

Destiny 2 Fireteam Finder Looking For Group app

The Problem

Destiny 2 lacks in-game matchmaking for advanced in-game activities, such as Raids (6 players), Trials of the Nine (4 players) and Nightfall (3 players).

Players struggle to partake in these activities—let alone finish—due to the difficulty of having to round up enough qualified players for the desired activity at the desired time.

The Solution

Designing to change the game or console functionality is out of scope.

The next best solution is to design an accompanying mobile app players can use while they play. This app should allow players to join a group that wants to play the same activity, or to recruit their own group of players.

This tool would need to be both quick and easy to use.

Also, the tool would need to find *the right match* of players for the group.

Research

Competitor analysis

Tool	Intuitive Interface Ease of use	Works well on game platform	Requires account sign-up	Clan search/ sign up	Has dedicated mobile app	Converts to local timezone	Event scheduling	Set prerequisites automatically
Destiny Companion App/ www.bungie.net	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
destinytracker.com								
Discord					<input checked="" type="checkbox"/>			
Reddit r/Fireteams/					<input checked="" type="checkbox"/>			
Facebook (Groups)					<input checked="" type="checkbox"/>			
www.the100.io				<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
ftw.in								<input checked="" type="checkbox"/>
lookingforclan.com	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>				
destinylfg.net			<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
gamerlink.gg					<input checked="" type="checkbox"/>			
Band app					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Competitor Analysis Findings

No single tool works well on the gaming platform of choice, especially for Playstation and Xbox users. Many existing LFG tools don't work with the built-in console browsers.

According to the Competitor Analysis, the current best competing tool is the game developer's own Destiny Companion App, which has its own share of problems for users.

Other LFG tools either offer too many options in cluttered ways, which makes the matchmaking **confusing** and **slow to figure out**. Some tools only specialize in certain areas and don't offer enough features—for instance not supplying Raid statistics for those who want really good Raid players—which may provide the user to be grouped with a bad match of team members.

Creating a product that can make the matchmaking problem **efficient and easy** will allow users to participate and complete activities that require group play. Easy-to-use intelligent features will make matchmaking easier, and increase satisfaction of the LFG tool.

Research

Interviewees

Wyatt—Destiny 2 PS4 Facebook group admin, Raid Sherpa (leader/guide), Midwest

Peter—Destiny 2 PS4 Facebook group admin, Raid Sherpa, Netherlands

Nick—Destiny 2 player, UX/UI graphic artist

Datto—Destiny 2 streamer, 800K Youtube followers, 320K Twitch followers

Interesting Quotes

“Players just want an **easy** and **fast** way to group up with each other.” —Datto

“**Start by joining a clan**, that’s the number one way to start getting help and finding players.” —Wyatt

“I spend most of my time in Raids, but a lot of my **time is spent trying to get a team together.**”

“The hardest part about finding other people is **finding them at the right time.**”

“I make a group, people join, **I’ll check their stats** on Raid Report to see if they’re experienced, then I will invite them to my game.” —Peter

“Trials is a stressful environment, so it can be kind of **tough playing with random people...** you need some way to **filter through players.**” —Nick

Affinity Mapping

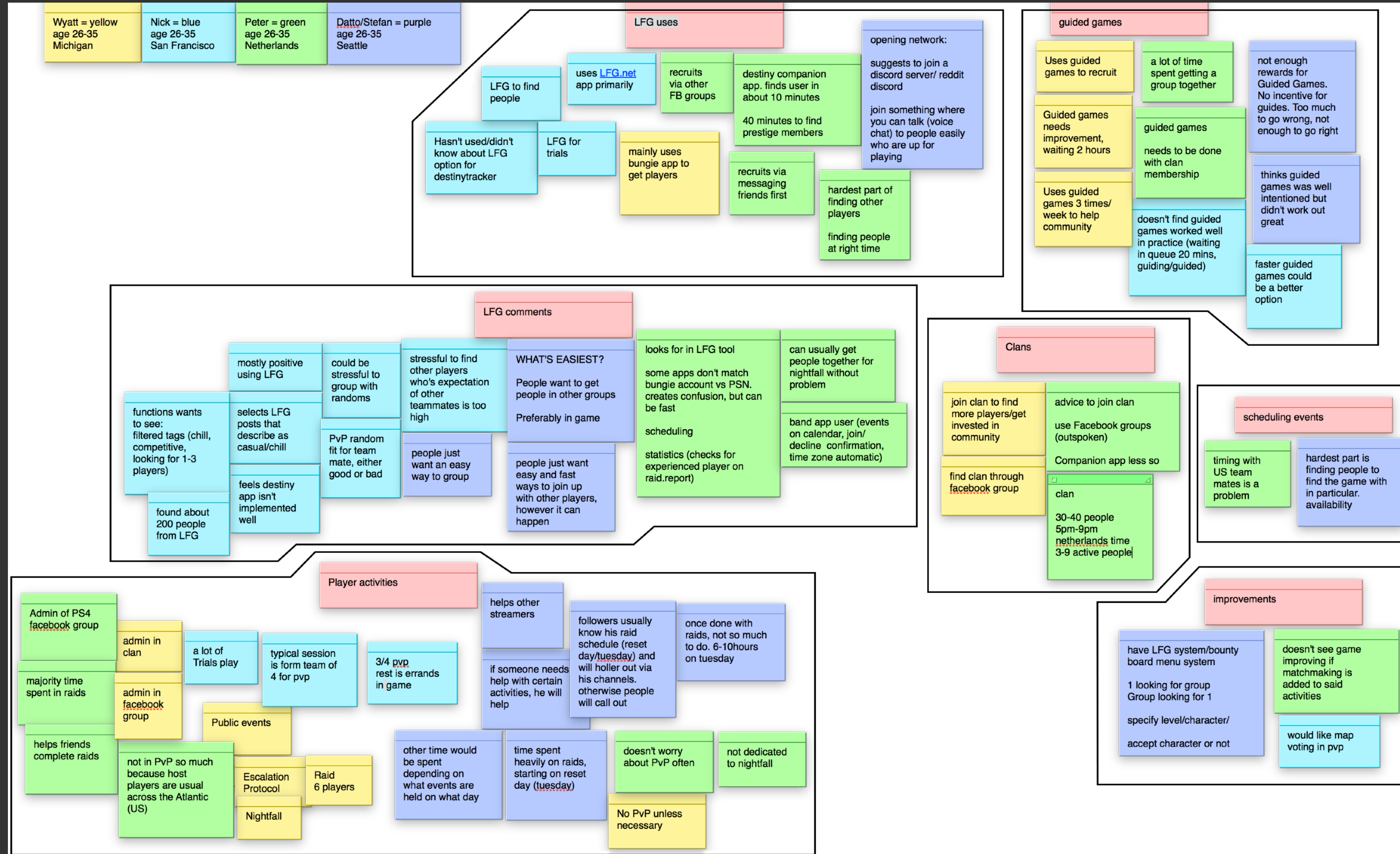
Common threads among interviewees:

“Guided games” doesn’t work well enough or fast enough

LFG tools can be good, but are often stressful when there’s a mismatch

Players open their friend network through external ways (Facebook groups, Discord channels, LFG tools)

Hard to find the right match of players at the right time



Personas

Who are we designing for?

Destiny players. This can range from Casual to Hardcore, which is anyone who has invested enough time to get to end game content (post 10 hours) that is looking for a team that can't find one (players without large player pool or active clan). This includes players on Playstation 4, Xbox One and PC gaming platforms.

What scenarios are we designing for?

PvP mode players (player vs player) looking for a team of 4 to participate in Trials/Competitive matches.

PvE mode (player vs enemy) players looking for Raid teammates. Sometimes the user is looking to complete a full team of 6, sometimes just to fill in for a few spots when one or two players has just left their current team.

Players looking to join a Clan that matches their play/life styles and fulfills their current need to expand their player pool.

Persona 1 – Hardcore Gamer

Alex

Los Angeles, CA

Age: 26

Characteristics:

Recent college graduate. Spends 10–30 hours a week gaming.

Looking to explore the majority of end-game content.

Follows streamers and is well versed in social media for the game.

Heavy player of Raid and PvP content. Searches online for groups who are a good match for her skill level.

Goals:

To find a solid team of 6 to complete Raid content on the hardest difficulty. For PvP content, finding a team of 4 to “go Flawless” in Trials; 7 wins straight against the hardest Destiny 2 competition without losing a single match.

Frustrations:

Needs to find the right fit of players for Raids and Trials.

For Raids, she needs to quickly find experienced players, or be accepted into group that can teach new Raid mechanics.

For Trials, she needs competent Trials players who cooperate well or can carry the team.



“Anyone up for a Raid?
LF2M to finish Leviathan Prestige. Know what to do.”

Persona 2—Dad of Destiny

James

Cleveland, OH

Age: 36

Characteristics:

Married, 2 children. Family is first, before work and gaming. Plays after kids are fed and asleep.

Game time is precious. Schedules ahead of time with clan for activities. Short activities like Strikes, Crucible, Milestones are preferred, but desires to complete Raids if possible.

Goals:

The hardcore player in him wants to complete Raid activities, but knows that creating/finding a group of 5 others at the same time is difficult. Wants to play with likeminded players, will seek other parents who understand the child care situation. Wants an active group without the pressure to play all the time.

Frustrations:

Limited game time. Sleep vs Destiny.

Might have to drop out of game to take care of family. Doesn't want to spend time recruiting when they could be playing instead.



"My gaming time is precious.
But not as precious as my family."

User tasks and Features

Users need to be able to...

- ...find the **right match** of teammates **quickly** and **easily** at the desired time of play.
- ...open up their available pool of other gamers to team up with.

What features support these goals?

If the user can find a match **easily** without a lot of manual declaration (typing out needs) or any confusion, this will make for a better team finding experience. Straightforward and efficient navigation will help here.

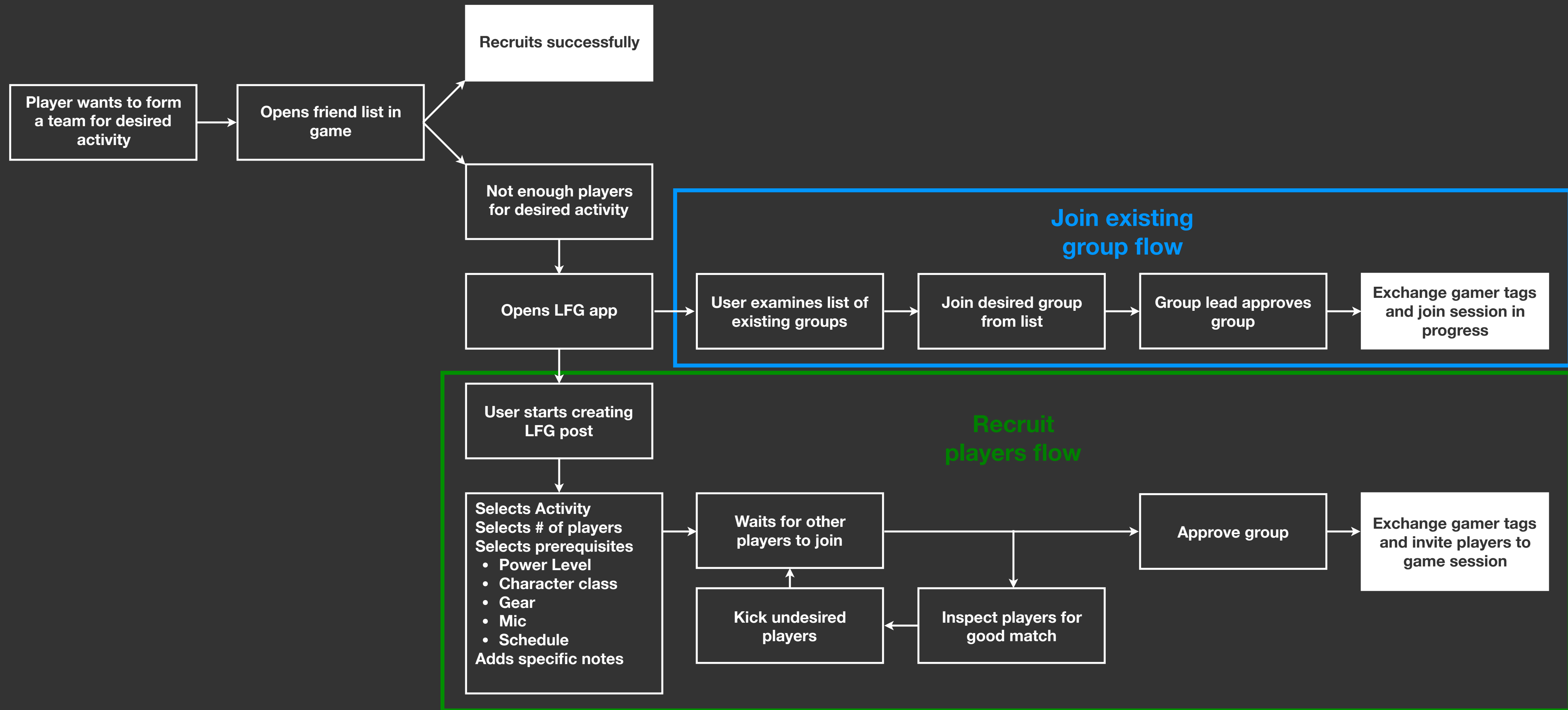
Setting desired prerequisites for the team will result in **finding better matching** teammates.

If the app can help facilitate finding the right match for Clans, this will open the available pool of gamers for the user in the long term.

“Open the app. Find a team. Get gaming.”

Typical LFG User Flows

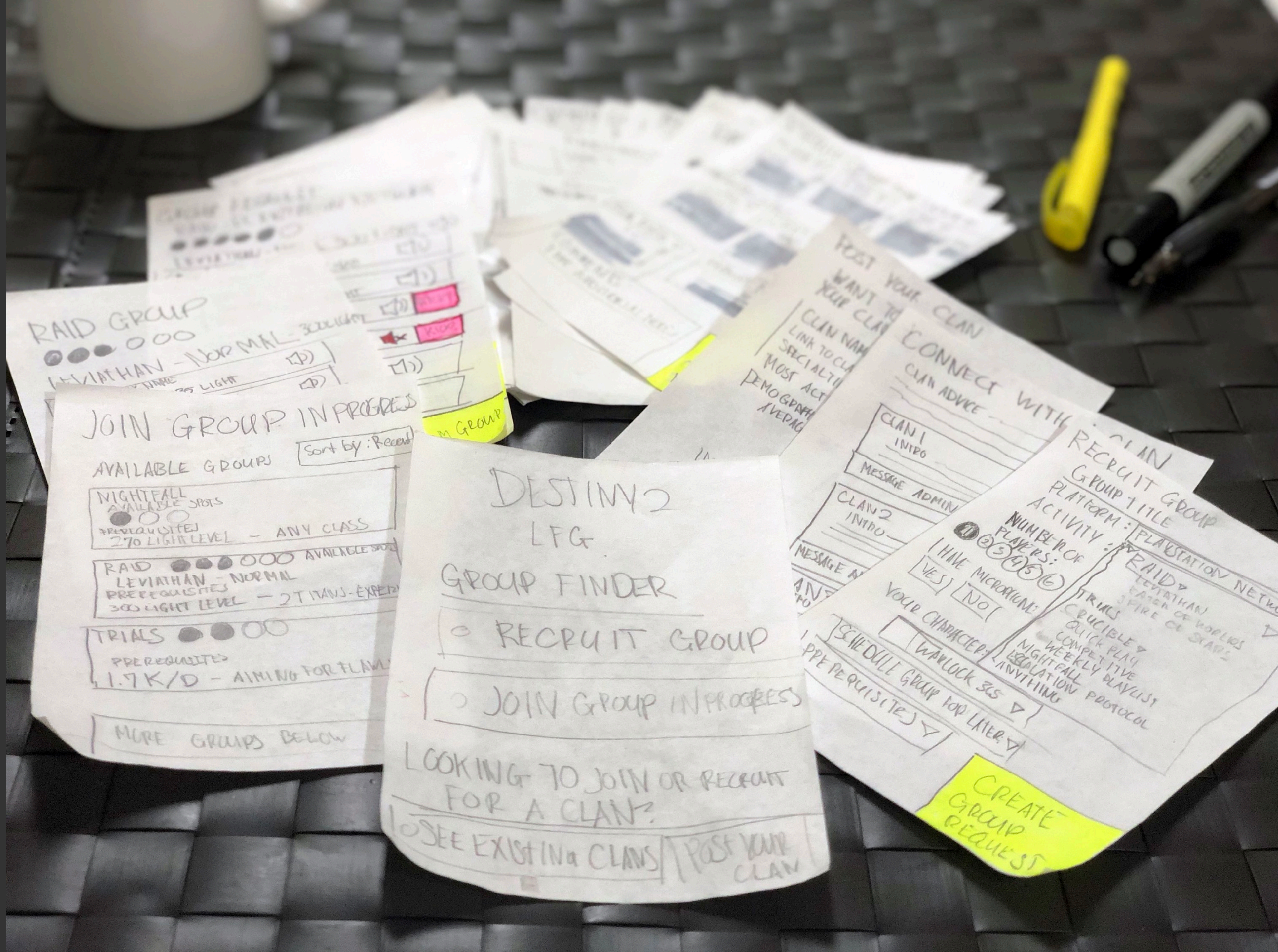
Recruit Group/Join Group in Progress flows



Paper Prototype

A paper prototype was used to quickly iterate base ideas into a physical form without needing to spend money or effort to develop the product digitally.

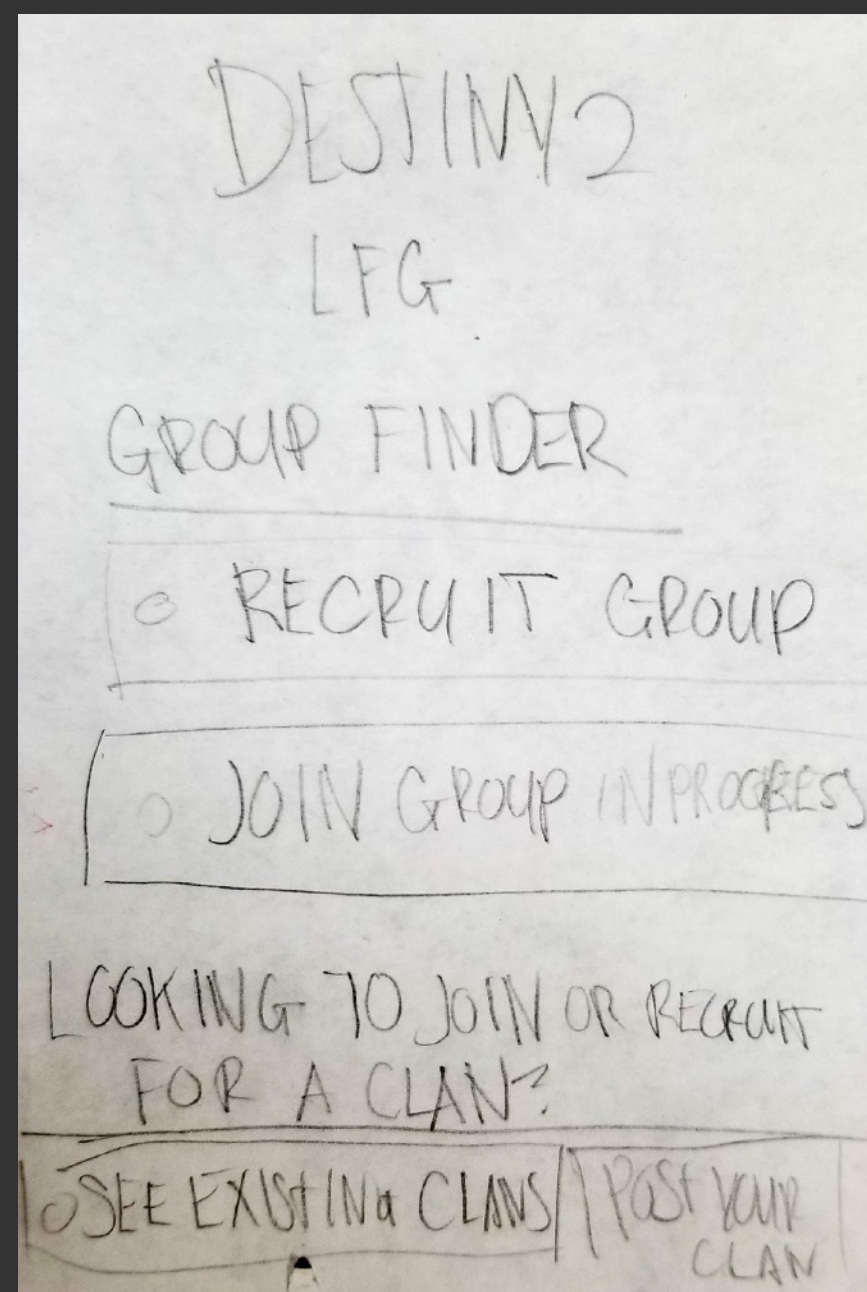
This prototype was used to run early usability tests. The paper form factor allowed for any quick edits and ideas to be written down and discussed on the fly.



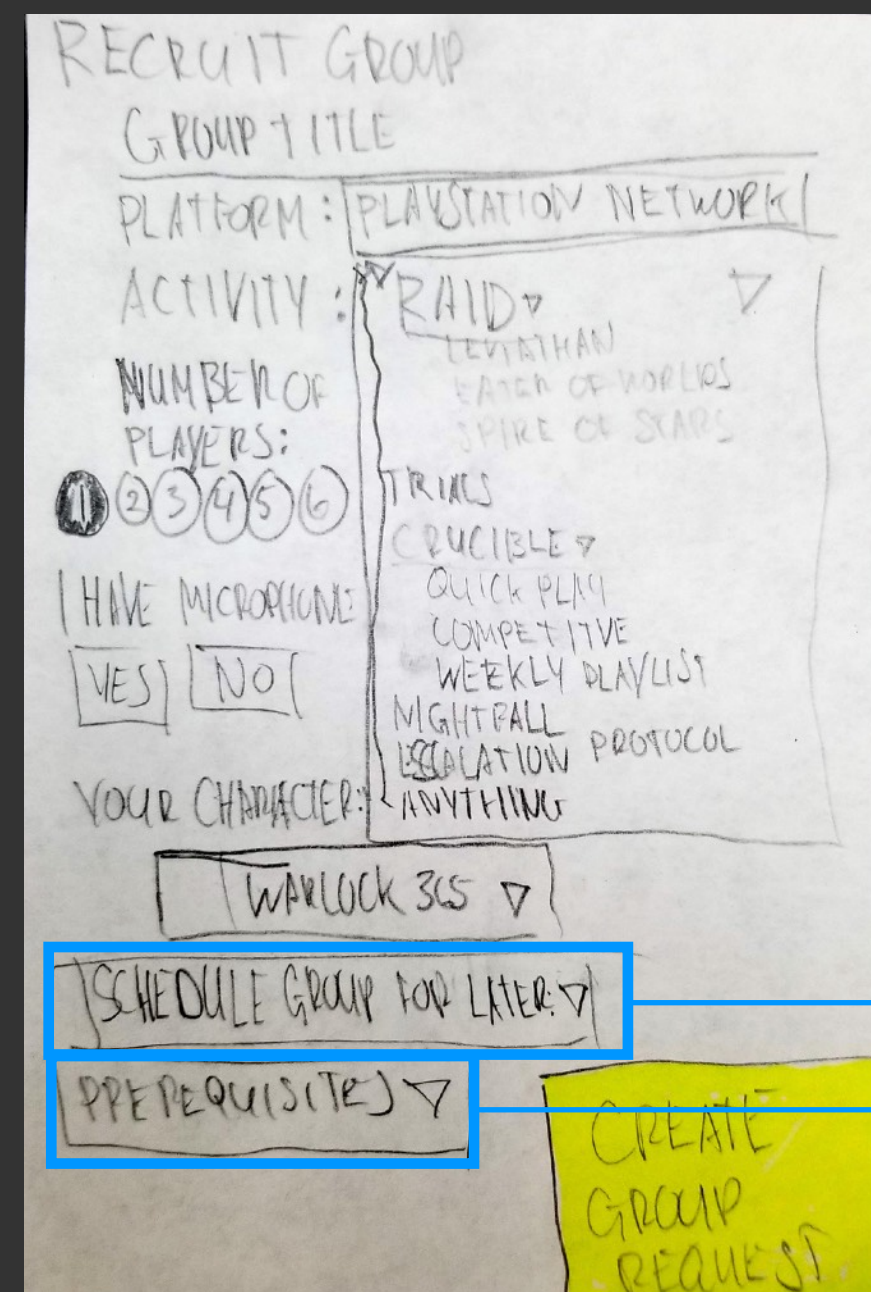
Sketches to Wireframes

The most important screens were the following:

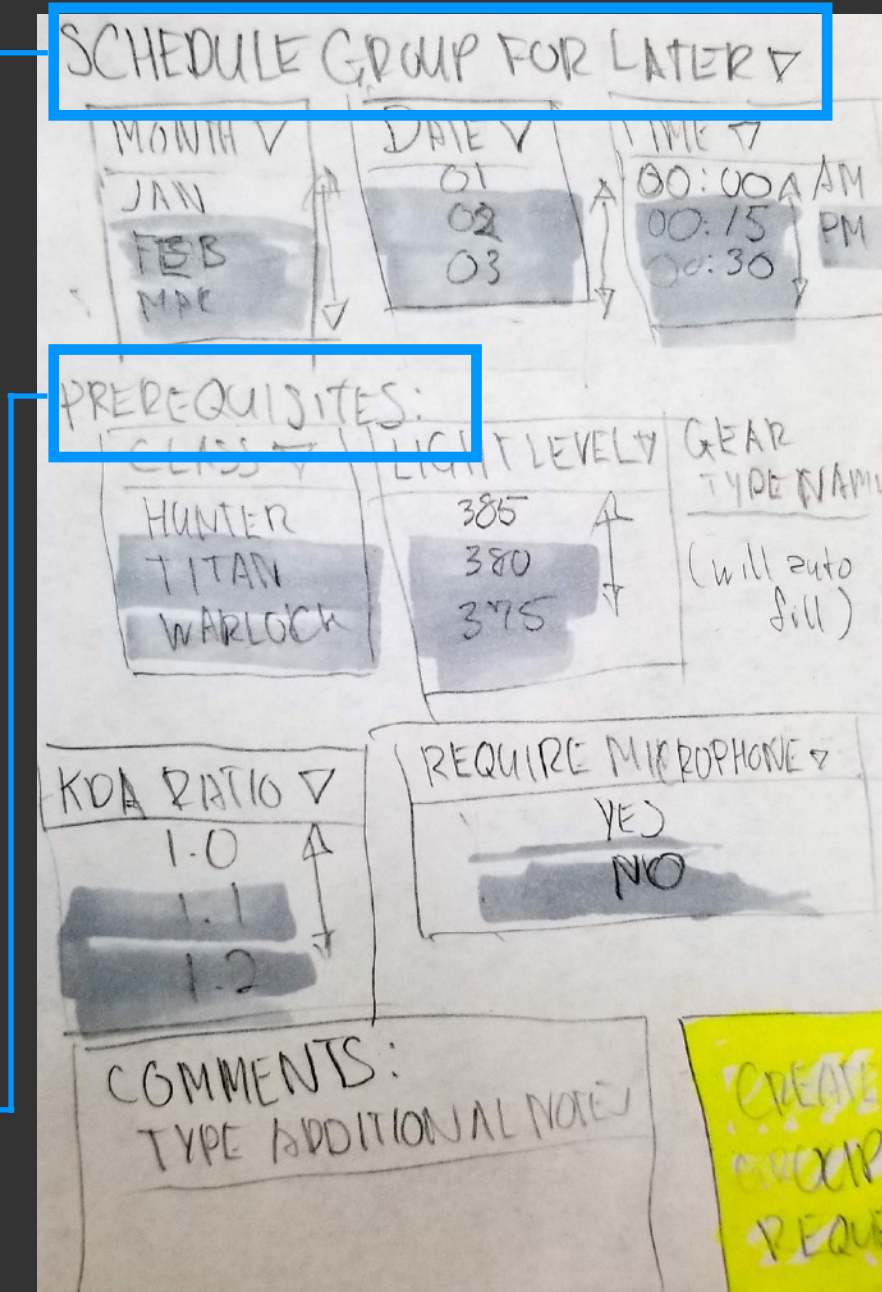
1. Home



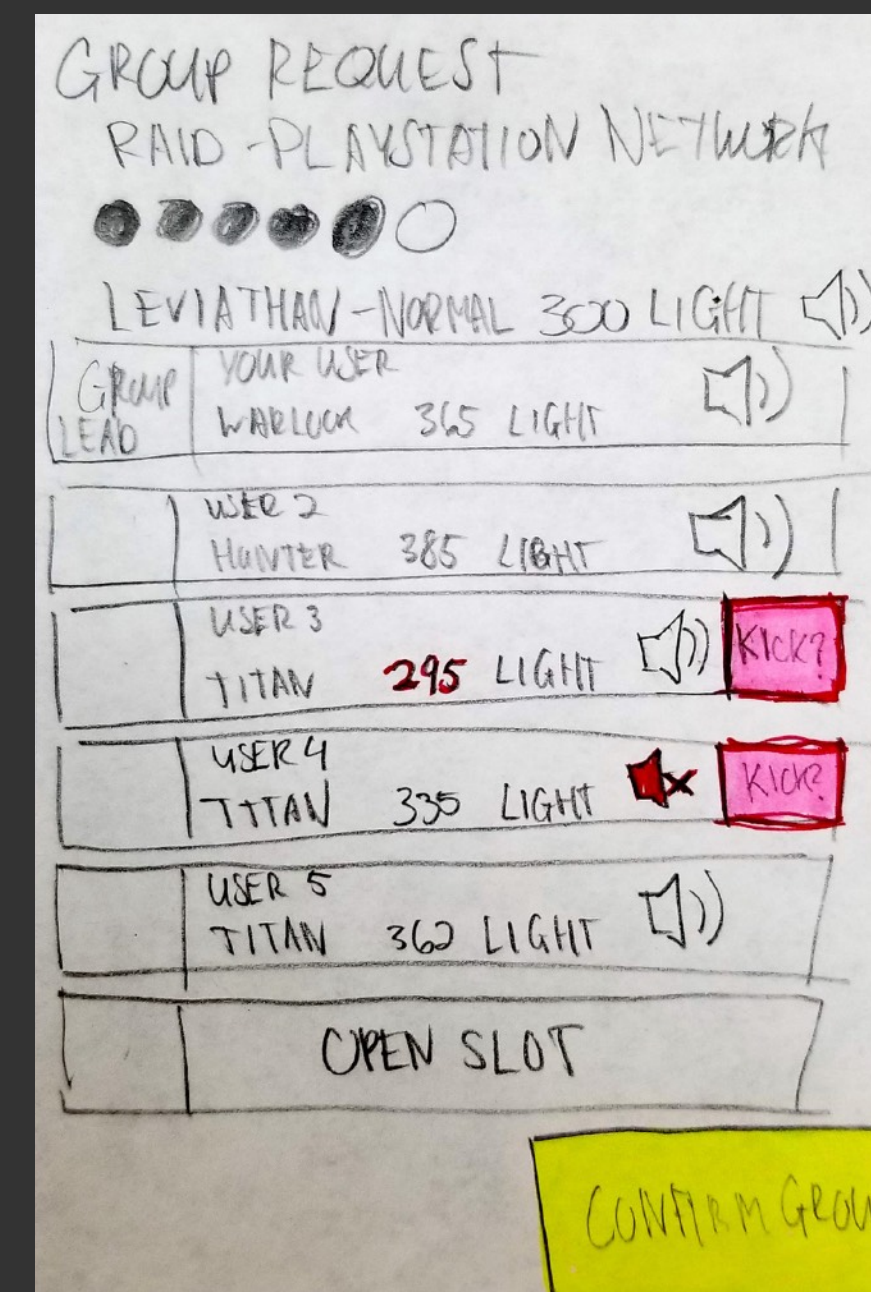
2. Recruit Group



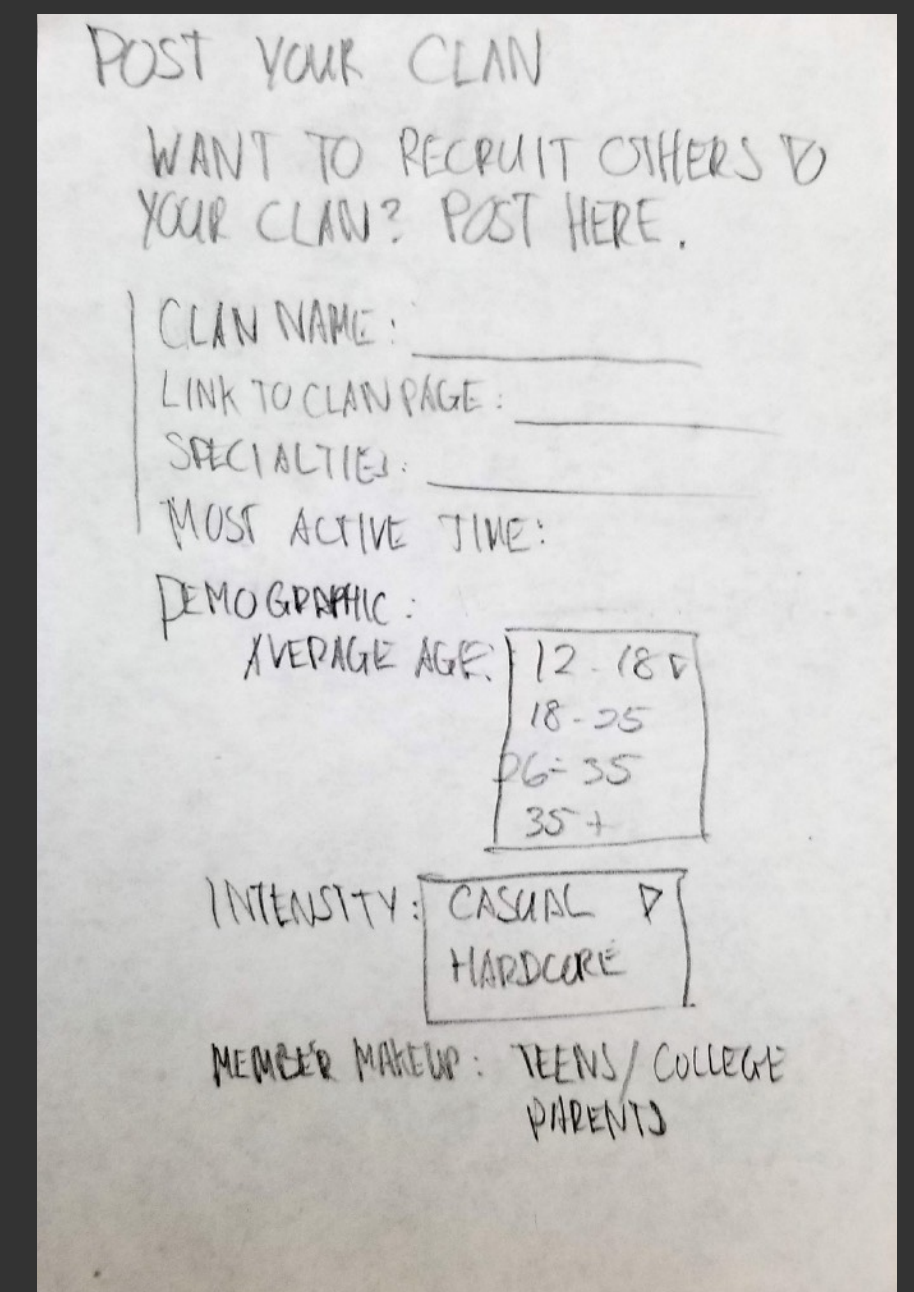
2a. Options Expanded



3. Group in Progress



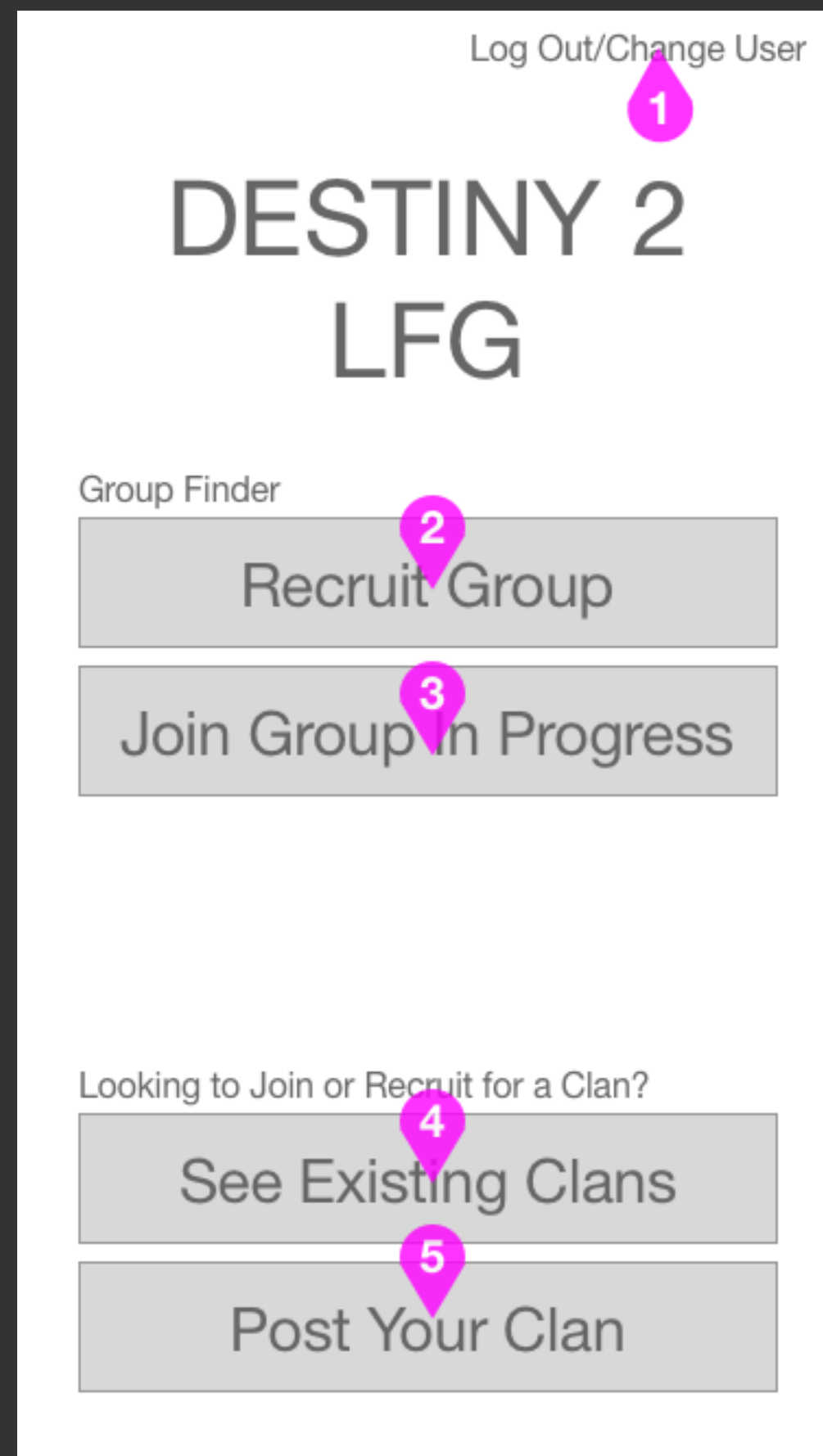
4. Post your Clan



These screens had the most interactivity for the user and discerned which path the user would take towards each flow.

Key Page Wireframes

The feedback from the paper prototype were then used to create wireframes. Annotations for intended interactivity are detailed here.



Home Screen

1. Log out user
Logs user out and returns to Sign in page
2. Recruit Group
Goes to "Recruit Group" page
3. Join Group In Progress
Goes to "Join Group In Progress" page
4. See Existing Clans
Goes to "Connect with a Clan" page
5. Post Your Clan
Goes to "Post Your Clan" page

Key Page Wireframes

The feedback from the paper prototype were then used to create wireframes. Annotations for intended interactivity are detailed here.

1 Recruit Group
2 Group Title

Platform: PlayStation Network

Activity: Anything

- Raid
 - Leviathan
 - Eater of Worlds
 - Spire of Stars
- Trials
- Crucible
 - Quickplay
 - Competitive
 - Weekly Playlist
- Nightfall
- Escalation Protocol

Number of Players: 1 2 3 4 5 6

Your Character: Warlock 365

- Hunter 360
- Titan 320

I Have Microphone: Yes No

Schedule options Immediate if unchecked

Month	Date	Time	
Jan	01	00:00	AM
Feb	02	00:15	PM
Mar	03	00:30	

Prerequisites

Class	Light Level	Gear
Hunter	385	Type gear name
Titan	380	Type gear name
Warlock	375	Type gear name

KDA Require Microphone

1.0	Yes
1.1	No
1.2	

Comments
Type anything else here

Create Group Request

Recruit Group Screen

1. Recruit Group
Title of page
2. Group Title
User can manually enter a Group Title. Otherwise, this auto fills from "Platform—Activity—Number of players"

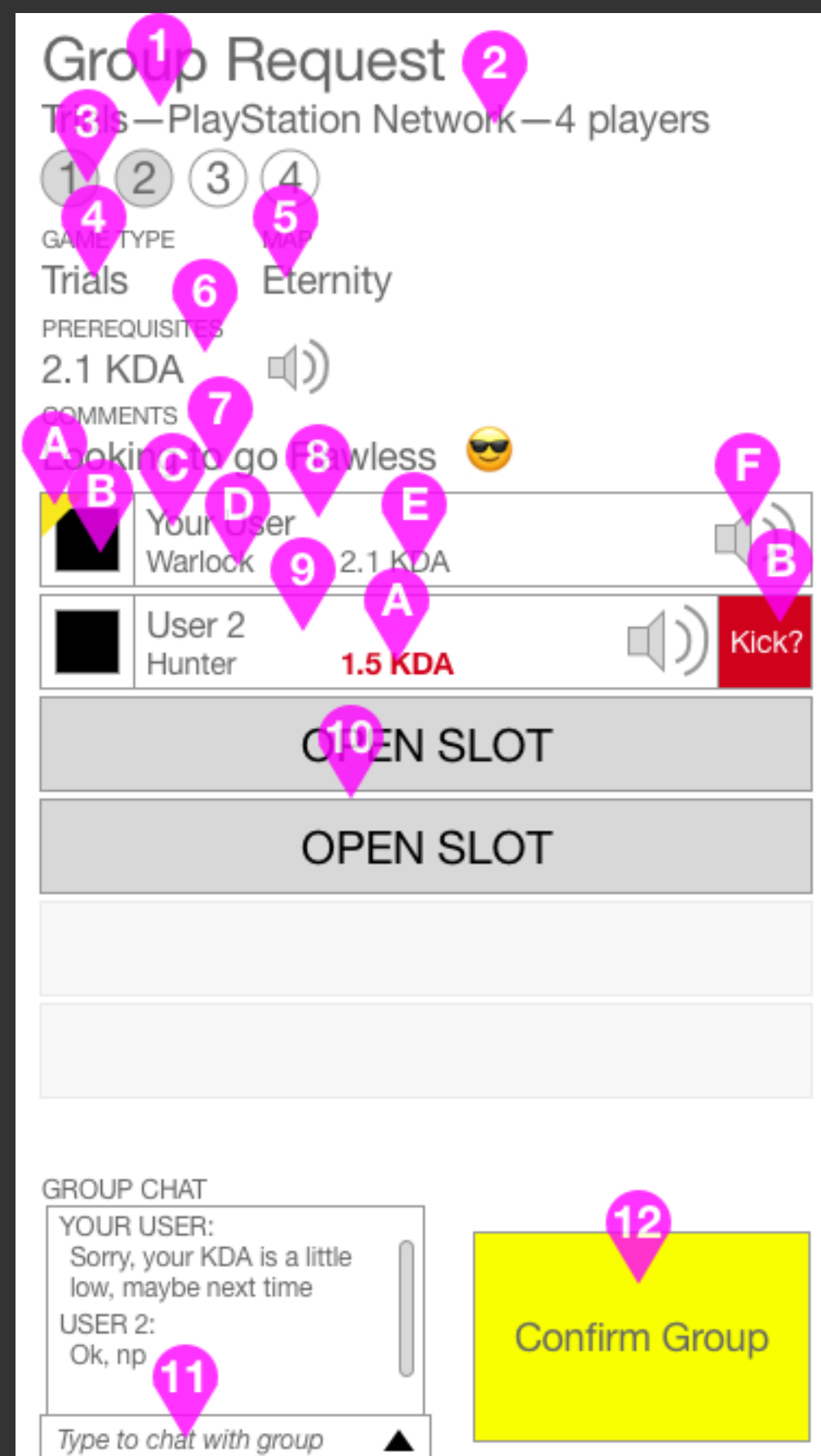
Example:
PlayStation Network—Raid: Eater of Worlds—6 players
3. Game Platform
PlayStation Network, Xbox Live or Battle.net
4. Activity
Defaults set to "Anything"
Click will open pulldown.
Clicking on Raid or Crucible will open a sub-pulldown to select the available Raid or Crucible activities.
5. Number of Players
Clicking on a bubble will fill in all lower bubbles.
6. Your Character
Select which of your three characters will participate in the group
7. I Have Microphone
Toggles Yes or No to declare microphone

8. Schedule options
Allows to set Month/Date/Time (year is automatically the current year)
If any part of the Schedule options bar is clicked, the tick box will be checked and the Options box will open.

A. This will function as a scrollwheel. The user can swipe up or down to change the Month/Date/Time settings.
B. The arrows can be tapped to move the value up or down
C. To avoid fat-fingering the button, clicking on the AM/PM will just change this value to the inverse
9. Prerequisites
A. Class needs to be reworked to account for needing a different class per player.
For example, how do you explain needing two hunters, one warlock, one titan and Any within in a team?
B. Power Level scroll wheel, same as Schedule Options, in increments of 5.
C. Gear Prerequisite. Auto-fills according to Weapon/Armor database.
D. KDA, scrollwheel function same as above
E. Require Microphone. Same as AM/PM
10. Comments
Any further comments the user wants to add can be written here
11. Confirm Group Request
Confirms the request and moves the user to the Group Request: Activity screen

Key Page Wireframes

The feedback from the paper prototype were then used to create wireframes. Annotations for intended interactivity are detailed here.



Group Request Screen

1. Recruit Group
Title of page
2. Group Title
This is either the manually filled title or the auto filled title.
This example is auto filled from Platform—Activity—Number of players
3. Number of teammates filled
Will update as members fill the team
4. Game type
Fills from selection on previous screen.
5. Map/PvE activity
Will display the following:
A. The selected Raid (Leviathan/Eater of Worlds/Spire of Stars) if Raid is the selected activity
B. Name of Trials Map if Trials is the selected activity
C. Nightfall event name if Nightfall is the selected activity
D. Competitive/Quickplay/Weekly event (Iron Banner/Mayhem/etc.) for the selected Crucible activity
6. Prerequisites
Will display the selected Prerequisites from the previous screen. “2.1 KDA” and microphone are the examples shown here.
7. Comments
Typed comments from the previous screen appear here.
8. Group leader/User’s character
The Group leader/User’s slot for the selected character
A. The yellow triangle is an in-game icon that denotes the group leader
B. The character void/solar/arc icon
C. The user’s PlayStation/XBox Live/ Battle.net user name. This should display as the user name of the user’s gaming platform
D. User’s class
E. Activity dependent variable info.
PvP activities: this will show KDA
Raid: this will show Raid completions and average completion time for the selected Raid.
Nightfall: The high score for the selected Nightfall
Escalation Protocol: The number of bosses defeated in EP.
F. Microphone: Yes or No. In this case, Yes.
9. Other users
Terms are the same as the leader, except for the leader icon. This example is to show failing prerequisites.
A. Failing prerequisite, highlighted in red. The failing 1.5 KDA doesn’t fulfill the prerequisite.
B. Because the failing prerequisite, the Kick button appears for the Team Leader.
10. Open Slots
Shows that two more slots are available to be filled.
Translucent slots are unavailable, since the max team size is 6. This example is a 4 player activity.
11. Group chat
Allows chat only between members who have participated in the matchmaking session.
12. Confirm Group
Confirms the group and moves to “Send Invites” screen

Key Page Wireframes

The feedback from the paper prototype were then used to create wireframes. Annotations for intended interactivity are detailed here.

Post Your Clan
Want to Recruit others to your Clan? Post up.

Clan Name: _____ 1

Link to Clan Page: _____ 1

Specialties: _____

Most active times:

Weekdays	00:00 AM	00:30 PM	to	00:00 AM	00:30 PM
Weekends	00:00 AM	00:30 PM	to	00:00 AM	00:30 PM

Demographic:

Average Age: 12-17 ▼
18-25 3
26-35
35+

Intensity: Casual ▼
Hardcore

Good match for: Teens 4 Students
Professionals Parents

Give an introduction to your Clan:
Type a warm Clan welcome here.

_____ 1

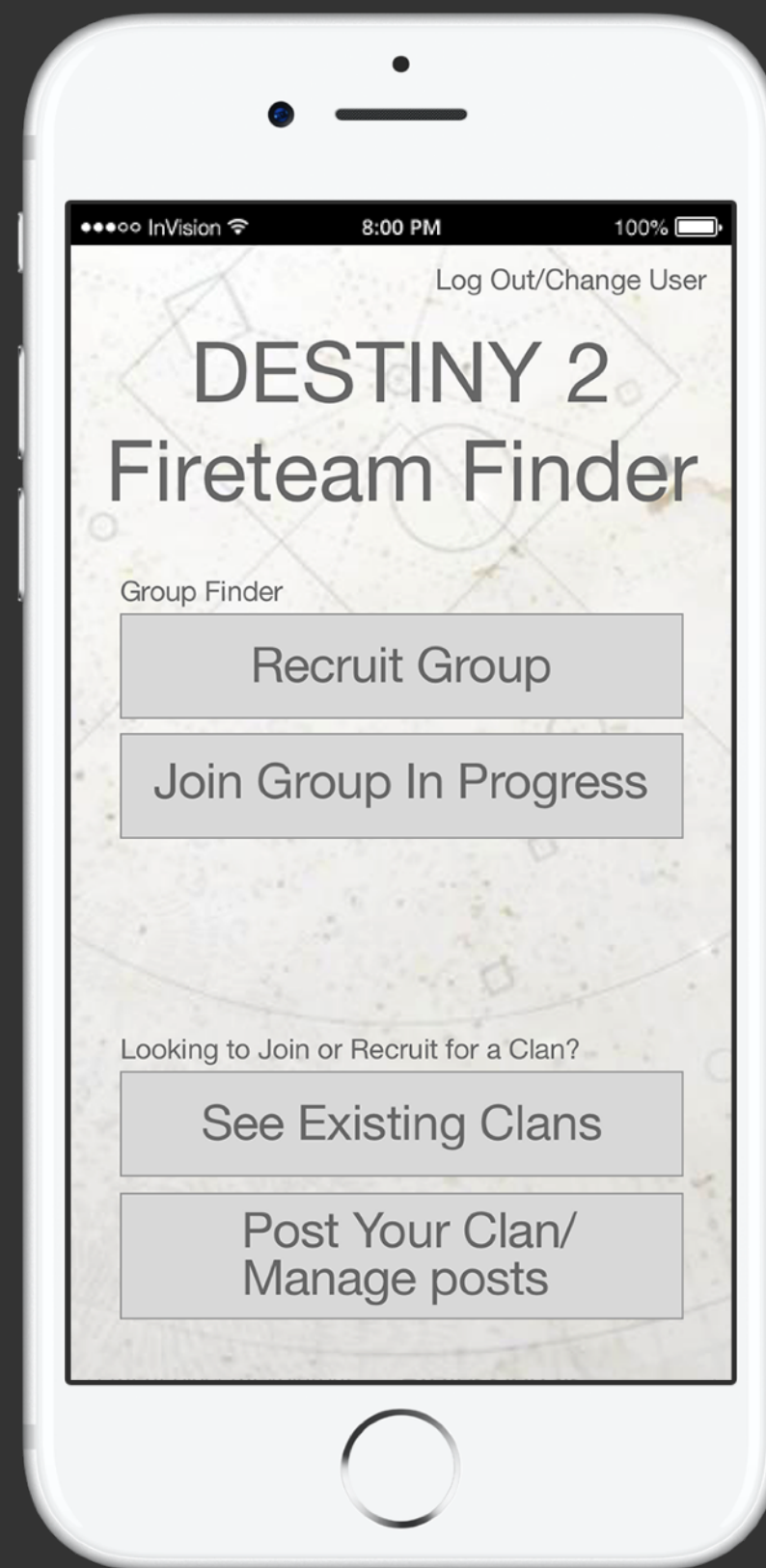
5 View your Clan post

Post Your Clan Screen

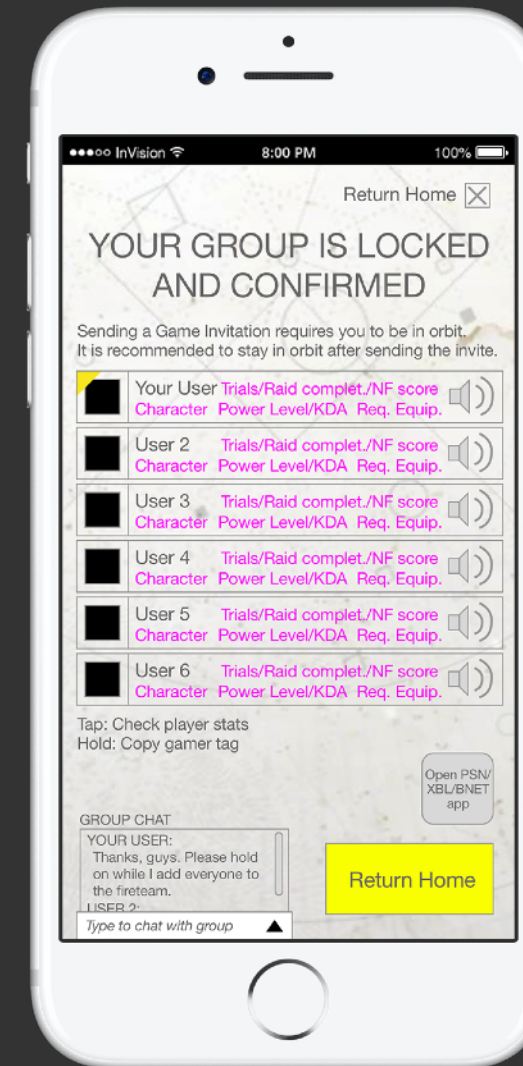
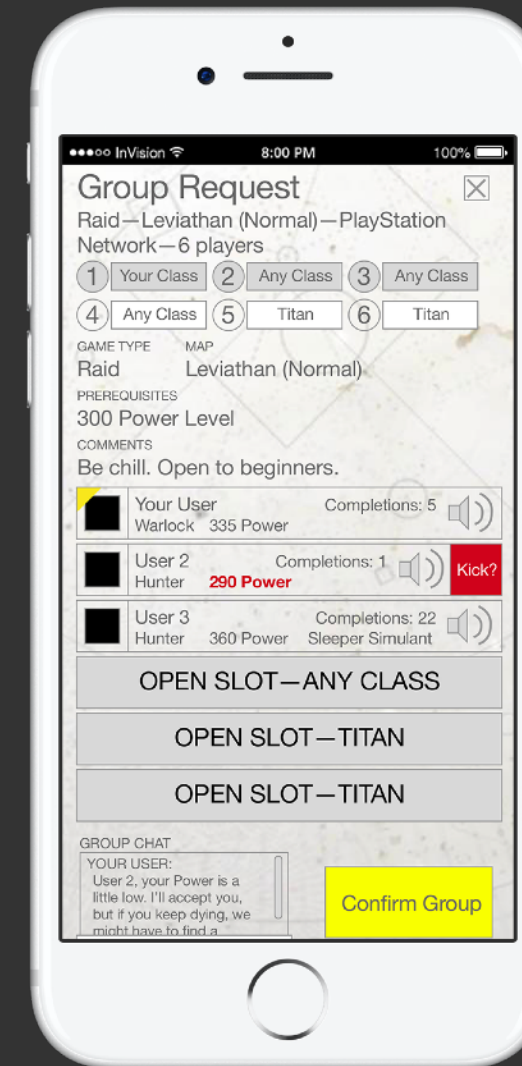
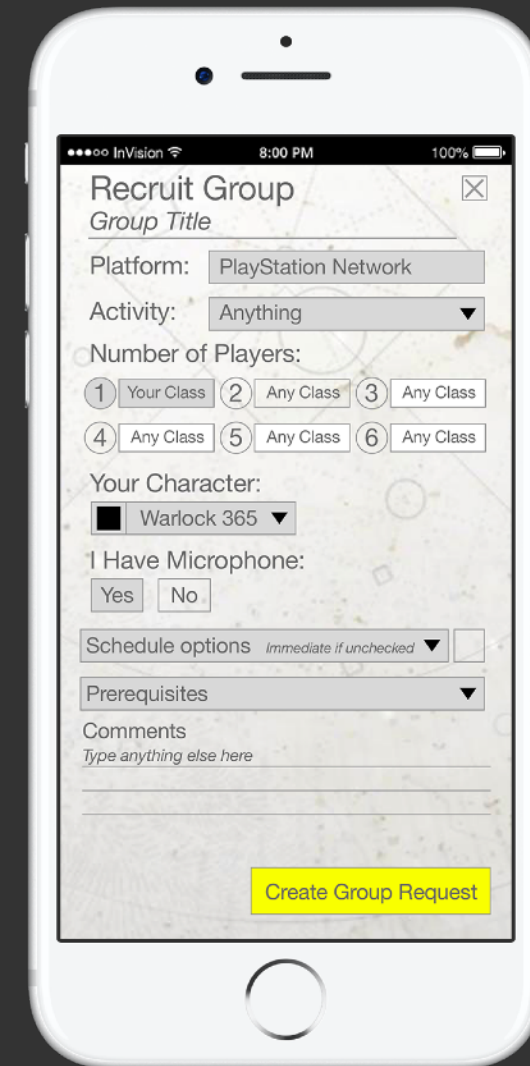
1. Manual text
The user is directed to input manual text for Clan Name, Clan Link, Specialties and Intro
2. Time
This is the same functionality as the clock in the sceduling in previous screens.
3. Pulldowns
Pulldowns for Average Age and Intensity.
4. Buttons
Multiple buttons can be toggled on/off.
5. View Clan Post
Will preview the post and will have option to publish.

Prototype Screens

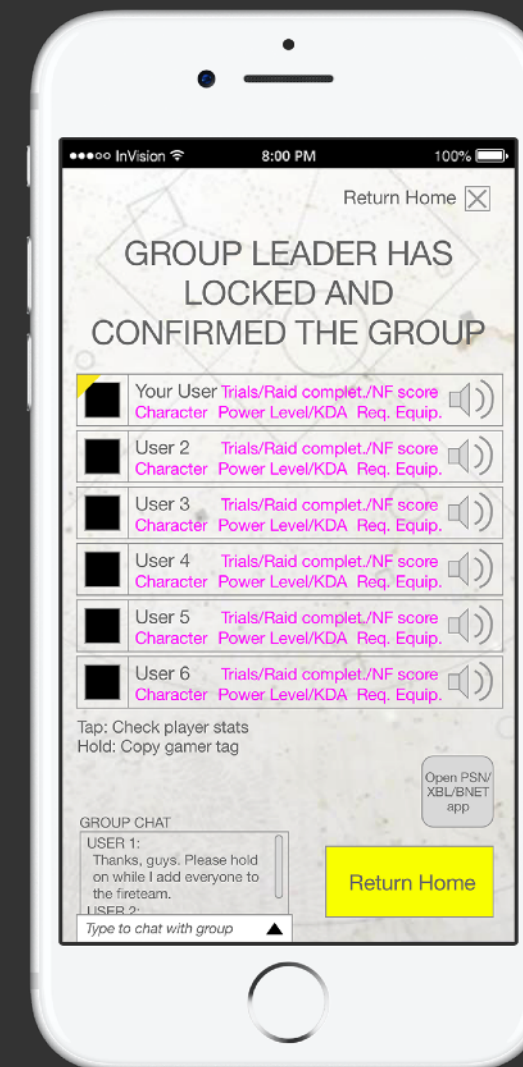
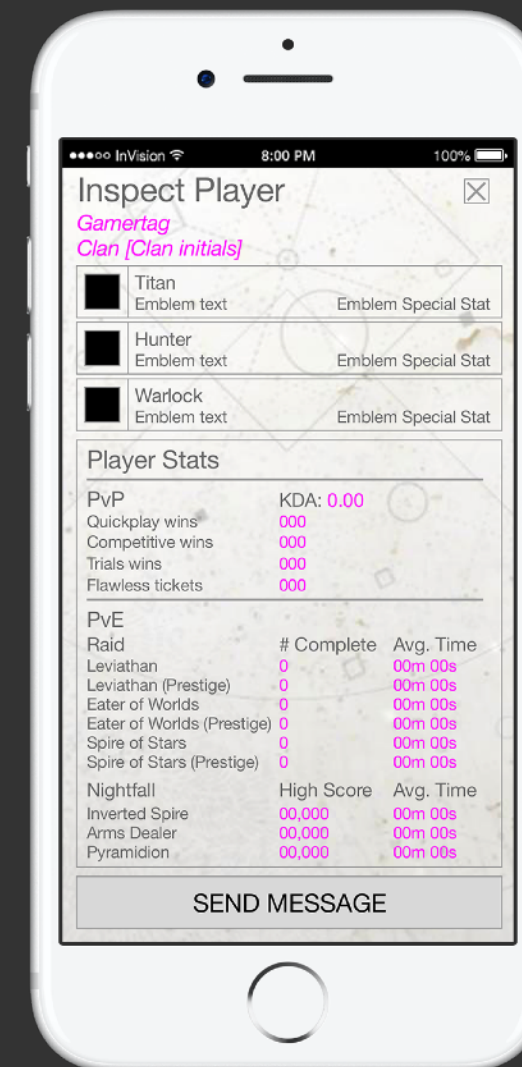
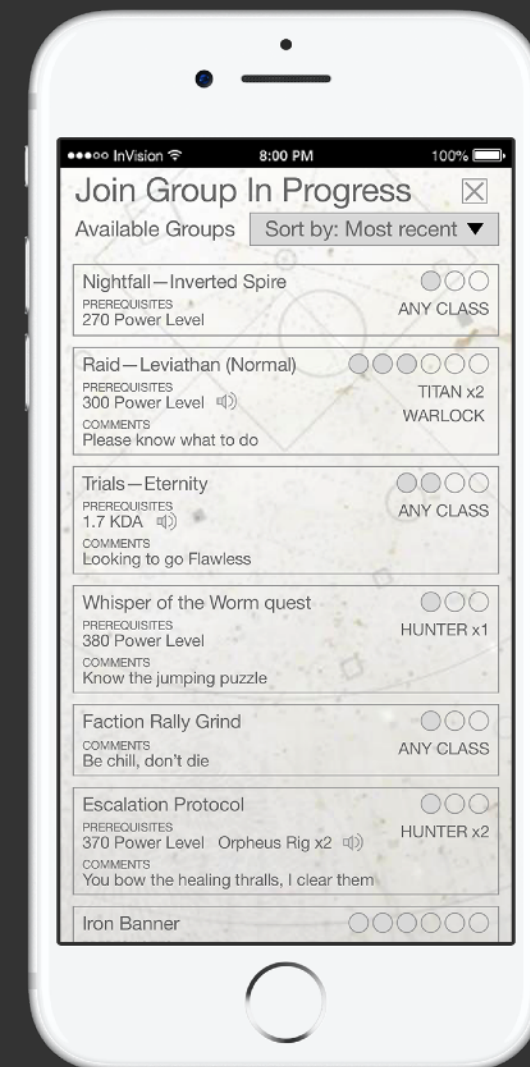
Home screen



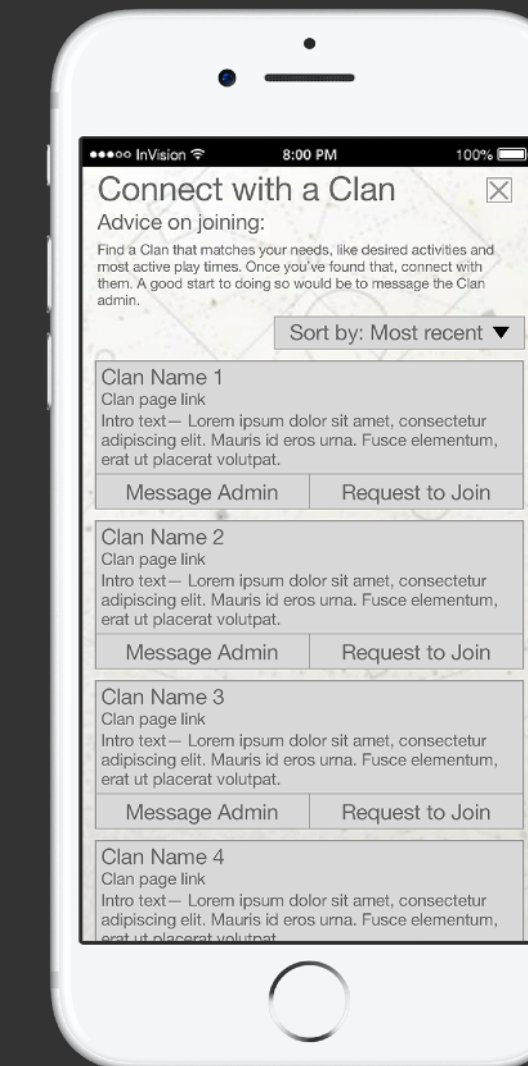
Recruit Group



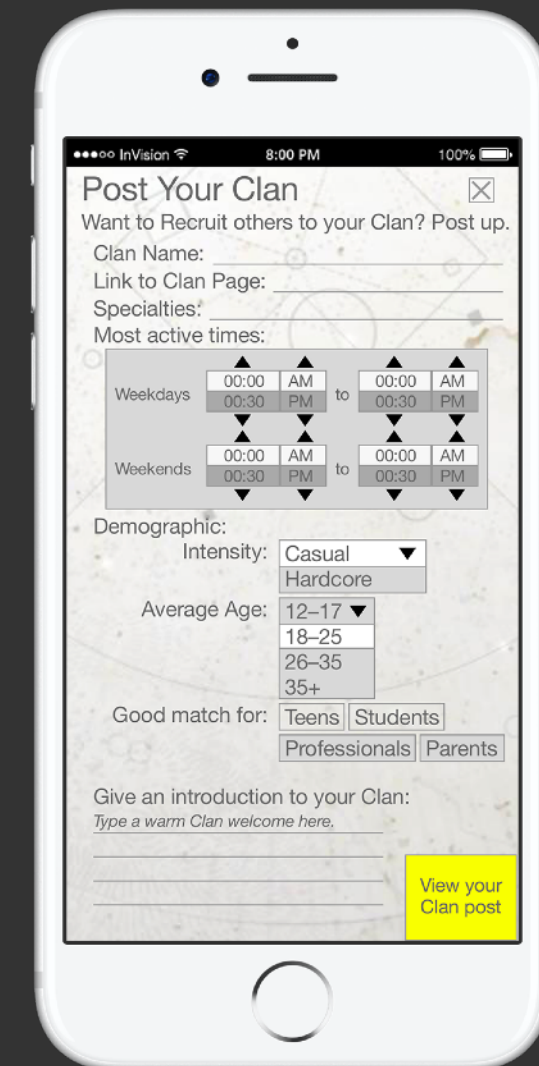
Join a Group



Connect with Clans



Post your Clan



Try the prototype yourself:
<https://invis.io/M6N4MMQ2W9S>

Usability Test

Tasks tested:

- 1) Recruit a group for an Activity of your choosing.
 - 2) Join a Group in Progress for an Activity of your choosing.
 - 3) Connect with a Clan
 - 4) Create a Post for your own Clan
-

Recruit Group task

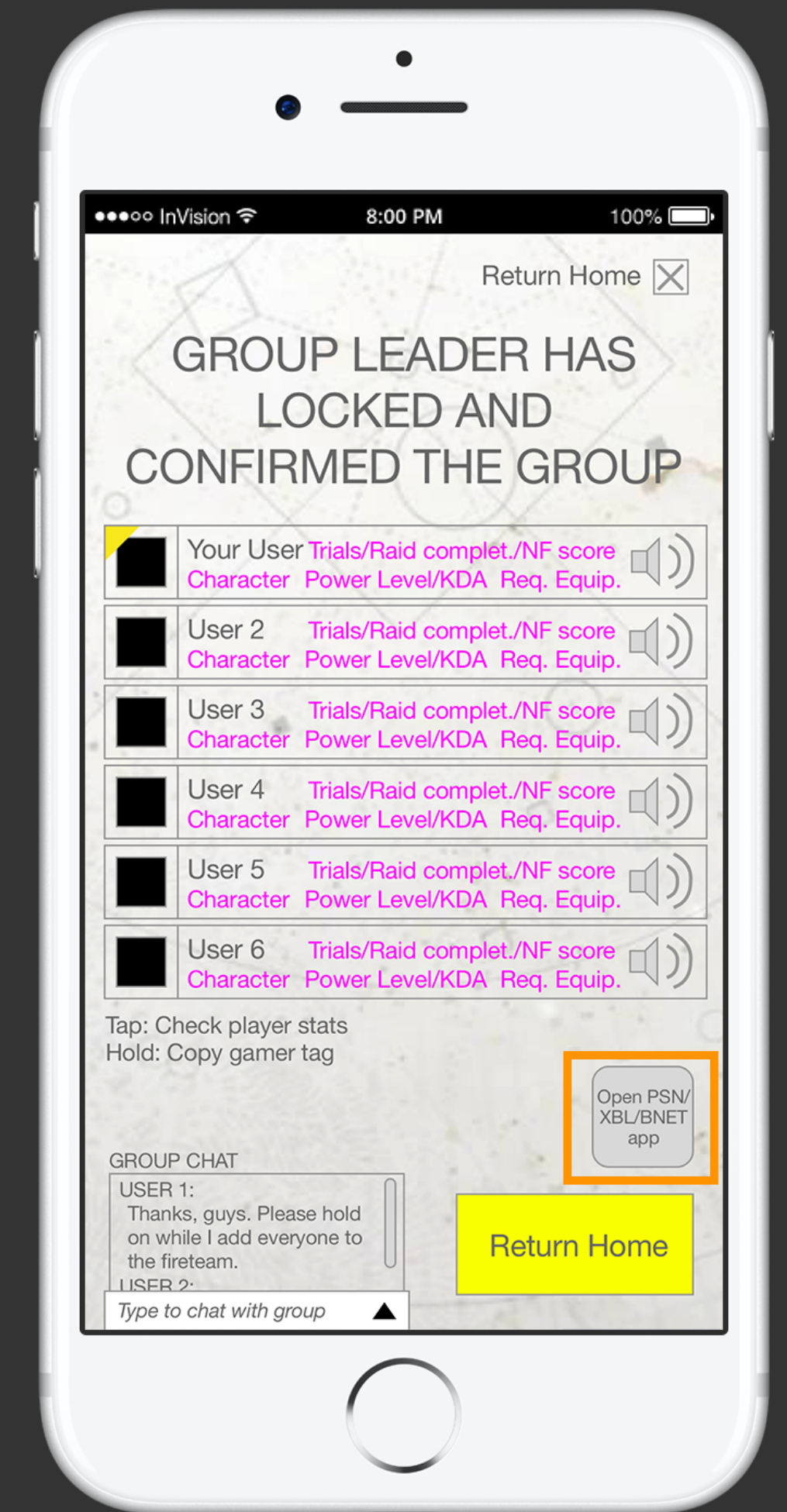
For the preliminary build, Recruiting a group was straightforward for the users, with the exception of a bug with the prototype that would cause infinite navigation loops with the Back button. Outside of understanding that issue, users were able to understand how to Recruit groups within the app. I've changed the Back button functionality to return to specific screens, instead of just going "back".

Usability Test Results

Join Group in Progress task

Joining a group was a bit confusing because simulating other players also joining the group wasn't immediately apparent in the prototype. To show this better in later prototype iterations, I simulated one team mate entering the team at a slower pace until the team was considered full.

One key issue found during testing was that once a group was created in the app, there weren't great ways to quickly transfer over the PSN ID/XBL Gamertag/BNET Battle Tag (the game platform user name). The normal process depends on what game platform the user is playing on, but to do this on a mobile app, they would have to go into their platform's app and navigate to their active game party or friends list. It's out of scope to direct the user to navigate a separate app, but for this own app's use, I added functionality to copy the user name and a button to open the corresponding Playstation/XBox/PC app. There is a strong boundary for the user to navigate adding user names on their own, which is unfortunate for both the player and gaming platform they play on.



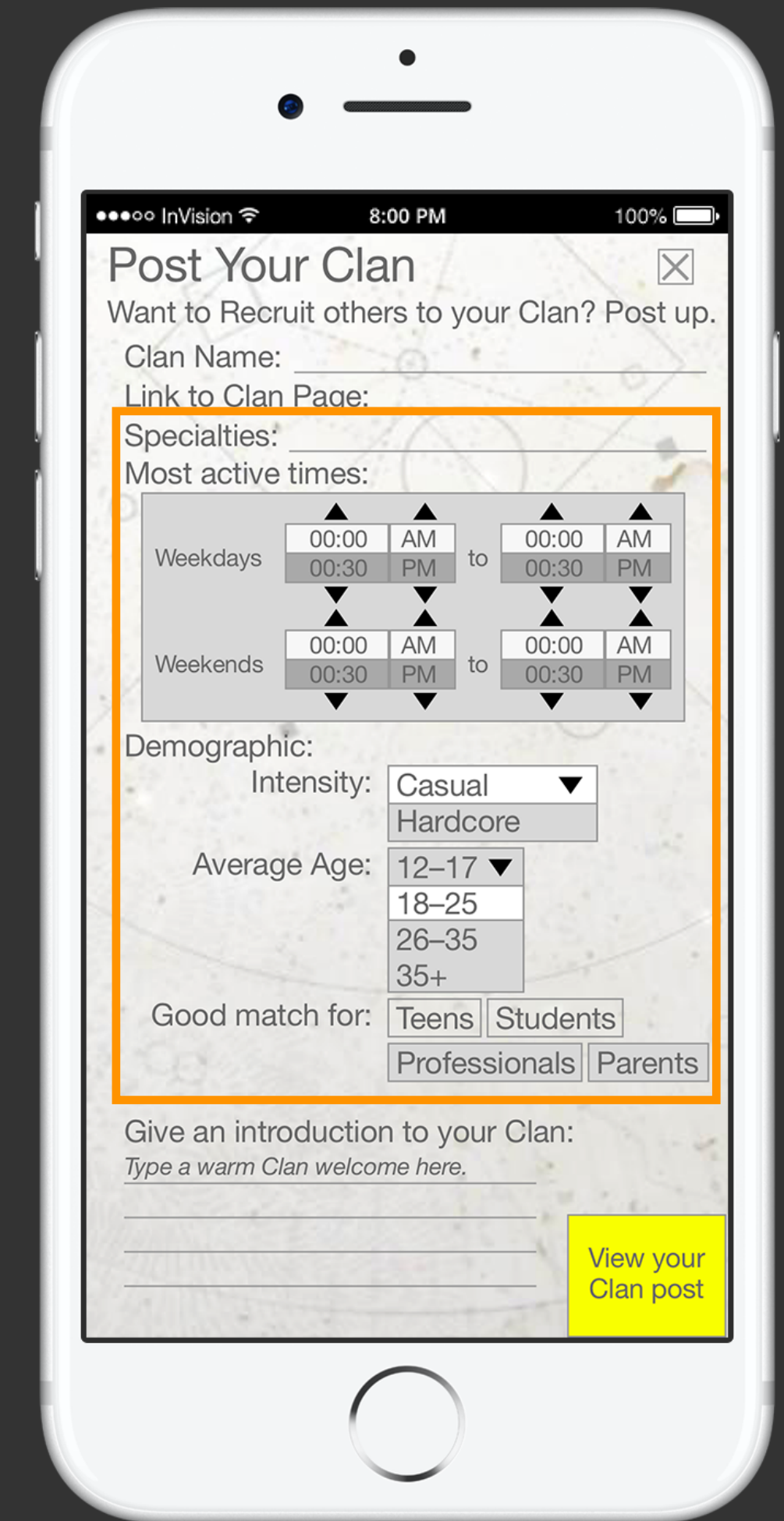
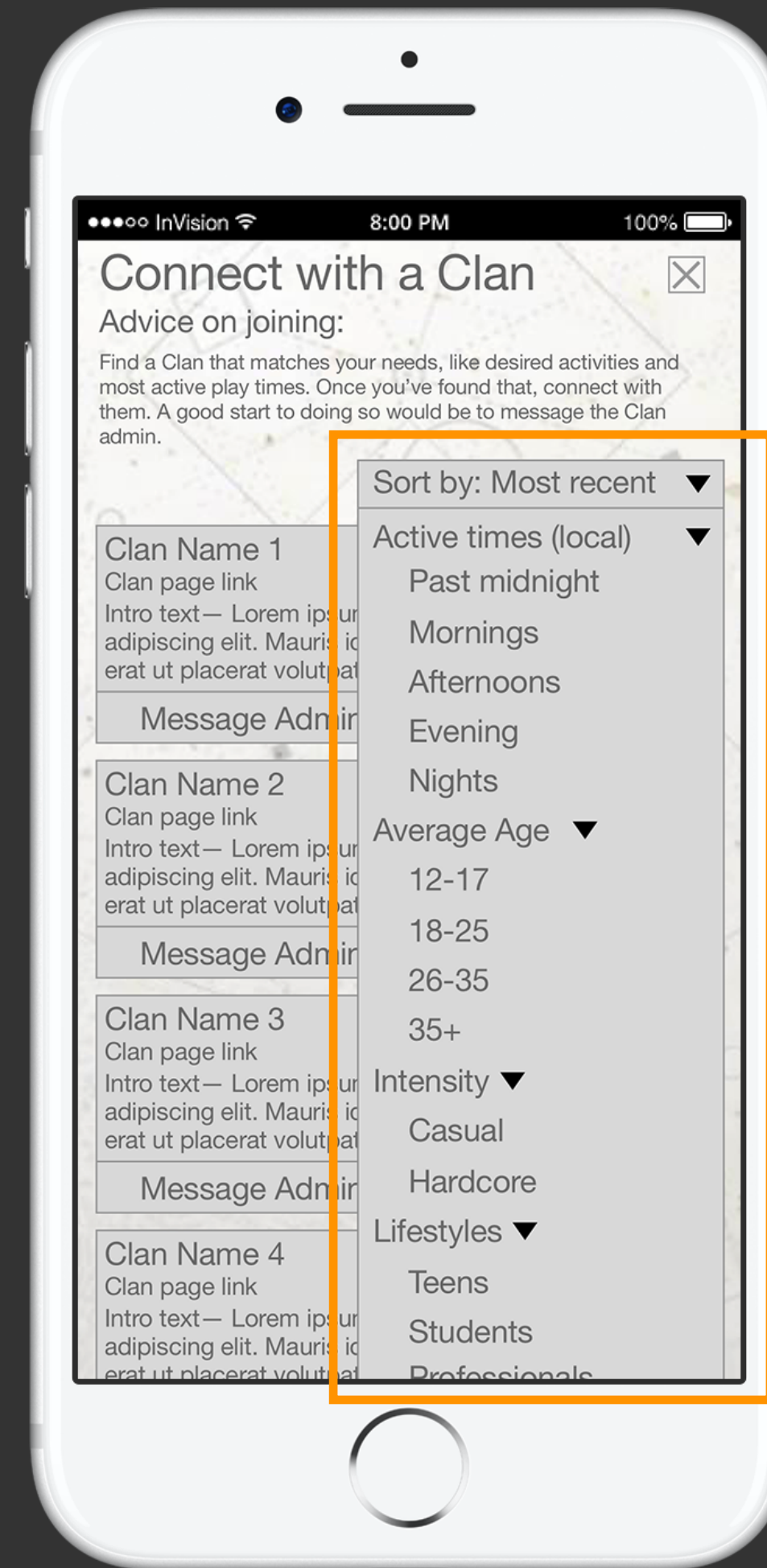
Usability Test Results

Connect with a Clan/Create Clan Post

Informally, Clans are groups of players that enjoy playing with each other. Many Clans are dedicated to certain goals in game, such as PvE activities like Raids or PvP activities such as Trials. Some Clans in particular are dedicated to discovering interesting mechanics in the game such as damage over time per specific weapons. Whatever the goal, the best Clans for players are ones where they are **grouped with other likeminded players**.

The main fault of Bungie's LFG app's Clan function is that there are no sorting functions. Users can find any Clan to request to join, but there is little to differentiate one Clan from another.

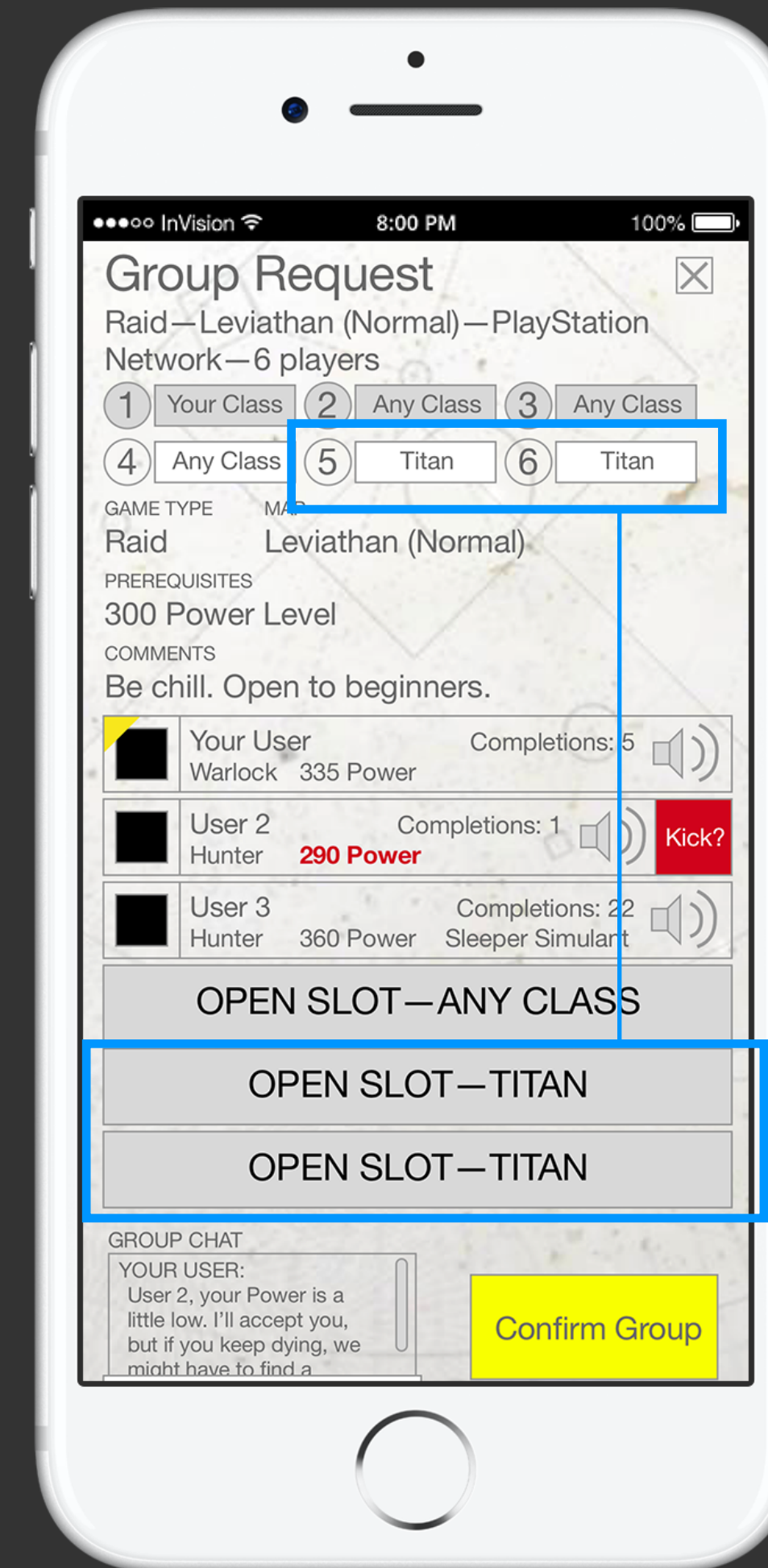
I have designed the Clan section for the user to search for likeminded groups using the filter pulldown functions, and to post their own Clan to advertise recruitment.



Usability Test Results

Character prerequisite

I learned that I displayed choosing your desired team's character class in a way that wasn't clear. I designed the current character class selection filter using character tumblers so the user could set the prerequisite easily, while being clear to everyone else joining the team.



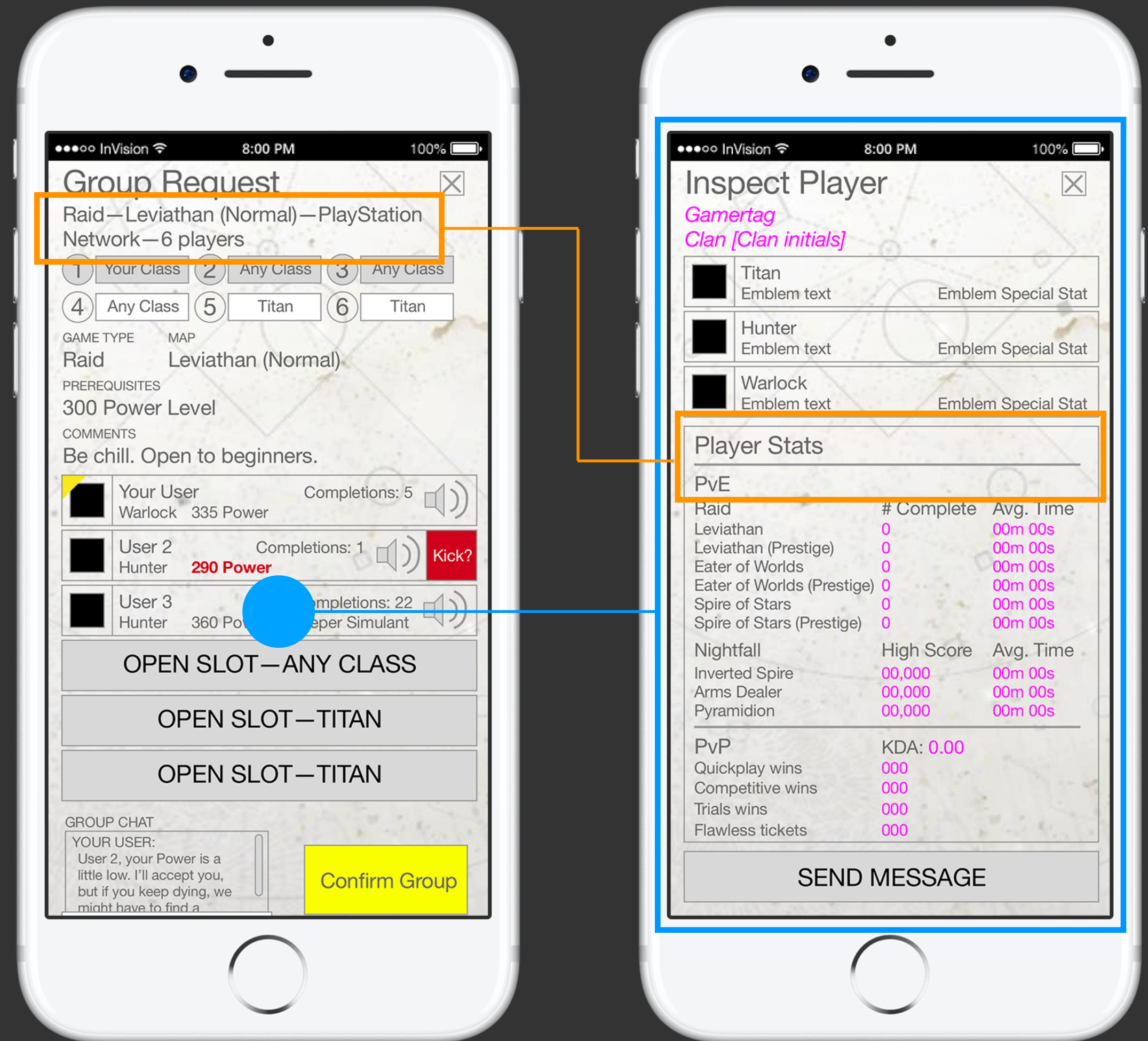
Usability Test Results

Statistics

One aspect that many players have asked for that isn't apparent in many LFG tools are how statistics are implemented into finding a team. Most Raid players go to raid.report and manually input the prospective member's user name there to see how many Raids the player has completed. PvP players would do the same on destinytracker.com to check Kill/Death ratio. All the statistics info comes from the Destiny API, which is available online for every user.

In the prototype, I've integrated viewing statistics in a way that is easy for all users to check while they are in the app forming a group.

PvE activity prioritizes PvE stats to appear first.
PvP acts the same way.

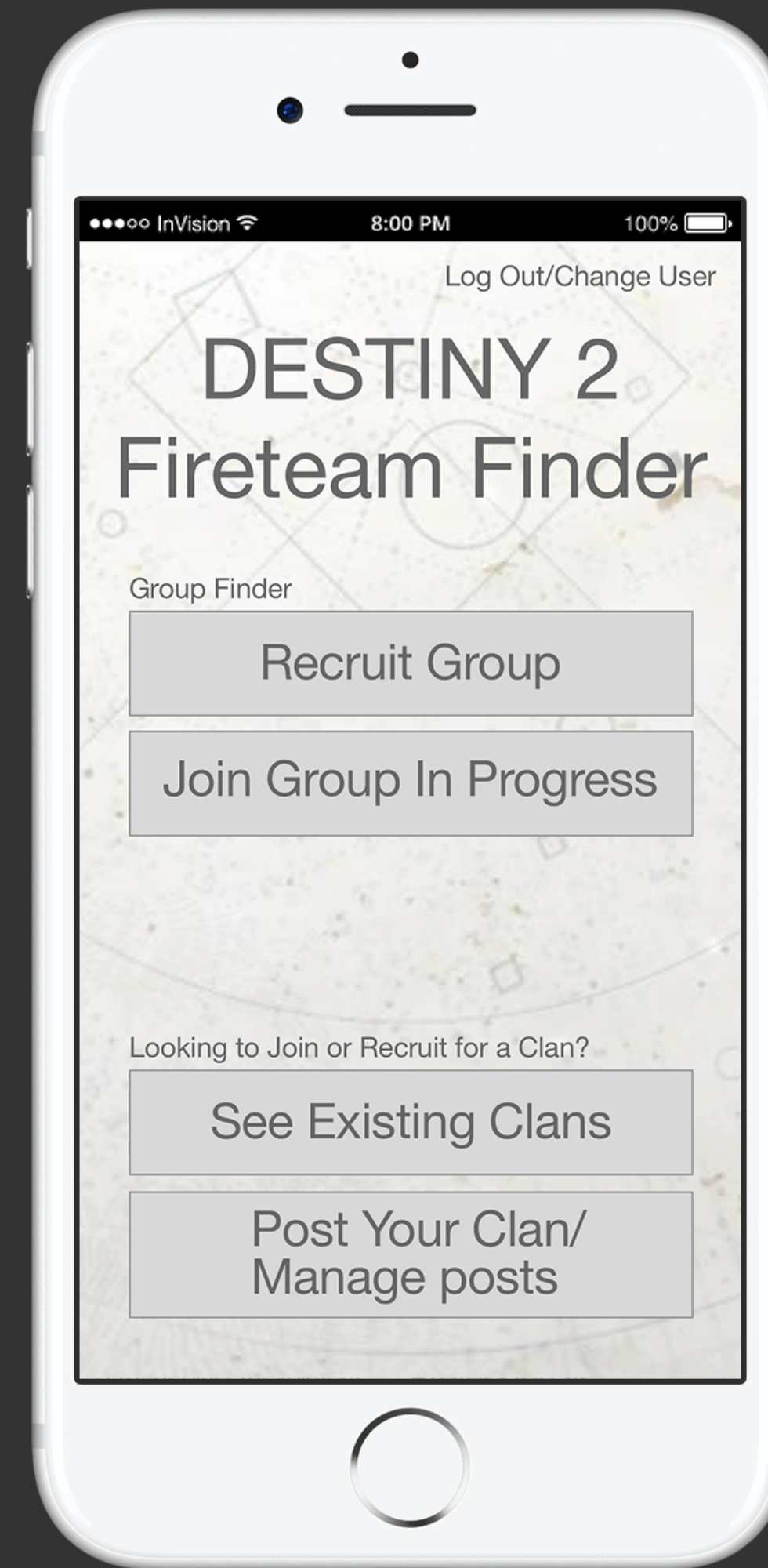


What I would improve

In terms of design style, I would definitely put time into building a more visually thematic UI.

Regarding the UX, I think the build would benefit from clarifying the equipment prerequisite.

The app should keep history of past successful groupings, which wasn't implemented.



Thank You!

Michael Cruz

michaelcruz1980@gmail.com

[linkedin.com/in/michaelcruz1980/](https://www.linkedin.com/in/michaelcruz1980/)

Prototype link:

<https://invis.io/M6N4MMQ2W9S>