MARKETPLACE APP · PRODUCTIVITY-UTILITY

Levels & Badges

Gamification engine that awards points, levels, and badges for everyday work, with monthly and all-time leaderboards.

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MODEL	TIER	CAPABILITIES
Licensed · opt-in	**Suite**	**44+**

OVERVIEW

Levels & Badges has no event stream of its own. It reads the same completion records other MangoApps apps already create the moment work happens — a finished shift, a picked-up open shift, a passed quiz, a logged safety observation, a submitted idea, a cast ballot — through one guarded hook per source. There's no separate data connector to configure or maintain.

Contests reads from that exact same ledger for its metric-based competitions, scoring standings straight off those rows instead of tracking a separate activity feed.

XP itself stays a status signal by default — never money — but admins can opt in to convert level-ups into Company Store points, funded from a hard monthly budget they set themselves. The 60-level curve rolls up into five named career tiers, Rookie through Master, so progress reads as a milestone instead of a raw number.

WHY TEAMS CHOOSE IT

- Earn XP automatically for real work — on-time attendance, open-shift pickups, task and checklist completion, safety, training, quizzes, surveys, idea submissions, ballot votes, and recognition.
- Climb a 60-level curve surfaced as five named career tiers (Rookie → Master), with real-time promotion notifications.
- Unlock 32 named badges across eight frontline categories, from entry-level to elite — including on-time streak badges.
- Compete on monthly and all-time leaderboards, company-wide and by location, with a "catch the person ahead of you" nudge.
- Keep XP a status signal by default — never money — unless admins opt in to convert level-ups into Company Store points; always kept separate from Recognitions points.
- Give admins control: pick which behaviors count, rename and re-threshold badges, add custom badges, and tune leaderboards and notifications.

CAPABILITIES

Earning XP

- ✓ On-time attendance & shift completion
- ✓ Open-shift pickups from the marketplace
- ✓ Shift swaps completed
- ✓ Task & checklist completion
- ✓ Safety inspections & observations
- ✓ Course completion
- ✓ Quiz passes
- ✓ Survey completion
- ✓ Recognition given & received
- ✓ Idea submissions
- ✓ Ballot votes cast

Levels & Tiers

- ✓ 60-level XP progression curve
- ✓ Five named career tiers (Rookie → Master)
- ✓ Real-time tier-promotion notifications
- ✓ XP-to-next progress bar

Badges

- ✓ 32 core badges across 8 frontline categories — Plus 4 more badges once the sibling Contests app is enabled
- ✓ Tiered badges (entry-level to elite)
- ✓ On-time streak badges (Perfect Week/Month)
- ✓ Automatic badge-unlock notifications

Leaderboards

- ✓ Monthly leaderboard (resets each period)
- ✓ All-time leaderboard
- ✓ Company-wide scope
- ✓ Per-location scope
- ✓ "Catch the person ahead" chaser nudge
- ✓ Your own rank always shown
- ✓ Nightly leaderboard snapshots

Manager & Admin Insight

- ✓ Manager Team view — progress for direct reports
- ✓ Admin analytics — participation, total XP, badges awarded
- ✓ Level & tier distribution breakdown
- ✓ Top performers list

Admin Controls & Customization

- ✓ Toggle which badge categories are active
- ✓ Edit badge name, icon, threshold & unlock message
- ✓ Create custom badges per business
- ✓ Enable / disable individual badges
- ✓ Choose leaderboard scope (company / location / both)
- ✓ Toggle level-up & badge notifications
- ✓ Weekly leaderboard digest email
- ✓ XP-to-Company-Store points bridge (opt-in, budget-capped)
- ✓ Reset a badge or all settings to defaults

Integrity & Fairness

- ✓ Idempotent awards (no double-counting)
- ✓ Per-action daily caps (anti-gaming)
- ✓ Self-recognition excluded from XP
- ✓ Status-only XP by default — Admins can opt in to convert level-ups into Company Store points, capped by a monthly budget they set
- ✓ Awards run off the request, never blocking core work

Limits & Specs

Levels	**60**
Named badges	**32 core (8 categories) + 4 more once Contests is enabled**
Leaderboard periods	**Monthly + All-time**
Leaderboard scopes	**Company-wide + Location**
XP nature	**Status only by default — admins can opt in to a Company Store points bridge**

USE CASES

- **Reward reliability**
  A retail associate earns the Punctual badge after ten on-time shifts, plus a Perfect Week streak badge for a flawless run — making dependable attendance visible and celebrated.
- **Fill open shifts**
  A team member picks up open shifts from the marketplace and climbs the Shift Hero ladder, turning coverage gaps into recognition and friendly competition.
- **Drive training completion**
  Frontline workers earn Apprentice through Scholar badges as they finish courses, and Quiz Master badges as they pass quizzes — motivating progress through assigned training.
- **Celebrate on the leaderboard**
  A worker who is mid-pack company-wide tops their location's monthly board, and a "catch the person ahead of you" nudge shows exactly who to overtake next.
- **Encourage safety participation**
  Logging safety observations and completing inspections earns Safety Aware and Safety Champion badges, reinforcing a culture of proactive safety.
- **Give managers a pulse**
  The manager Team view lists every direct report's level, XP, and badge count, so leaders can spot who's engaged and who needs a nudge.

PRICING & LICENSING

Career tiers	**5 (Rookie → Master)**
License	**Required (opt-in per business)**
Tier	**Suite**

Pricing is tailored to your organization — **talk to sales for pricing & a live demo**. Final commercial terms per your agreement.

FAQ

What's the difference between Levels & Badges and Recognitions?
Recognitions points carry real value and are redeemable in the Company Store. Levels & Badges XP is a status signal by default — not spendable, not money — though admins can opt in to a bridge that converts level-ups into Company Store points under a monthly budget they control. The two remain separate systems either way; recognition activity is simply one of many behaviors that can earn XP. By default XP has no cash value, so it's awarded generously and competed for without a financial-risk decision to make — that only changes if you deliberately turn the store-points bridge on.

What work earns XP?
Operational behaviors that matter for frontline teams: on-time attendance and shift completion, picking up open shifts and completing swaps, finishing tasks and checklists, safety inspections and observations, completing courses and passing quizzes, completing surveys, submitting ideas, casting ballot votes, and giving or receiving recognition. Admins choose which categories are active — disabled categories stop awarding immediately.

How do points, levels, and tiers work?
Each rewarded action awards XP, which accumulates across a 60-level curve. Because 'Level 47 of 60' means little to a frontline worker, levels roll up into five named career tiers — Rookie, Contributor, Pro, Veteran, and Master — with a progress bar toward the next one. Notifications fire on tier promotions and badge unlocks, not on every single level, so pings stay meaningful.

How do the leaderboards work?
There are monthly and all-time leaderboards, scoped company-wide and by location (admins choose which). The monthly board resets each period, giving everyone a fresh, winnable race while all-time totals persist. Each board shows the top performers, your own rank, and the person directly ahead of you to chase — it never exposes the bottom of the board. Rankings refresh via nightly snapshots, with a live fallback so a freshly enabled tenant sees data immediately.

Can admins customize the badges?
Yes. From the Manage tab, admins can rename badges, change their icon, adjust the threshold to earn them, edit the unlock message, and enable or disable individual badges — or create entirely new custom badges for their business. Any built-in badge can be reset to its default at any time. Category-level toggles in Settings control which behaviors earn XP at all.

Can people game the system?
Awards are idempotent — the same event can never be counted twice — and high-frequency actions carry daily caps (for example, only the first few recognitions given per day earn XP). Self-recognition is excluded. Those same protections hold even where a business has opted into the store-points bridge, so gaming XP can't get around the caps that would also limit any points payout.

Is it included in our plan?

Levels & Badges is included with MangoApps Workforce and requires a license enabled per tenant. By default there's no separate points economy to fund — XP is a status signal, not a currency — so the main decision is which behaviors you want to reward. Funding a real one is optional: admins can turn on the store-points bridge and set its own monthly budget.