

Overwatch 2 Design Case Study



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About the Project

This was a 7-week UX/UI project focused on analyzing and redesigning Overwatch 2's game flow, interface, and accessibility. The goal was to improve the player experience through wireframes, usability tests, and mockups using tools like Figma and Adobe Photoshop.

This project was part of the ELVTR UX/UI for Gaming course taught by Ivy Sang (Blizzard, ex-EA).

Roles & Responsibilities

- UX Researcher
- UI Designer
- Usability Tester

Timeline

7 Weeks (March–April 2025)

Challenges

- Balancing player expectations while introducing design improvements to an interface.
- Getting clear usability feedback from non-gamers and interpreting what's valuable vs what's noise.
- Designing for accessibility (color blindness) while maintaining the game's vibrant style.
- Making UI decisions that respected Blizzard's design hierarchy while still pushing for clarity.

Work Process

01

02

03

04

05

Player
Journey

Paper
Prototype

Flowchart

Wireframe

Usability
Test

06

07

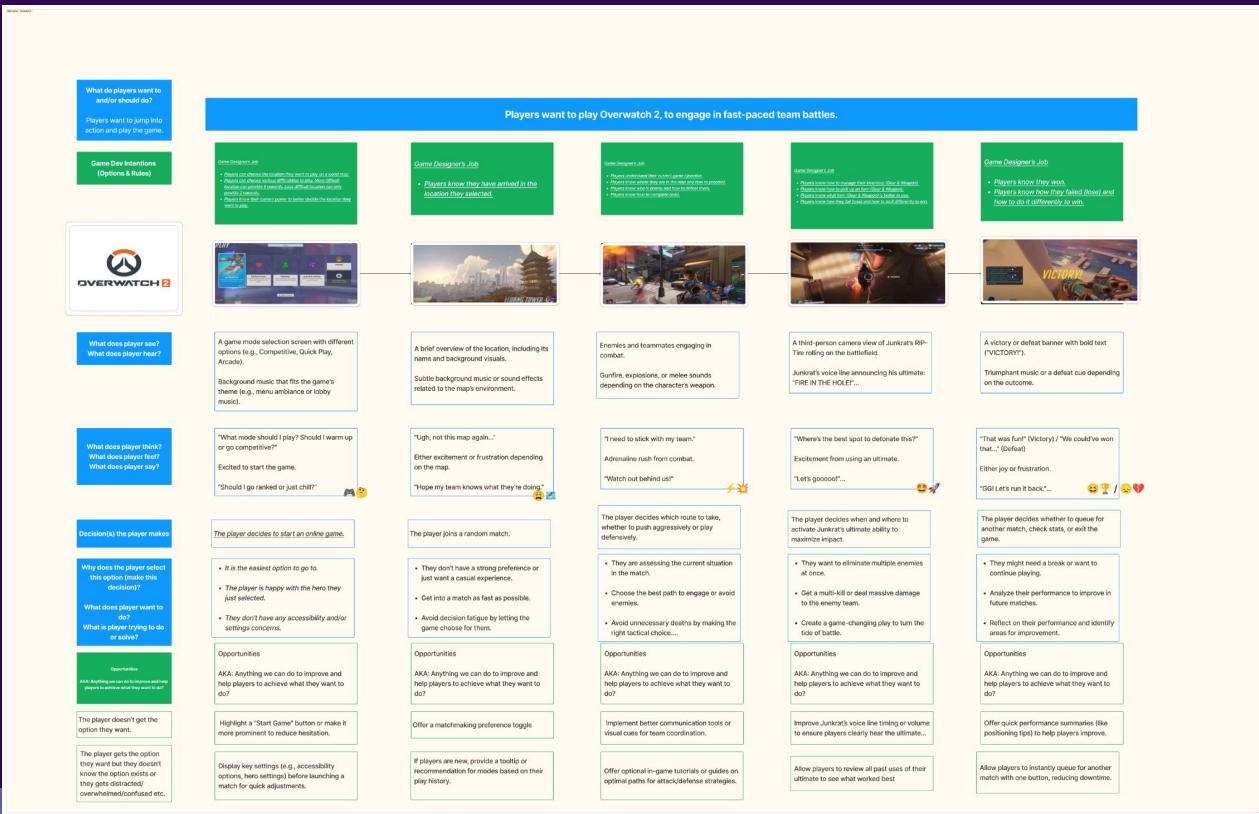
08

UI Mockups

Accessibility
(Color Blindness
Test)

Outcomes/
Conclusion

Player Journey



Player Journey

I created a detailed journey map of an Overwatch 2 player's path from launching the game to becoming a regular player. It covered motivation, challenges, game mechanics understanding, and emotional ups/downs. This helped guide every design decision throughout the project.

Paper Prototype

1. Game Mode Selection

- Player selects a game mode
- If Competitive is selected, role selection is required (Tank, DPS, Support).
- Players confirm their choice and queue for a match

I. S.

2. Hero Selection

- Players choose a hero based on team composition or personal preference.
- Players can change skins during hero selection.

I. S.

3. Pre-Match & Map Loading

- Players enter the spawn room before the match begins.
- Map introduction screen appears, showing team composition.
- Players can communicate (text/voice chat) to discuss strategy.

I. S.

4. Gameplay - Match Start

- Players move out of spawn and engage in the objective.
- Key gameplay mechanics
- Use abilities & ultimate charge.
- Engage in team fights.
- Heal, defend, or attack objectives.

I. S.

5. Combat & Tactical Decision Making

- When to use certain abilities.
- How to coordinate team plays (push, defend, retreat).
- Which hero to swap to counter enemies

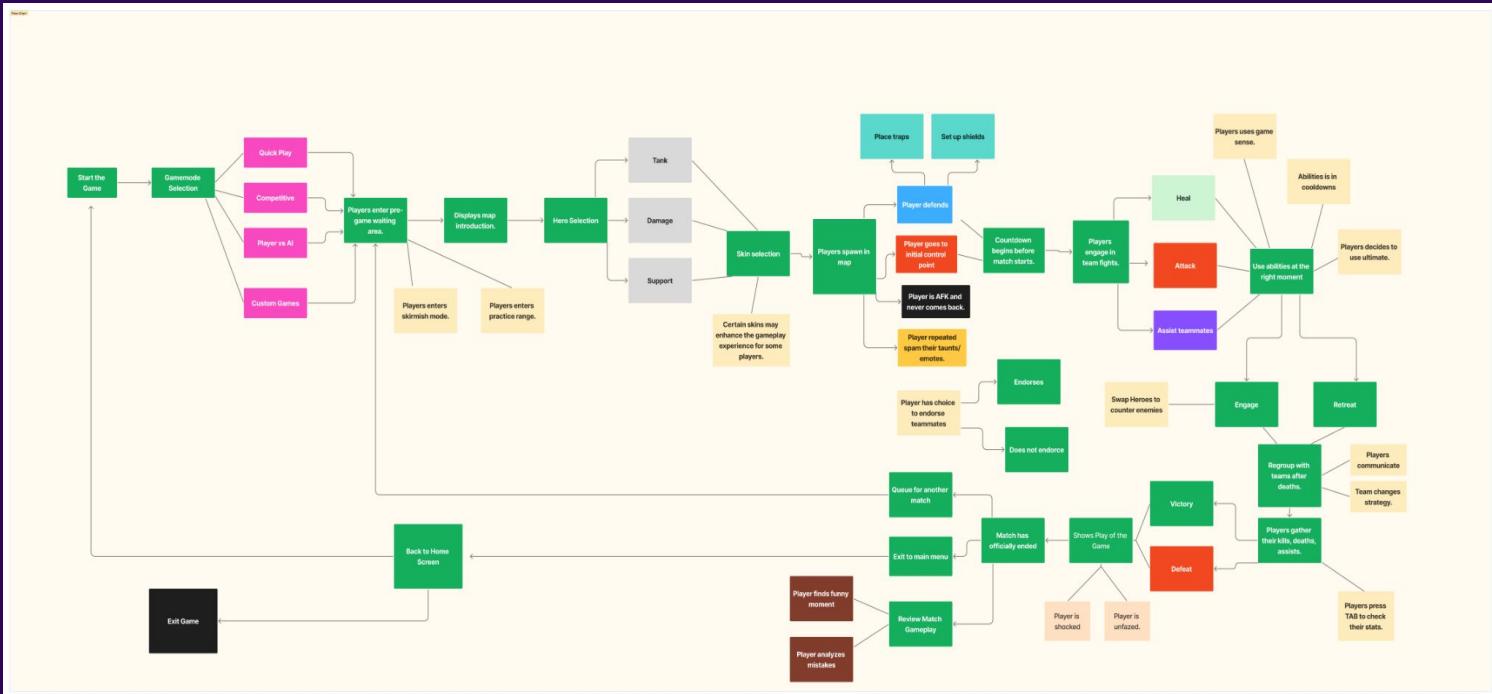
I. S.

6. End of Match - Victory or Defeat Screen

- Display final match stats (eliminations, damage, healing).
- Play of the Game is shown.
- Players can endorse teammates or review their performance.
- Players decide whether to queue again or exit.

I. S.

Flow Chart

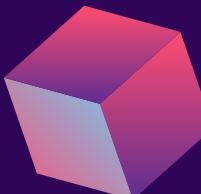
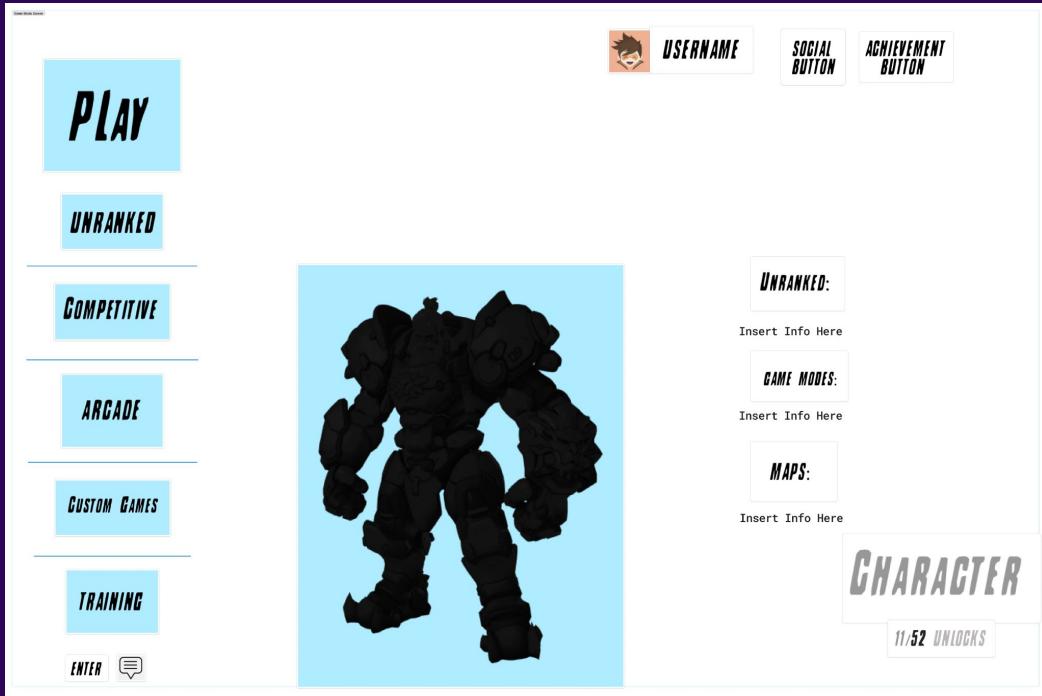


Paper Prototype / Flow Chart

I started with a low-fidelity paper prototype to block out user choices and paths. Then, I translated that into a detailed flowchart in Figma, outlining user progression through game mode selection, character choice, and inventory.

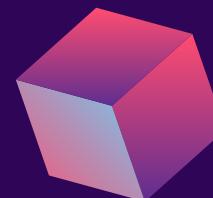
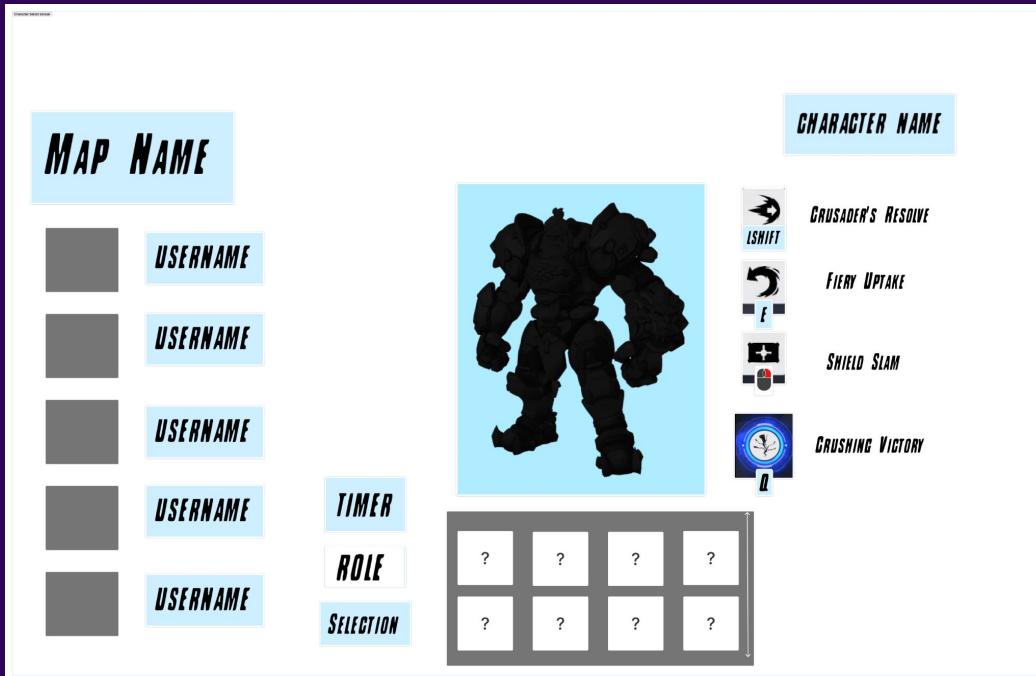
Wireframes

Game Mode Screen



Wireframes

Character Select Screen



Usability Test Results

Here's what I learned from the participants:

- Unconstructive Testers: One tester (Jessica) had minimal experience with games or digital UIs. While their perspective was useful for accessibility, some of the feedback leaned more toward personal confusion than design flaws. We filtered out comments that didn't apply to the expected Overwatch audience (e.g., "I don't know what this button is for" without specific reasoning).
- Information Errors: One participant misinterpreted the character grid at the bottom as "skins" rather than locked heroes. This may have been caused by placeholder "?" icons and lack of labels. We flagged this as a potential design clarity issue, not a user error.
- Intended Design Feedback: A few users mentioned the large character silhouette being "too attention-grabbing," but this was an intentional visual focus to mimic Blizzard's design hierarchy. We acknowledged the note but kept the silhouette placement as part of the intended visual anchor.



UI Mockups (Game Mode Screen)



UI Mockups (Character Select Screen)



Accessibility (Color Blindness Test)

I tested my UI with various color vision deficiencies including protanopia, deutanopia, and monochromacy. Based on the results, I adjusted button contrast and background layering to make sure all elements remained readable and intuitive.

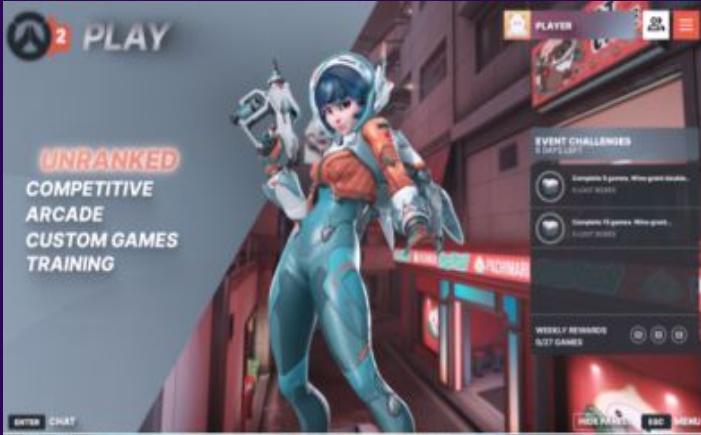
Red-Weak Protanomaly



Green-Weak/Deuteranomaly



Blue-Weak/Tritanomaly



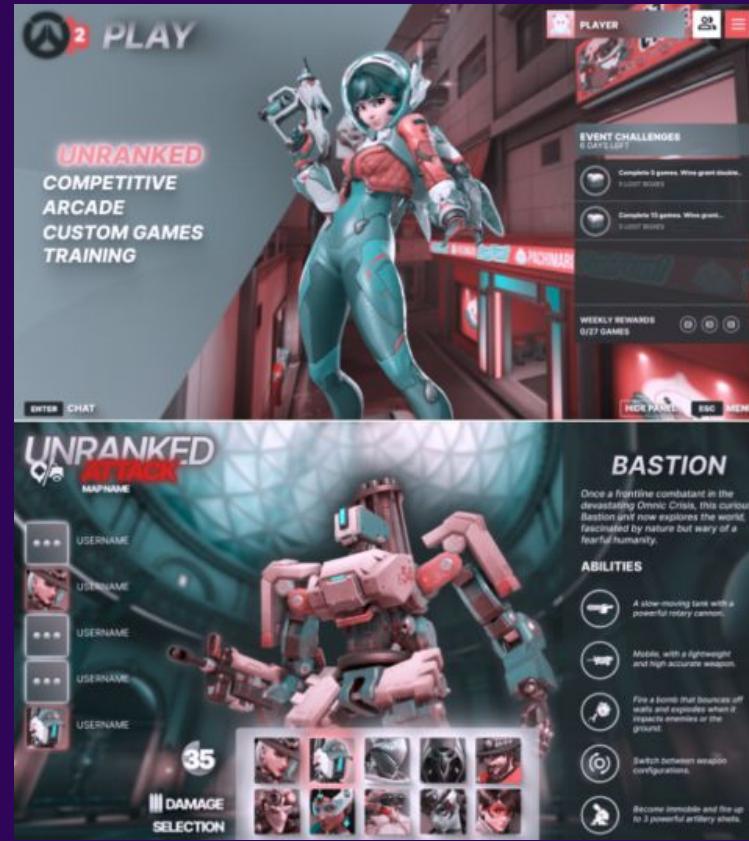
Red-Weak/Protanopia



Green-Blind/Deutanopia



Blue-Blind/Tritanopia



Monochromacy/Achromatopsia



Blue Cone Monochromacy



Outcomes / Results

Outcomes / Results

- Gained hands-on experience designing a full gaming UI system from concept to polish.
- Learned how to balance user feedback with design intent.
- Improved my Figma and Photoshop skills drastically.
- Learned how to test for accessibility and iterate based on those results.



Post-Mortem

- I grew more confident presenting design choices, even when feedback clashed.
- If I had more time, I would have added animations and microinteractions for the UI.
- Next time, I'd also test with a broader audience (not just gamers or friends).



Conclusion

This project meant more to me than just checking off assignments or learning tools. It completely shifted how I see games. Not just as a player, but as someone who can shape the experience from the inside out. I poured so much of myself into every screen, every choice, every iteration. There were moments of frustration, doubt, and creative blocks, but pushing through those helped me find confidence I didn't know I had. This wasn't just a project; it was a turning point. It made me realize that this is the kind of work I want to keep doing: designing with empathy, purpose, and love for the player experience.

I've never felt more connected to something I built. This project helped me see that good design isn't about perfection, it's about caring deeply and being brave enough to make bold choices. And that's exactly what I plan to carry with me into every project from here on out.