

Hi and welcome to the magic help desk,
how may I help you?

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CHAPTER 1: SETTING

IN A FANTASY WORLD WHERE MAGIC is as normal and common as any technology these days... Who takes care of the ordinary magic users?

How do you actually turn on a cloak of invisibility? What happens if you swallow a love potion and look in the mirror? Who would ever come up with the idea of putting a bag of holding in another bag of holding...? One thing is certain - somehow it is your fault that the fire-demon has resistance to fire-magic, how could the adventurers know it?!

The adventures play as a team of underpaid support line employees for one of the biggest magic corporations and it is their job to make sure the spells and artifacts work as intended.

When a word is written like [this] locate the corresponding table, roll a dice and replace it with the sentence.

THE MAGIC HELP DESK

The magic help desk office is located in a [description] [location] and serves under their [manager].

MANAGER

d6	Manager
1	Very grumpy but fair ork
2	Elfish office woman who is a little bit to friendly
3	Young human hotshot who'll do anything to impress his superiors no matter the cost to the team
4	Old dwarf obsessed by formalities and processes
5	Someone they have never seen, only received paperwork from
6	Skull of a dead help desk employee kept alive by hidden clauses in the employment contract

ADVENTURE

During the adventure scatter some encounters along the way. If rolling same problem or issue twice re-roll.

The team is send to a [description] [location] where a group of [race] [class] is trying to [the thing]. It does not work! Instead it [problem]. After investigation the cause is [issue]. After fixing that suddenly [problem] and the real issue is found - [issue]... But little do the team knows that [twist]!

LOCATION

d6	Location
1	Dungeon
2	Castle
3	Wizard tower
4	Forest
5	Tavern cellar
6	Inter dimensional plane

DESCRIPTION

d12	Description
1	Eerie
2	Beautiful
3	Dwarfish
4	Elfish
5	New
6	Orkish
7	Bland looking
8	Demonic
9	Unholy
10	Holy
11	Moldy
12	Ancient

CLASS

d6	Class
1	Wizard
2	Cultists
3	Adventurer
4	Priest
5	Farmer
6	Nobel

ENCOUNTER

Use encounters as you would use ordinary combat encounters in dungeons. While the team is walking in to solve the big problem other users approach them with all kinds of problem.

A [race] [class] have problem with their [description] [object]. It does not work! Instead it [problem]. After investigation the cause of the problem is [issue].

A [race] [class] has bought a [description] [object]. There is nothing wrong with it. But it does not help them with [the thing] and they demand a replacement which fixes it!

THE THING

d12 The magic users tries to

- 1 Summon their god with help of a virgin sacrifice
- 2 Close a tear in reality with help of the wand of sealing
- 3 Host an epic party with the help of enchanted dancing wine barrels
- 4 Transmute one tonne of lead into one tonne of gold
- 5 Resurrect their fallen friend
- 6 Bring their Lich master back via his phylactery
- 7 Seal away a captured demon with the Shackles of Eternity
- 8 Bribe a dragon with the Chest of Endless Gold
- 9 Set sail with their magical flying ship
- 10 Repair their marriage by mending their damaged wedding rings
- 11 Receive a prophecy through an oracle of the gods
- 12 Dig for gold using enchanted pickaxes

OBJECT

d12 Magical object which have problems

- 1 Family jewelry of necromancy
- 2 Cloak of invisibility
- 3 Sword of fire
- 4 Hammer of smiting
- 5 Potion of healing
- 6 Shackles of domination
- 7 Love potion
- 8 Magical mirror
- 9 Summoning circle
- 10 Bag of holding
- 11 Steel golem
- 12 Flying carpet

Twist

d6 Keep this a secret

- 1 It is not covered by the support contract
- 2 The team is just meters away from a demonic portal
- 3 The fate of the world is at stake and failing will mean the death of everyone
- 4 It is all an insurance scam
- 5 The users wants to leave no trails and will try to kill them after they have fixed the issue
- 6 It is all an illusion created by a master wizard to test them for the real assignment

CHAPTER 2: GAMEPLAY

THE BASIS OF THE GAMEPLAY IS WHEN YOU do a thing and the outcome is in doubt you roll a dice. Other players can help out, they will however only contribute with their equipment dices. The dungeon master use [challenge] table to decide the difficult. If you got an piece of equipment, racial bonus or background which would help roll additional dices. Accumulate the result. If equal or above you succeed.

CHALLENGE

Dice sum	Difficulty
3-5	Child's play.
6-8	A little tricky.
9-11	Challenging.
12-14	Difficult.
15+	Totally out of my league.

DEALING WITH USERS

Dealing with users can be hard and stressful. Dealing with users or artifacts of your race gives one bonus dice. Half-breeds get bonus dices for interacting with other half-breeds and their parent's races.

Being yelled at by aggressive users causes one point of stress. If a user is unsatisfied with the help they send in a report causing a disciplinary action to be taken against player. This will be handled by the team's manager.

INVESTIGATING AND FIXING PROBLEMS

Upon successful investigation of an problem the issue is revealed.

Failing at solving or figure out what problem is while user is looking deals one point of stress. Succeeding in solving or figuring out issue remove one point of stress.

STRESS

Taking any kind of damage increases the players stress level by one point.

When a player reaches maximum stress level they have a panic attack and can not help the rest of the team until they calm down. The stressed out player needs help from the rest of the team to calm down.

DISCIPLINARY ACTIONS

Upon receiving 2 Disciplinary actions player is fired by their manager. Their new goal is to convince every users they meet to employ them.

PROBLEM

d12 When using the object following happens

- 1 Spontaneously burst into flames
- 2 Yells profanities
- 3 Floats in the air
- 4 Only works for a brief moment, after that it stops working
- 5 Works perfectly, but every other magic item close to it stops working
- 6 Raises all dead critters around it
- 7 Becomes encapsulated in ice
- 8 Teleport away
- 9 Charms anyone in the nearby area
- 10 Shape shifts into another object of similar size
- 11 Glows ominously
- 12 Melts away and needs to be casted in a form to return to shape

ISSUE

d12 After successful investigation following is discovered

- 1 Infected by tiny magical critters.
- 2 Haunted by the previous owner's ghost
- 3 Possessed by demons
- 4 Cursed by the dark gods
- 5 Misspelling in the magical runes
- 6 Has been replaced by a cheaply made goblin copy
- 7 Just needs a bit of magic refilling
- 8 The magical entity who is source of its power is depressed and does not want to work today
- 9 It is madly in love with another magical object and refuse to work without it being present
- 10 It has gotten dirty inside
- 11 It is imported from a country far away and does not work outside of it
- 12 Nothing. The user is using it wrong

CHAPTER 3: CHARACTER CREATION



ACH PLAYERS CREATES A CHARACTER by filling out the character sheet and rolling on the required tables. They are encouraged to either draw a character portrait or find random suitable character image.

CHARACTER SHEET

Name:

Race: [race]

Background: [background]

Equipment: Roll [work equipment] two times.

Stress: ○○○

Disciplinary actions: ○○○

RACE

d6 Race

- 1 **Human** - Average at everything and it shows
- 2 **Dwarf** - Grumpy and hungover
- 3 **Elf** - Superiority complex and head in cloud
- 4 **Ork** - Solves problems with violence
- 5 **Dark Elf** - Edgy and drama queens
- 6 **Half-breed** - Roll this table two times, does not stack

BACKGROUND

d6 Your baggage

- 1 **Just immigrated** - Ethnic food with odd smells from your home country can make anyone immediately leave the room when you bring it out. You can however eat it to remove 1 point of stress.
- 2 **Jaded office rat** - Resistance against any form of stress caused by users.
- 3 **University undergrad with a major in [magic]** - Pick one magic school you study as major (necromancy, pyromancy, demonology). Get one bonus dice when dealing in it.
- 4 **Slacker** - Expert in getting others to do the work while you sneak away. One bonus dice to actions involving avoiding to do work.
- 5 **Corporate ass kisser** - Can make management forget the teams mistakes by writing fancy reports. Remove one disciplinary action when handing one in.
- 6 **New to magic** - Magic is still well, magic, for you. How you ended up in this job is a mystery. You are however expert at knowing how ordinary users think and get one bonus dice whenever dealing with users.

WORK EQUIPMENT

d20 Magical work equipment

- 1 **Enchanted feather pen** that can write on any surface, including non-solids.
- 2 **Magical magnifying glass** which can make tiny things four times larger as long as someone is looking through them via the magnifying glass.
- 3 **Scissors of severing magic** able to sever anything from physical chains, magical bindings to legal bindings.
- 4 **Lead lined protective gloves** protecting your hands against any kind of hazardous substance and magic.
- 5 **Infinite refilling coffee cup** marked with corporate logo. Drinking from this removes one point of stress.
- 6 **Magic-o-meter** is a device able to detect and measure magic, either in an object via its detection probes or in air via its antenna.
- 7 **Hammer of smashing** capable of turning most things into tiny pieces.
- 8 **Wand of fireball** allowing you to put things on fire from a distance.
- 9 **Tome of readme** which provides step by step instructions to most common magic problems.
- 10 **Cleansing mop** able to remove any substances from any surface.
- 11 **Sunglasses of darkvision** allowing you to see in dark areas.
- 12 **Tobacco pipe of understanding**. Smoking is bad for health but upon smoking this the user can understand any language.
- 13 **Magic-b-gone spray** which neutralizes magic, turning it into tiny crystals which falls to the ground.
- 14 **Copy cat** is a well trained tiny black feline creature able to make exact copies of any document or image it has seen by drawing with its tail.
- 15 **Duck tape** is a tape made out of sturdy duck skin.
- 16 **Crystal ball** allowing remote conference calls.
- 17 **Vials of detection** is a set of small vials which transparent fluids turns black upon contact undead matter and red upon contacting demonic matter.
- 18 **Fake business cards**. Handing these out to an user will prevent them from causing disciplinary actions against you.
- 19 **Set of holy symbols** can be used for banishing unholy creatures.
- 20 **Pixie dust** highly illegal substance. Snorting it makes you very relaxed and completely immune to any form of stress and restores stress level to 0.