Problem space

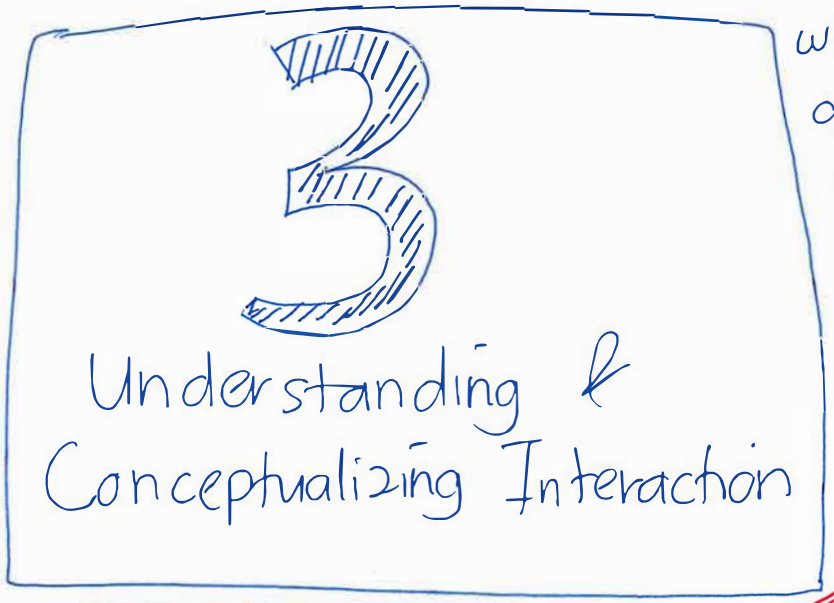
helps design team to be able to conceptualize the design space

good understanding problem space

Conceptual Models

high-level description of how a system is organized & operates

an abstraction outlining what people can do with a product & what concepts are needed to understand how to interact with it



Assumption & claim

—to view multiple perspectives on the problem space

Assumptions

taking something for granted when it need further investigation

Claim

stating something to be true when it is still open to question

Core components

Relationships

between those concepts

- 1 obj contains another
- importance of actions to other
- an object part of another

Metaphors & analogies

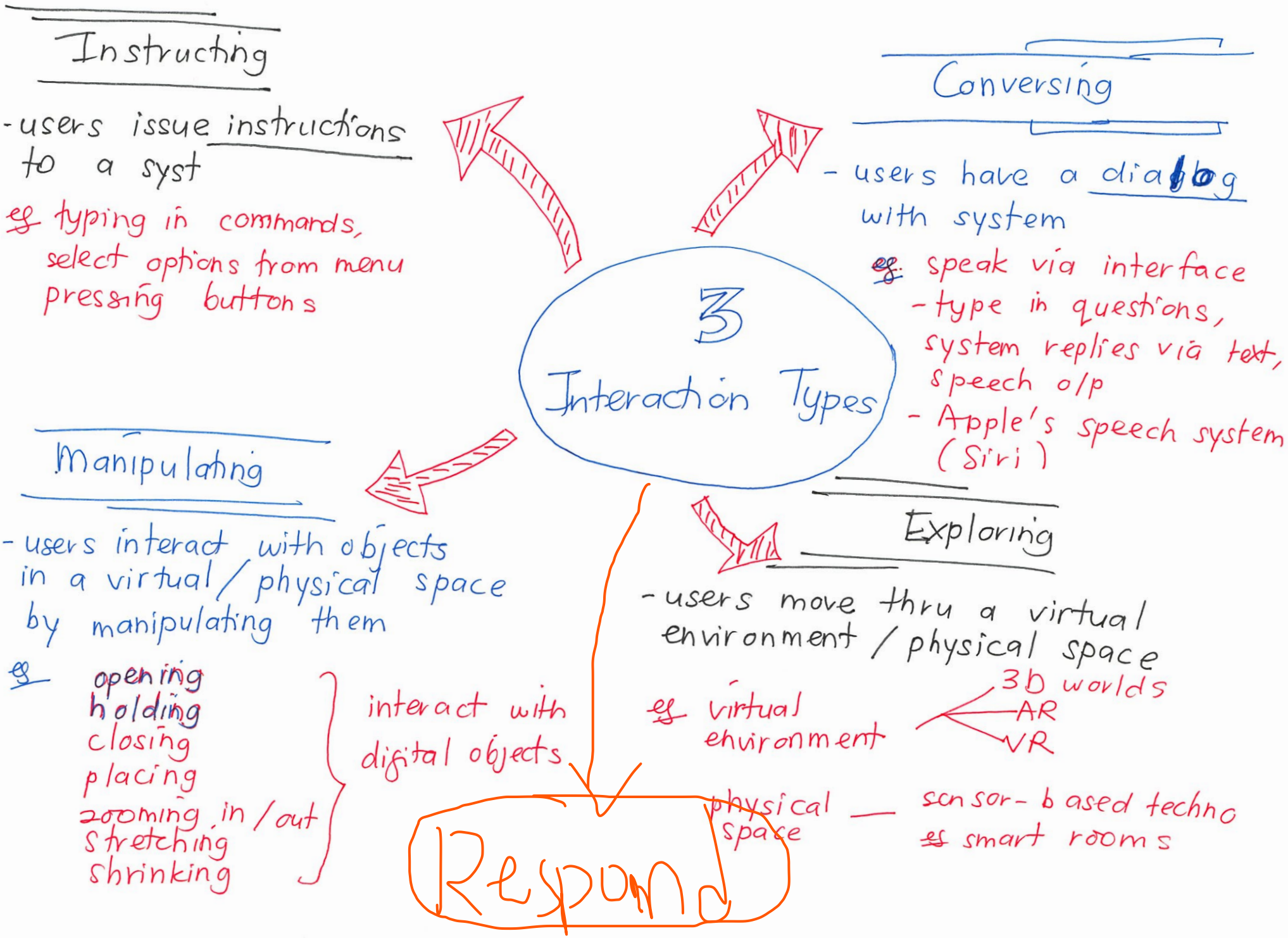
how to understand what a product is for & how to use it for an activity

Concept

people exposed to thru the product

Mappings

between concepts & the user-experience the product is designed to support / invoke


Instructing
- users issue instructions to a syst
eg typing in commands, select options from menu pressing buttons
Conversing
- users have a dialog with system
eg speak via interface
- type in questions, system replies via text, speech o/p
- Apple's speech system (Siri)
3
Interaction Types
Manipulating
- users interact with objects in a virtual / physical space by manipulating them
eg opening
holding
closing
placing
zooming in / out
stretching
shrinking
interact with digital objects
Exploring
- users move thru a virtual environment / physical space
eg virtual environment
3D worlds
AR
VR
physical space
sensor-based techno
eg smart rooms
Respond