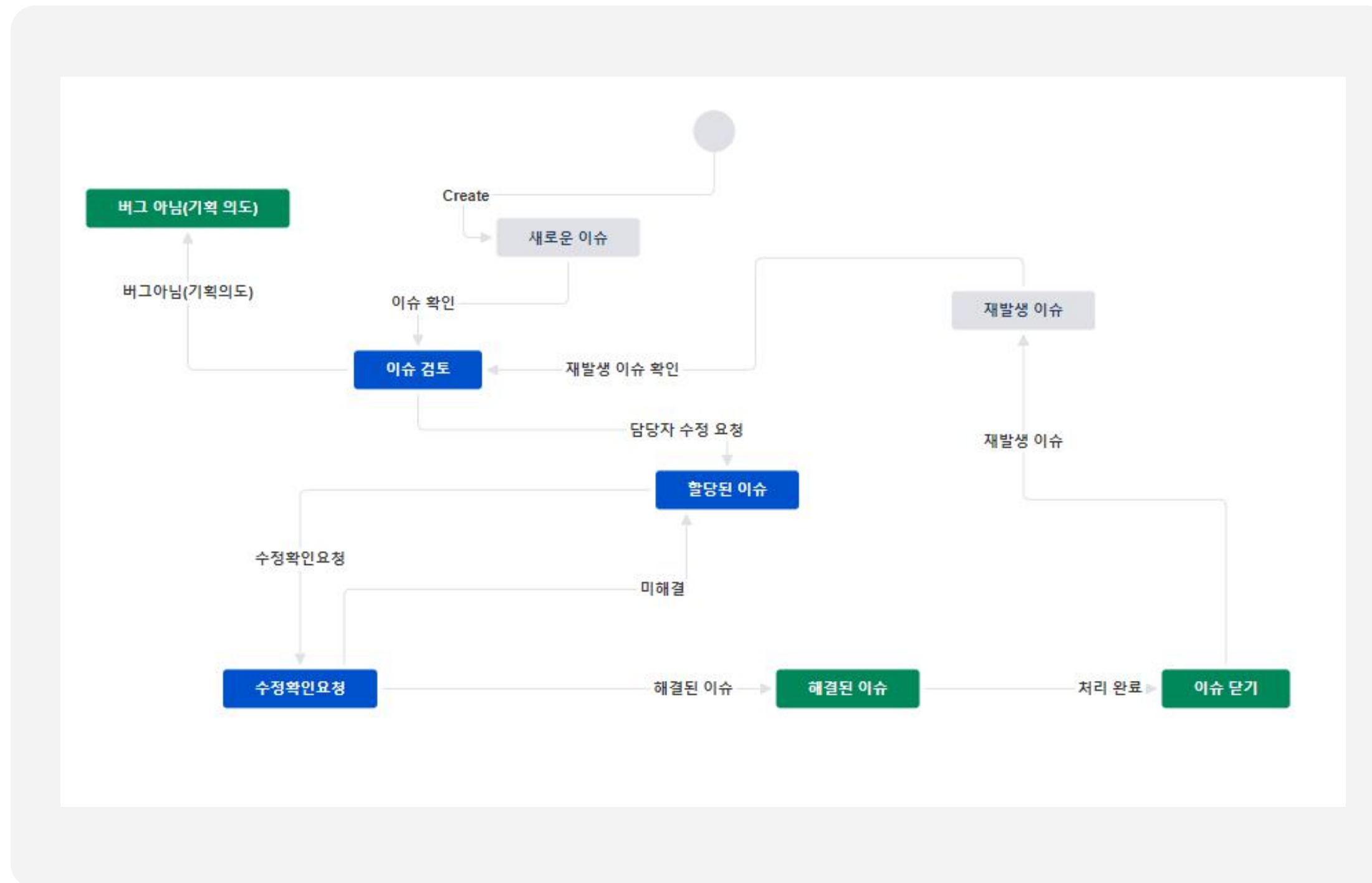
The unit test line enables a thorough inspection and verifies all test results with data.

All issues are provided by various BTS at the request of the developer.

Test results are presented through data visualization. Possible to prevent risks in advance through the provided statistical graphs.



Function & Balance QA Bug Tracking System

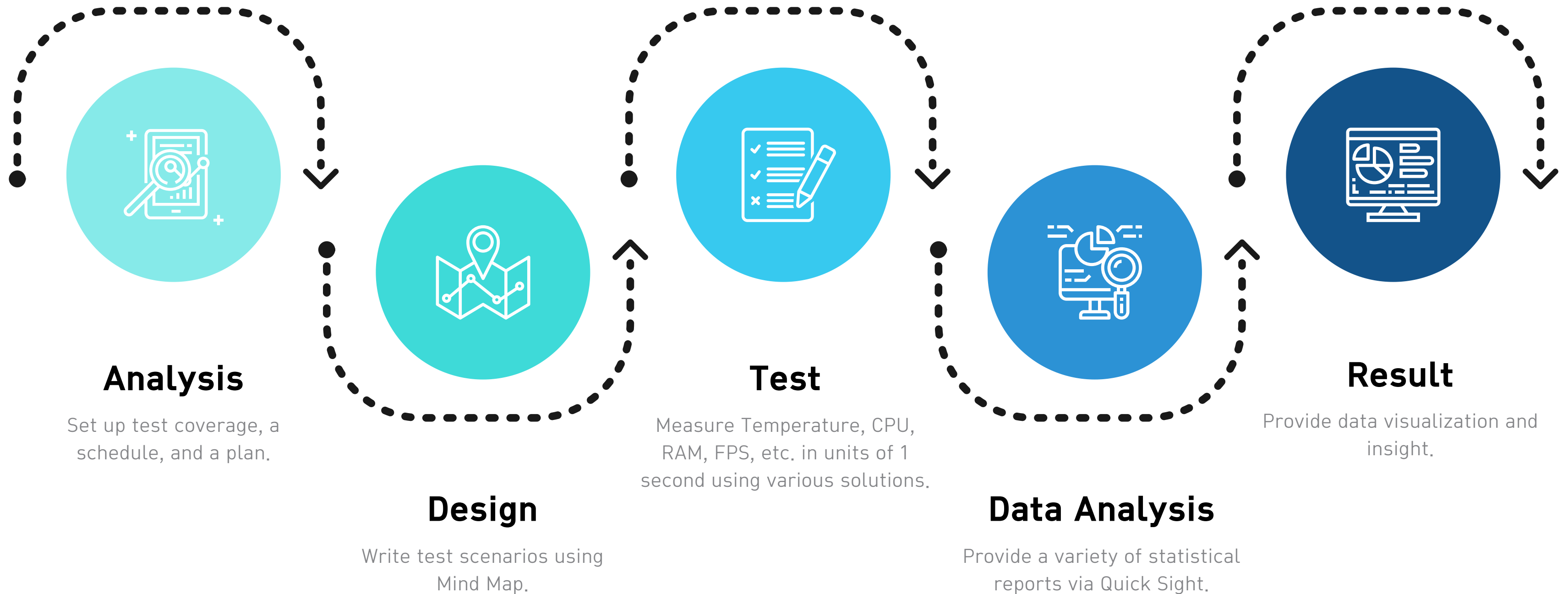


**Redmine, Mantis, Jira, etc.
We offer a variety of BTS.**

Manage issues by designing the optimal issue flow using a variety of BTS that are tailored to customer needs and team processes.



Compatibility QA Process



Compatibility QA

Benefit



T Test Map

Present a guide for setting up the same test environment on various devices

D Device

There are about 140 domestic and overseas terminals.

S Solution

Collect and provide differentiated data as a commercial solution.

A Analysis

Create a statistical report and provide insight as a visualization work with the collected big data.

Compatibility QA Solution

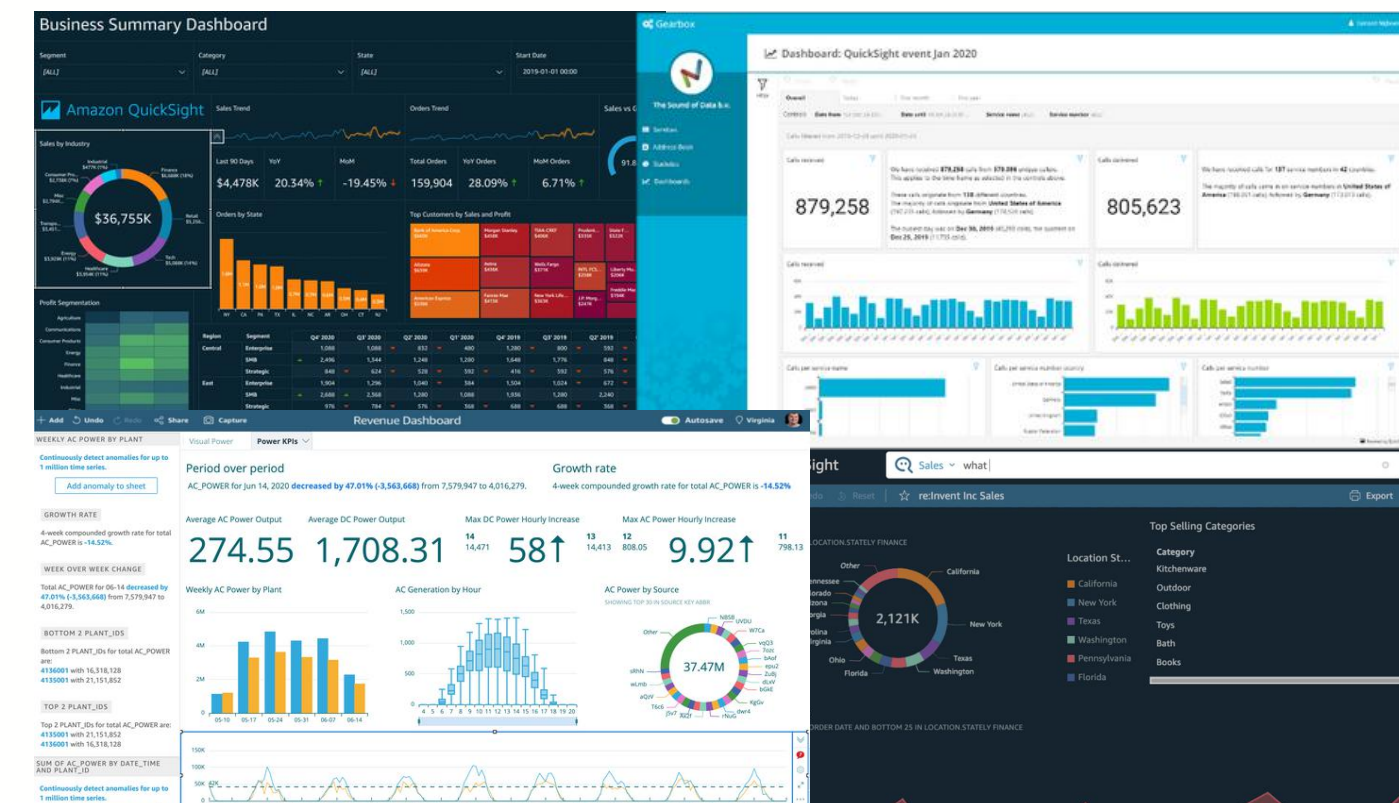


G+AIDER is an optimized solution for self-testing and automated testing. Provides effective functions required for mobile game testing. Improves the quality of games via test automation of mobile games, and supports focusing more resources and time on productive tasks.

Performance Testing and Monitoring Solution

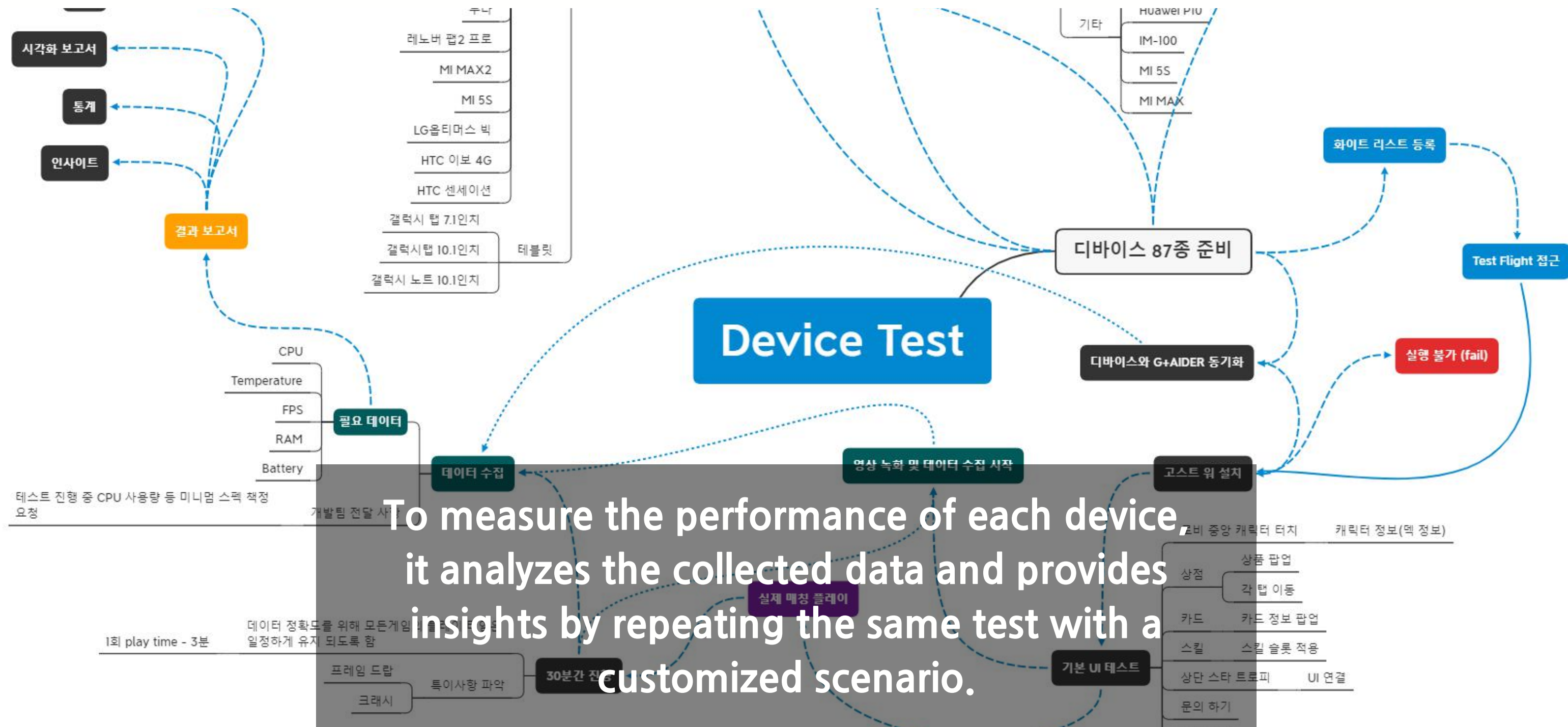
- Amazon QuickSight
- G+AIDER
- Gamebench

Amazon Quick Sight is a machine learning-powered business intelligence service. Dashboards are accessible from any device and can be embedded in applications, portals, and websites.



Compatibility QA

Sample Test Map



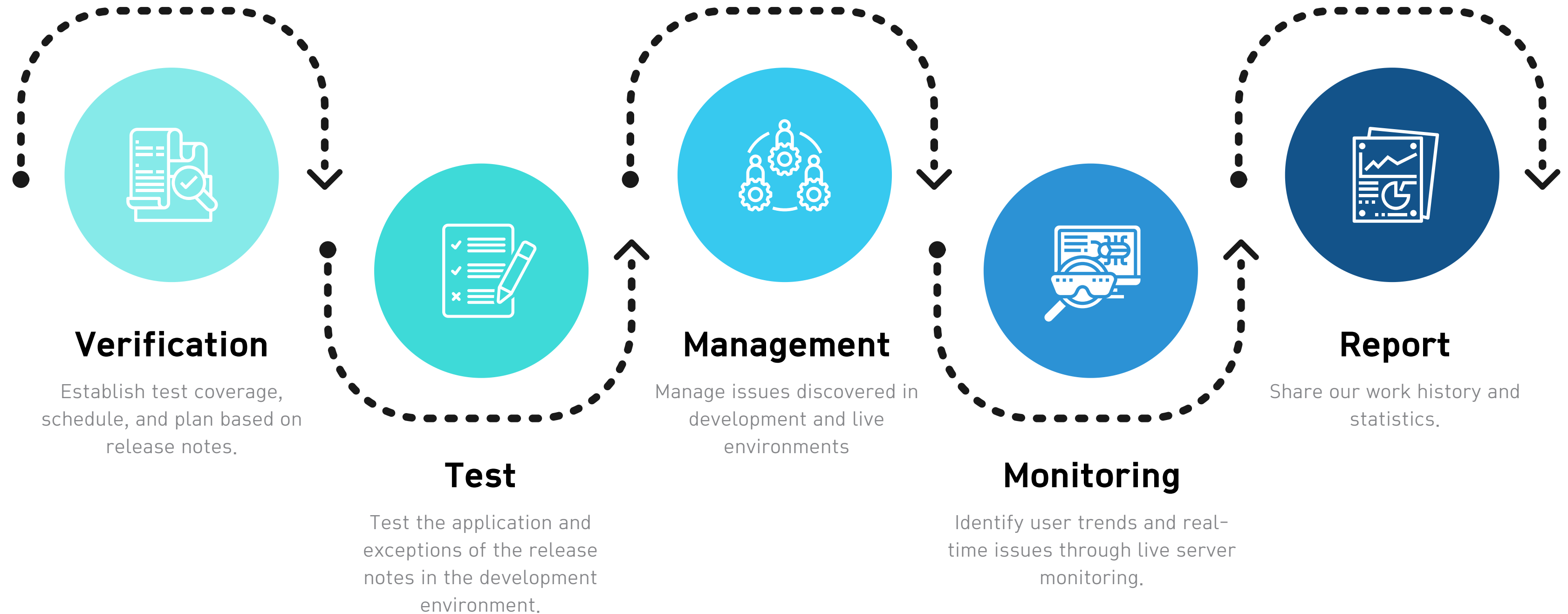
To measure the performance of each device, it analyzes the collected data and provides insights by repeating the same test with a customized scenario.

Compatibility QA

Sample Data



Live QA Process



Live QA Benefit



P Prevent

Prevent the risk of exceptions that are not caught in advance by the Branch Merge process. Conduct an overall test to ensure that existing functions and contents are free of flaws

P Professional

It consists of professional QA personnel who have gained experience on various platforms such as PC, mobile, setup box, Web, and blockchain environments to provide differentiated solutions.

S Synergy

When overload occurs in the schedule, the burden of overload is reduced by recruiting more talents.

C Cost

Maintenance costs can be reduced by receiving QA services only when necessary.

Operation Service



CM(COMMUNITY MANAGER)

- ✓ Manage user groups such as official communities, official websites, and Social Media.
- ✓ Weekly customer trend analysis.
- ✓ Create and register various notices / Event and Winner Announcement
- ✓ Create Game Guides, Tips, FAQs, and so on



24/7 MONITORING

- ✓ Process 24/7 Monitoring
- ✓ Respond to bad and abusive posts and comments in communities.
- ✓ Always identify bugs & VOCs.
- ✓ Manage abusing issues.



CS(CUSTOMER SERVICE)

- ✓ In-game 1:1 user inquiry response and inquiry email response.
- ✓ Response to inquiries about recovery, compensation, payment, and refund.
- ✓ Manage Reviews of Google and App Store.
- ✓ Weekly and monthly VOC reports.



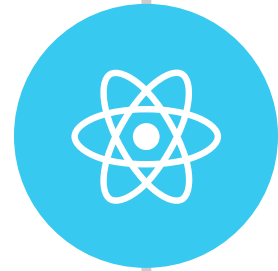
SUPPORT

- ✓ Understanding the needs of partners.
- ✓ Consultation indicators and VOC management.
- ✓ User trend analysis and reporting.
- ✓ Other policy establishments.

Operation Service for Games Solution



CUSTOMIZED OPERATION SERVICE



ACCURATE TYPE IDENTIFICATION AND RAPID RESPONSE.



DEDICATED GAME OPERATION TEAM

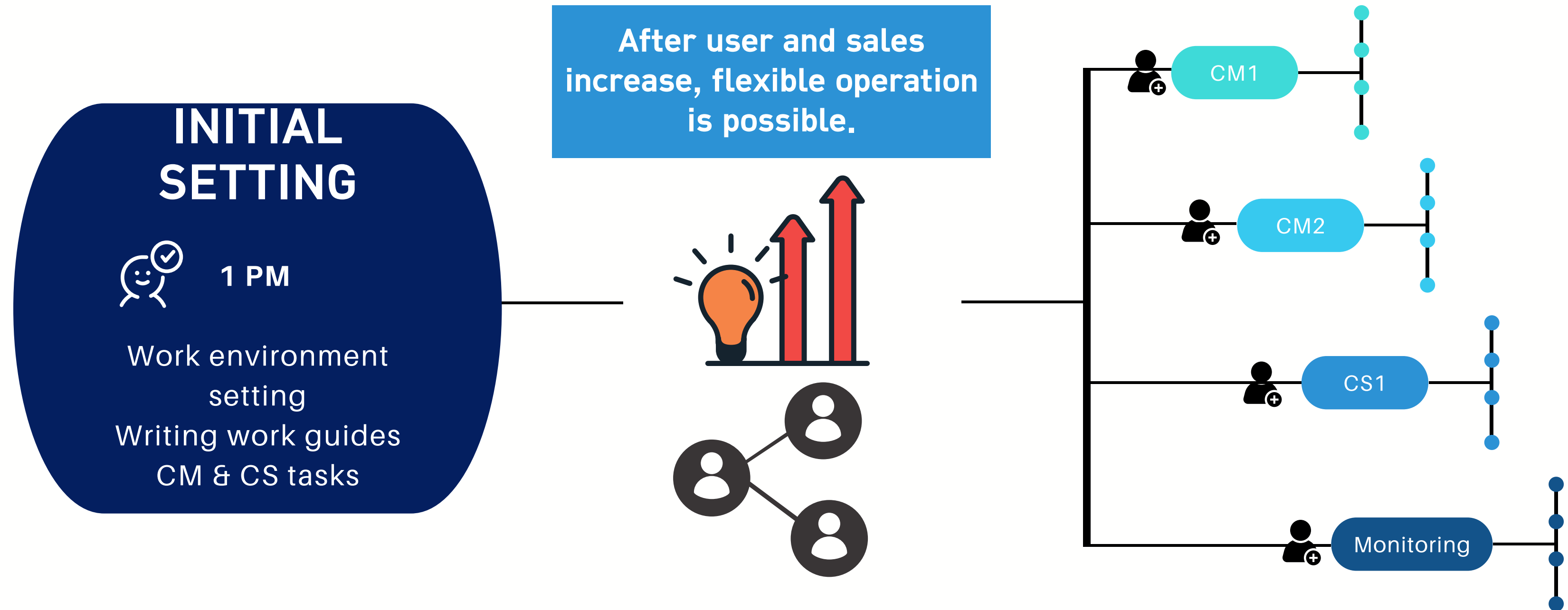


MINIMIZE COSTS THROUGH A FLEXIBLE HR OPERATION



Operation Service for Games

Reasonable initial setup cost and flexible operation



Operation Service for Games Process



Support Solution



P Identification of partner needs

Identify and apply the needs of partner companies regarding operation and CS
Smooth communication / service policy consultation

P Counseling indicators and VOC management

Creation of response frame for customer response and management of consultation index
Expected to increase customer satisfaction through VOC statistics and analysis

S User trend analysis

User trend analysis and reporting
Create bug reports
Community Status Analysis

C foreign policy establishment

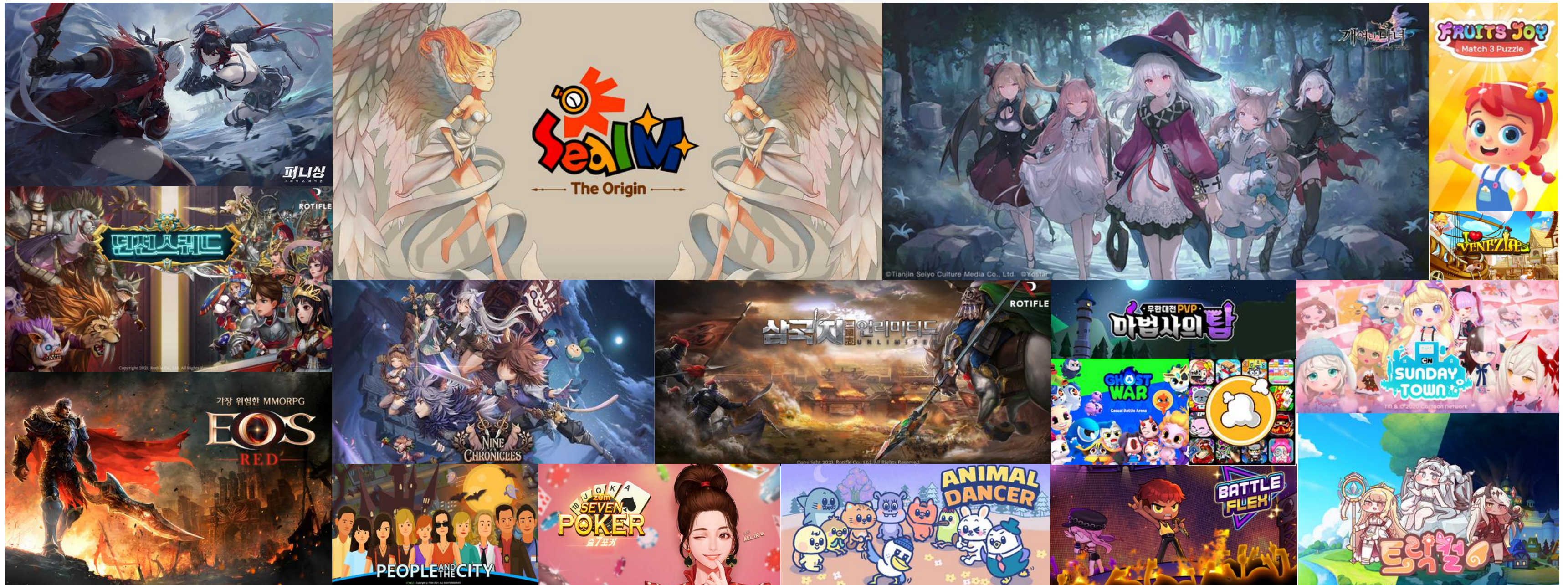
Policy establishment and implementation of government agency policies.
Processing and reporting of official documents.



The Best Business Partner

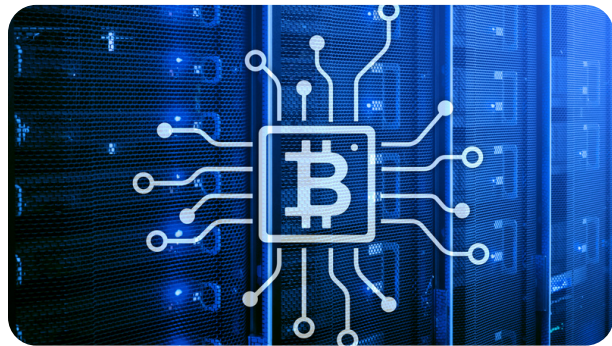
Reference

Reference Game

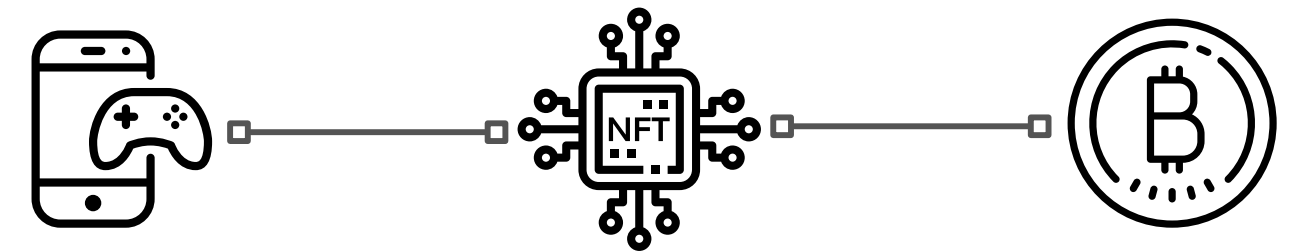


Reference

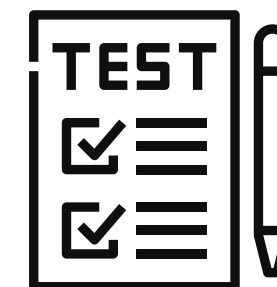
BlockChain(NFT)



가상자산(암호화폐) 거래소 Platform 기능 QA



BlockChain Game(NFT) 기능 QA, 밸런스QA, 라이브QA



Reference Platform



Smilegate Stove Mobile 및 PC Platform 종합 QA



레시피 영상 공유 Platform



스페인, KFA, 독일 공식 경기 영상 분석 Platform



AI Machine Learning Platform 기능 QA



모바일 물품 보관/관리 서비스



AR 기반 스마트 드론 Platform



메타버스 홈트레이닝



스웨트마켓



영상 제작 공유 Platform

THANK YOU



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