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MOD COORD INTERVIEW

BY: KANE BRIDGE

In April, applications opened for the senior Mod team, Mod Coordination. Two members were chosen: pasta_eater for US and Exclusive for EU. The team manages all of the Mineplex moderators, either mentoring them in their first month or monitoring them to make sure their work is to the best standard. I had the fantastic opportunity to interview the two new Mod Coord members and learn more about their aspirations and uncovered thoughts. Congratulations to these two and we know that you will do amazing as a mentor/monitor.

Q: What is your goal on Mod Coord?

Exclusive: My main goal is to turn cute little Trainees into hard hitting "take-no-rubbish" Mods capable of dealing with anything from a rowdy UHC game with three level 100's to forty compromised spam accounts in one lobby. My own goals are to progress and learn more about the entire mod team and eventual lead my own team of banded warriors within Mod Coord.

Pasta: My goals are probably to get up to 20 monitees, and be able to manage them without no issue. Also, my other goal is to adapt my teaching style to how my mentees learn.

Q: Who or what inspired you to apply for this team?

Exclusive: 3 people in particular; Inertia, Ronansays and JackAddaway. Ever since I was a Trainee I wanted to be a Mod Coord mentor and then when I was promoted to mod and invited to PMA - I wanted to be a full time monitor!

Pasta: I was inspired to join MC because of the opportunities the team offered. Mod Coord seemed to have a lot more possibilities of things you could do once you were on the team. Ashlyn, and Toki both played big roles in encouraging me to apply.

Q: Any advice for those who want to be in Mod Coord?

Exclusive: Don't expect a walk in the park! With hundreds of mods on our team we have a lot of responsibility. However in saying that, it makes for a fun interesting job as there are a loads of positions to fill. For example, as soon as I joined Mod Coord I was a Mentor, Monitor and Reinstator!

Pasta: Just keep at it, and help out your fellow mods. A big part of Mod Coord is helping mods out, and so getting good at helping other people out is key. Becoming a PMA and learning how to do observations is also something that is a good asset to have.

Q: What do you like about your job so far?

Exclusive: Being really close with my mentees and Monitees - more so my mentees as they need the love and care - my Monitees are A+ mods that even I would be comfortable asking them questions fit for RC. I love the variety, we have a little spice of recruitment with reinstatement apps and interviews, then some TM tactics with mentoring and our very own brand of care with monitoring. Next to that we have the likes of TSS and KH available so you're really spoiled for choice on Mod Coordination. My favourite aspect though, is the thrill of where I'm gonna go, where Mod Coord will take me - lots of Mod Coord members have become really successful in Mineplex and I love that about the team. It installs a real sense of work in its members and teaches them to overcome a problem rather than run for help, it's liquidity and freedom within having your own style to manage your own mods has only increased my independence and work ethic.

Pasta: The team and the interaction with people I get to have. The Mod Coord team is really great, and fun to work with. I have enjoyed interacting with the team as a whole, but also with my mentees and monitees.

CUSTOMER SUPPORT INTERVIEW

BY:HARWEY

In this issue of the Mineplex Newsletter, I was given the chance to interview one of our Customer Support members, EstherCS! Check out the interview below!

What is your role on Customer Support?

My role on the Customer Support Team is to deliver the best customer service around for anyone who has troubles within the server such as questions or purchases issues to updates or sales. Whatever the issue is - the whole team always tries 100% to give what the customer wants and we make sure we end the ticket on a smile so the customer / player is content on the service they are receiving.

How many tickets do you get every day, and do you find it hard to reply to all of these?

It depends on how busy we are. We can't say an exact amount on how many we receive daily as it usually goes up or down. However, we are currently getting around 100-200 tickets per day. During sales / updates the ticket count does get higher and the team works hard to answer them all within 24 hours or less!

I personally don't find it hard, sometimes they can be hard depending on the situation whether it's a duplicate purchase issue or a chargeback problem - those take more time and I need to focus more on that. Sometimes there would be tickets about server updates, Clans, or bugs we don't usually know the answer to, so we list the ticket under 'pending,' making sure the customer knows we are handling their problem. Then, we'll contact the right people, in this case if it was a question about a bug we'll contact the Quality Assurance team, and pass the message onto them and once they reply -we'll contact the customer again in the ticket with the message about the bug.

So it all depends on the issue the customer is having, sometimes it can take two minutes or less to resolve or more. But we try to answer all under 24 hours.

What is your favourite part about Support?

My favorite part of support is the whole team itself. As much as I love working on tickets and helping the community, having fun in the Support server with the rest of the team members is also great. When we finish working, we usually build within the server and just mess around and have fun. I like the silly conversations we have in the Support chat, it's mental! And most of all, working for an amazing community and being with the people I care the most about is what I love and enjoy doing to this day!

VIDEO OF THE MONTH!

BY: SUSPICIOUS

With all of the latest action packed Mineplex gameplay and showcase uploads, we've decided to feature one of our own top YouTube picks from the past month! Titled "Luckiest Bridges Game Ever," the YouTuber "Musa" excites the game with an offensive approach. Numerous thrills come from such a risky game, such as lunging onto an opponent's island and taking on an entire team by himself! Throughout the game he struggles to survive under impossible circumstances like swimming to shore off of a pirate ship at sea, and attempting the most daring leaps one can think of!

Enjoy the match!



https://youtu.be/svw-3u_IVQQ

GUESS THE LOCATION!

BY: SUSPICIOUS

It's that time again! Think you know your way around the Mineplex lobby? Well the Mineplex Newsletter game, Guess the Location, is back with a brand new setting for you to locate! To play, simply find where the screenshot below was taken, and submit the following form. Three players who guessed correctly will receive two Mythical Chests each.

Lastly, make sure to congratulate the three lucky winners on finding the correct spot in last month's edition of this game! You will be awarded your chests shortly.

-EJawz
-Arcane
-joshdog2014

And now for this month's screenshot!:



Fill out this form to participate: <http://bit.ly/1R0AcdN>

STAFF LANGUAGES!

BY: XMINI

Hello! Bonjour! Hola! Hallo! Ciao! Dia dhuit!

Language is essential in our daily lives, both on and off of Mineplex. We acknowledge this at Mineplex, so for the sake of non-native English speaking players, now any article on the Forums can be translated in to almost every language! MisiLica, a Mineplex Trainee, came up with a new sub-team, dubbed Staff Languages, around a month ago. I sat down to interview him to get more insight on what the Staff Languages team really does. “I saw that Mineplex did not have something like this, so I brought it up with Diar (Trainee Management Admin) and he loved it! We started up documents and different roles, and now we are running smoothly.”

“We are always looking for new ways to use this team (such as events, etc.) but for now, we mostly translate important messages, or documents to the languages that it is not covered in. It is pretty essential to have every member of the community fully understand the message in their language, so they better understand what is trying to be displayed.”, Misi explains.

I asked Misi if this took loads of time, maybe even affecting his Trainee trial. In response, Misi told me that “At first it did, but now that I have everything set up, it doesn’t take too much time. It is something that I am passionate about, so if it did take up a lot of time, I would be willing to do it.”

With over 15 languages, and over 70 members, the team is strong and will be growing tremendously in the next few months. We’re all extremely excited to see the team take off in the hopes that it will benefit many.

STORY STARTERS!

BY: NUCLEAR_POPTART

We've done both prose and poetry contests in the past, but this month, we thought we'd try our hand at something we haven't done before in our Newsletter! We posted a set of three separate writing prompts, and eagerly waited to see who would step up and take off with a tale interpreted from what was given. This month, we'll focus on one of the prompts we previously dropped, and highlight two talented writers and their very different perspectives on the same story-starter!

Here was the prompt they had to work with -

It's your birthday! You excitedly tear into mountains of brightly-colored wrapping and are delighted to see most of the gifts you've asked for. However, out of the corner of your eye, you spot something poking out of the colorful mess. You snatch it. It's a small, unmarked, black envelope. You open it, and are shocked to see that it's not just another birthday card...

~InkWings~

"You have been selected for the annual 76th Mineplex Hunger Games. How do you know? Ah yes, the little slip of papyrus note paper inside the black envelope. It reads, 'Good day selected tribute. You have been chosen amongst a vast pool of candidates to be forcefully invited to our games. We've decided on you being entered into this reaping based on several factors, primarily skill set and district. Carl Creeper from the Lobby 1 District of the US region, it is with great pleasure that we honor both your cunning sense of nature and your ability to self implode. Everyone loves explosions, right? Happy Mineplex Hunger Games!' You flip over the envelope and see that it is entirely without any sign of where it's from. 'MPHQ...That must be in someone's basement right? Maybe a kangaroo, or a panda, or a ninja...perhaps a cat?' All of the sleep you lost waiting from last night is making you slightly insane. 'My wife would be so proud if she were still here to see me go.' You take a small picture out of your hat. It says: Carly Creeper, ??? - 2015. You then look up and notice that the lights are rather bright. Very bright. So bright you just have to close your eyes...drift off... and sleep. Three hours later you wake up in a flurry of panic. Where are you? What are you doing here? Why is this happening? Who else is here? Your questions may never be answered, but soon your destiny will. Out into the world, into the games one day...but for now all you can do is enjoy the moments. So you get up, put on your tie, and show the Mineplex Hunger Games what Carl the Creeper has to show. 'May the diamonds be ever in your favor.' -Mineplex Headquarters (MPHQ)."

~BirdOfFlames~

"I had just finished unwrapping my AMAZING birthday presents and equally amazing cards when I noticed a small, unmarked black envelope next to the cake. I open it to find a note. Meet behind house at 3:00 a.m. sharp. Dress in black. I frown. What could this mean? I stuff it my pocket and carry on having a good day. 3:00 am I do as the note says and meet behind my house wearing a black jumper, shirt, pants and shoes. I hide behind a bush when I hear footsteps coming. It was very cold tonight. I'm glad I brought a jumper but that only kept some of the cold off me. I hear another pair of footsteps fall softly on our short, urban grass. 'Are you ready?' a female voice asked. 'Yes. We go in there, get the girl and head out as fast as possible.' Another, male sounding voice, replied. A girl? Is it me or my younger sister? I feel a sneeze coming and try to muffle it as much as possible. But alas, the strangers heard. I hear their unfamiliar footsteps coming towards my hiding spot. I make a snap decision, I run. 'That's the one we want! Quick, catch her!' One yelled, loudly enough for only people outside could hear. I round the corner of my house and collide with someone. I scream for help and see light flickers on inside multiple houses including my own. 'Well, well, well. What do we have here? Oh right, it's the Future 'Queen' of the Black Letter. What a shame.' I look confused but duck under the man's arm. He catches me in a headlock, as if he did that every day. Come to think of it, he probably does. 'Good. Now that we have her hostage, they will do anything to get her back.' 'Let me go!' I yell. 'Not today my dear.' The last thing I remember before blacking out is hearing sirens, flashing lights, something heavy being dropped on my head and the running question: what?"

FAN-FAVORITE MAPS!

BY: NUCLEAR_POPTART

It's no secret that our Build Team is held to high standards--and t3hero really has them cracking down and getting to work! With the recent map update earlier this month, seventeen new maps were added into rotation across twelve different games. Collaborating with Game Insights, they've cleaned up bug across several existing maps, and have been working to ensure that our future maps are all playable and up to the community's expectations. Shortly following this new update, t3hero teased on his wall that we should "expect some fantastic content" in the near future. There's a lot to get hyped about, and a lot which the Build Team has up their sleeves for us!

However, despite the glitz and glamour of shiny new maps, there will always be one or two which will hold a special place in our hearts.

Let's take a look at just a few of our fan-favorite maps!

Gulley

"It was the first map that I was introduced to, in my original favourite game - Dominate."

~TwizzyTwazzy

Aztec Islands

"It's a great map because even if you don't find a lot of gear, you can use the environment to your advantage. There are a ton of cliffs and pools of lava that you can knock others into even if they have superior armor."

~MooCowIsaac

Twin Peaks

"Simple, good to snipe those noobs trying to camp central."

~MrEatYouPants

Volcanic Islands

"This map is my favorite because of the multitude of strategies you can employ to win. You can block spam/ place your way to mid, or another island, or use Berserker to help. It is an easy map to get full iron because of the many caves, causing a more appealing map in general. This is also the site of many BCL games, which I have fond memories of."

~DoctorPoptart

Whether you prefer trying your hand at playing on new, unfamiliar terrains or classic, well-liked ones, we can all agree that the Mineplex builders are all very talented. If you ever see one in-game, make sure to thank them for their hard work!

ANTI-JOKES!

BY: DURPEE

At the beginning of May, a thread was created asking for the Mineplex community to submit their best Anti-Jokes through a google form. Out of the outstanding 88 responses I got, I decided to use six of them. Thanks to everyone who submitted an Anti-Joke, and we hope to make more community interactive ideas like this in the future! Anyways, I hope you enjoy, and make sure to congratulate all of the winners!

Q: Why couldn't the dinosaur break through the brick wall?

A: Because they didn't exist at the same time.

Submitted by: Botmen

Q: What do you call a man with a shovel through his head?

A: An ambulance, there is a man with a rather serious head injury.

Submitted by: ItsHeli

Q: How do you raise the roof?

A: With a crane

Submitted by: VenJay_

Anti-Joke #4:

I still remember the last words my Grandpa said before he kicked the bucket. He said, "Hey, how far do you think I can kick this bucket?"

Submitted by: PolanSolsta7

Anti-Joke #5:

An owl and a squirrel are sitting in a tree, watching a farmer. The owl turns to the squirrel and says nothing because owls can't talk. The owl then eats the squirrel because it's a bird of prey.

Submitted by: VenomousCoCo

STAFF BIOS

BY: TORTELETT



WebGlitch: Hello there! My name is WebGlitch! I am the Social Media Admin and one of the first Newsletter managers. Hope you like this issue!



Crumplex: Hi, I'm Crum. I have been a staff member on Mineplex since 2014, and I am currently on the social media team. I manage the Media team, Newsletter team, and YT. I also spend a lot of time on the Mineplex Twitter! Follow us @Mineplex :)



Emiliee: Hey! I'm Emilie. If you ever need someone to talk to, feel free to message me on the forums! In my spare time I love playing volleyball and water polo.



TheDairyCow: Hi, I'm a manager for the newsletter on the Social Media team! Outside of Minecraft I'm in band, jazz band, chorus, and theater! I've been a staff member for about 9 months now, and am a part of the Karaoke team, and Reports Patrol Assistance! I'm looking forward to continuing my career here!



Harvvey: Heya! I'm Harvvey, and I'm a part of the Social Media team on Mineplex. I'm a member of MMT, RPA and KH, and spend my days showing people adorable pictures and videos of pugs!



iPBJSammich: Heyo! I'm iPBJSammich, and I've been a staff member on Mineplex since June 2015. I am currently on the Karaoke Hosts and Newsletter Teams, and have a lot of fun working with others on the staff team! If you ever see me, don't be afraid to say hello!



Persis: Hey there! My name is Persis, and I am a moderator for Mineplex. I am part of the Newsletter program and I also work in the Recruitment Assistance team. I enjoy reading and writing, as well as meeting new friends! Enjoy this issue!



Durpee: Hello there! I am currently involved in the Recruitment Assistance team and Newsletter team on Mineplex. In my free time, I play Football and play my Trumpet. If you would like to contact me, feel free to attend the Trainee Acceptance Parties (each Friday at 5:30 PM EST) as that is where you can usually find me. You'll be sure to get a load of all of my jokes ;)



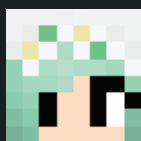
xMini: Heyyyyy! My name is Brendan or xMini! I like to write stories, articles, and the english language as a whole! I will always try my best and hopefully succeed <3

STAFF BIOS

BY: TORTELETT



PrincessLivi: Hello there! I'm PrincessLivi, a Mod on Mineplex. I'm currently also a TMA and a RA, and I'm aiming for TM (Recruitment). In my spare time, I like running and dancing. Have a nice day!



xStar_89: Hey there! My name is Star, and I've been staff since April of 2015. I'm currently a Senior Moderator and a mentor for Mod Coordination, alongside being on 4 different sub-teams, including the Newsletter Team! I love to meet new people and try new things, music, and ice-cream. I'm usually in-game or on TeamSpeak, so I hope to see you around!



Tortelett: Hi! I am a moderator on the Newsletter, Media Team, and Music Management Team! I am in charge of designing and assembling all the written articles and images into this newsletter. Hope you enjoyed reading it!



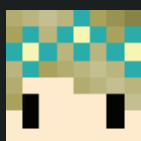
RedIceBergz: I am a Mineplex Moderator on the Newsletter team. I like to help people in-game while also playing mini-games with others. Also, I am a whale.



Kanebridge: Hello I'm Kanebridge otherwise known as Kane, I've been a Mineplex Moderator since March of 2016. Other than a Newsletter Writer, I am a Teamspeak Staff, Karaoke Host, Music Moderation Mod and a Reports Patrol member. I love drawing and reading my free time, along with writing stories and articles for you guys!



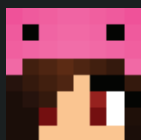
Nuclear_Poptart: Hey! I'm Nuclear_Poptart, and I'm a Customer Support Agent & Sr. Mod. I lead the Forum Moderation program, which includes Forum Mods and their mentors. I love to read, write, and bake sweets. I'm 19 years old, and I've been part of the Staff Team for over a year now. If you see me online, don't be afraid to say hi!~



j0jo: Heyo! I'm j0jo (Jordan) and I'm the worst PvPer in Minecraft. I'm a moderator and work as a Forum Moderator, Reports Patrol member and a Newsletter Writer here on Mineplex. I passionately enjoy interacting with others, writing in journalism and even joking around or being a complete dork when appropriate.



SuspiciOus: Hi there, I'm SuspiciOus! I love writing, animals, reading, and technology. I'm currently a Moderator on Mineplex and on two other subteams aside from Newsletter: Reports Patrol and Music Moderation Team.



Hazeae24: Hello! My name is Haze! I've been a staff member since January 8, 2016. I love reading and writing all forms of literature. I love interacting with players so if you see me around make sure to say hi!