TECH SUPPORT

ERROR UNKNOWN

A computer simulator by

DRAGON SLUMBER

Market Overview

In development for Windows, Mac, Linux

Planned to be ported to iOS and Android platforms

The target audience are fans of immersive narrative sandboxes and puzzle games, ages 18-34

The game does not require prior technical knowledge

There are few games in this genre, with many of them having been very successful

Competing games

Papers Please

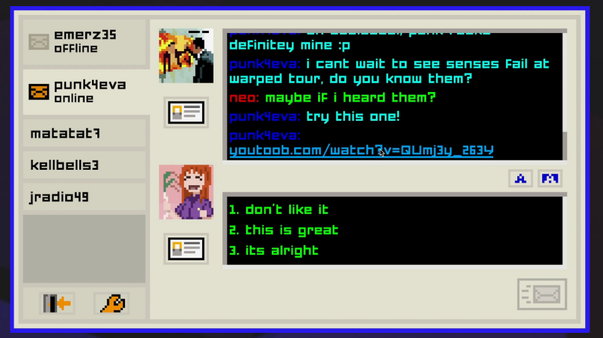
Released Aug 8 2013

Over 2 million copies sold

Emily is away too

Released May 26 2017

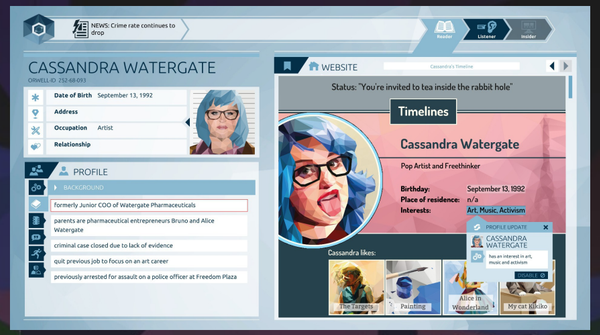
Over 230 000 copies sold



Orwell

Released Oct 27 2016

Over 350 000 copies sold



Kingsway

Released Jul 18 2017

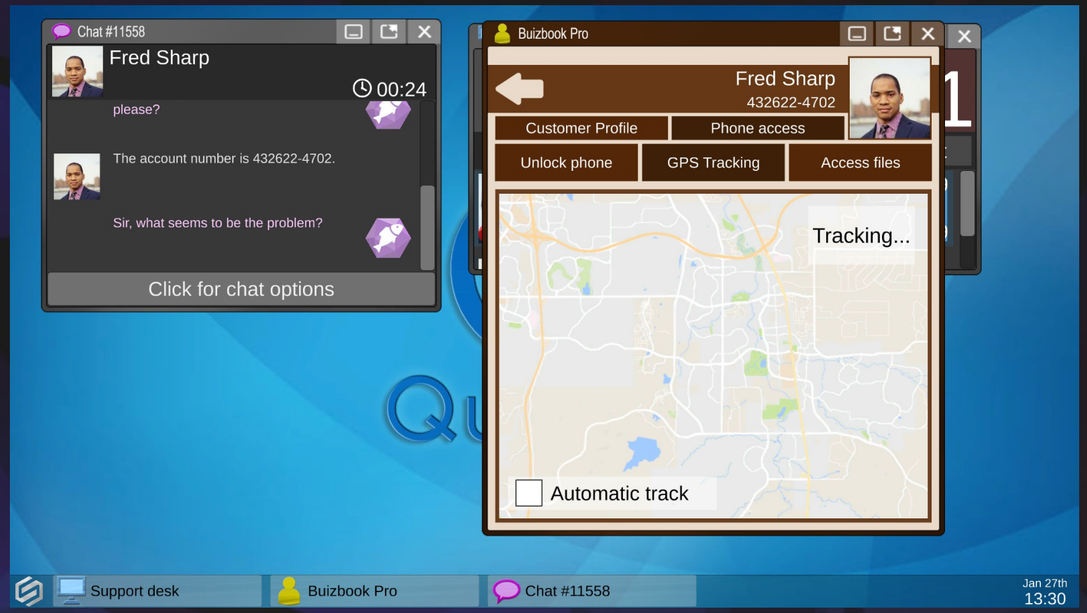
Over 50 000 copies sold

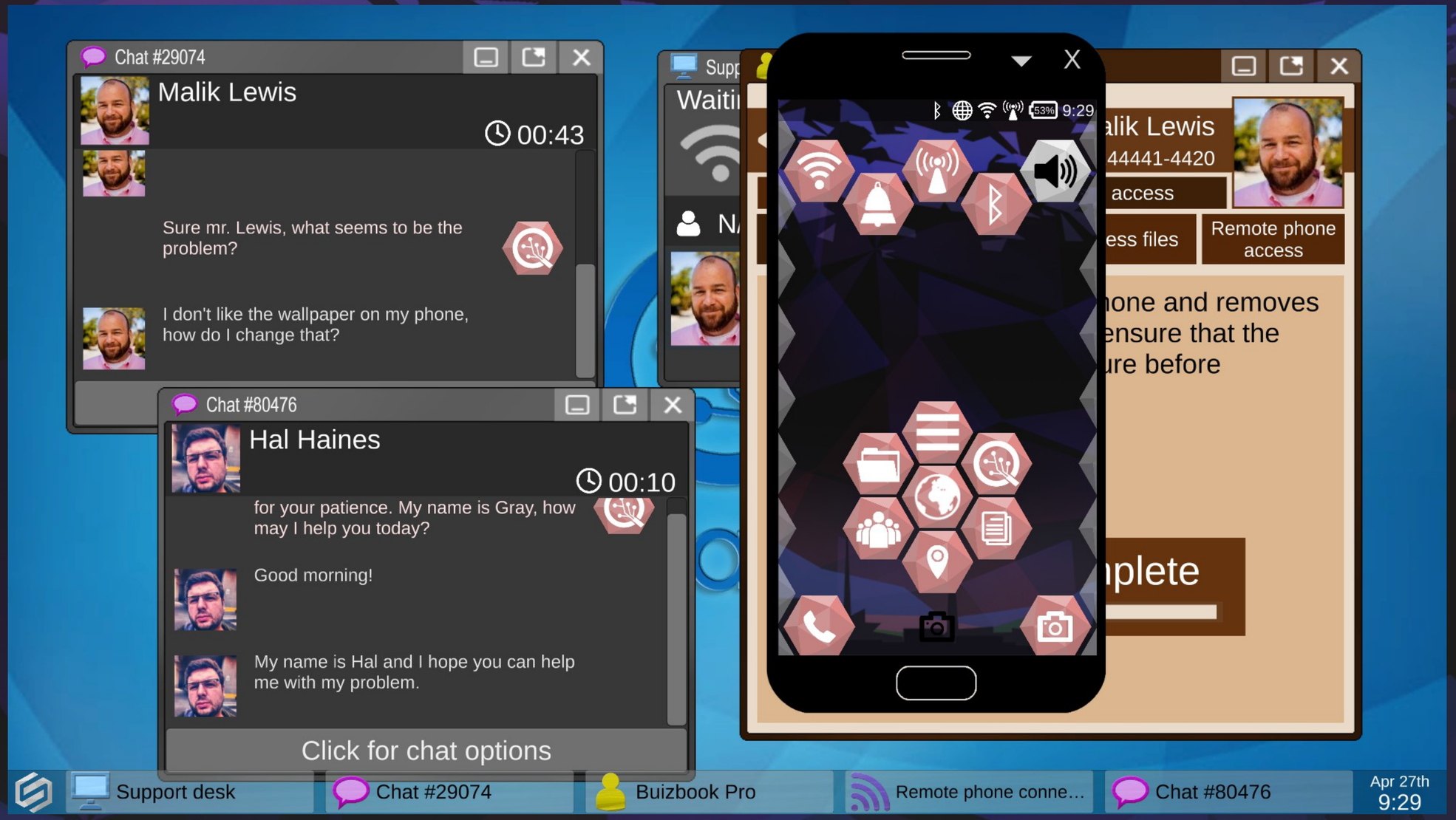
Tech Support: Error Unknown

Tech Support: Error Unknown is a simulation game which places you in front of a virtual computer, taking the job of a tech support specialist. Use your array of computer software to solve customer issues, or use them for personal gain.

A conflict between your corporate employer and an anonymous hacktivist group trying to take them down. Will you remain loyal and climb the corporate ladder, try to take down the corporation from the inside, or follow your own path.

The choice is yours.

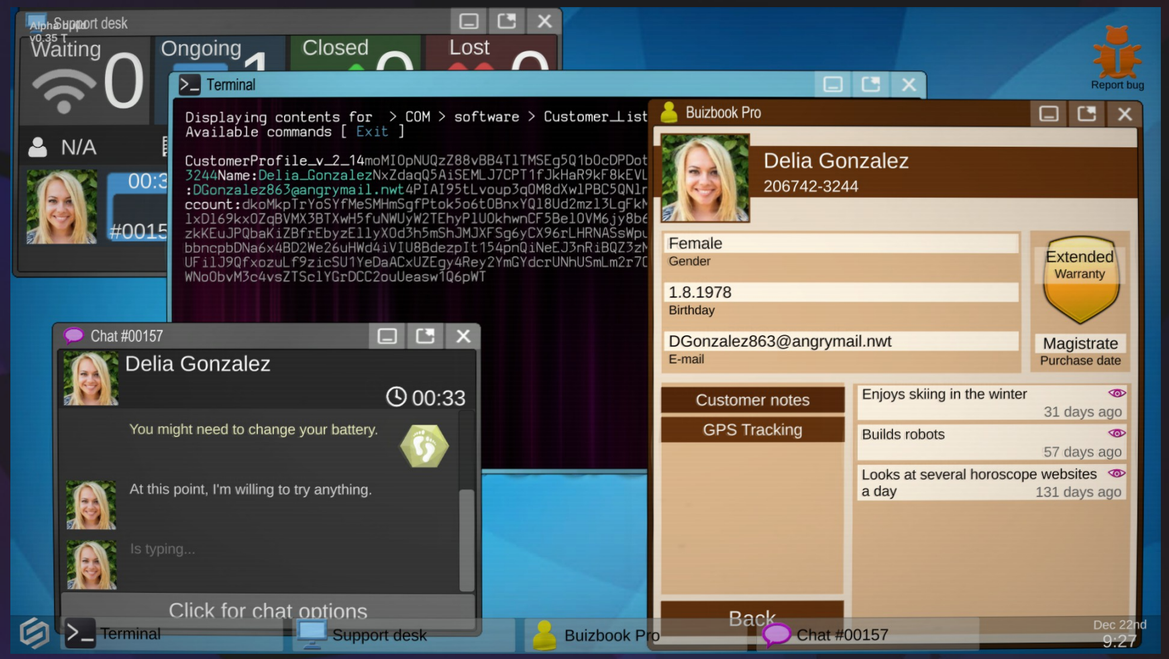




Tech Support offers a sandbox computer environment, letting the players chose how to approach situations and who to align with.

Core Features

- Novel procedural dialogue system
- Multiple software to be used in different ways
- Ally with different groups and change the gameplay
- Relatable computer environment
- Multiple major and minor endings
- Hack your computer with the terminal



A game about people

Why Tech Support

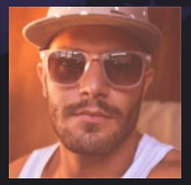
In a market dominated by games, Tech Support stands out with a fresh theme and unique sandbox environment.

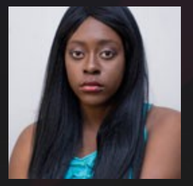
A game about people

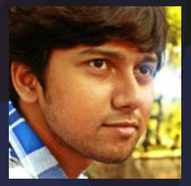
Interact with different customers with distinct personalities, help to solve their problems and learn more about them through conversations and notes.

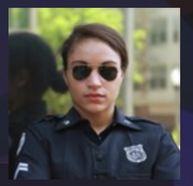
Manage the expectations of various characters with their own agendas and choose who to side with:

- Your boss wants your help to deal with the hacktivist group
- Indigo wants you to help take down the corporation you work for
- Your brother needs money to help your mother get back from an illness
- An Indian tech support specialist contacts you asking for help
- The police wants your help in their investigation of Indigo's activities









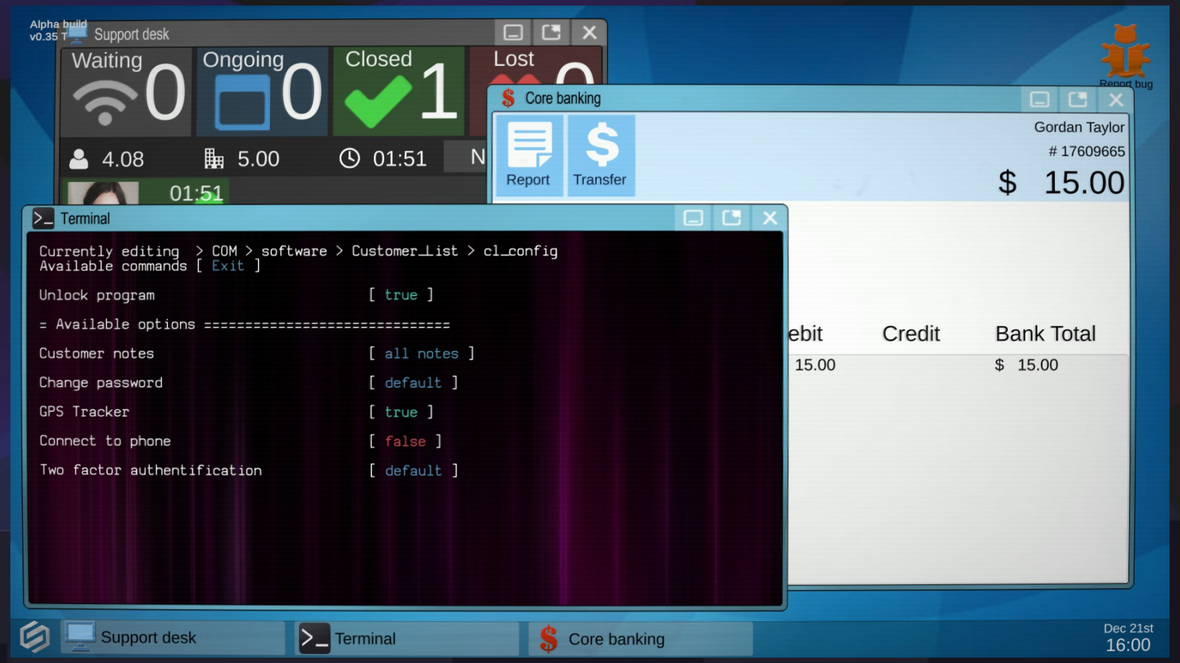
Converse with customers, coworkers and friends through a procedural conversation system

Numerous computer applications like email, banking, the command prompt, remote phone access, a hex editor and more

Mouse-only controls makes it accessible for all and easily portable to mobile

Freedom to help customers or to blackmail them for personal gain

Hack your computer through the terminal command prompt, unlocking new functionality. New games allow this early on for quick exploration



Current status

Release schedule

Public alpha is planned for June 2018
Release of the full game is planned for Q4 2018
A mobile version of the game is planned for 2019

Sales Target

Objective to sell over 5 000 units by the end of the year

Development status

Tech Support is in full production with an alpha build including all the core mechanics integrated.

Remaining work includes a full review of the visual style for the game, writing additional dialogue to make conversations sound more natural, as well as integrating the storyline which will involve adding in-game software are also planned to tie in better with the computer environment and hacking themes.

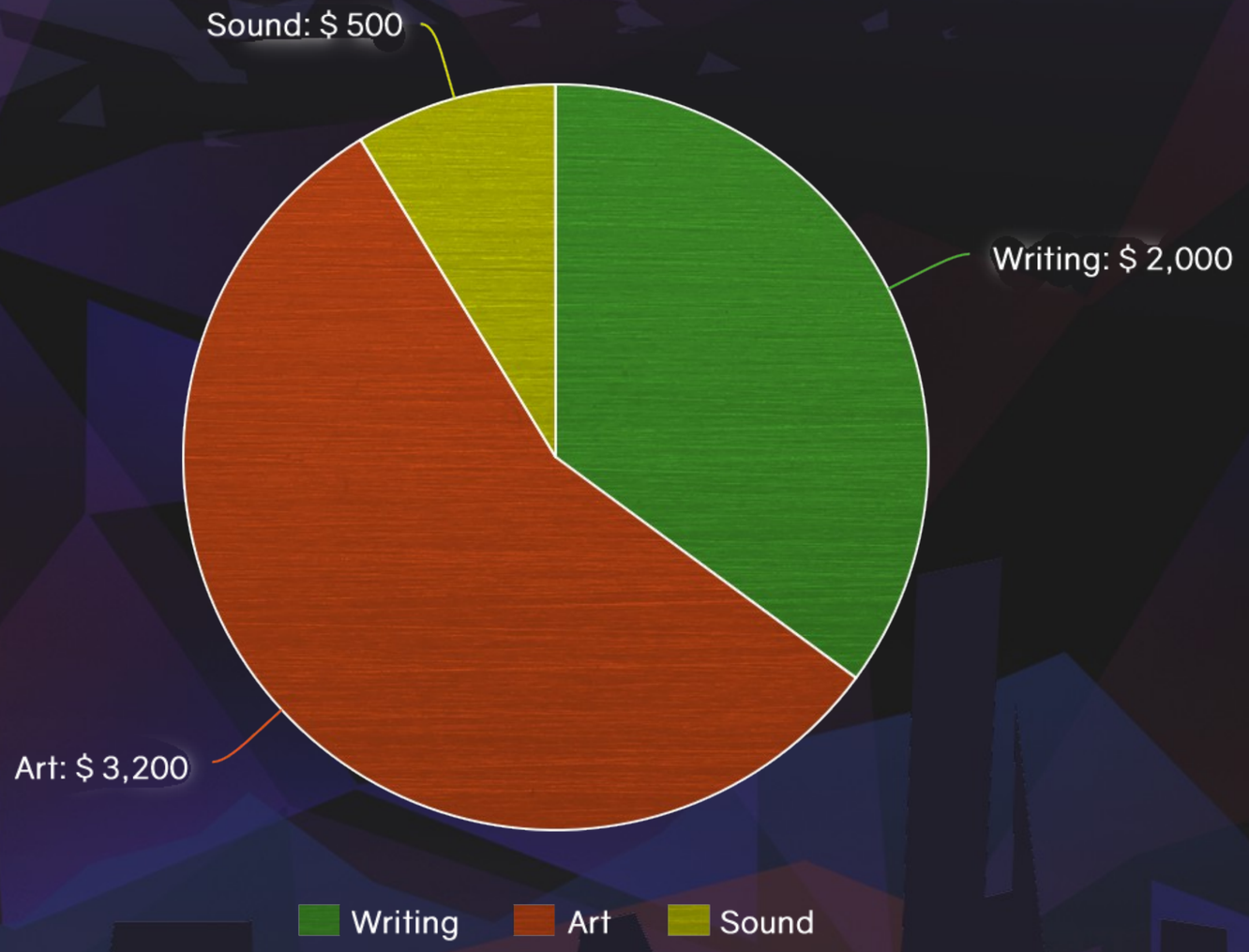
Seeking

Opportunities for increased visibility through:

- Convention presence
- Media and influencer outreach
- Additional marketing material like trailers

$ 5,900 to polish the game's presentation

- Improved visual presentation
- Additional writing variety and features
- Updated music and sounds



Who is Dragon Slumber

Dragon Slumber is a Canadian indie game development company formed by Kevin Giguere in 2013. He takes care of the programming, design and production aspects of development, and hires contractors for the audio and visual assets for his games.

Released products

- **Arelite Core,** a retro JRPG released in 2017
- **Astral Traveler**, a runner racing game released in 2017
- **TubeSpark**, a web platform to promote niche YouTubers

DRAGON SLUMBER

Thank you for your time

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