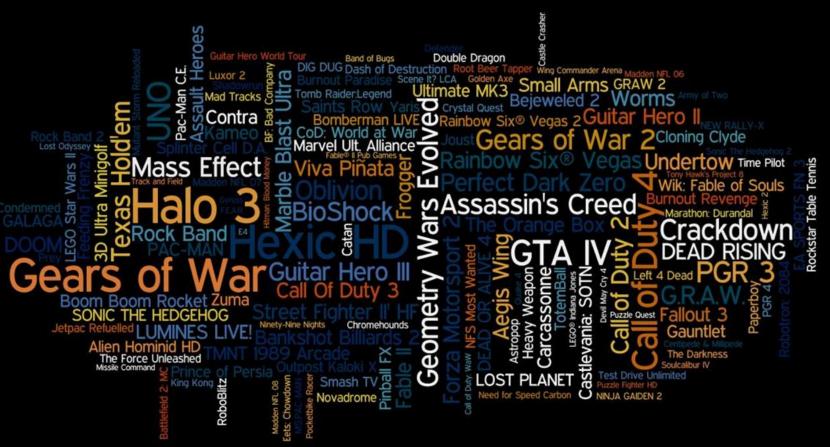


# Player Experience Panel

Bruce Phillips, PhD brucephillips@microsoft.com







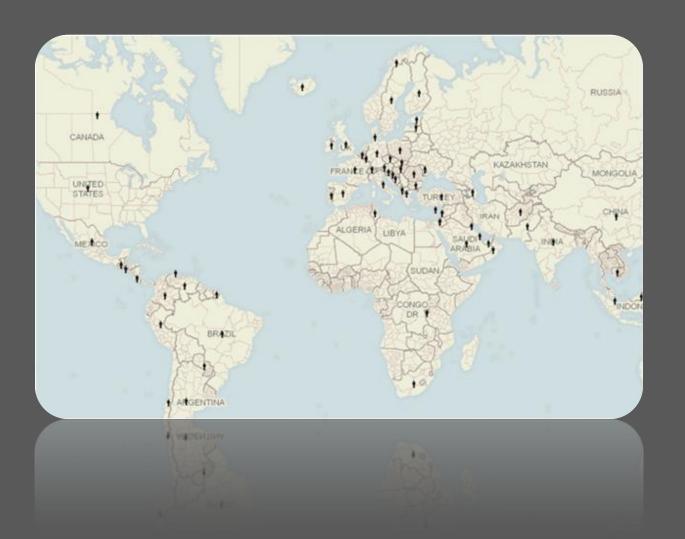


# Behavioral data for all Xbox Live games

No in-game code



## **The Panel**





# **Demographics**



#### Games Played

#### rayed Games

91 Game(s) Played 5706 of 78805 Gamerscore



Modern Warfare® 2 Last Played Online: 1/16/2010 115 of 1000 © 9 of 50 Achievements



Karaoke Revolution Last Played Online: 12/25/2009 120 of 1000 © 5 of 50 Achievements



DJ Hero Last Played Online: 12/10/2009 11 of 1000 © 3 of 50 Achievements



E4 Last Played Online: 12/3/2009 0 of 200 © 0 of 12 Achievements



Halo 3 Last Played Online: 11/9/2009

655 of 1750 © 23 of 79 Achievements



Halo 3: ODST Last Played Online: 11/7/2009 465 of 1000 © 21 of 47 Achievements



Halo Waypoint Last Played Online: 11/7/2009

No Gamerscore No Achievements



Batman: Arkham Asylum Last Played Online: 9/16/2009

35 of 1000 © 4 of 47 Achievements



Left 4 Dead Left 4 Dead Ceft 4 Dead 395 of 1250 @ 332 of 60 Achievements 332 of 1320 @



Batman: Arkham Asylun Last Played Online: 9/16/2009 35 of 1000 ◎ 4 of 47 Achievements



#### Achievements

	odern Warfare® 2 Achievements					
	115 of 1000 <sup>G</sup> 9 of 50 Achievements					
	TOWN	Royale with Cheese Defend Burger Town.	15 © Acquired 1/15/2010			
		Ten plus foot-mobiles Kill at least 10 enemies with one Predator missile in Single Player or Special Ops.	10 © Acquired 1/15/2010			
		Some Like it Hot Kill 6 enemies in a row using a thermal weapon in Single Player or Special Ops.	10 © Acquired 1/15/2010			
		Tag 'em and bag 'em Find Rojas in the Favelas.	15 © Acquired 11/10/2009			
	· <b>3</b> /*	<b>Cold Shoulder</b> Infiltrate the snowy mountain side base.	15 © Acquired 11/10/2009			
ı		Two Birds with One Stone Kill 2 enemies with a single bullet in Single Player or Special Ops.	10 © Acquired 11/10/2009			
		<b>Danger Close</b> Get hand picked for Shepherd's elite squad.	15 © Acquired 11/10/2009			
		Three-some Kill at least 3 enemies with a single shot from a grenade launcher in Single Player or Special kill at least 3 suemies with a single shot from LINES-SOME	10 © Acquired 11/10/2009 Venified 11/10/2009			

rayed Ga	mes						
91 Game(s) I 5706 of 7880	91 Game(s) Played 5706 of 78805 Gamerscore						
(Z)	Modern Warfare® 2 Last Played Online: 1/16/2010	115 of 1000 © 9 of 50 Achievements					
Kerenka	Karaoke Revolution Last Played Online: 12/25/2009	120 of 1000 © 5 of 50 Achievements					
MERO	DJ Hero Last Played Online: 12/10/2009	11 of 1000 @ 3 of 50 Achievements					
<b>E</b> 4	E4 Last Played Online: 12/3/2009	0 of 200 🛭 0 of 12 Achievements					
3	Halo 3 Last Played Online: 11/9/2009	655 of 1750 © 23 of 79 Achievements					
ODST	Halo 3: ODST Last Played Online: 11/7/2009	465 of 1000 © 21 of 47 Achievements					
WAYPOINT	Halo Waypoint Last Played Online: 11/7/2009	No Gamerscore No Achievements					
C	Batman: Arkham Asylum Last Played Online: 9/16/2009	35 of 1000 © 4 of 47 Achievements					
*	Left 4 Dead Left Bland Online: 6/21/2000	395 of 1250 © 23 of 60 Achievements					
C	Batman: Arkbam Asylum Lest Payed Collect 9/16/2009	35 of 1000 ID 4 of 47 Achievements					



#### **Presence Information**



Level 5 Adept Difficulty: Normal



Playing Team Deathmatch in Skidrow





#### **Data Sources**

Game History and Presence: XML feeds from the Xbox Community Developer Program

•http://www.xbox.com/en-US/community/developer/default.htm

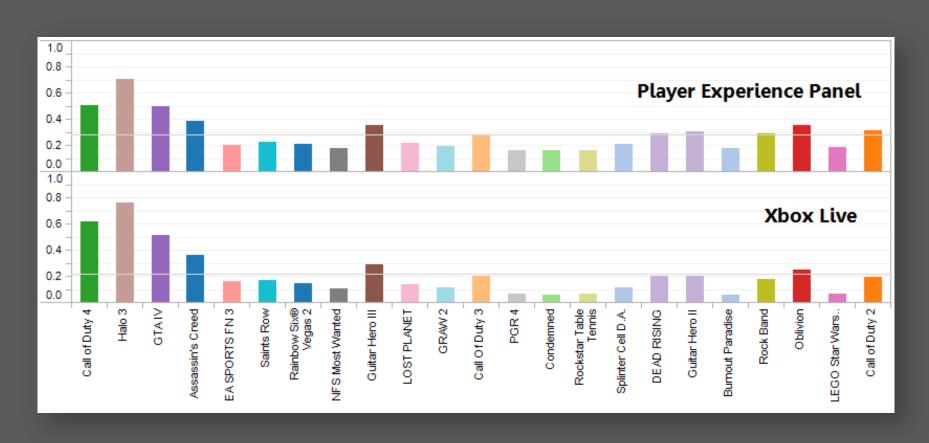
Achievement information: HTML parsing of XboxLive.com



How representative is the panel?

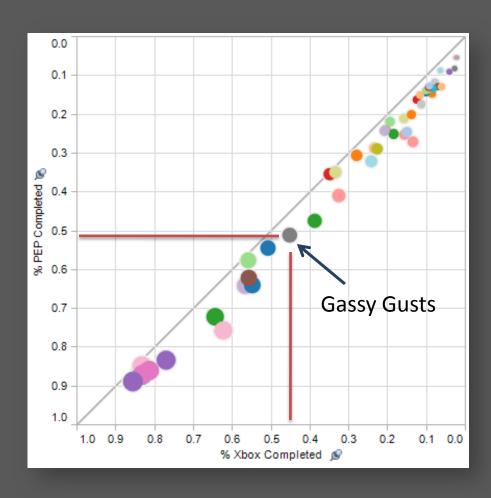


#### **Games Played**



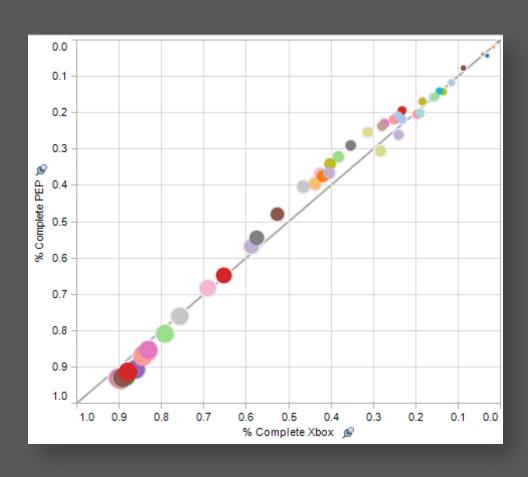


### **VP: Party Animals**





# Ninja Gaiden II





## The cool stuff!



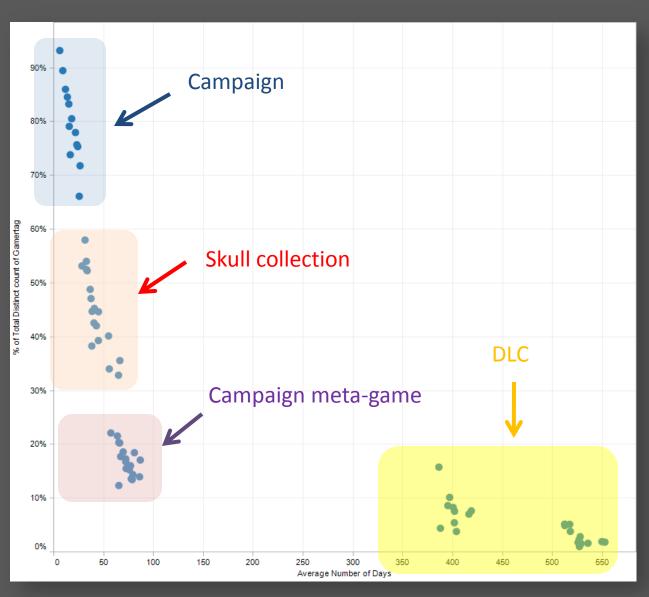


#### How much of a game do consumers play?





### Player Progression: Halo 3





#### **Achievement Meta Data**

**Achievement Name: Text** 

Achievement description: Text

Mode: Single player, Multiplayer, Co-op

Mission or level complete: Yes, No

Game Completion: Yes, No

Difficulty: -3,-2,-1, default, 1, 2, 3

**DLC Achievement: Yes, No** 

Achievement type: Completion, Collection, etc.

Achievement Name: Campaign Complete: Normal

Achievement description Finish the Campaign on Normal.

Mode: Single player

Mission or level complete: No

Game Completion: Yes

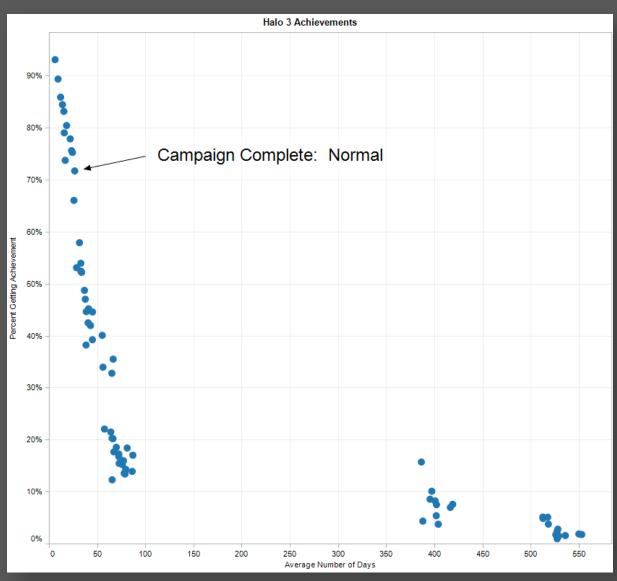
**Difficulty: Default** 

**DLC Achievement: No** 

Achievement type: Completion

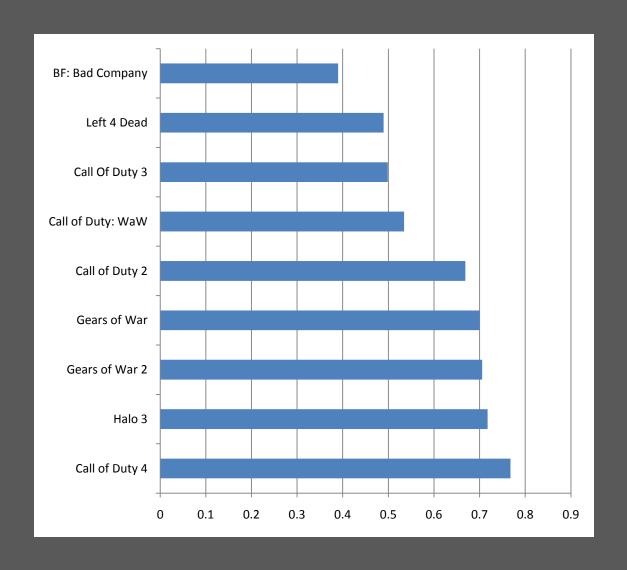


## **Player Progression: Halo 3**



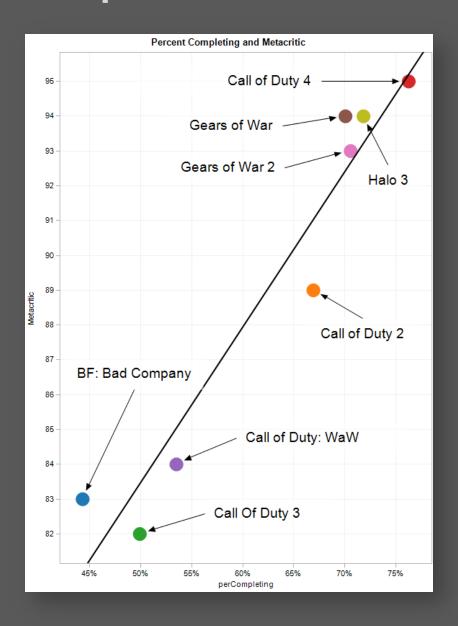


#### **Campaign Complete Across Games**





#### Campaign Completion and Metacritic Scores



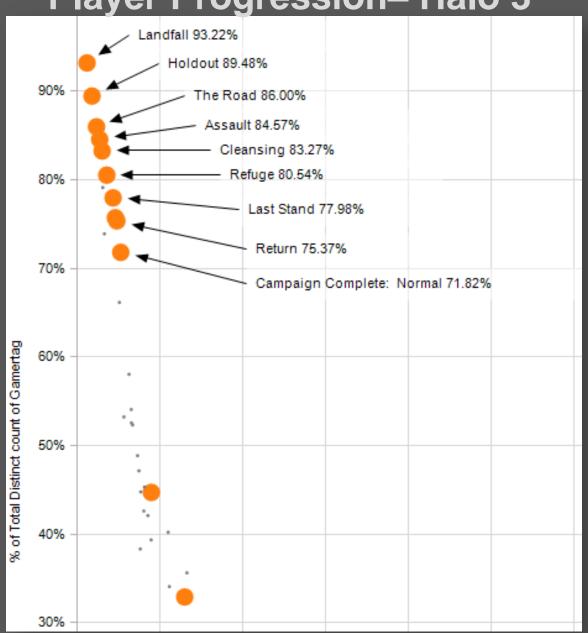


#### **Single Player Progression**



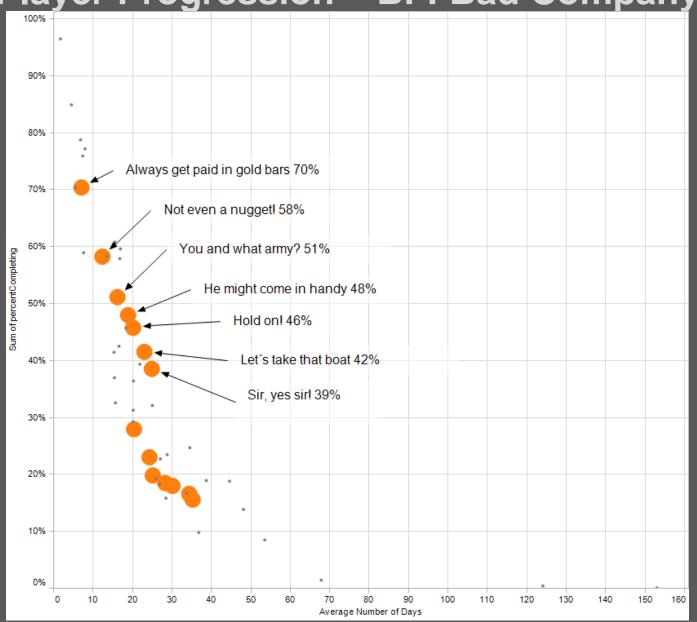


Player Progression— Halo 3



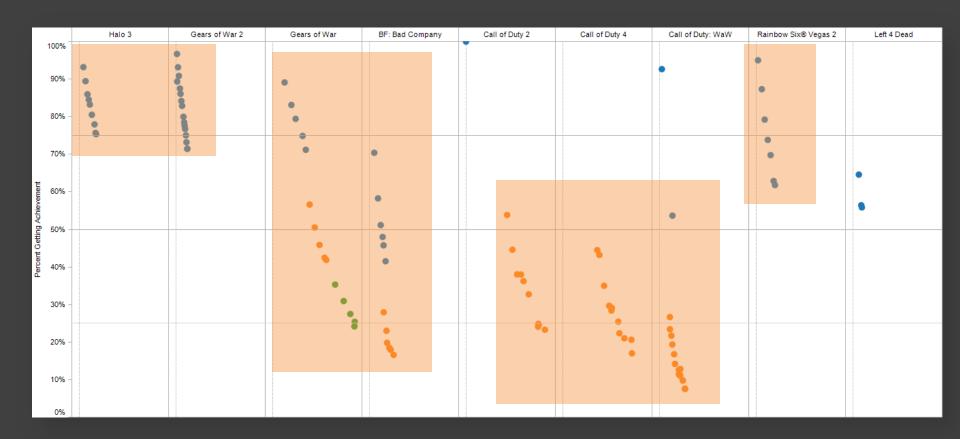


Player Progression – BF: Bad Company





# **Campaign Attrition**





## **Presence**





#### Call of Duty: WaW Presence

Co-op Campaign Bathing in Nazi zombie blood

Co-op Campaign Beneath Berlin

Co-op Campaign Killing the undead Imperial Army

Co-op Campaign Slaughtering undead lunatics

Playing Capture the Flag on Dome

Solo Campaign In the trenches of Peleliu

Playing Sabotage on Banzai

Playing Headquarters on Roundhouse

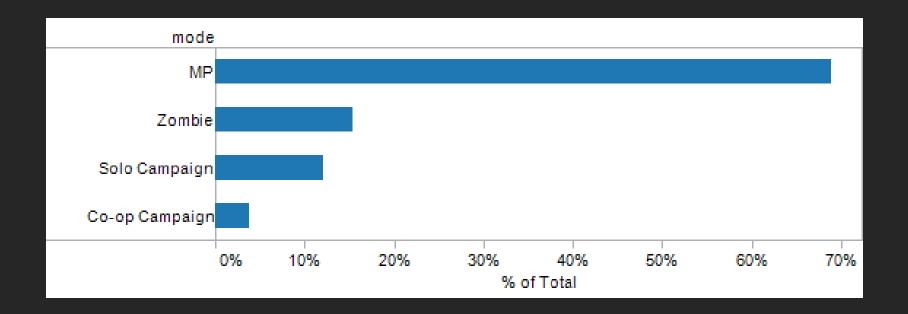


#### Presence

Presence	Mode	MP Type	DLC	MP Map
Co-op Campaign Bathing in Nazi zombie blood	Zombie	NULL	DLC3	NULL
Co-op Campaign Beneath Berlin	Co-op Campaign	NULL	Box	NULL
Co-op Campaign Killing the undead Imperial Army	Zombie	NULL	DLC2	NULL
Co-op Campaign Slaughtering undead lunatics	Co-op Campaign	NULL	DLC1	NULL
Playing Capture the Flag on Dome	MP	CTF	Box	Dome
Solo Campaign In the trenches of Peleliu	Solo Campaign	NULL	Box	NULL
Playing Sabotage on Banzai	MP	Sabotage	DLC2	Banzai
Playing Headquarters on Roundhouse	MP	Headquarters	Вох	Roundhouse

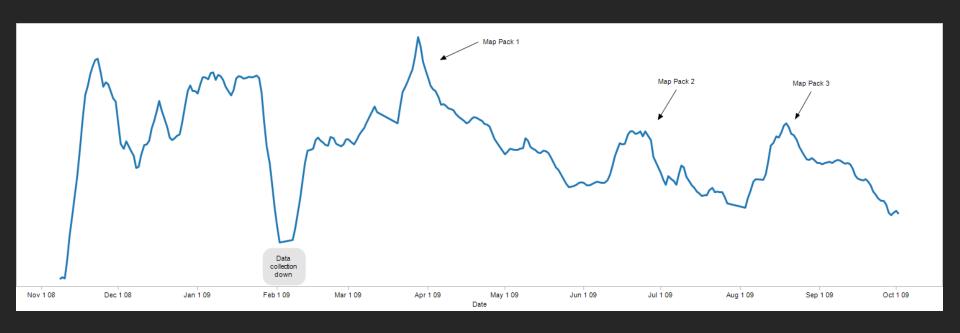


# Game Mode Popularity CoD: World at War



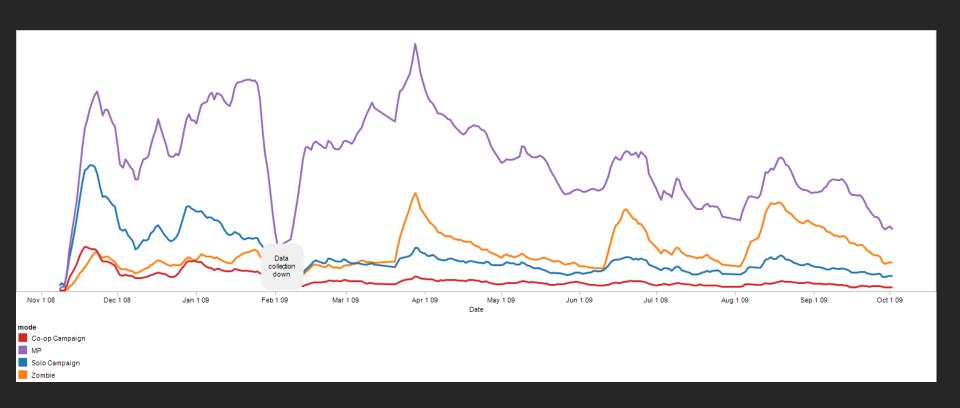


#### **Presence Activity**



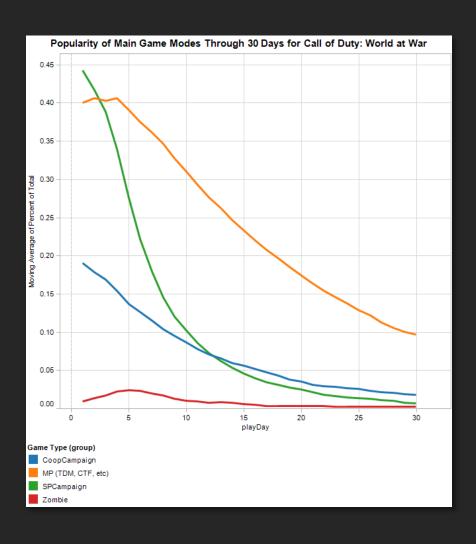


#### **Presence Activity**



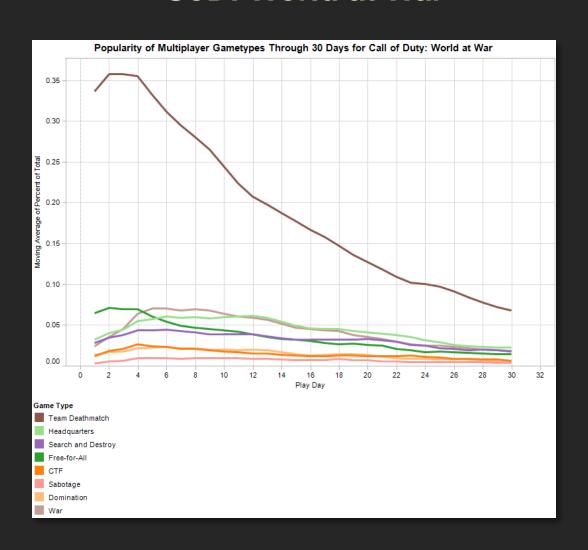


# Game Mode Popularity CoD: World at War





# Multiplayer Game Type Popularity CoD: World at War



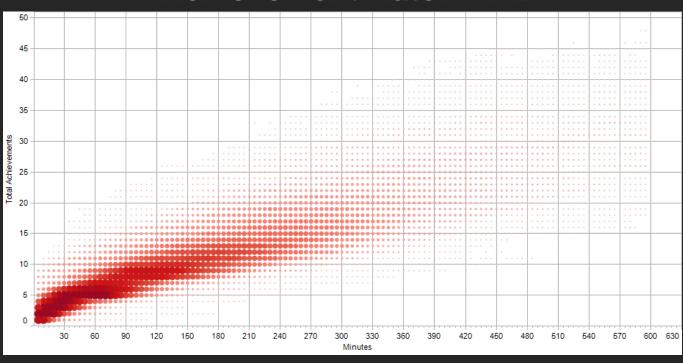


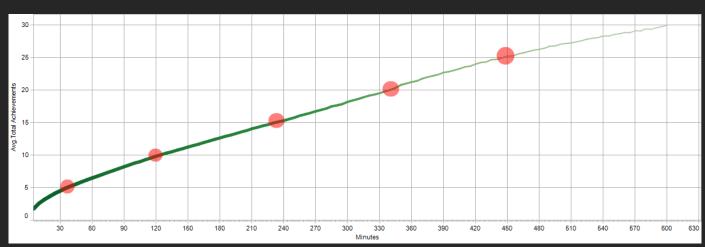
#### **Game Type / Map**

map	CTF	Domination	FFA	Headquarters	Sabotage	SaD	TDM	War
Airfield	6.22%	6.09%	0.65%	6.42%	5.40%	6.84%	7.15%	9.21%
Asylum	5.74%	6.62%	10.54%	7.39%	3.03%	6.65%	6.02%	3.90%
Banzai	1.47%	1.59%	1.18%	0.82%	3.04%	1.49%	1.53%	0.82%
Battery	0.97%	1.05%	0.70%	0.62%	1.18%	0.92%	1.12%	0.52%
Breach	0.93%	0.99%	0.25%	0.46%	1.72%	0.95%	1.15%	0.60%
Castle	8.12%	7.32%	14.61%	7.79%	6.88%	7.56%	7.72%	8.52%
Cliffside	7.46%	6.76%	2.36%	7.54%	8.54%	6.69%	7.22%	10.19%
Corrosion	1.15%	1.39%	1.14%	0.87%	1.37%	1.31%	1.23%	0.42%
Courtyard	6.05%	6.96%	10.28%	8.33%	5.74%	5.76%	5.48%	2.15%
Dome	5.23%	7.21%	14.46%	10.12%	5.31%	4.31%	4.92%	1.49%
Downfall	4.50%	4.93%	0.51%	4.52%	3.91%	5.60%	6.02%	9.94%
Hangar	6.81%	7.26%	10.91%	7.47%	4.54%	7.25%	6.45%	3.49%
Knee Deep	3.08%	2.92%	2.04%	1.85%	2.91%	2.97%	2.64%	1.88%
Makin	6.14%	5.26%	8.52%	5.38%	7.61%	5.51%	5.41%	2.48%
Makin Day	3.76%	2.76%	4.05%	2.89%	3.38%	2.51%	2.53%	1.47%
Nightfire	2.91%	2.91%	2.08%	1.60%	5.01%	2.60%	2.49%	1.95%
Outskirts	5.72%	4.95%	0.80%	5.04%	4.23%	7.04%	6.86%	10.34%
Revolution	0.94%	1.04%	0.58%	0.53%	1.42%	0.89%	1.20%	0.58%
Roundhouse	6.34%	6.09%	4.43%	5.91%	7.29%	5.97%	6.34%	7.85%
Seelow	5.19%	4.55%	0.67%	4.03%	3.70%	6.44%	6.30%	9.21%
Station	2.23%	2.73%	2.04%	1.74%	4.17%	2.16%	2.03%	1.01%
Sub Pens	1.39%	1.52%	1.06%	0.99%	1.36%	1.44%	1.26%	0.63%
Upheaval	7.62%	7.11%	6.13%	7.70%	8.25%	7.15%	6.93%	11.36%



#### **Achievement Rate: MW2**



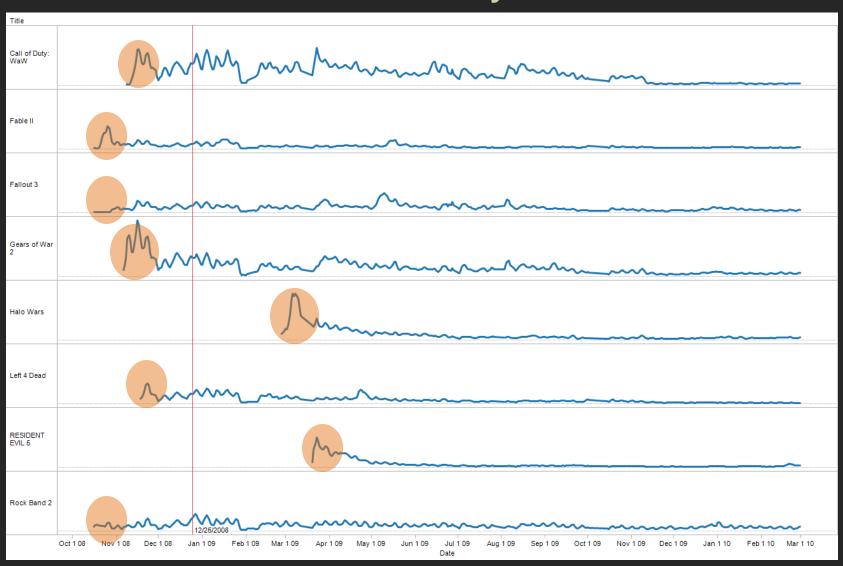




#### **Downloadable Content**

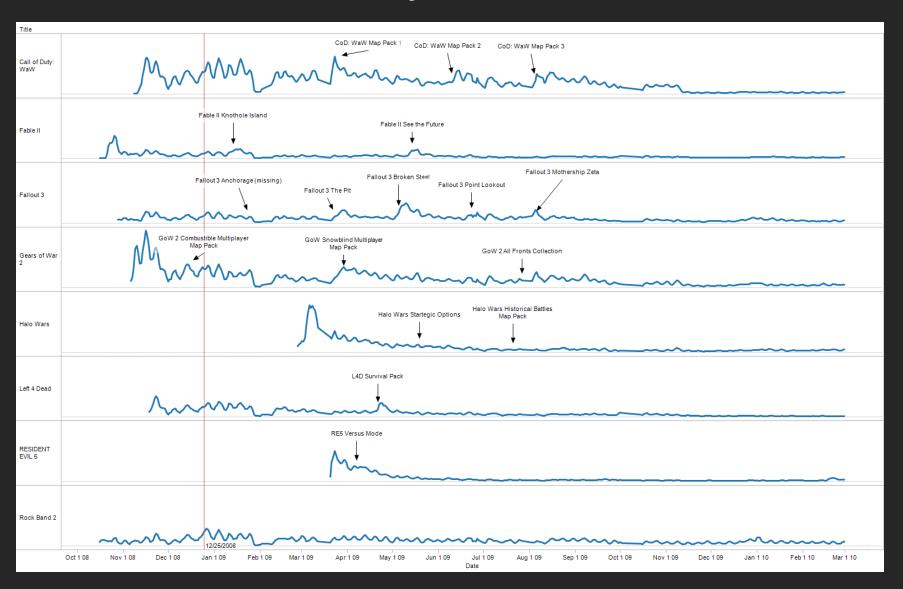
- •What types of DLC are popular?
- •Who's purchasing DLC?
- •When is the best time to release DLC?
- •Etc

#### **Game Activity**



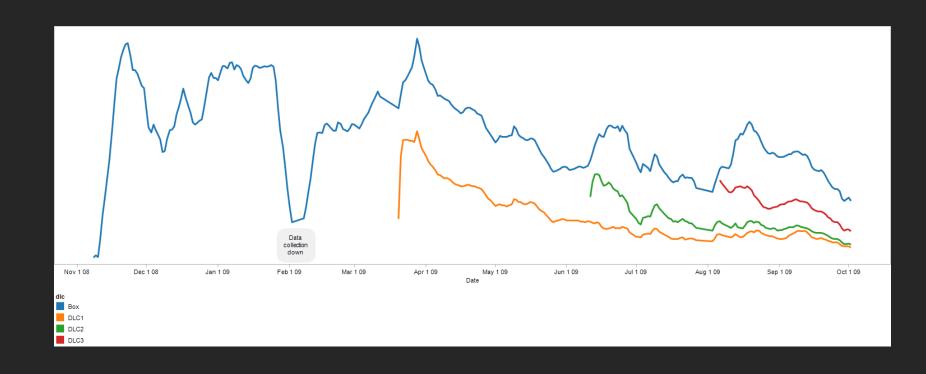


#### **Game Activity with DLC Dates**



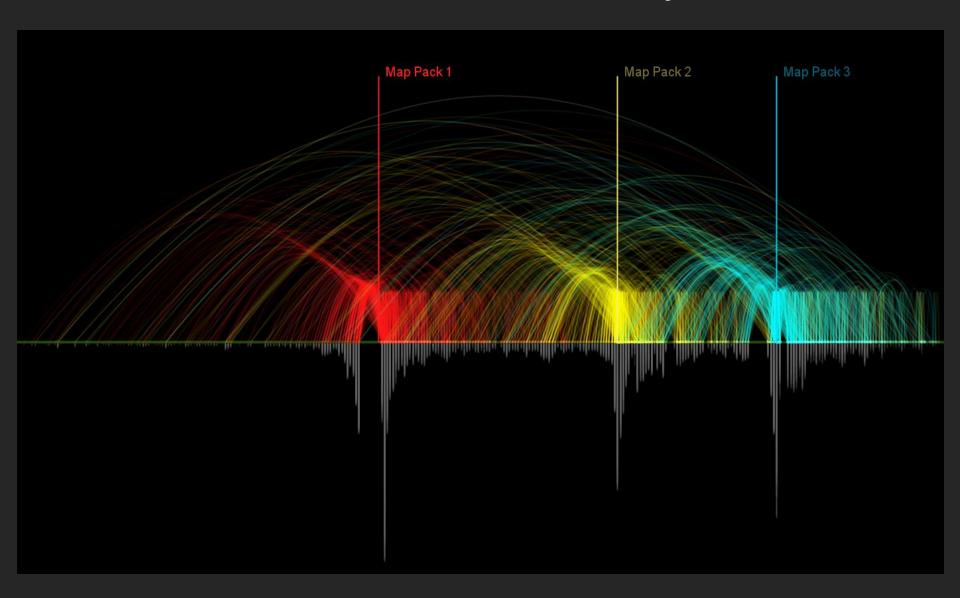


# **Presence Activity: CoD: WaW**



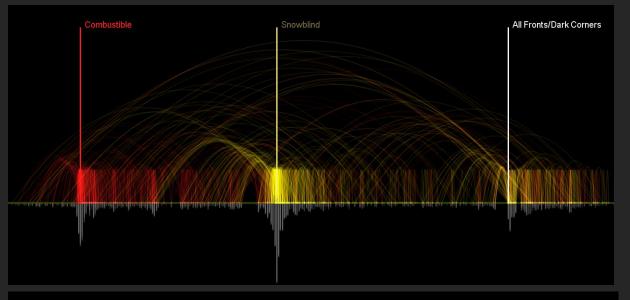


# **CoD: WaW DLC Activity**

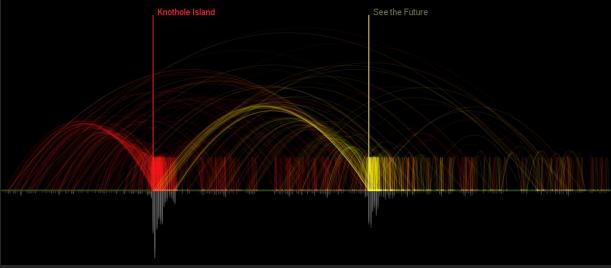




## **Game Type / Map**



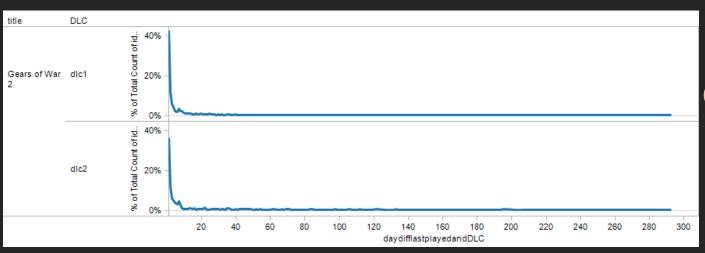
Gears of War 2



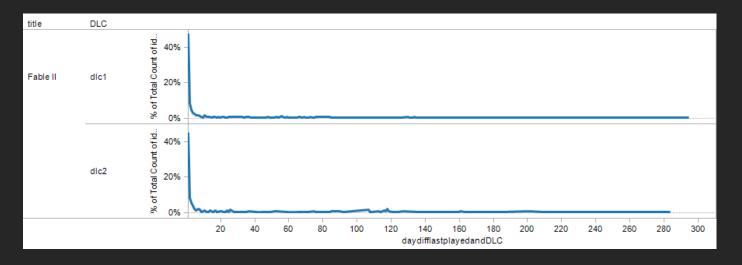
Fable II



#### **Game Type / Map**



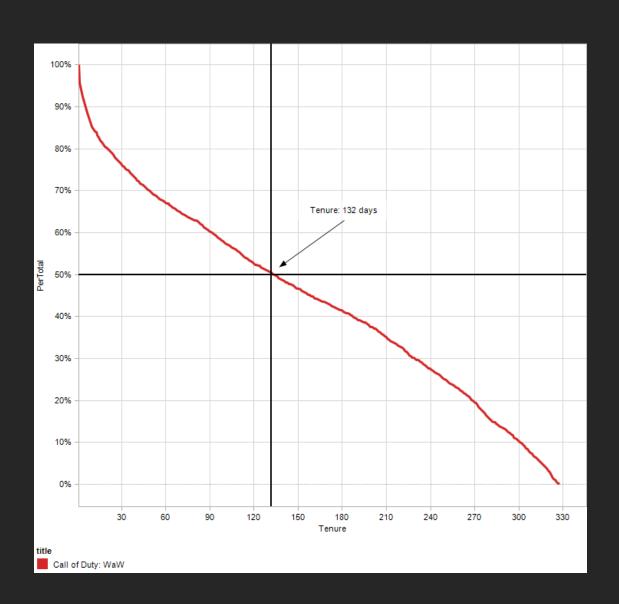
Gears of War 2



Fable II

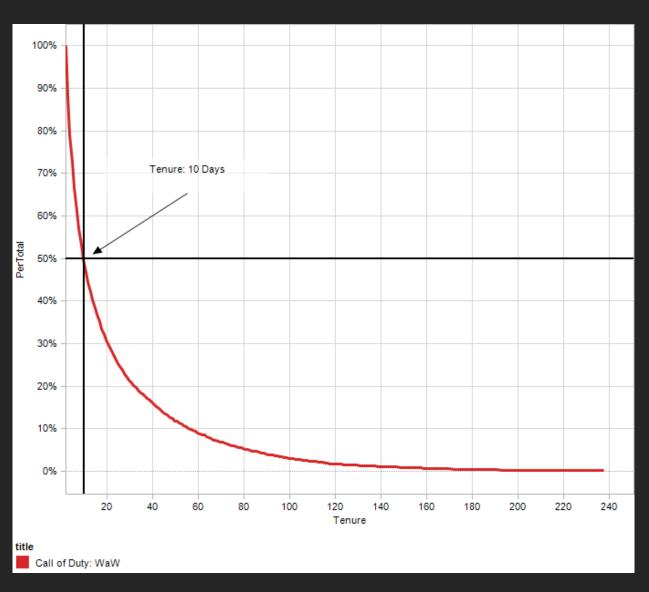


#### **Game Tenure: CoD: World at War**



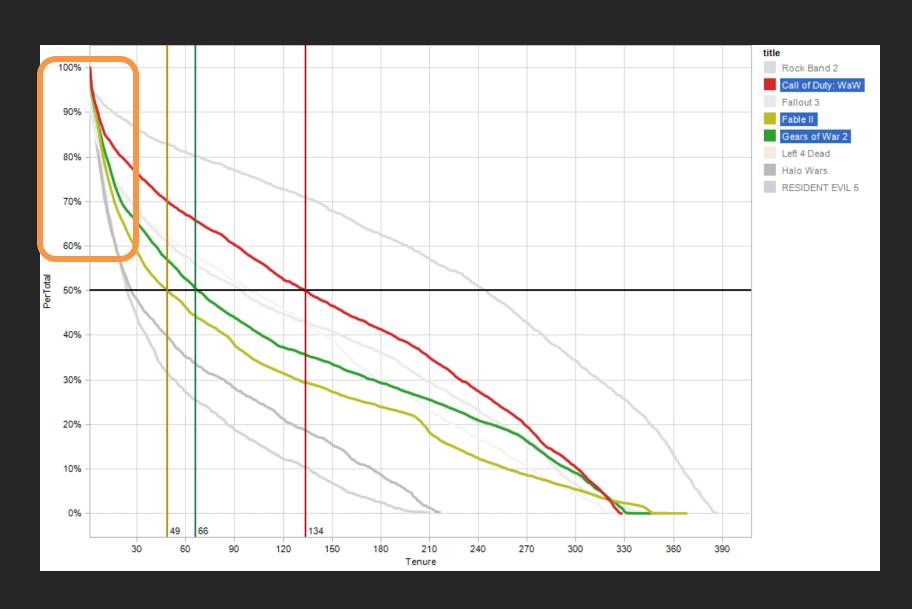


## **Days Played: Cod: WaW**



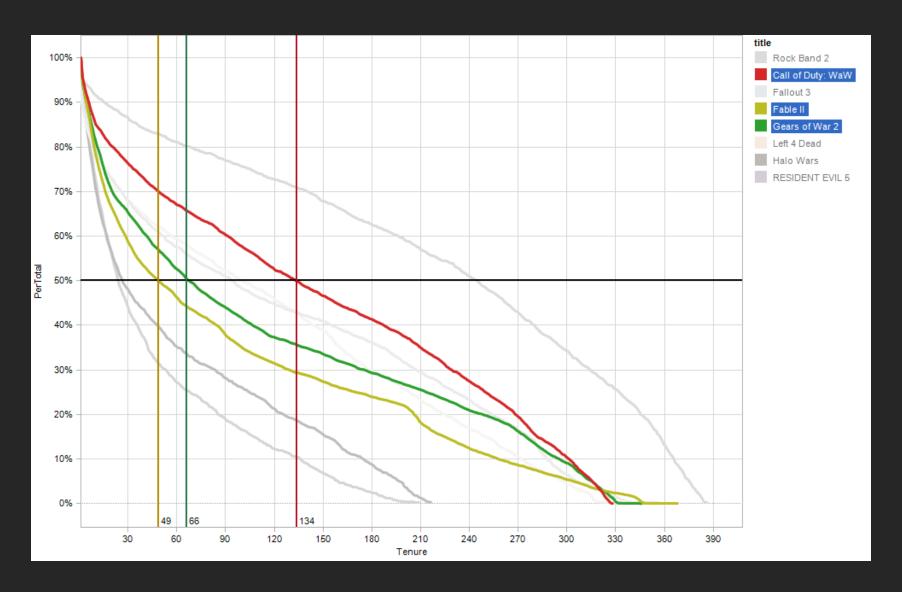


#### **Game Tenure**

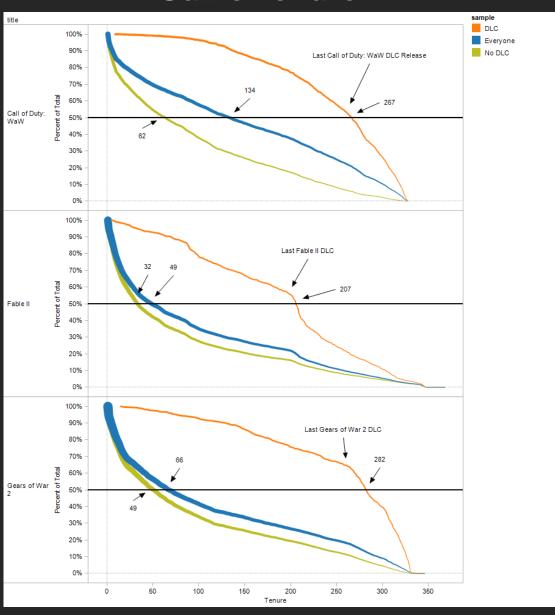




#### **Game Tenure**

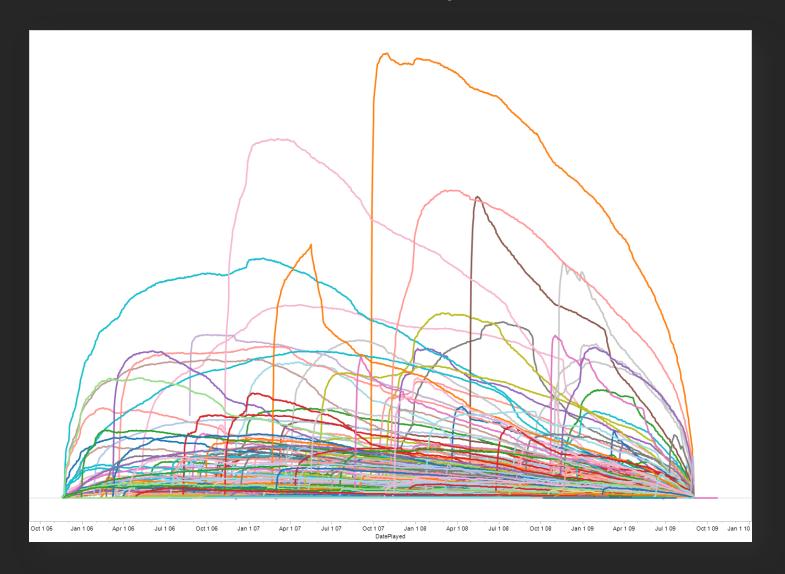


# **Game Tenure**





#### **Game Activity**



# The Why



#### **Advantages of Behaviorally Targeted Surveys**

- •Avoid the traditional method of asking: "did you do X?" This can result in shorter surveys. We already know if the user did "X".
- •Automate, schedule and send out surveys based on user behavior.
- •Understand how the user "feels" about features, interactions, etc.

# The End