



Solution Blueprints

Completed project solutions

Prepared for: *Knowledge Repository*
6th Nov 2020



Background:

This is in extension to our Agile Portfolio demos we have established. The idea is to develop 2-3 slides of solution blue prints or we call it skeletons/schema of the projects we have developed.

These should act as quick reference guides, ready to use on the job for brainstorming discussions, know about the instructional approach, framework navigation and the design themes.

Below is a current vs. future scenario of this use case.

Current:

1. Refer SVN/eBridge/Resource center to know about project details
2. Refer Agile portfolio, however actual content is lorem ipsum there
3. Reach out to teams who worked on projects
4. Search in back ups
5. Ask for functional links
6. Go through whole course to understand in detail about the approach, navigation
7. Probably we lose a whole day to get functional link

Future:

1. One place to refer these quick guides
2. Get to know about project quickly
3. Understand the course navigation/progression used
4. Understand the approach and elements used in the course
5. Make quick decisions and customisations where required to apply them
6. Quick to discuss with strategy and technical team on design/functionalities to re-use/customise etc.

Project name: Merlin Induction

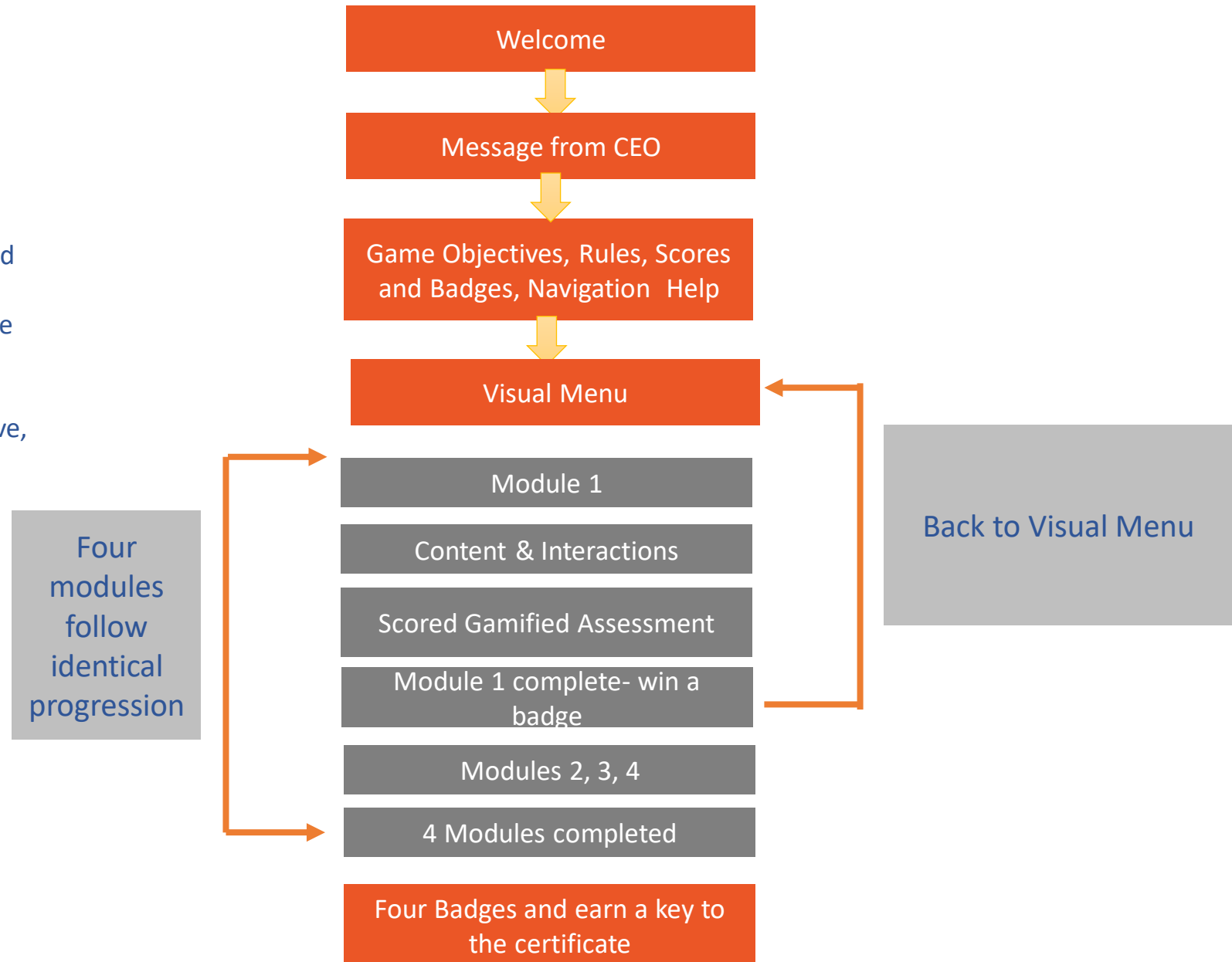
About Merlin: World's second largest entertainment company

About the project: Merlin's history, vision and mission, employee and guest safety, Guest experience, Merlin's CSR initiatives, employee development programs etc.

Project expectations: Engaging and interactive, loaded with fun.

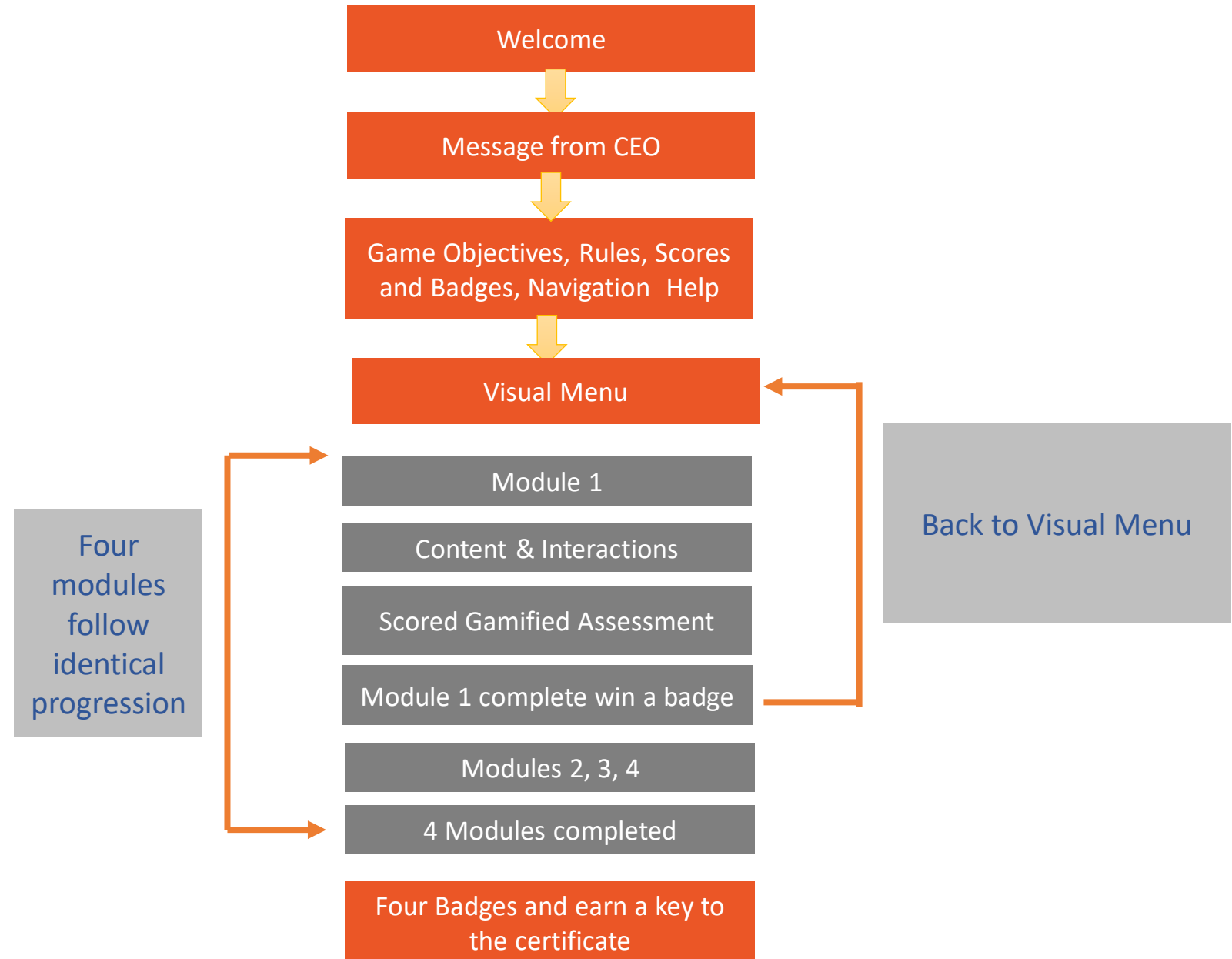
Approach: Partial Gamification

Audience: New hires



Key highlights:

- Rich visual experience
- A distinct visual theme for each module, e.g.- Sea life, Legoland
- Partial Gamification
- UI elements;
 - Experience meter
 - Ticket (showing number of badges earned),
 - Map (visual menu)
- Splendid videos
- Interactive learning
 - Click and learn
 - Scenario-based interactions
 - Stories
 - Image-based interactivities
 - Real CCTV footage-based interactivities
- Gamified Assessments
- Badges
- Fully audio driven approach





TEAM MERLIN INDUCTION PROGRAM

Select the signboard to begin exploring the magical world of Merlin.



LEGOLAND® Park

SEA LIFE

Behind the Scenes

Admissions and Entry

Merlin Induction

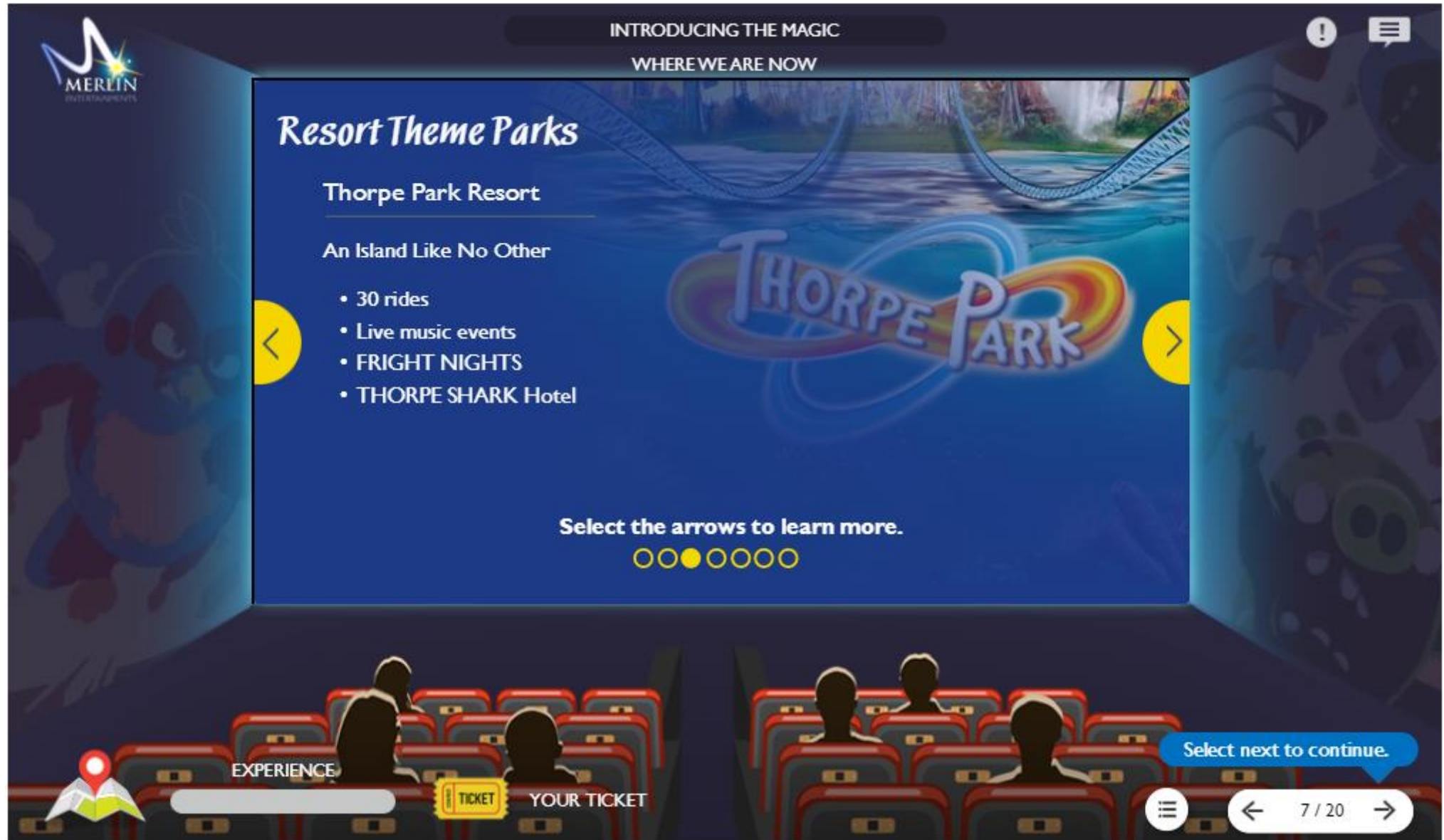
Select 'Admissions and Entry' to begin.

You can also select the Instruction button (in the top right-hand corner) to know more about the journey.

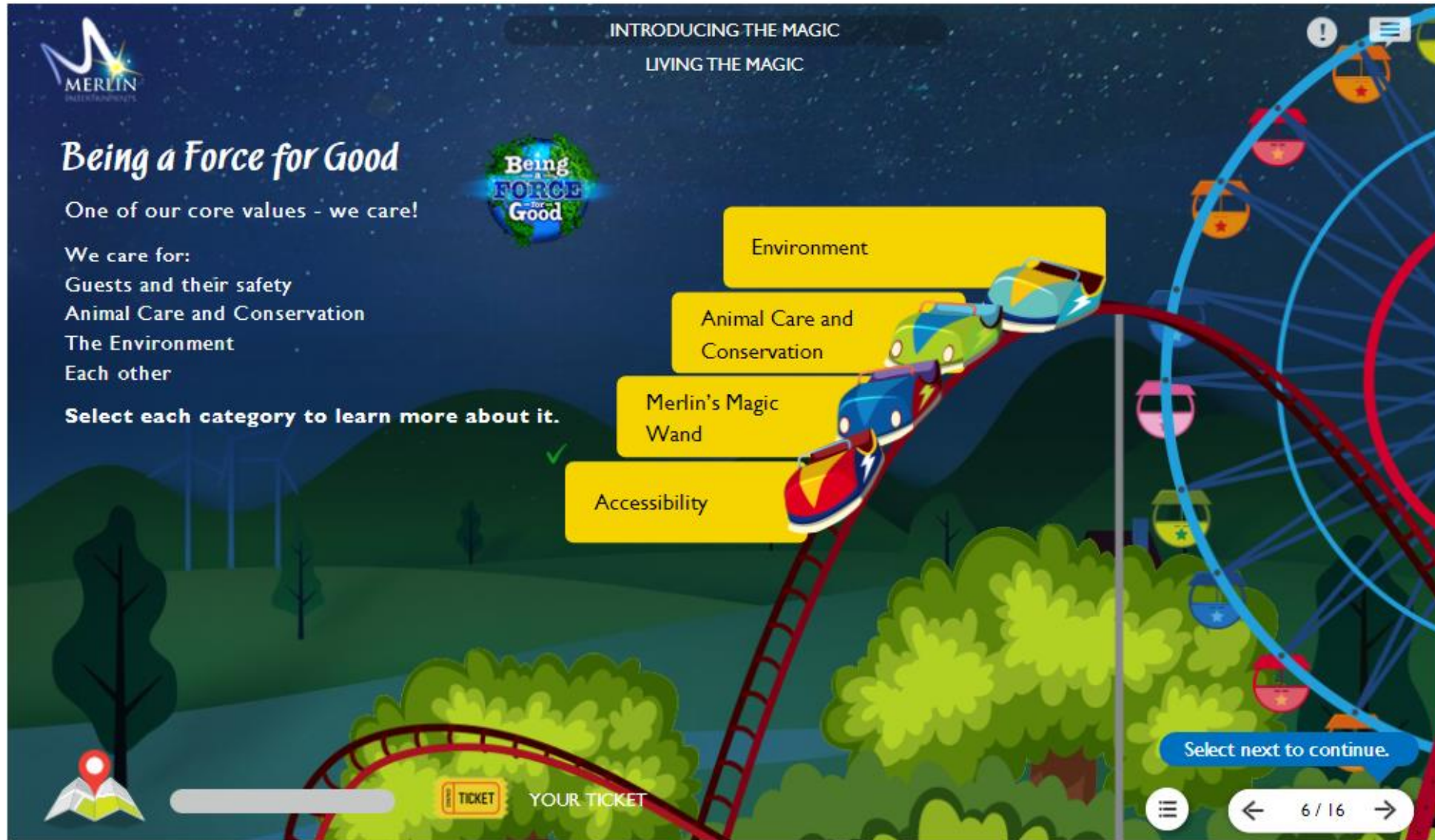
Visual Menu

The image shows a mobile application interface for Merlin Entertainment. At the top, the Merlin logo is on the left, and the text 'INTRODUCING THE MAGIC' and 'HOW WE GOT HERE' is centered. Below this, the title 'How We Got Here' is displayed in a large, white, serif font. A subtitle reads 'Drag the slider to learn more.' A horizontal timeline with six green circular markers is shown, with the first marker highlighted in yellow. The timeline points are labeled with years: 1979, 1999, 2000-2005, 2005, 2006-2007, and 2007-2009. A dark blue information card is open over the 1979 marker, containing the text 'It started with a fish! SEA LIFE was born in Oban on the West Coast of Scotland.' and '20 years passed...'. The card features an image of a young girl looking out at the ocean with a clownfish. The background of the app is a dark blue night sky with silhouettes of a Ferris wheel, roller coaster, and other amusement park structures. At the bottom, there is a navigation bar with icons for a map, 'EXPERIENCE', a 'TICKET' icon, 'YOUR TICKET', a menu icon, and a page indicator showing '4 / 20' with left and right arrows.

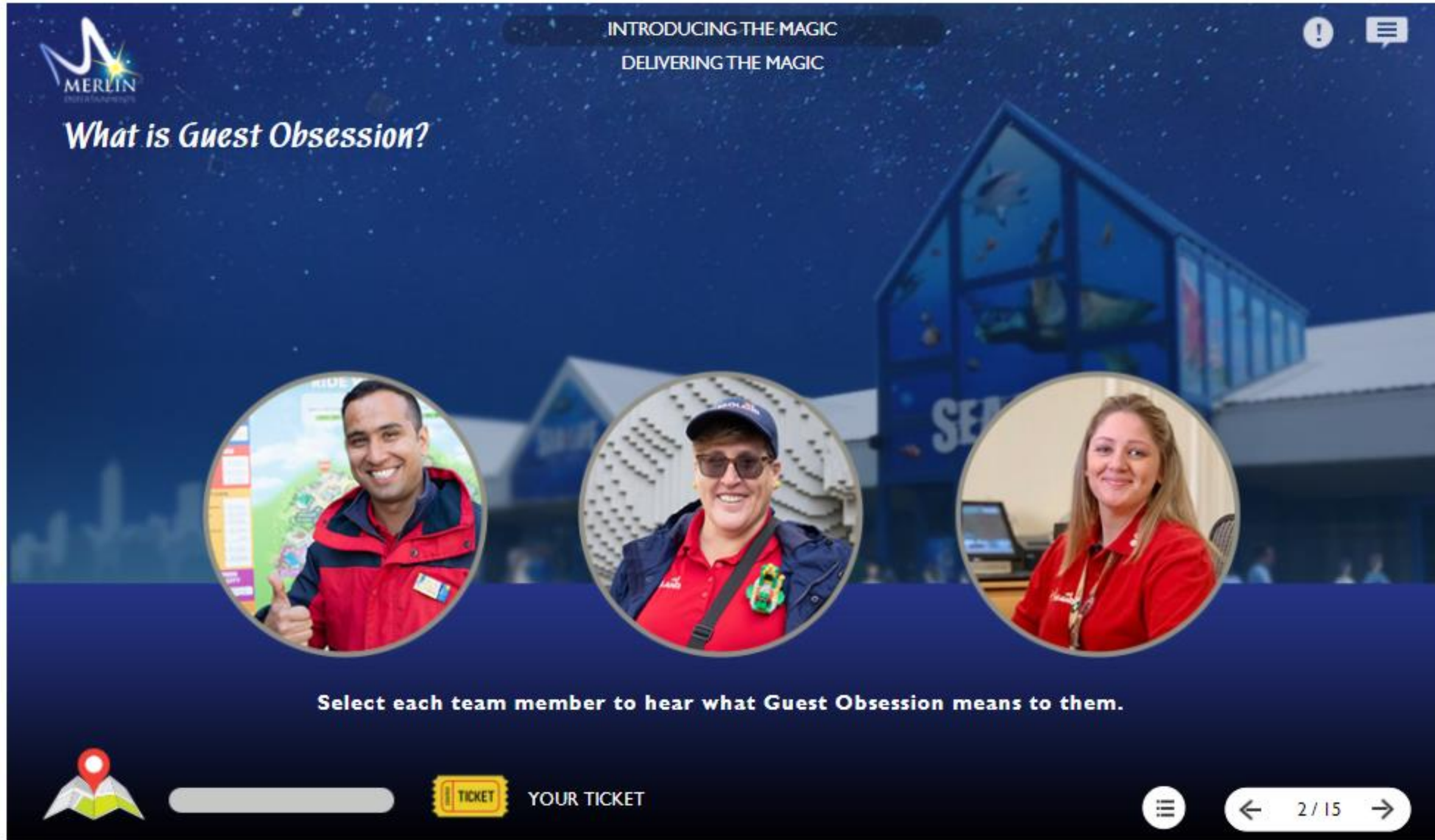
Timeline- History and Global Expansion



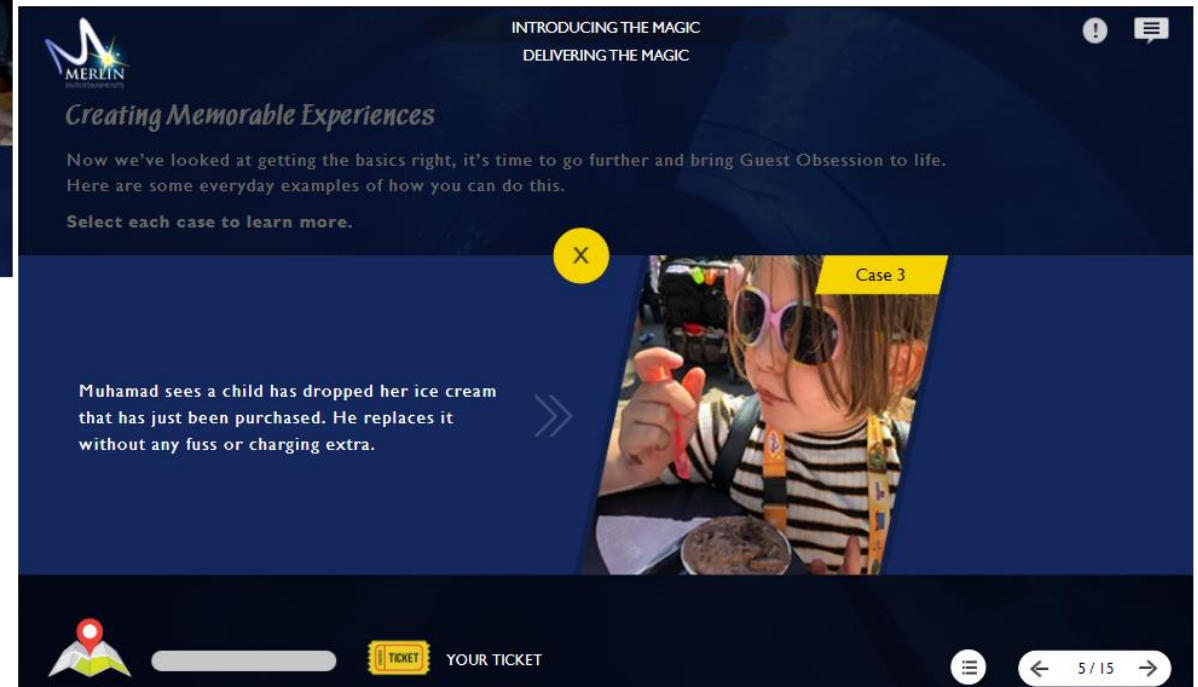
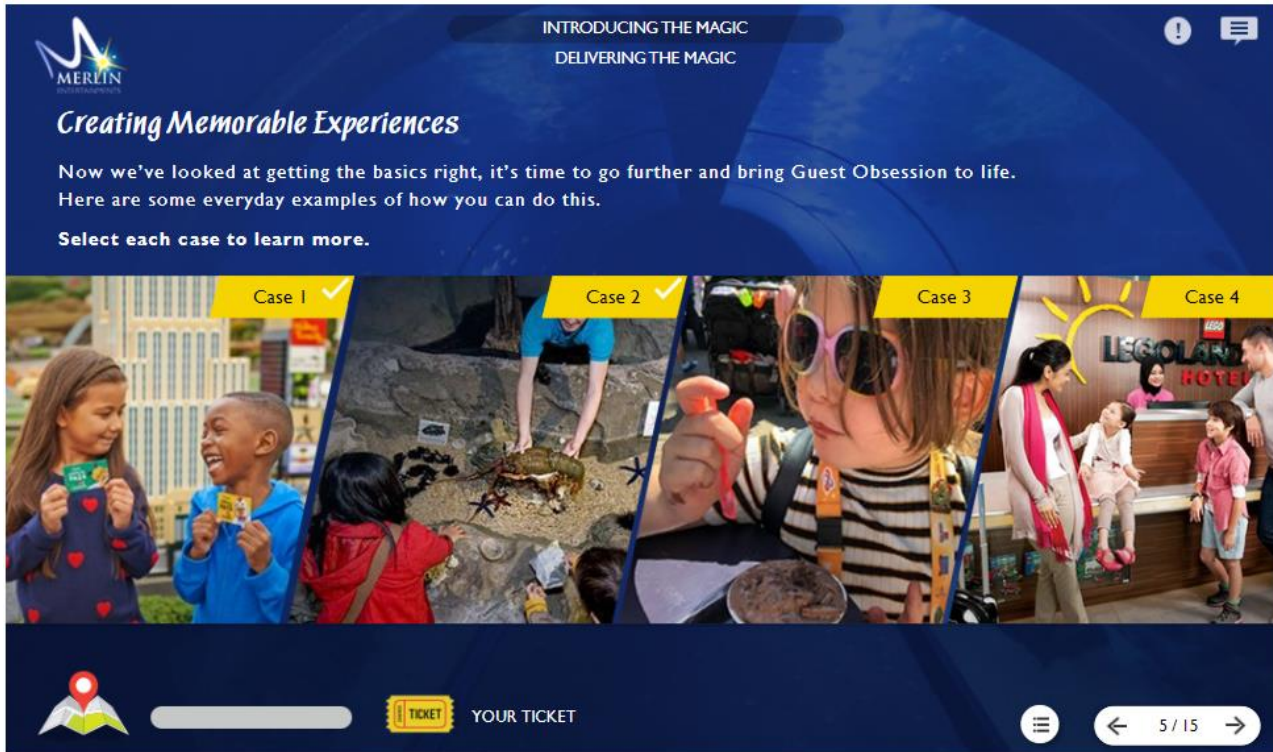
Snapshot of the main attractions



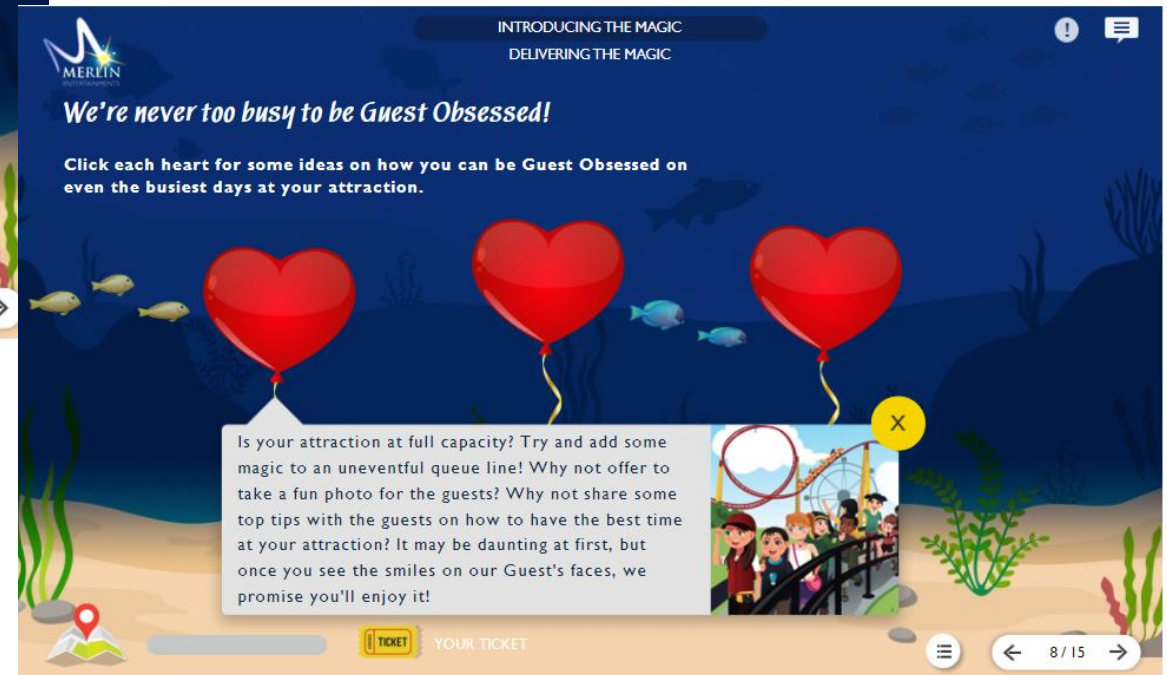
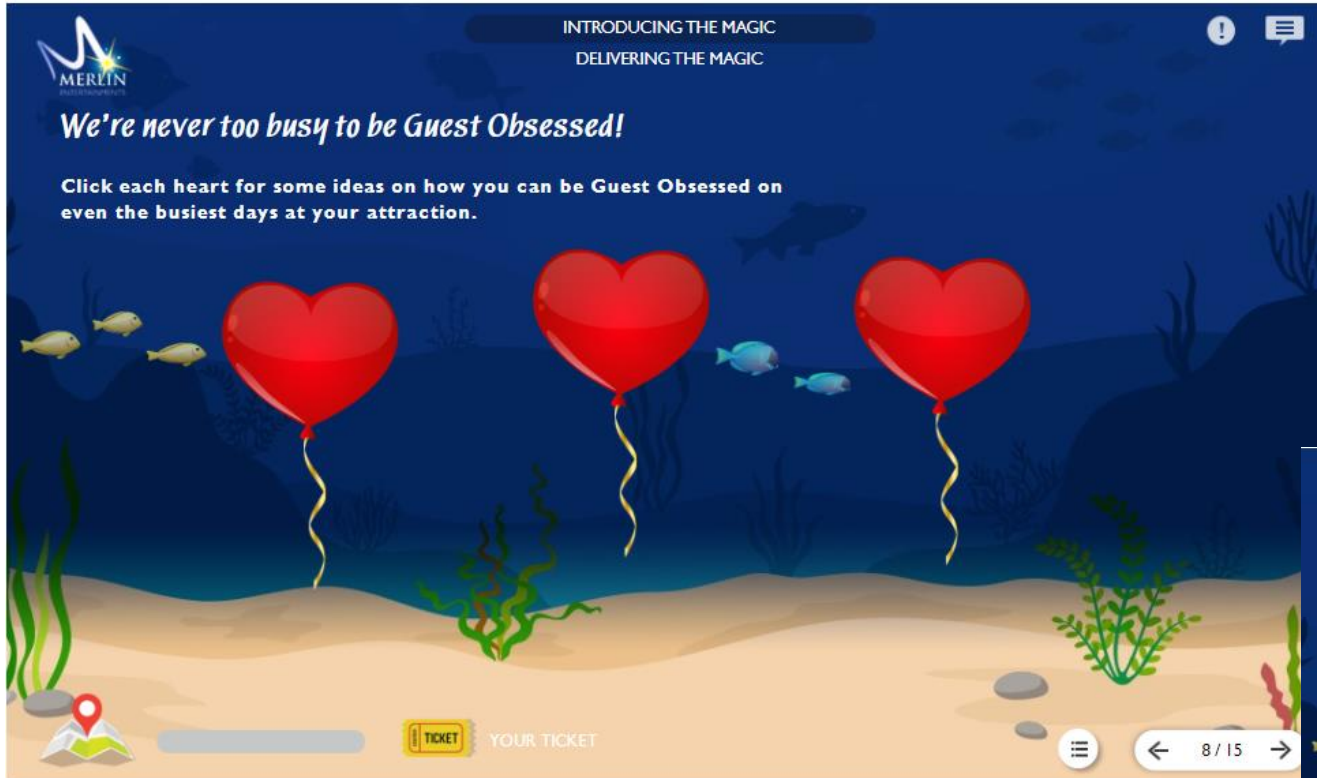
Click interactivity designed on a roller-coaster.



Generic content on what Guest Obsession means was presented as team members' perception of what it meant for them.



Created stories for generic content on how guest experience can be taken to a different level by using fictitious character names



Another Click Interactivity

MERLIN
ENTERTAINMENTS

INTRODUCING THE MAGIC
PROTECTING THE MAGIC

Fire Prevention

You work as an entertainer at one of our attractions. While you are on a break, you notice that a family have stopped on their journey to take some photos and get some snacks. They have put their backs and pram/ stroller directly in front of the nearest fire exit.

Select the correct option and Submit.

- Do nothing as they'll have moved soon
- Move their bags without speaking with them
- Approach the guests and help them move the bags
- Warn the guests about what could be the consequences

Submit

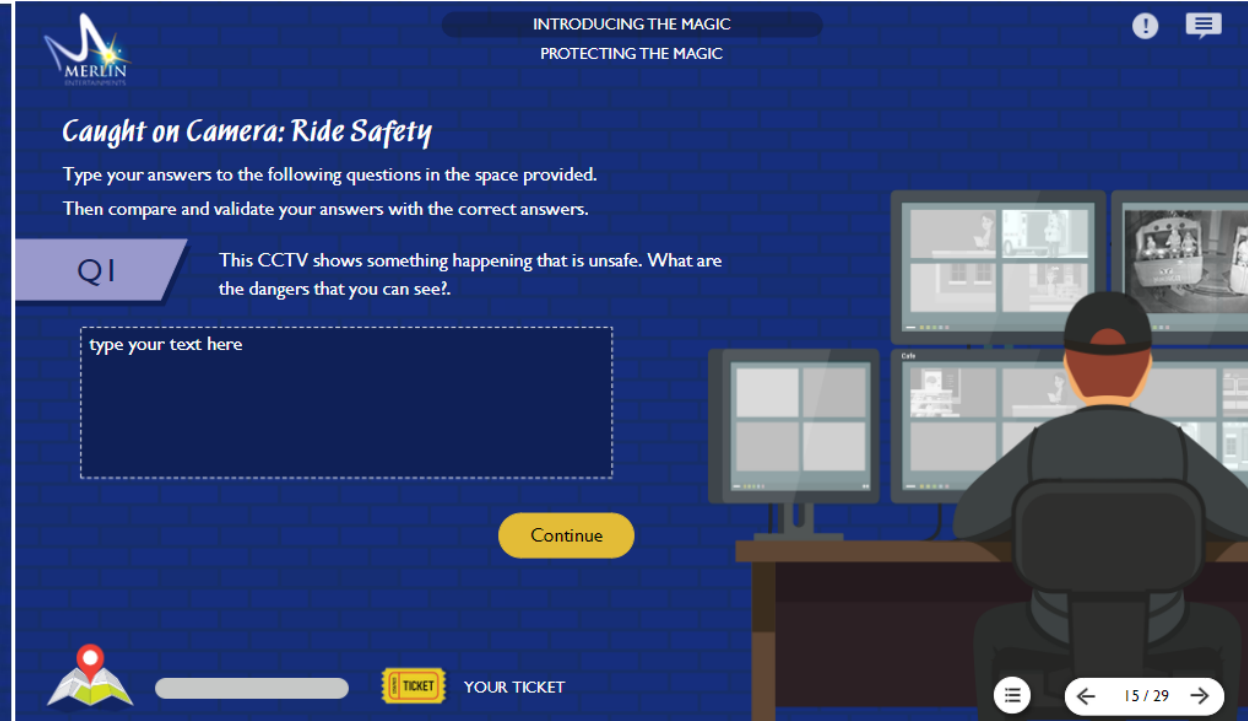
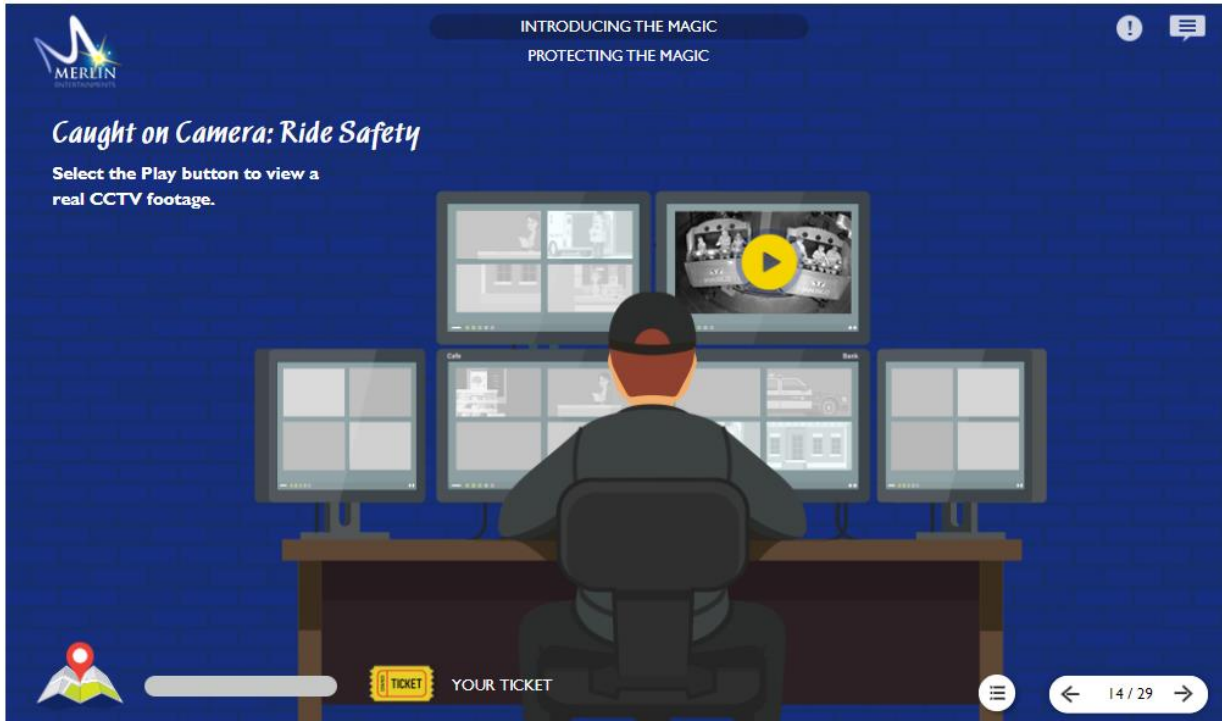
YOUR TICKET

9 / 29

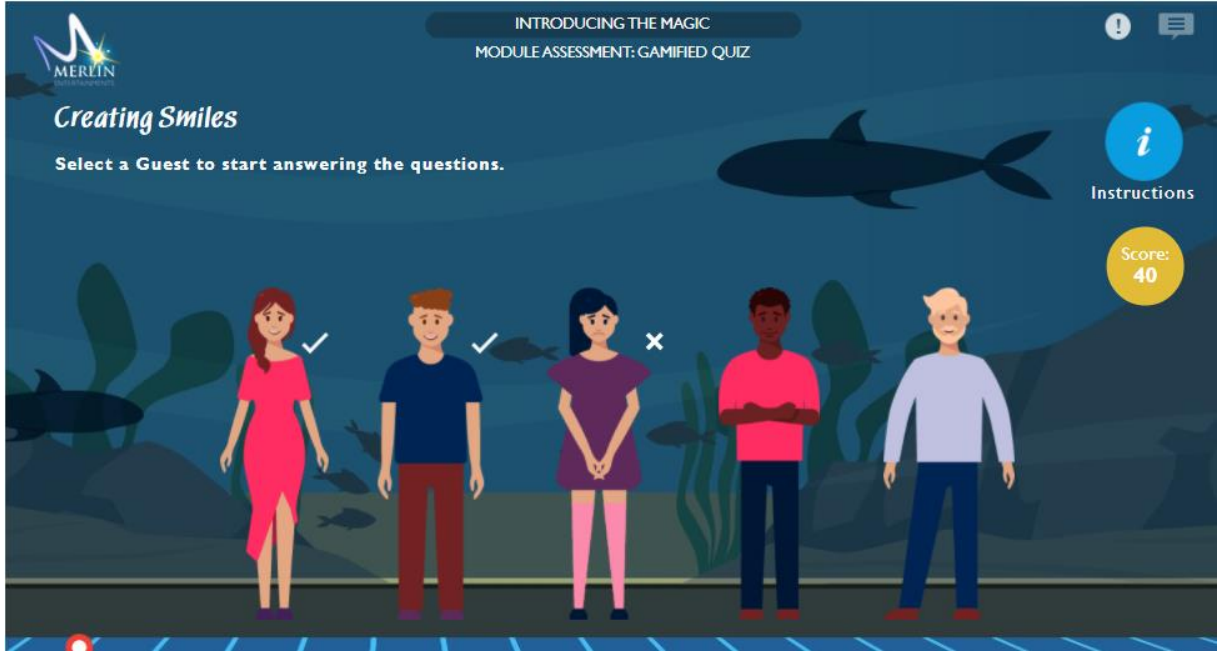
Scenario-based question on safety guidelines.

The screenshot shows a mobile application interface for a safety quiz. At the top left is the Merlin logo. The main heading reads "INTRODUCING THE MAGIC" and "PROTECTING THE MAGIC". Below this is the question "Is it Safe?" and the instruction "Drag the images and drop them in the appropriate category." A dotted arrow points from a source image on the left to two target categories: "SAFE" and "UNSAFE". The source image shows a person with a large white cone and a blue bird. The target categories are empty dashed boxes. A "Submit" button is located below the categories. The bottom navigation bar includes a map icon, a progress bar, a "TICKET YOUR TICKET" button, a menu icon, and a page indicator "13 / 29".

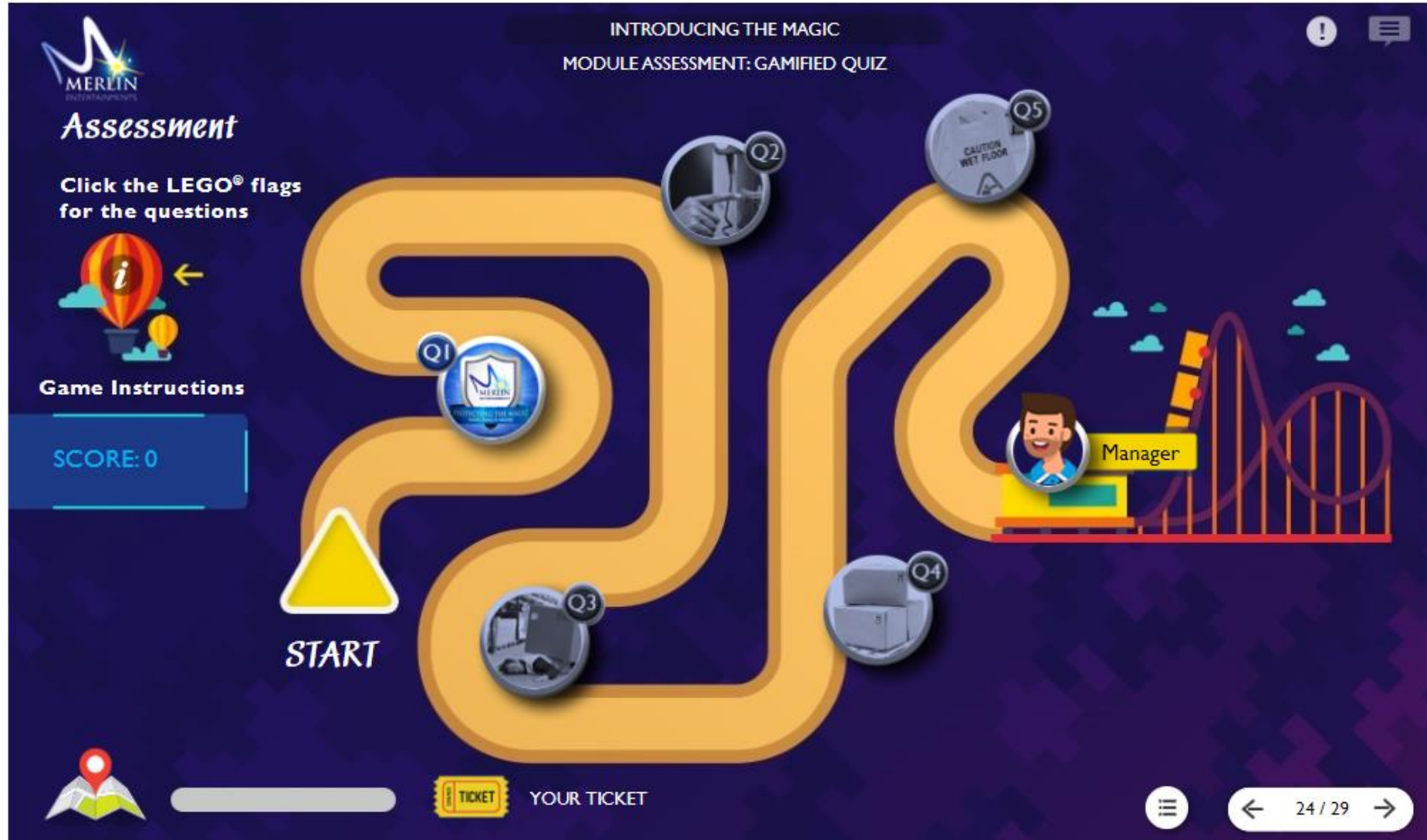
Image-based Drag and drop



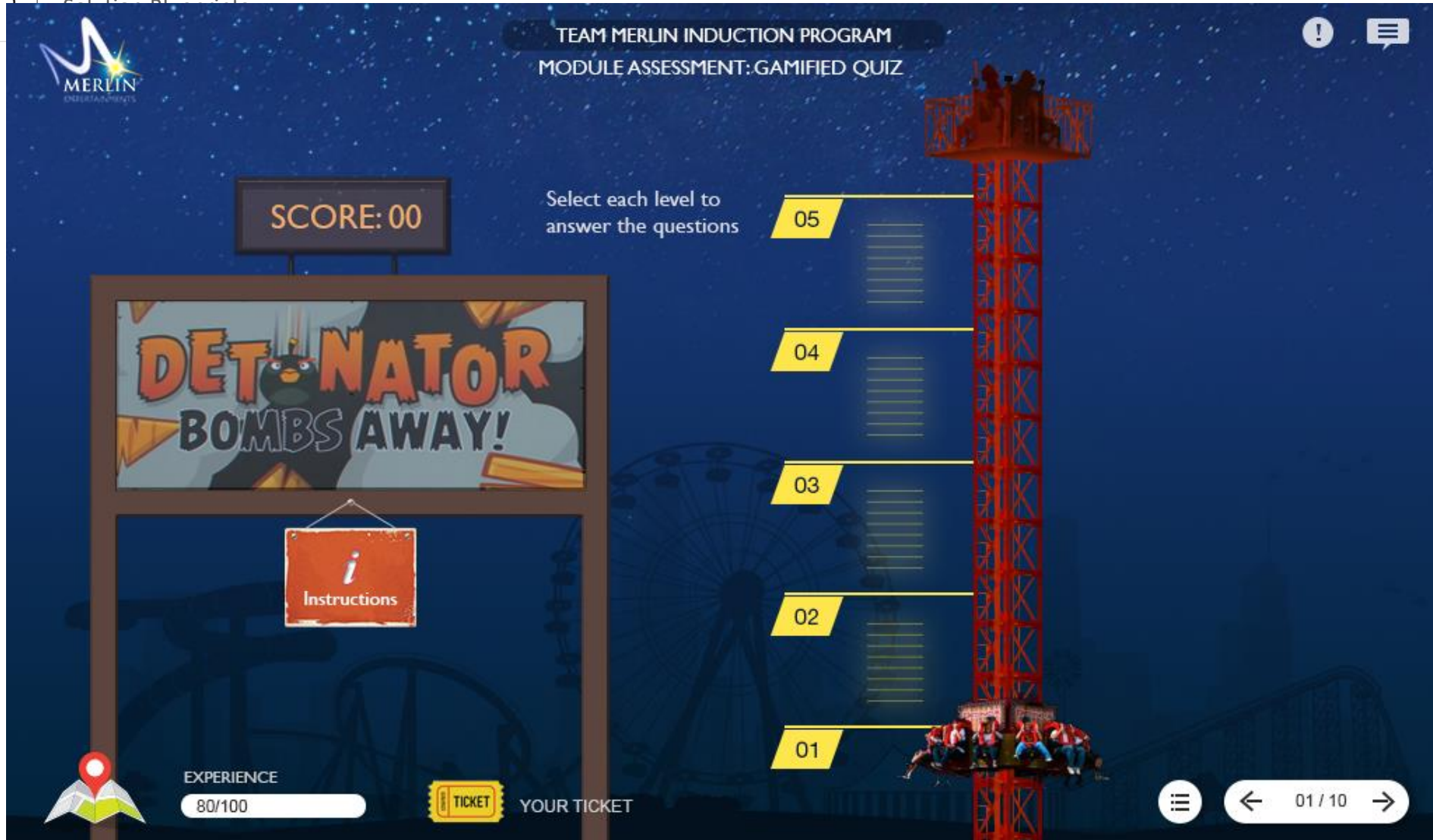
Real CCTV footage followed by questions on identifying the dangers and taking the right steps.



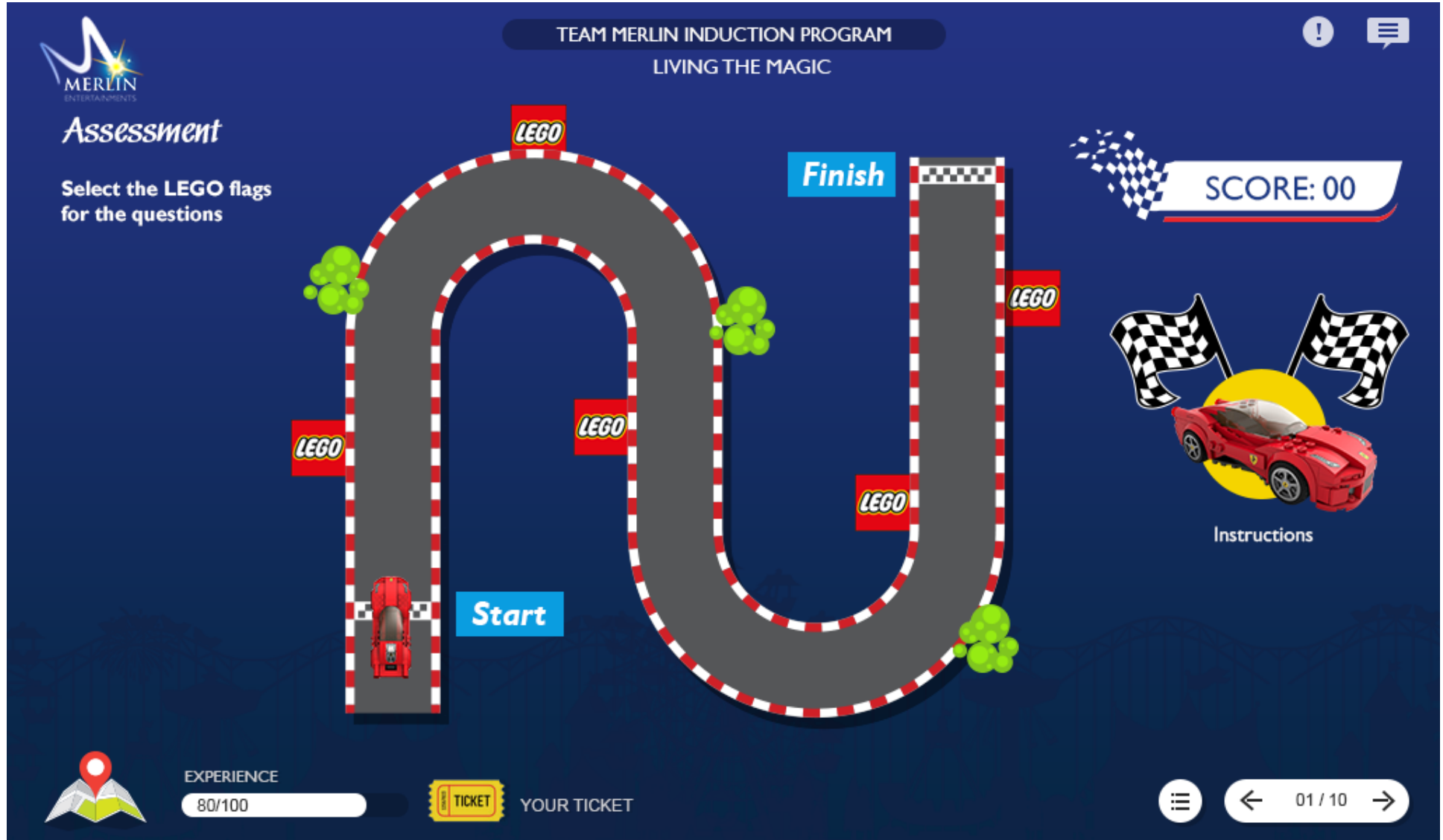
Guests with neutral, if questions were answered correctly, the guest would be seen with a happy face.



A safety officer needs to overcome safety hazards (hurdles) to reach his site.



Detonator- the more questions you answer correctly, greater the height you will reach



Car race game-