

Designing a Great In-App Purchase Experience

Session 218
Rachel Roth
User Experience Evangelist

Great Experience with In-App Purchases

Make a compelling app

Help people enjoy it

Make buying easy

Complete the transaction

Measure and refine

Great Experience with In-App Purchases

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Make Buying Easy

Make Buying Easy

Integrate the merchandise

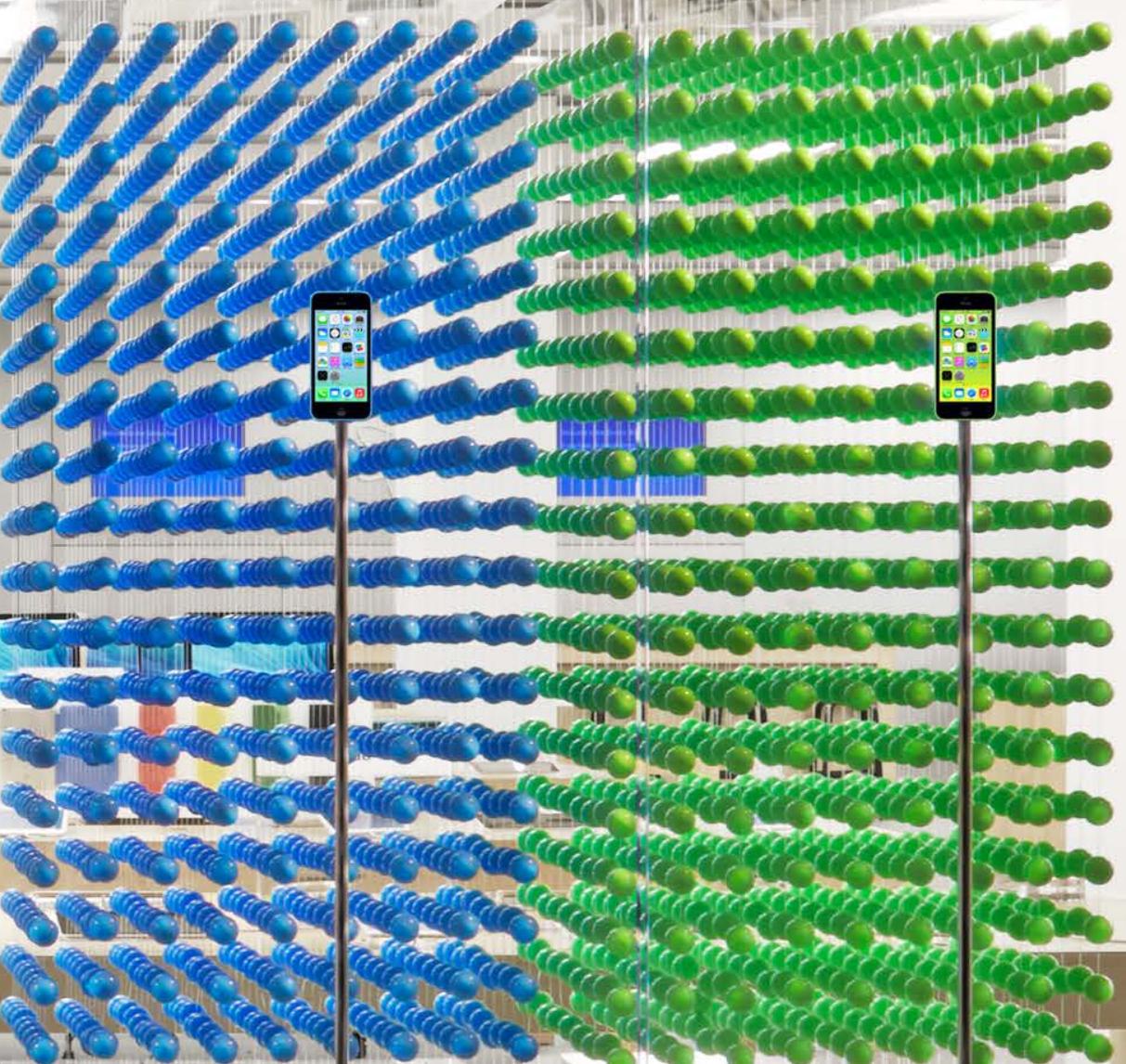
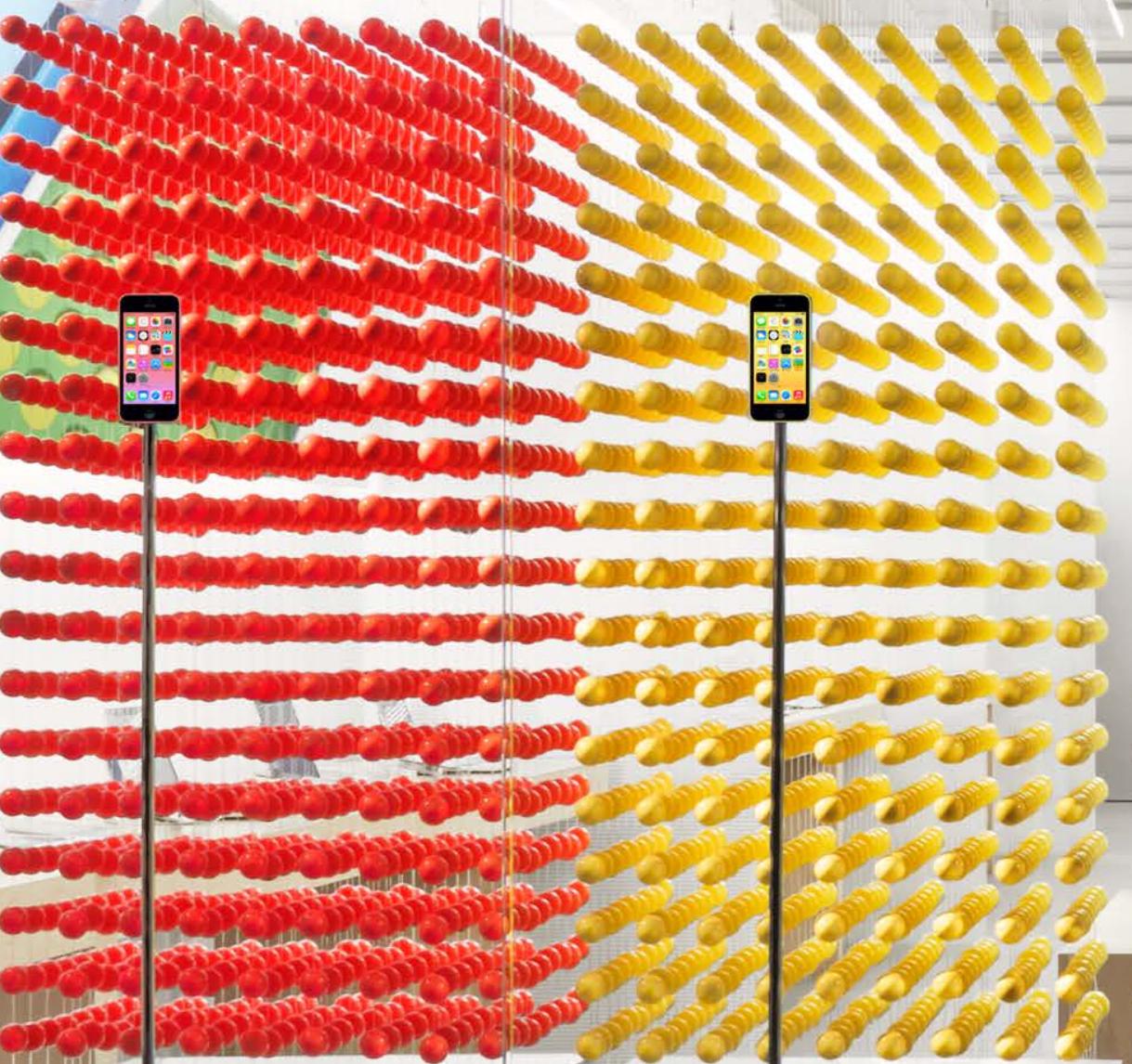


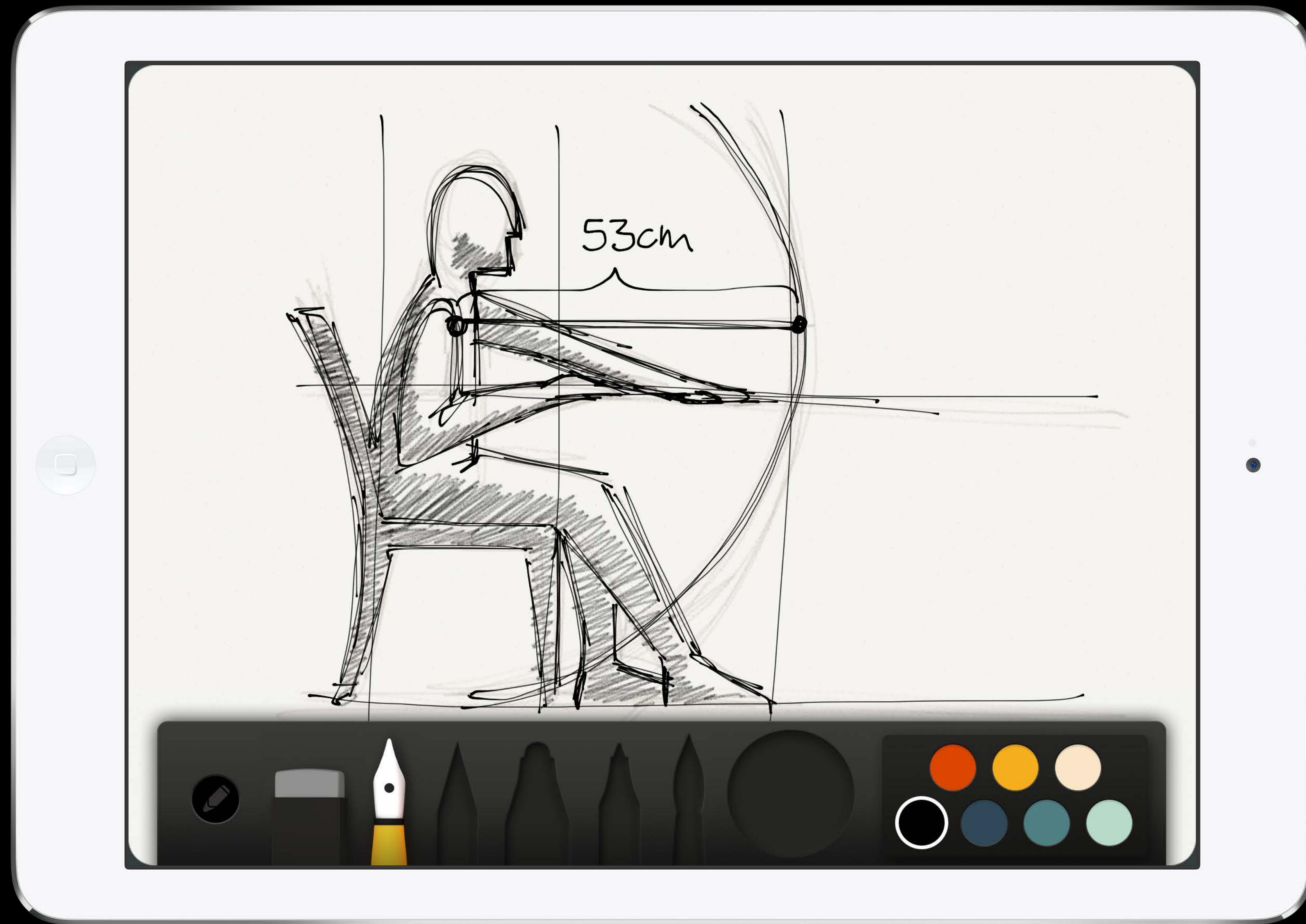
Timing

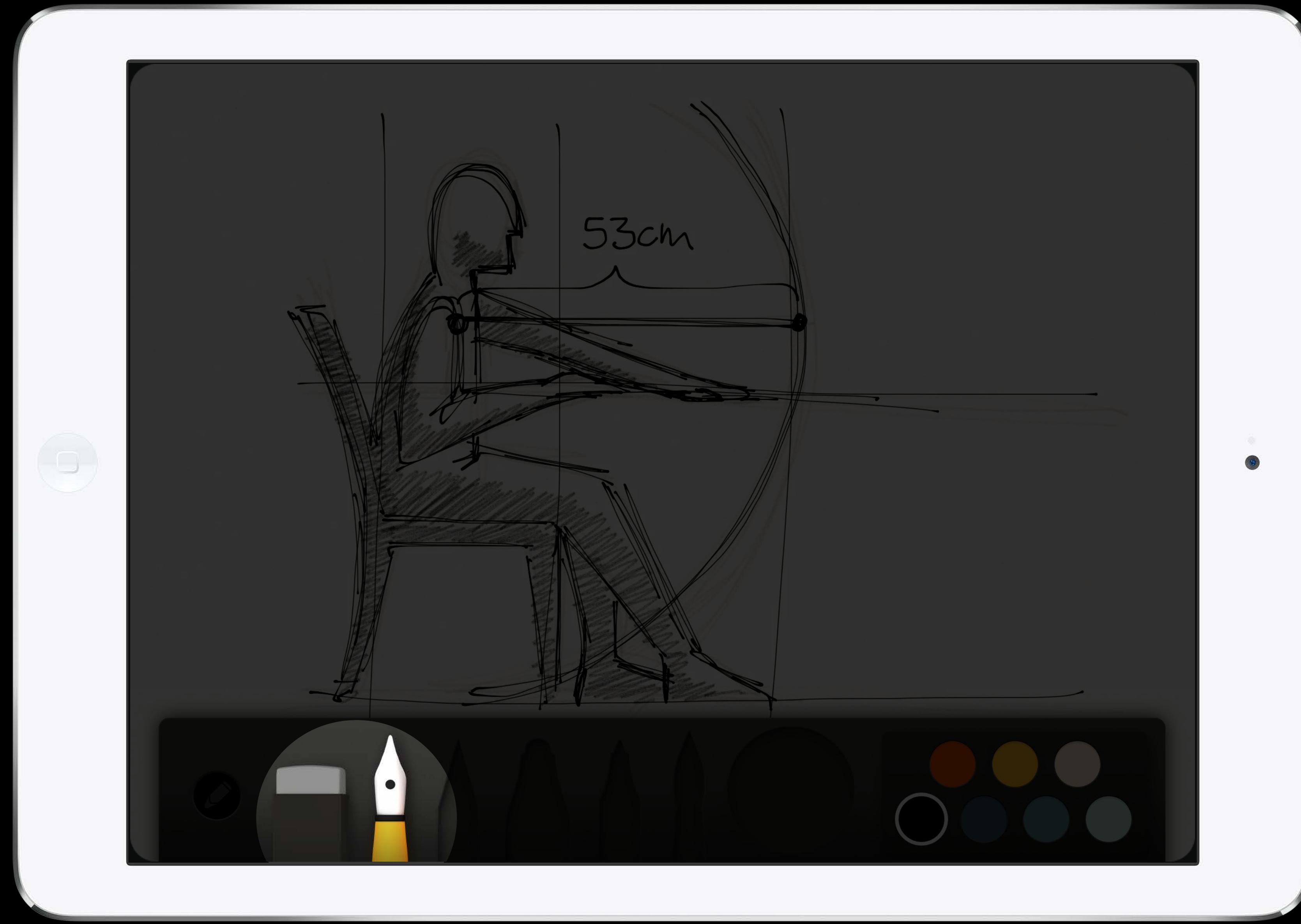


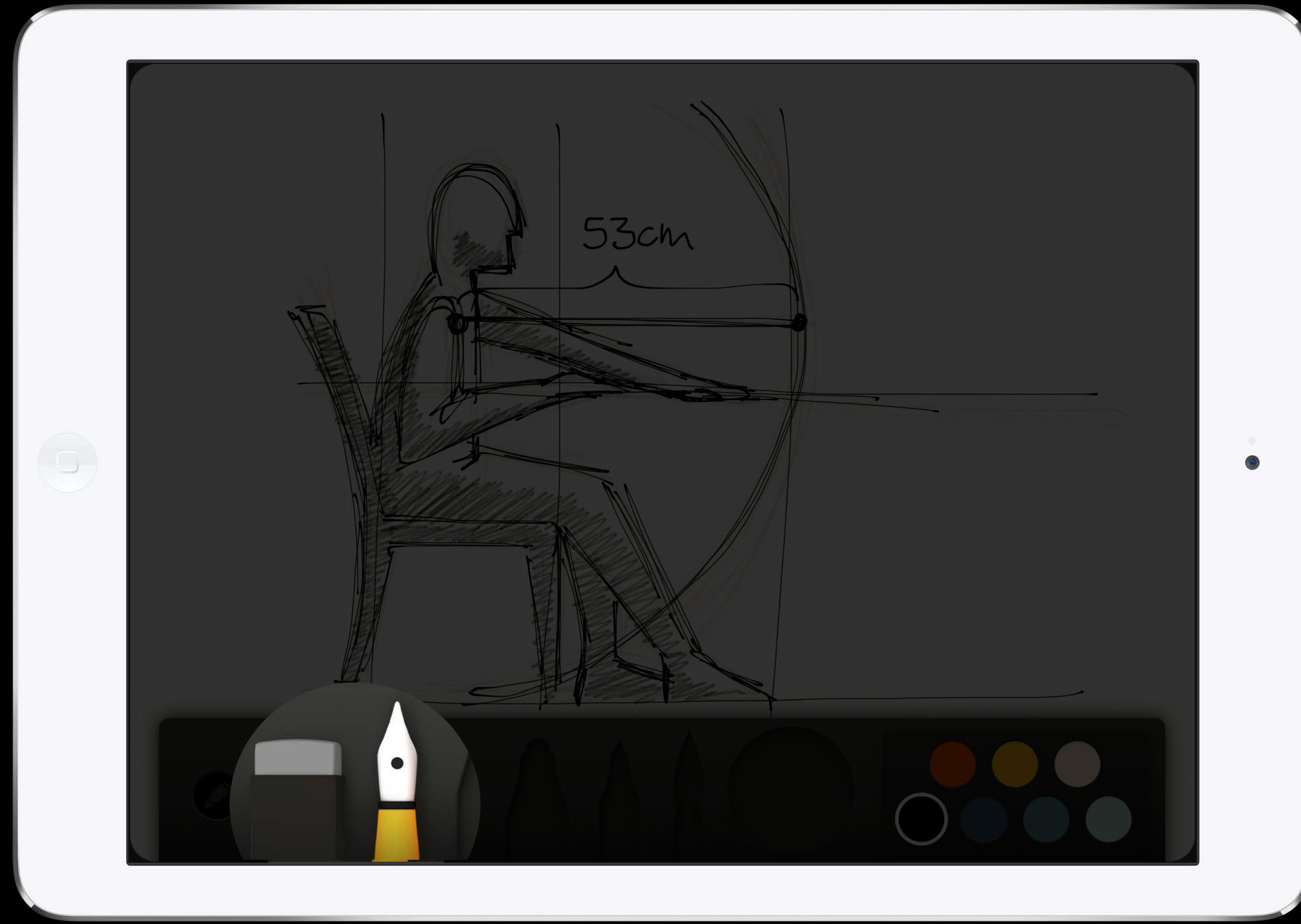
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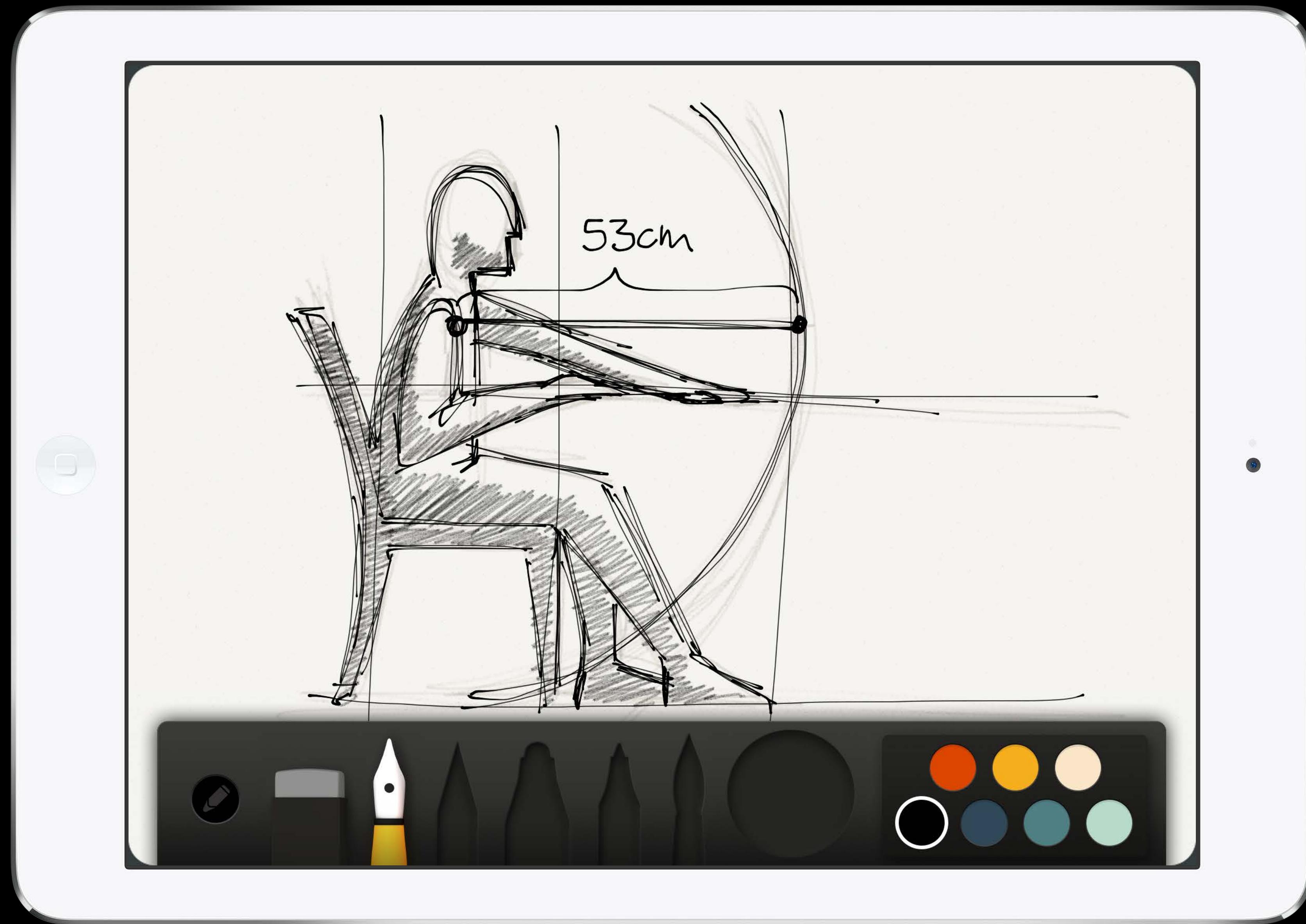
iPhone 5C

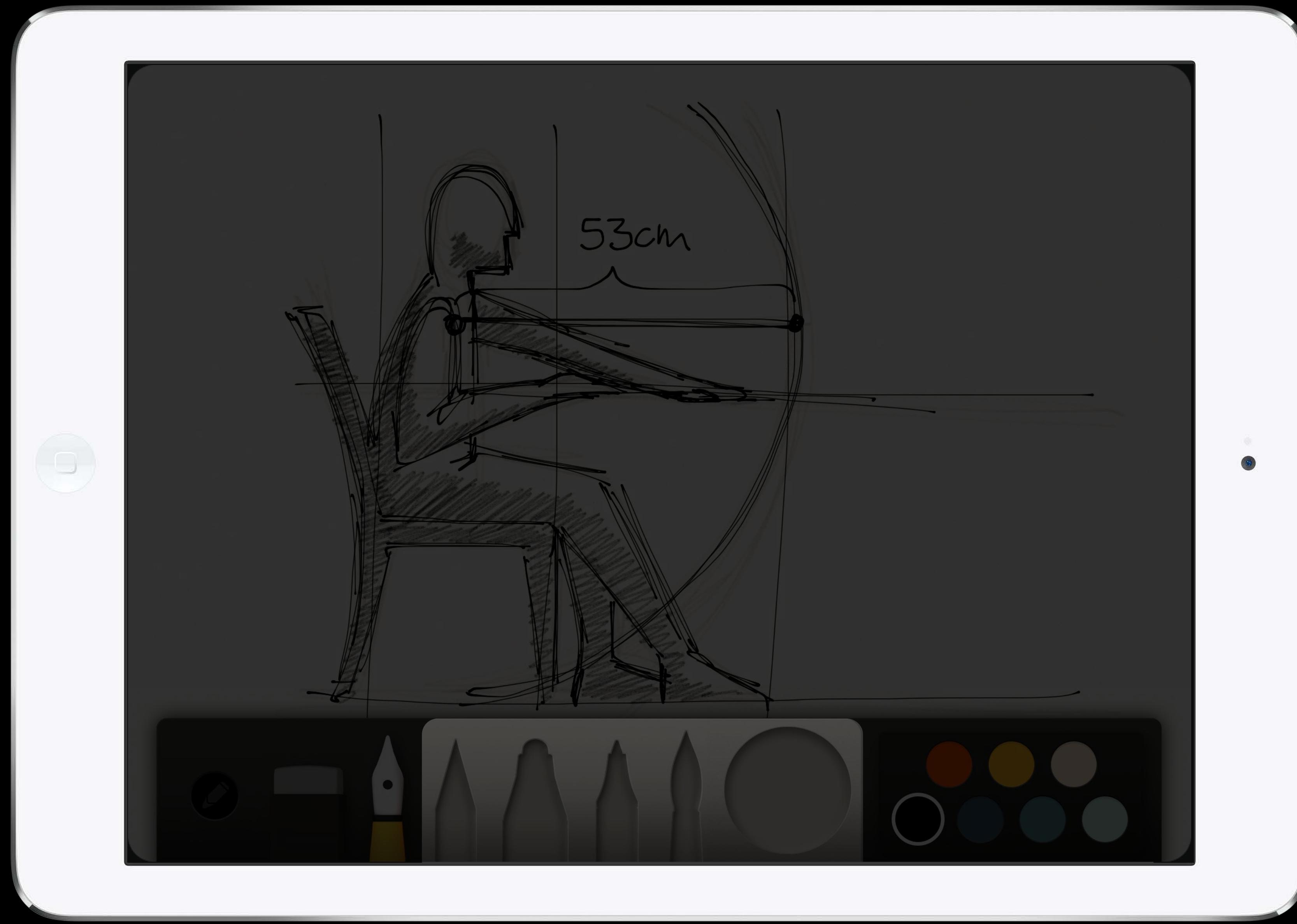


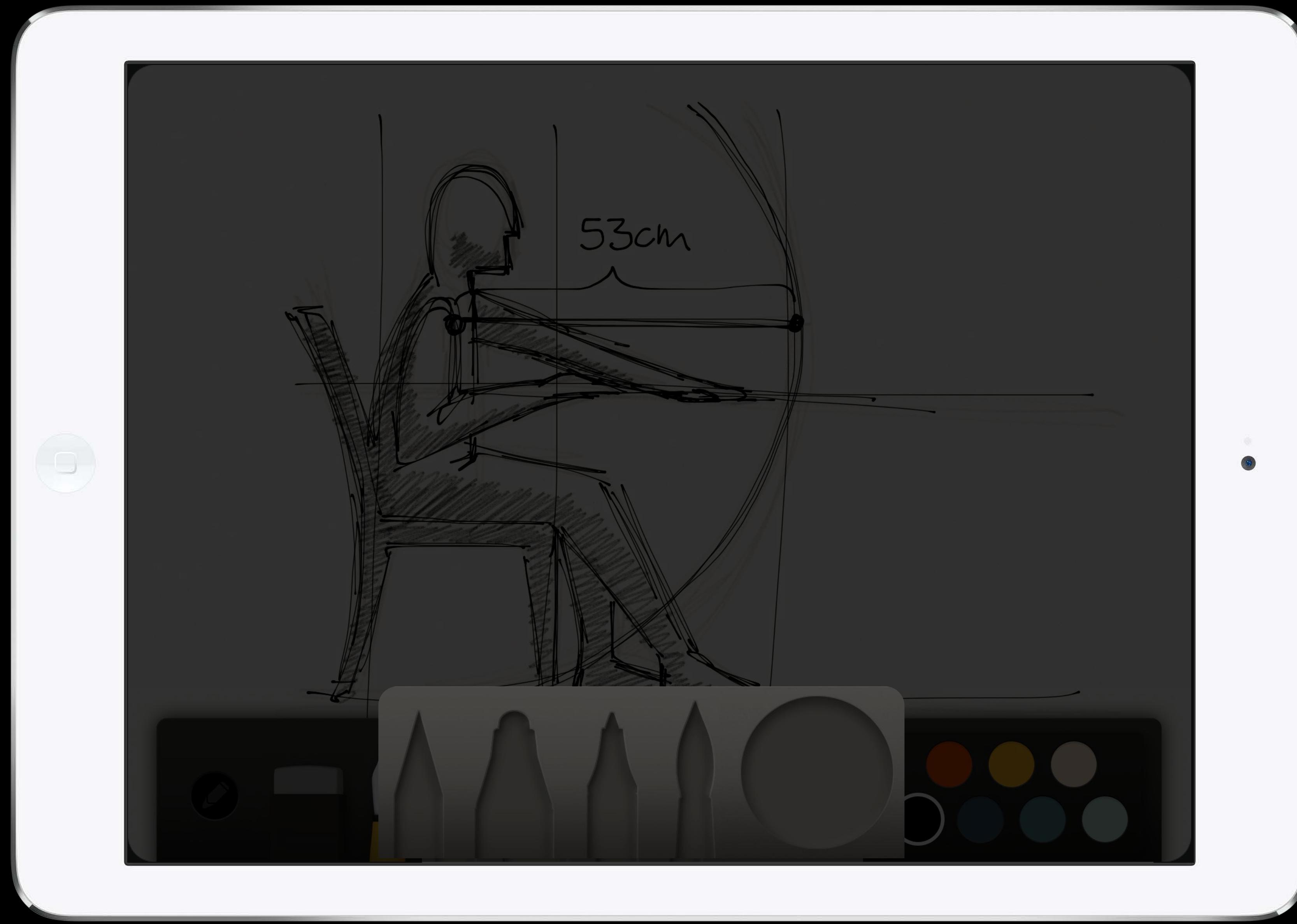


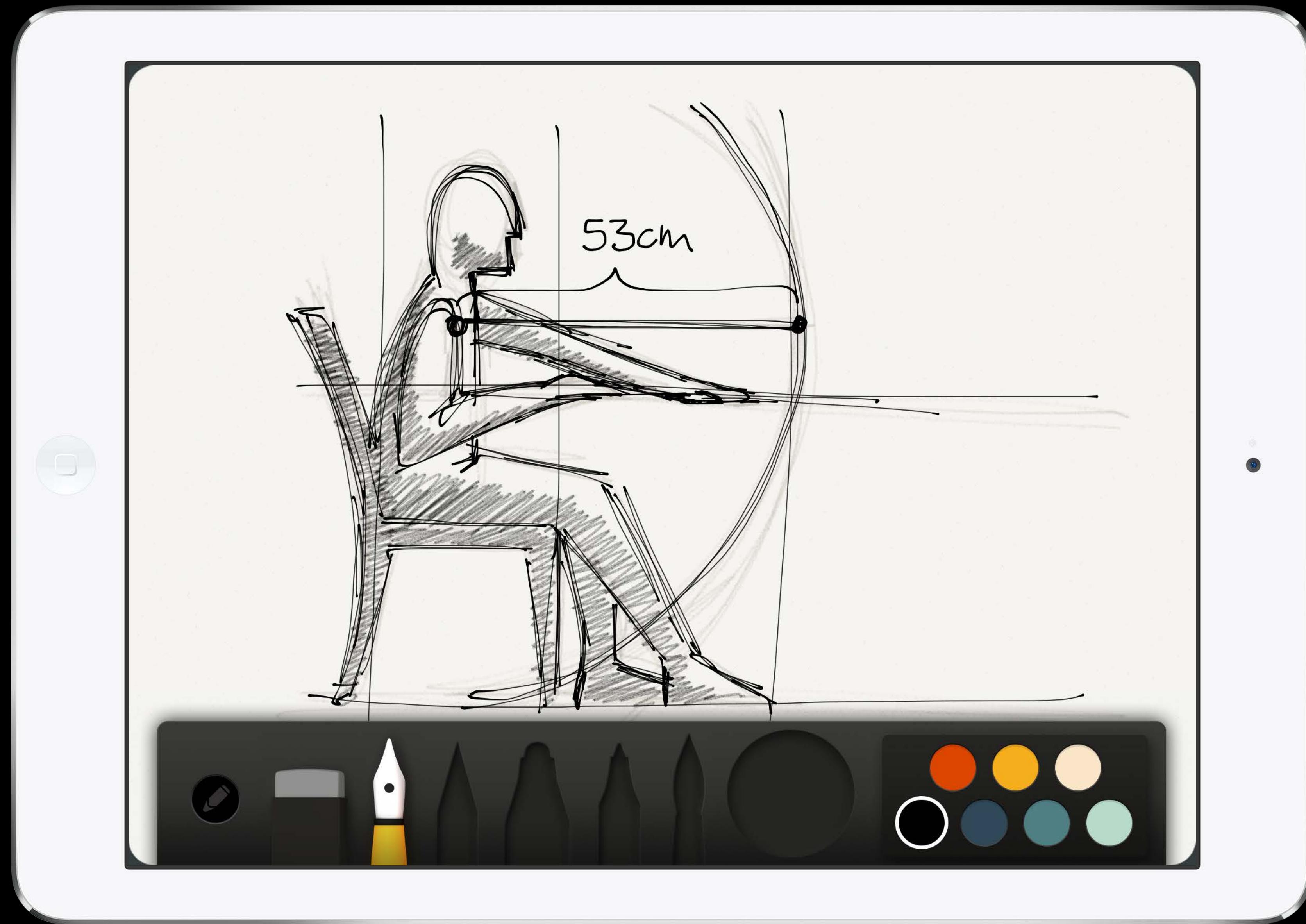


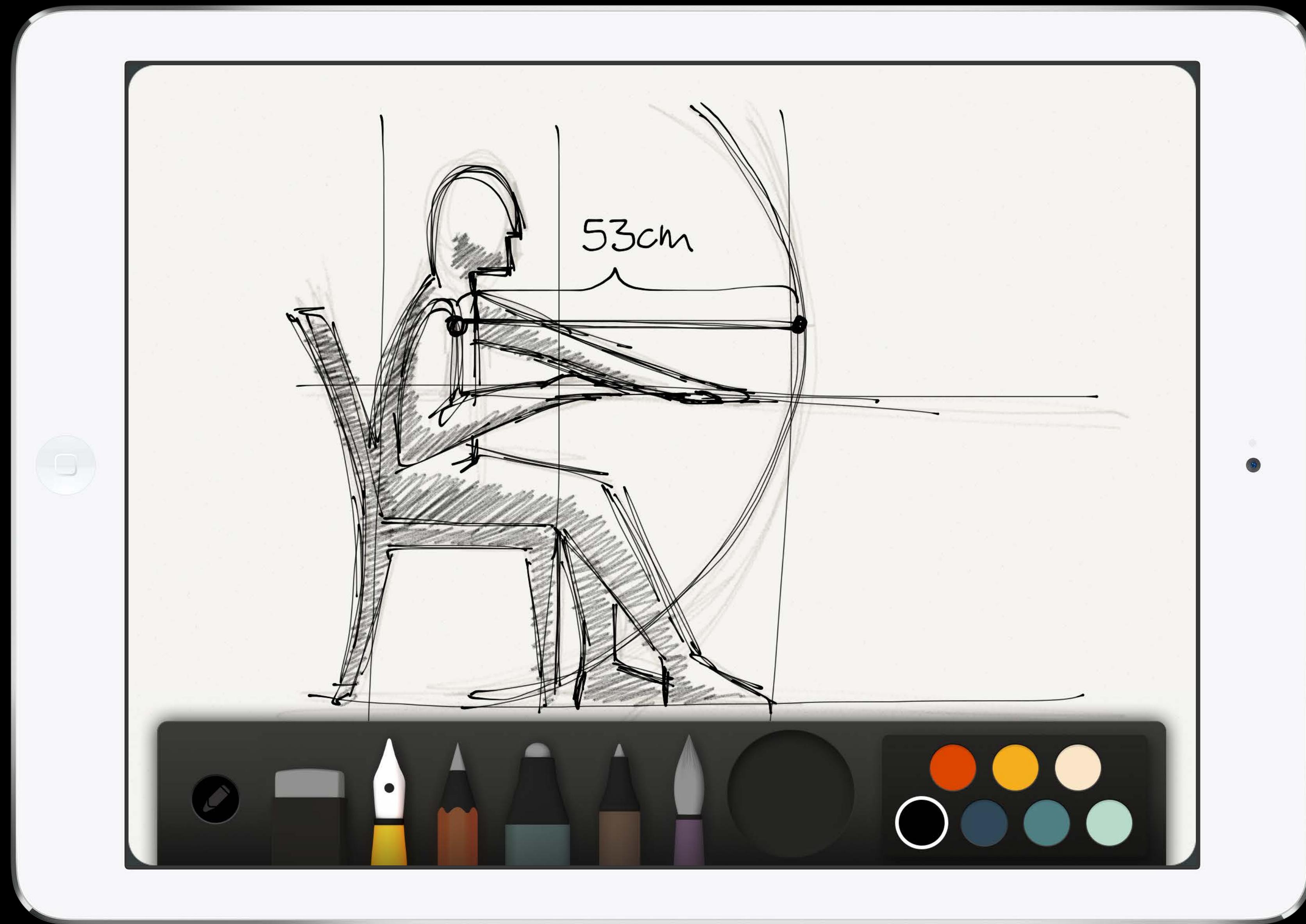


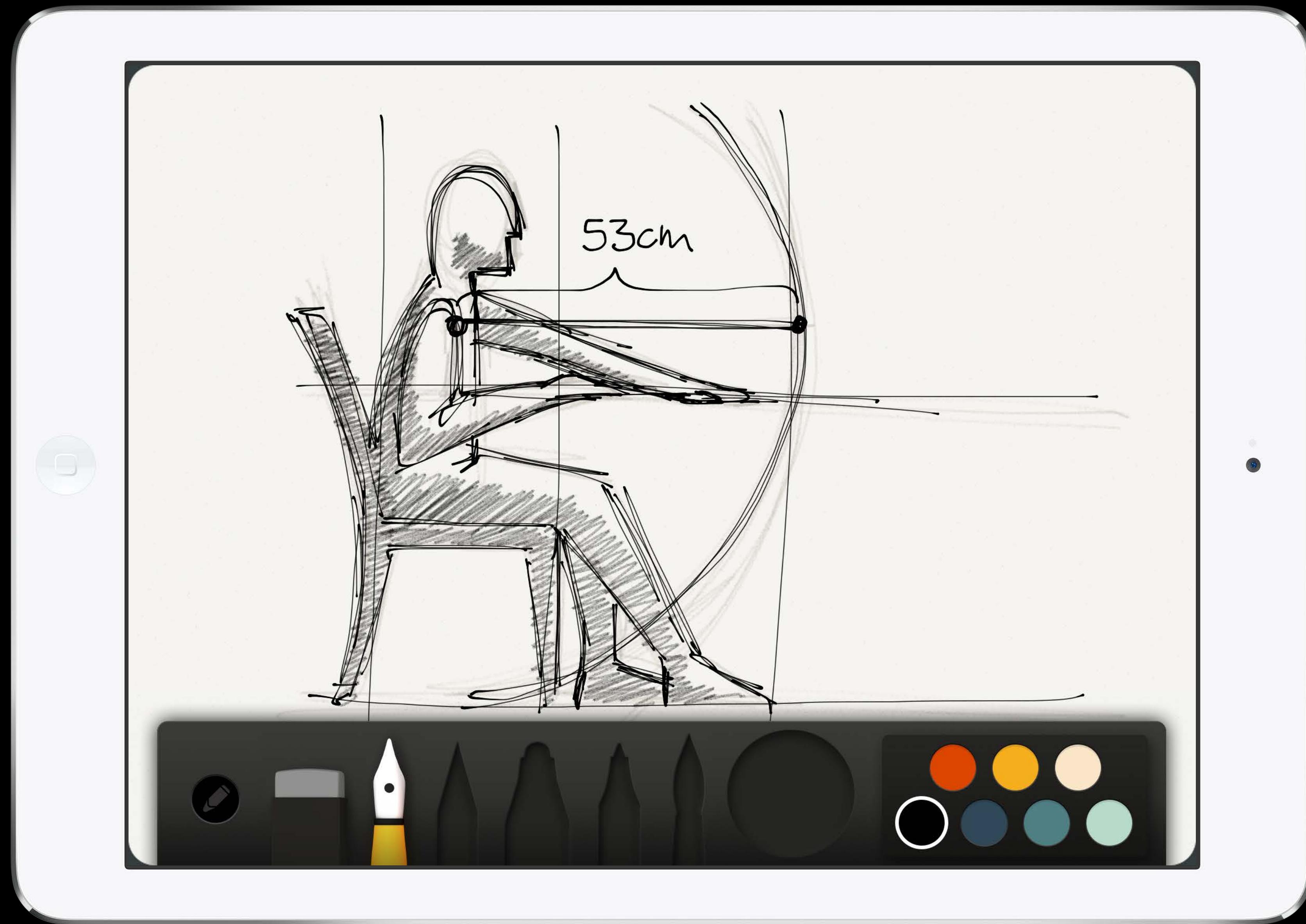












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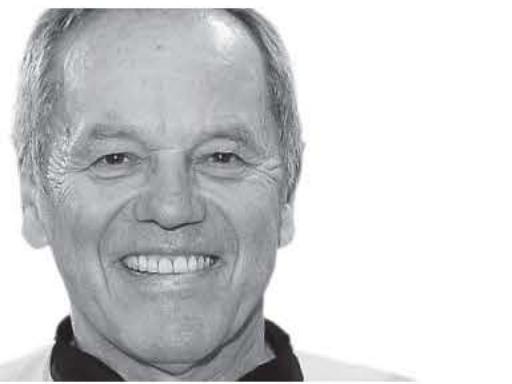
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A small firm specializing in pranks has perfected a new model—viral videos as advertisements



JULIA BAKER HANSEN

The owner of a concierge service swaps heels for cowboy boots

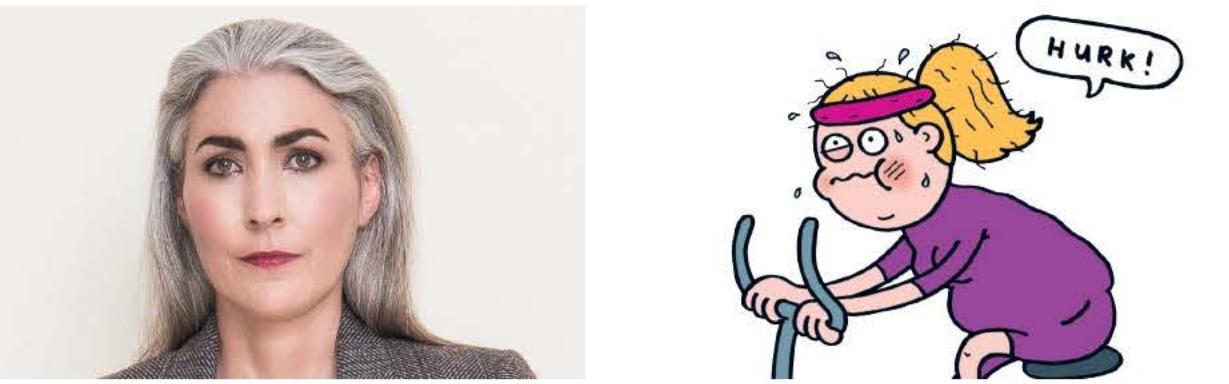


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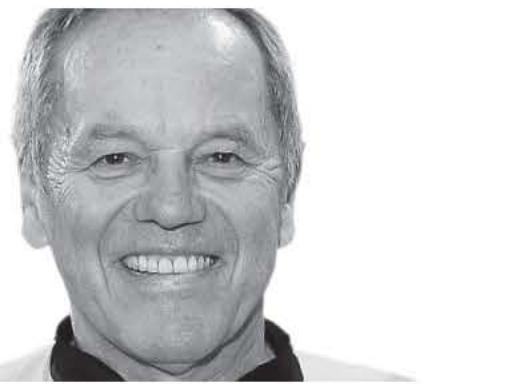
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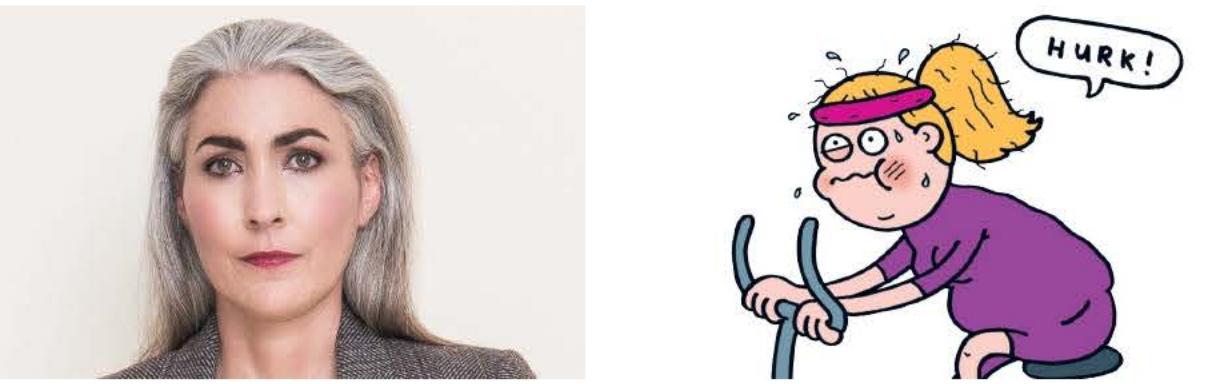


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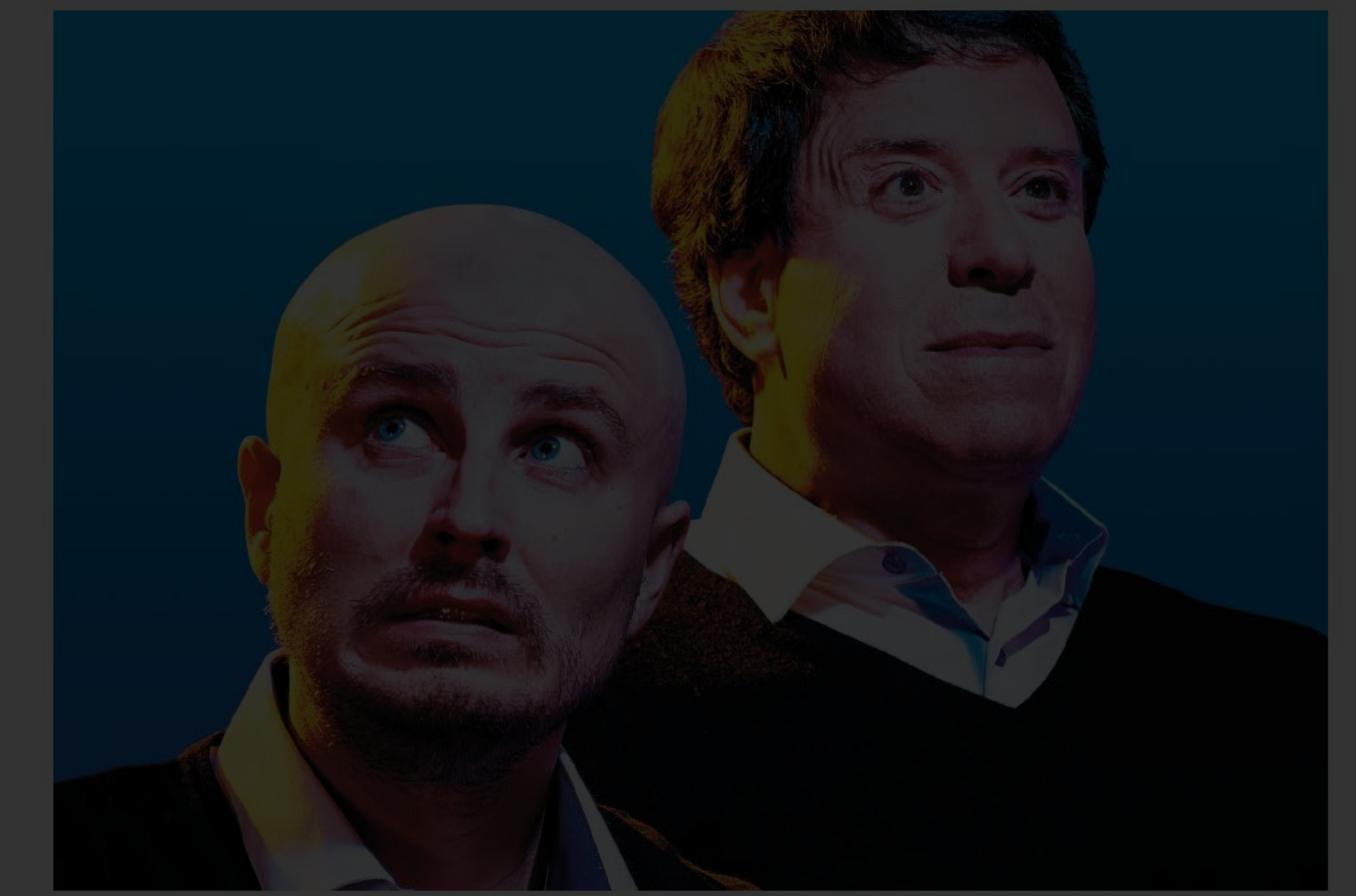
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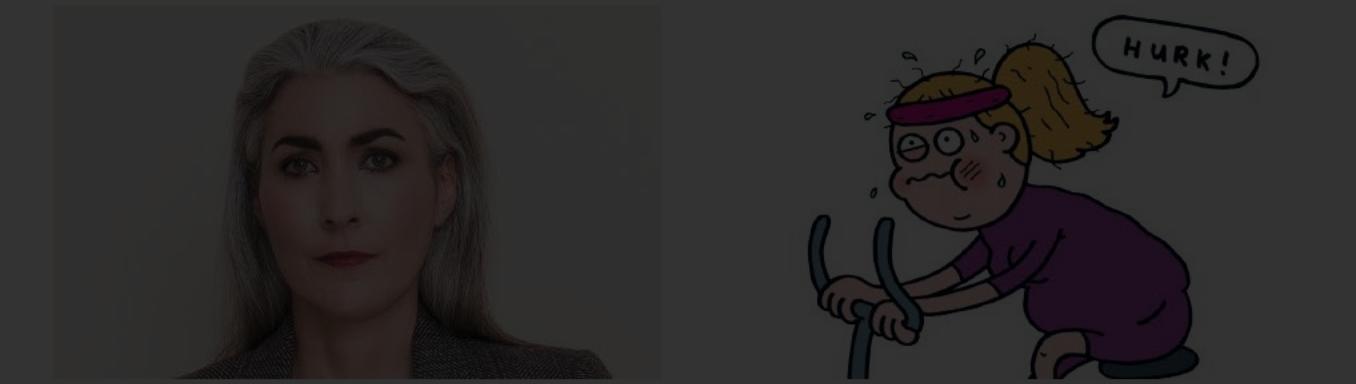
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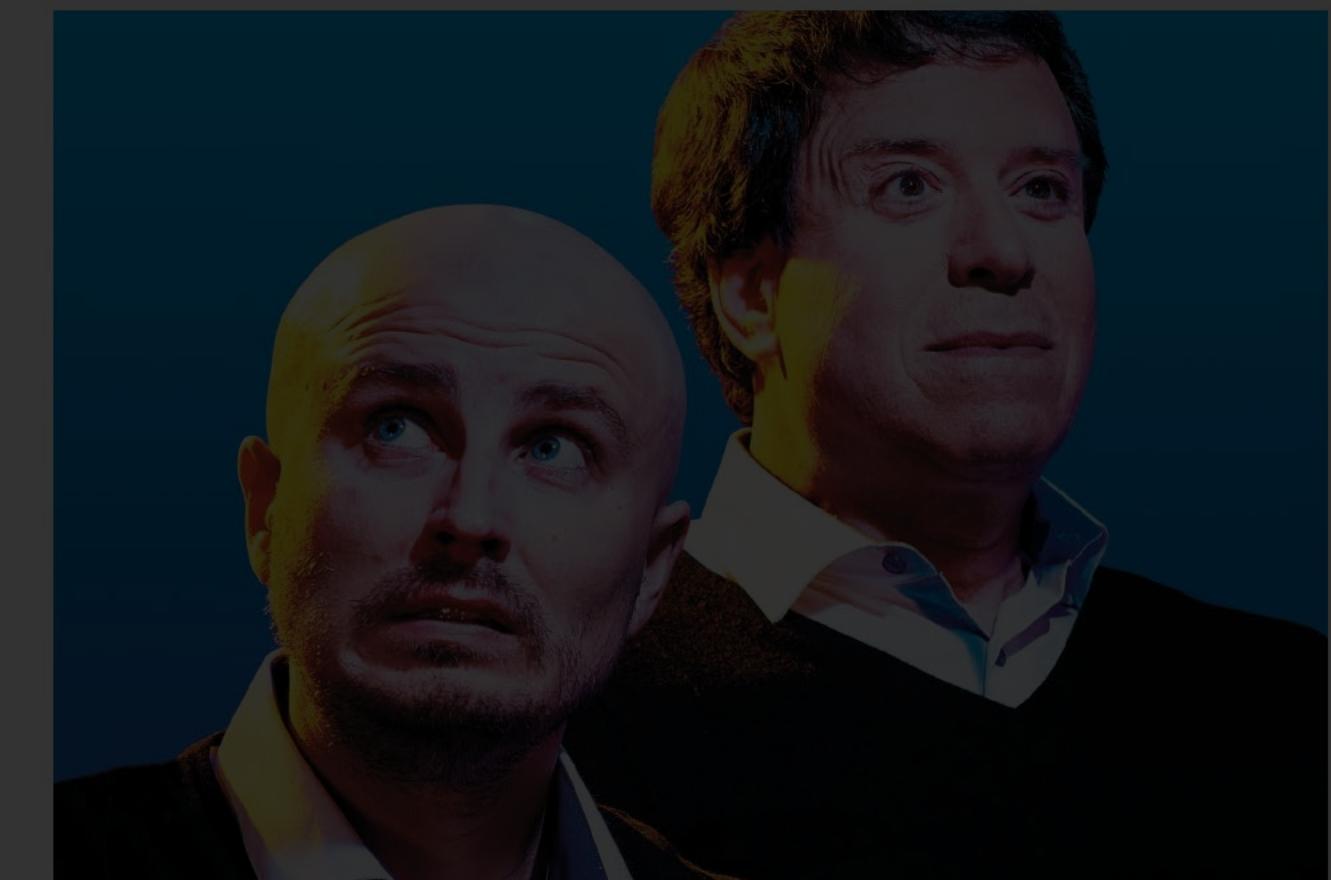
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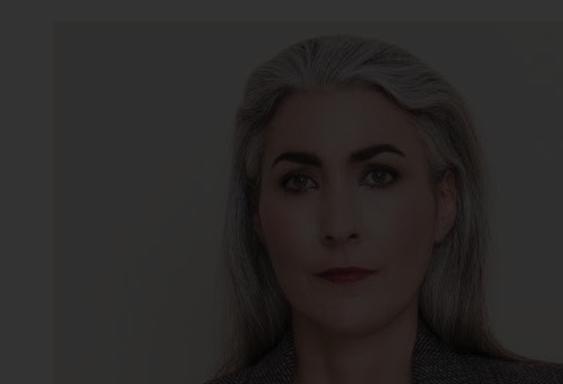
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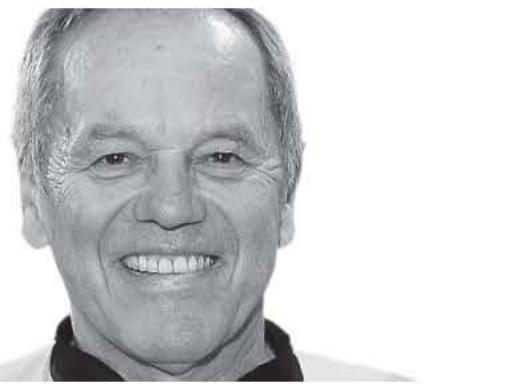
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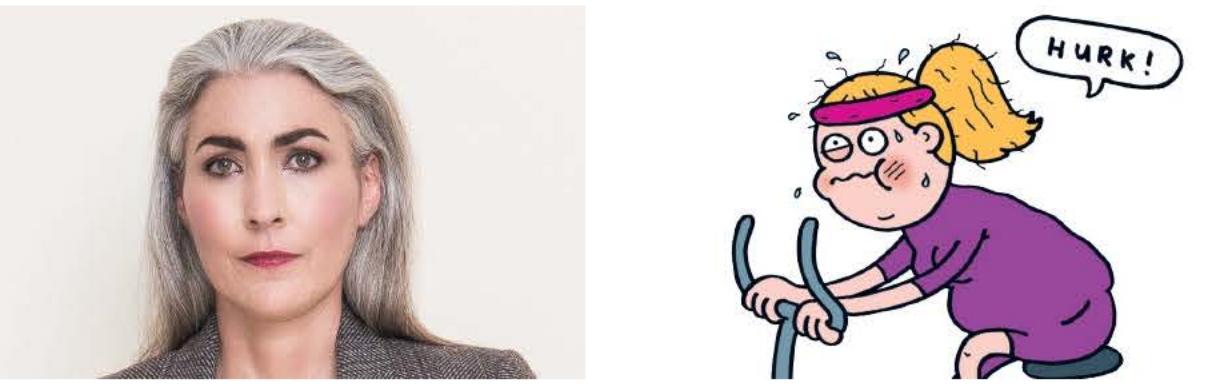


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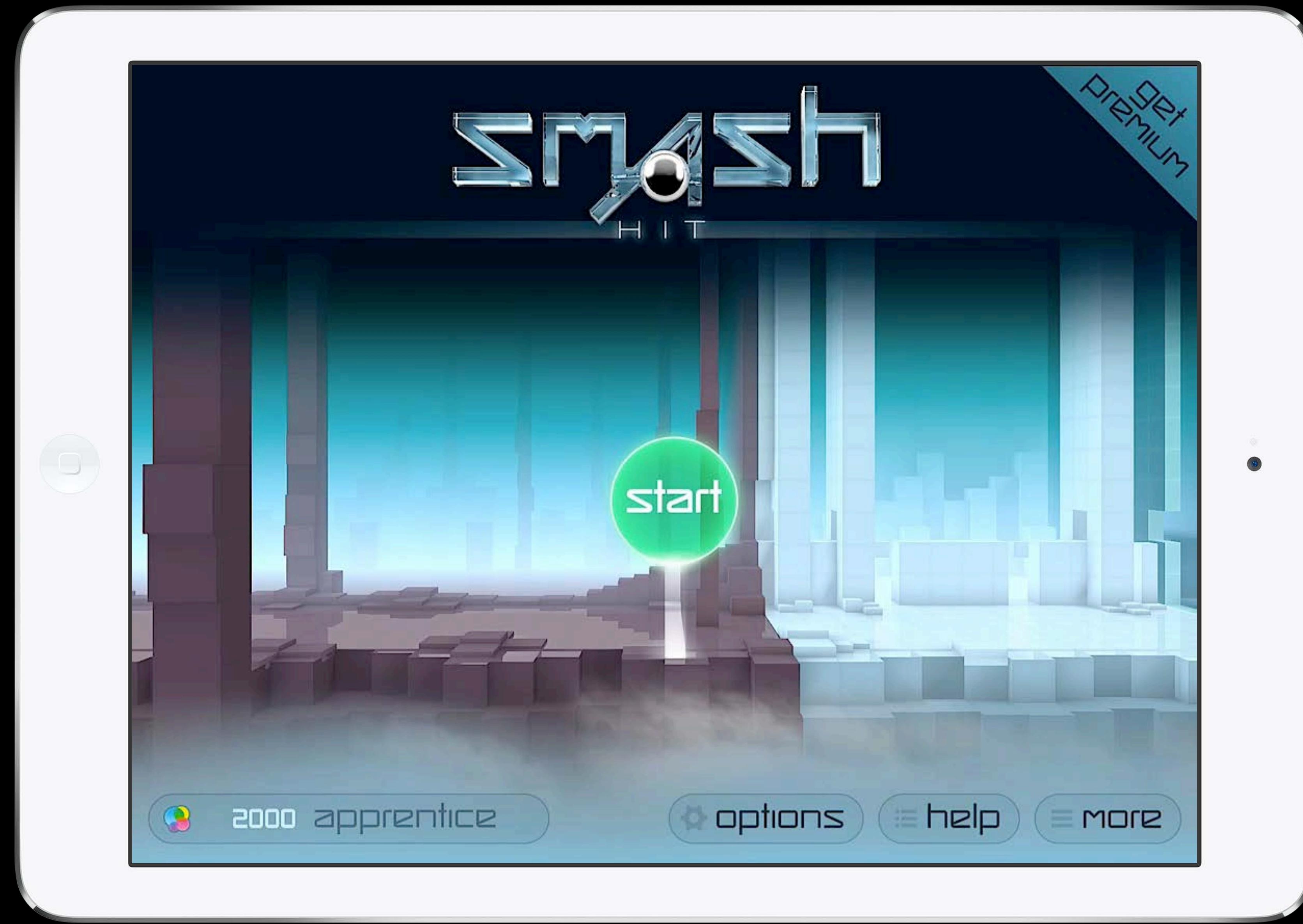


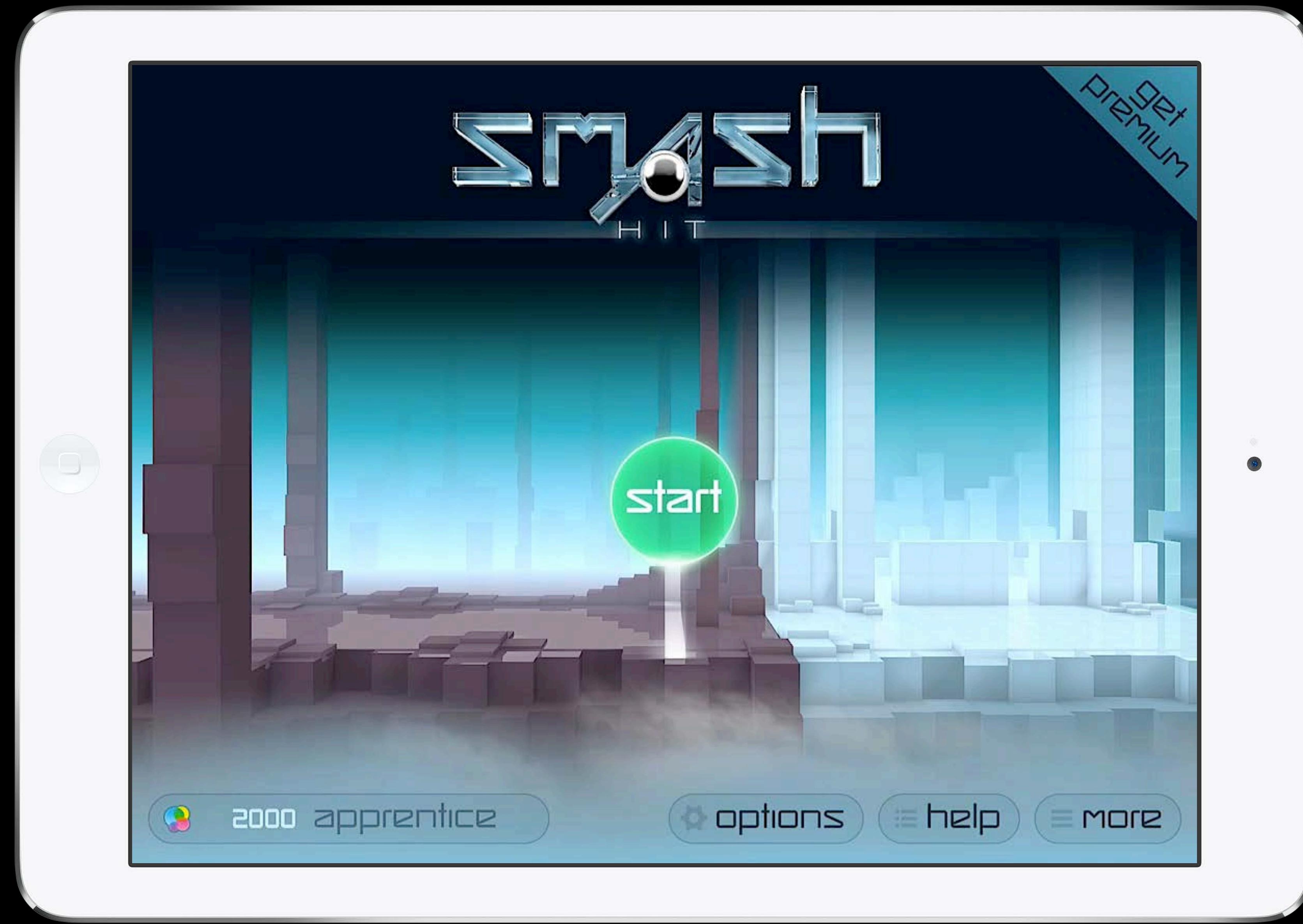
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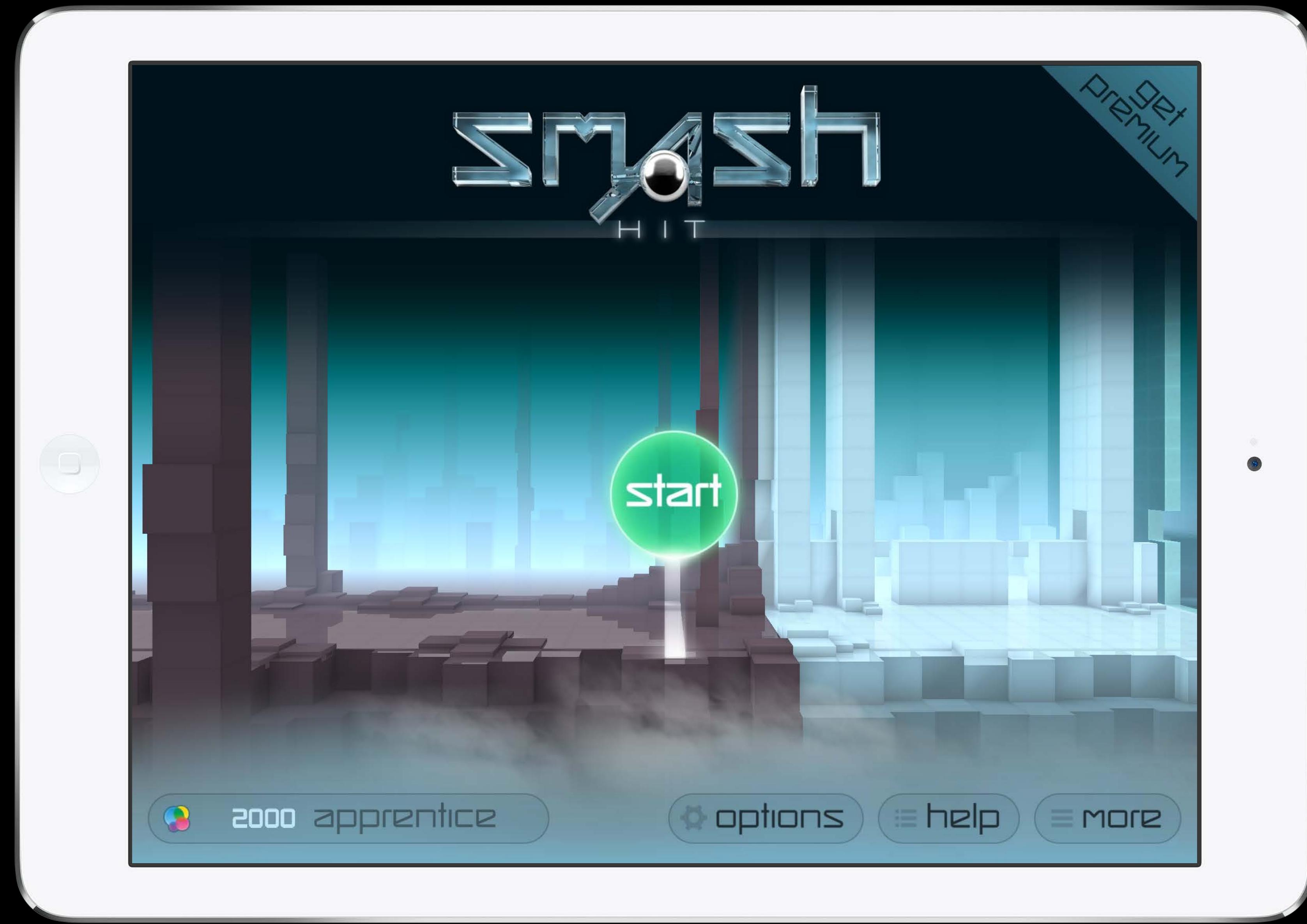
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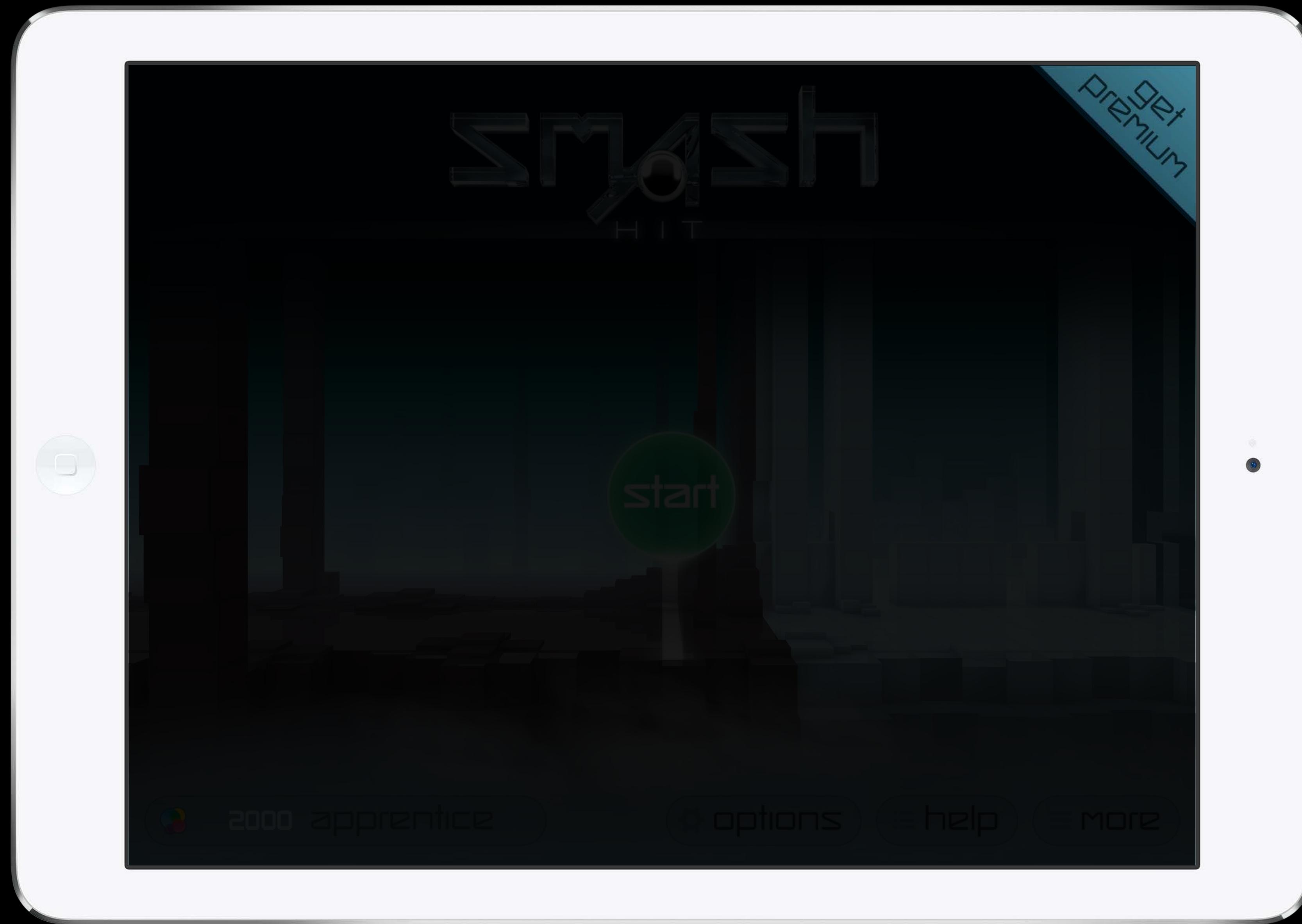


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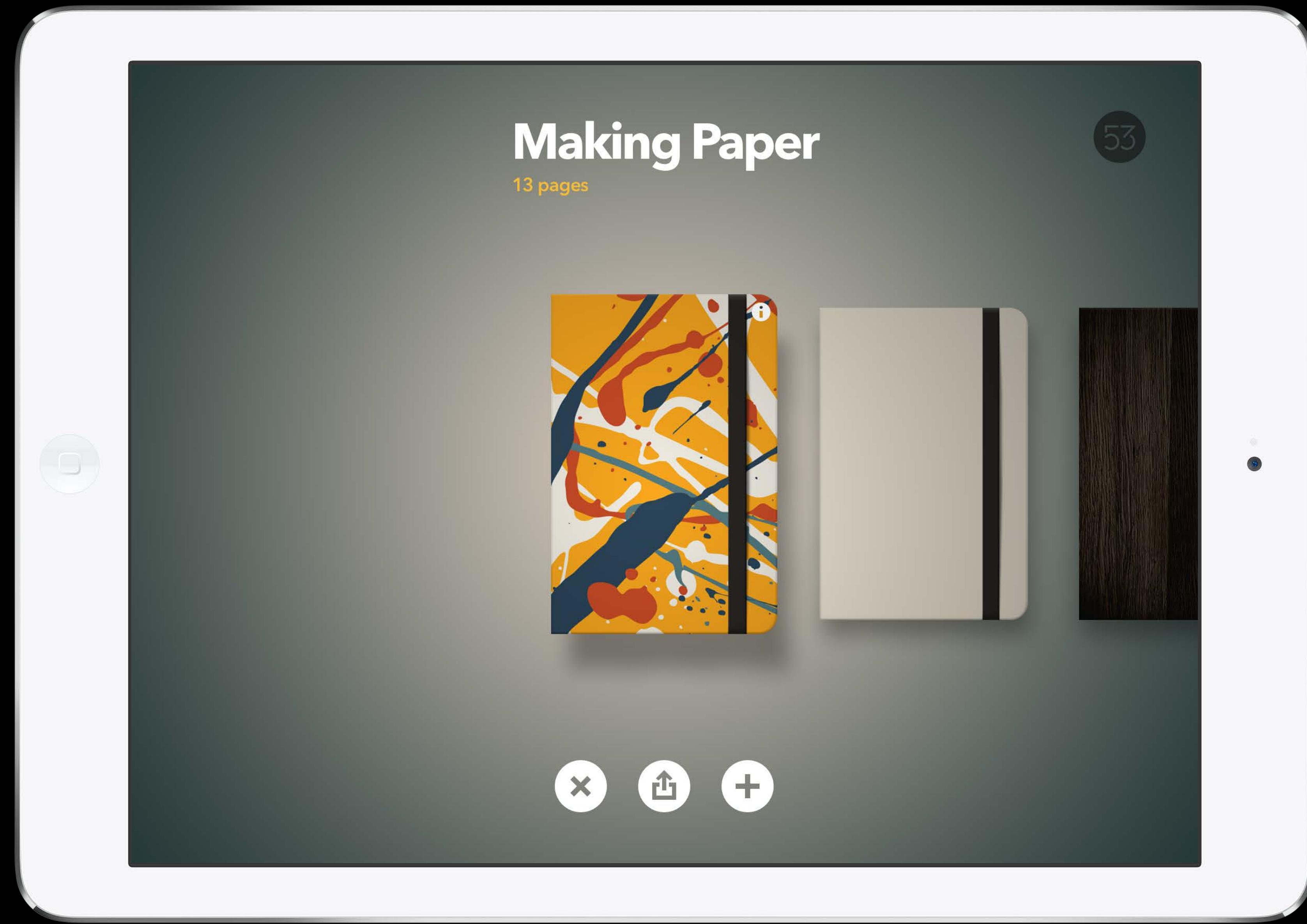
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Integrate the merchandise

Make Buying Easy

Integrate the merchandise

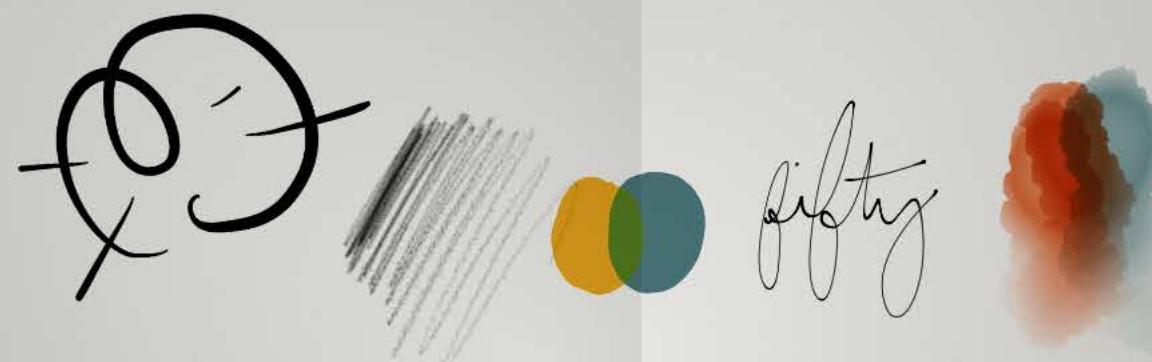
Offer a test drive



Making Paper

13 pages

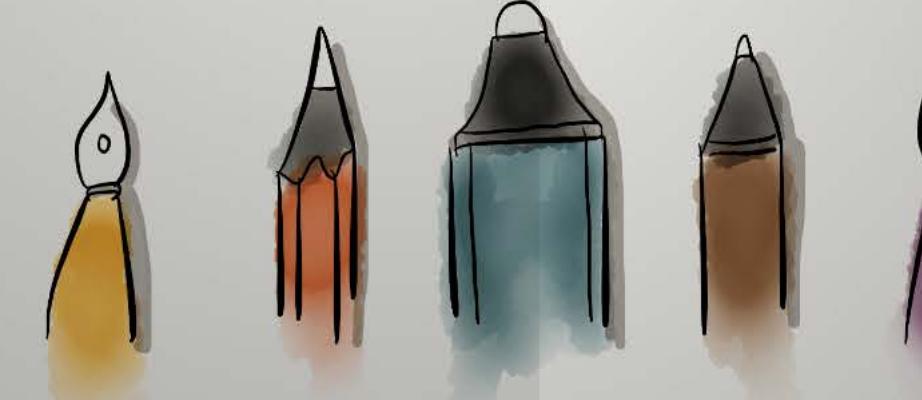
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DRAW SKETCH OUTLINE WRITE COLOR

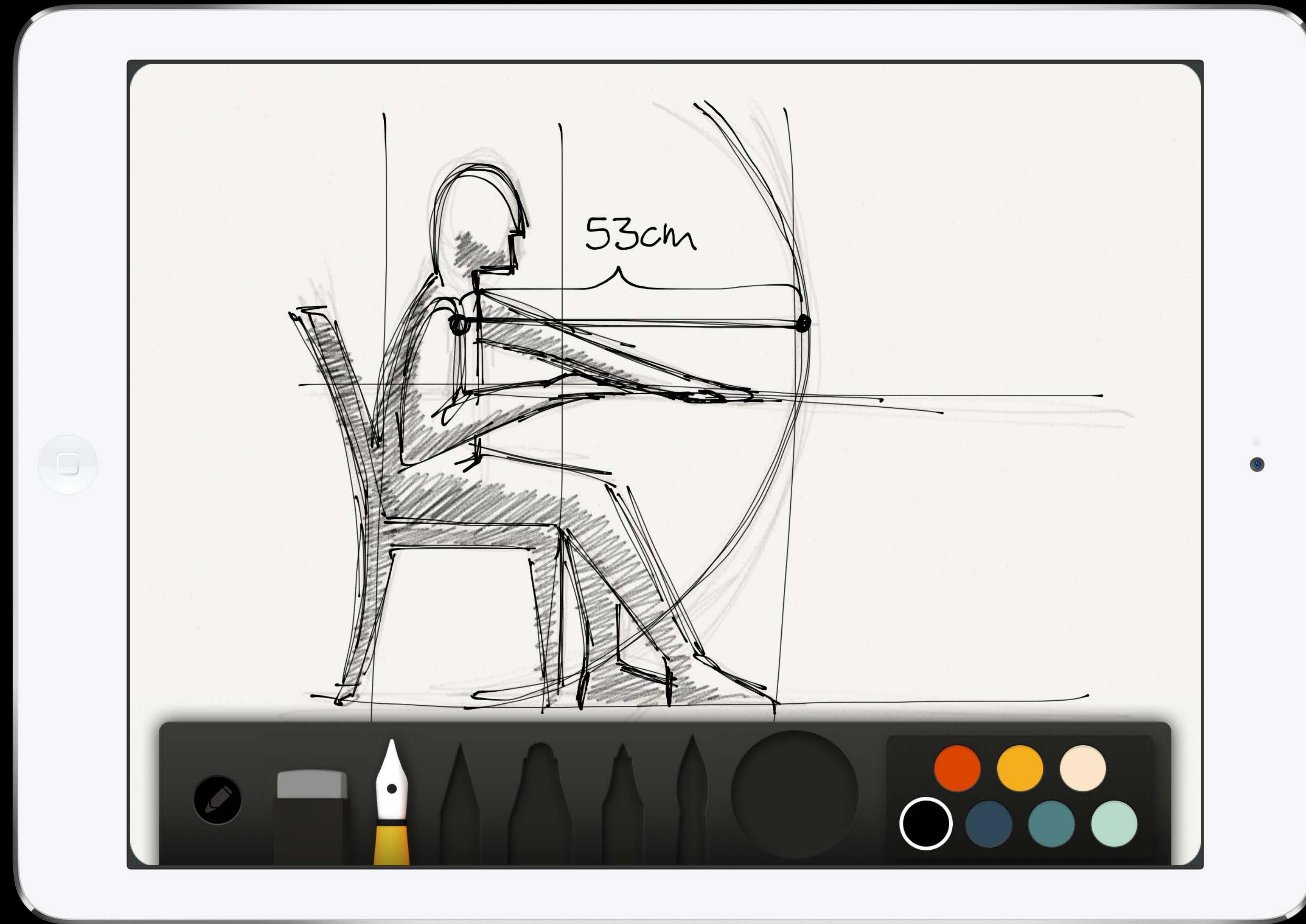


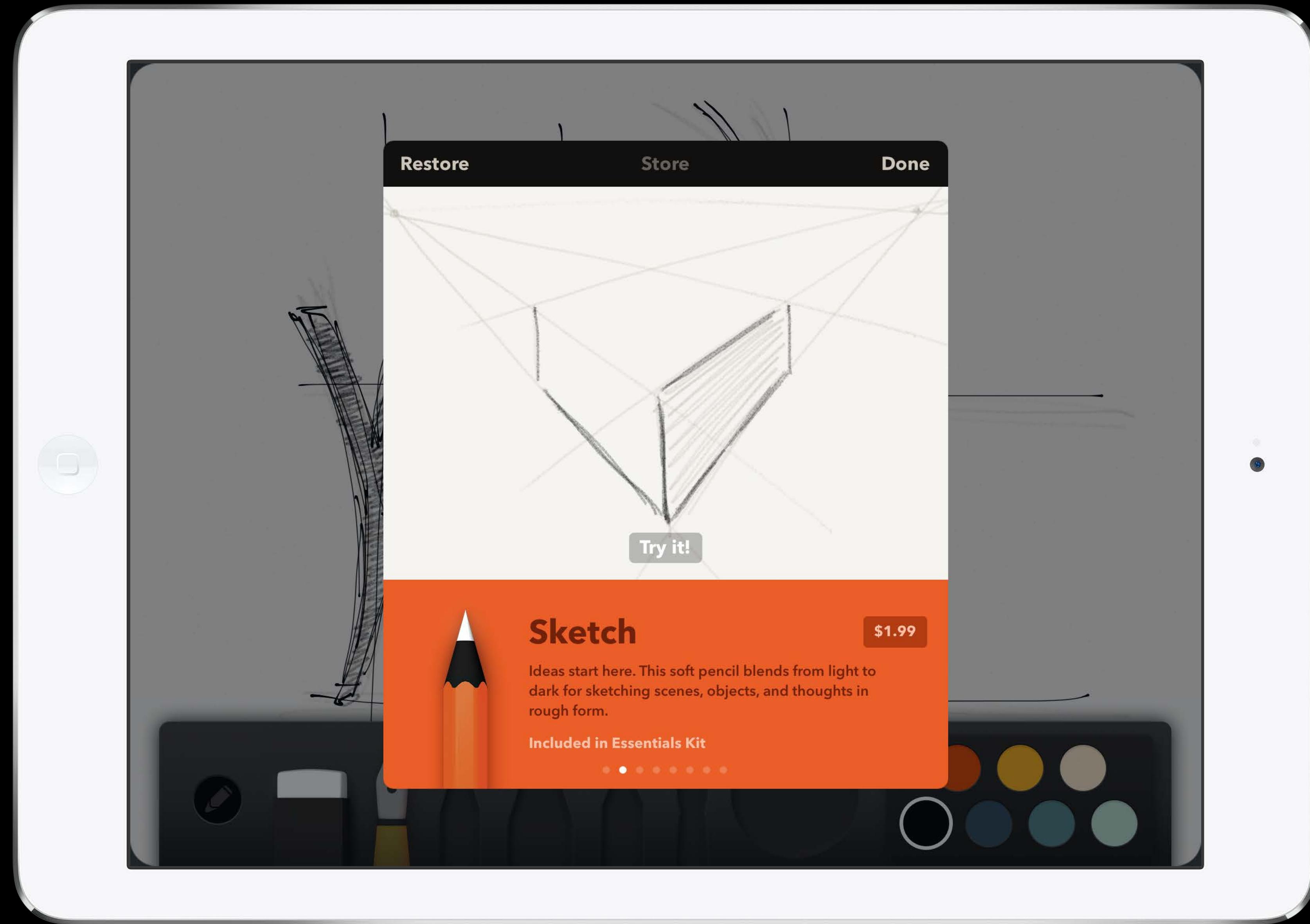
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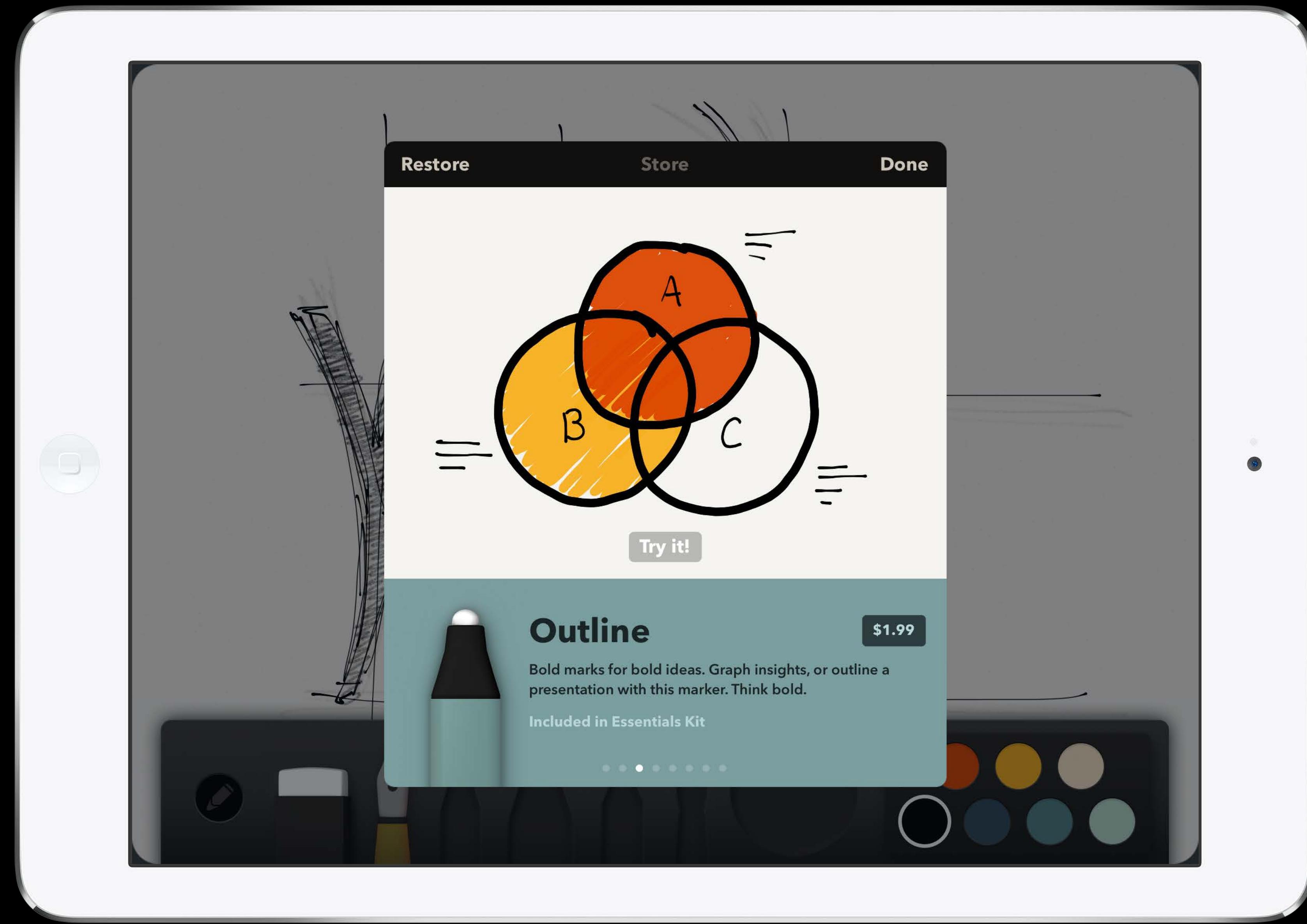
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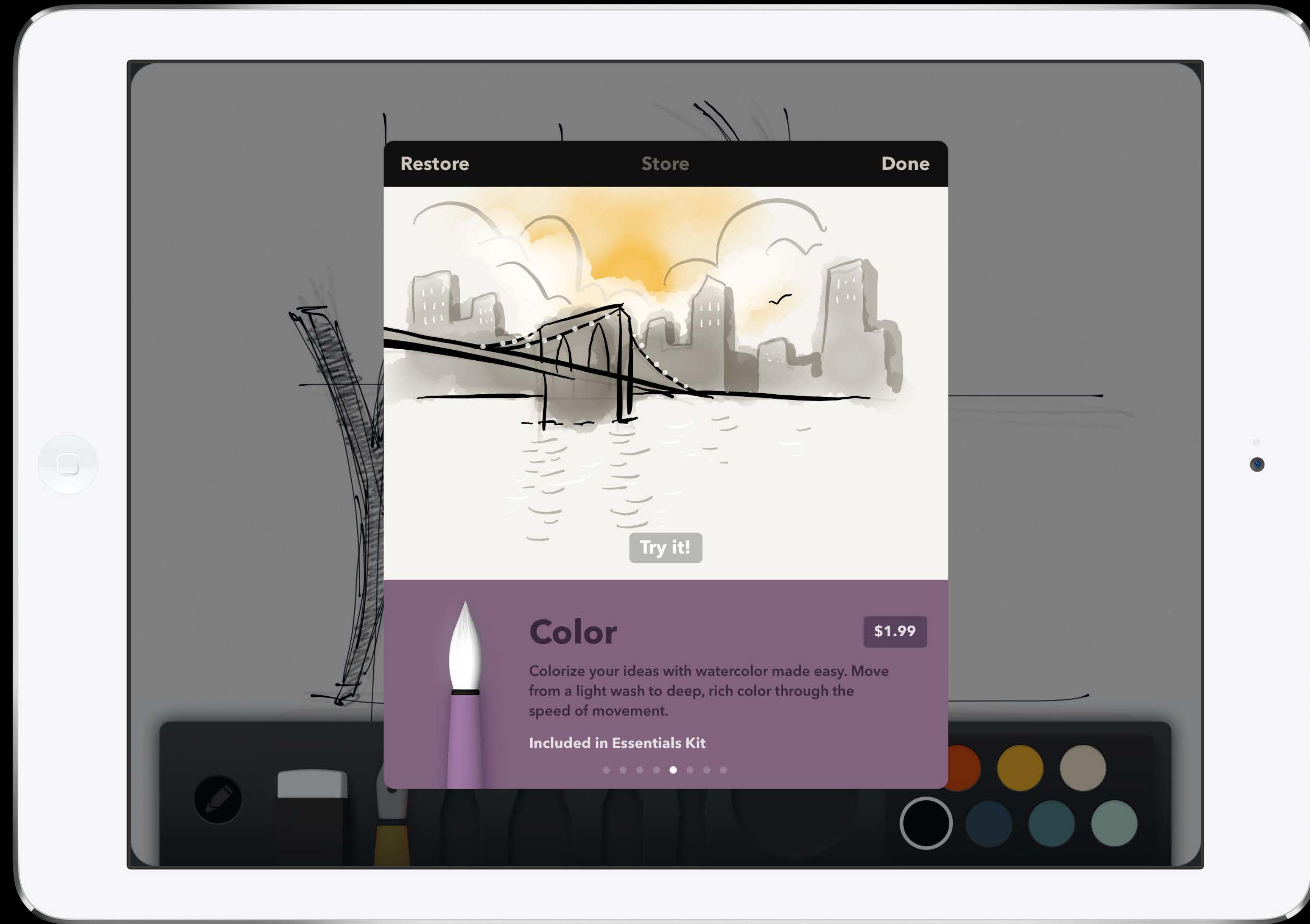
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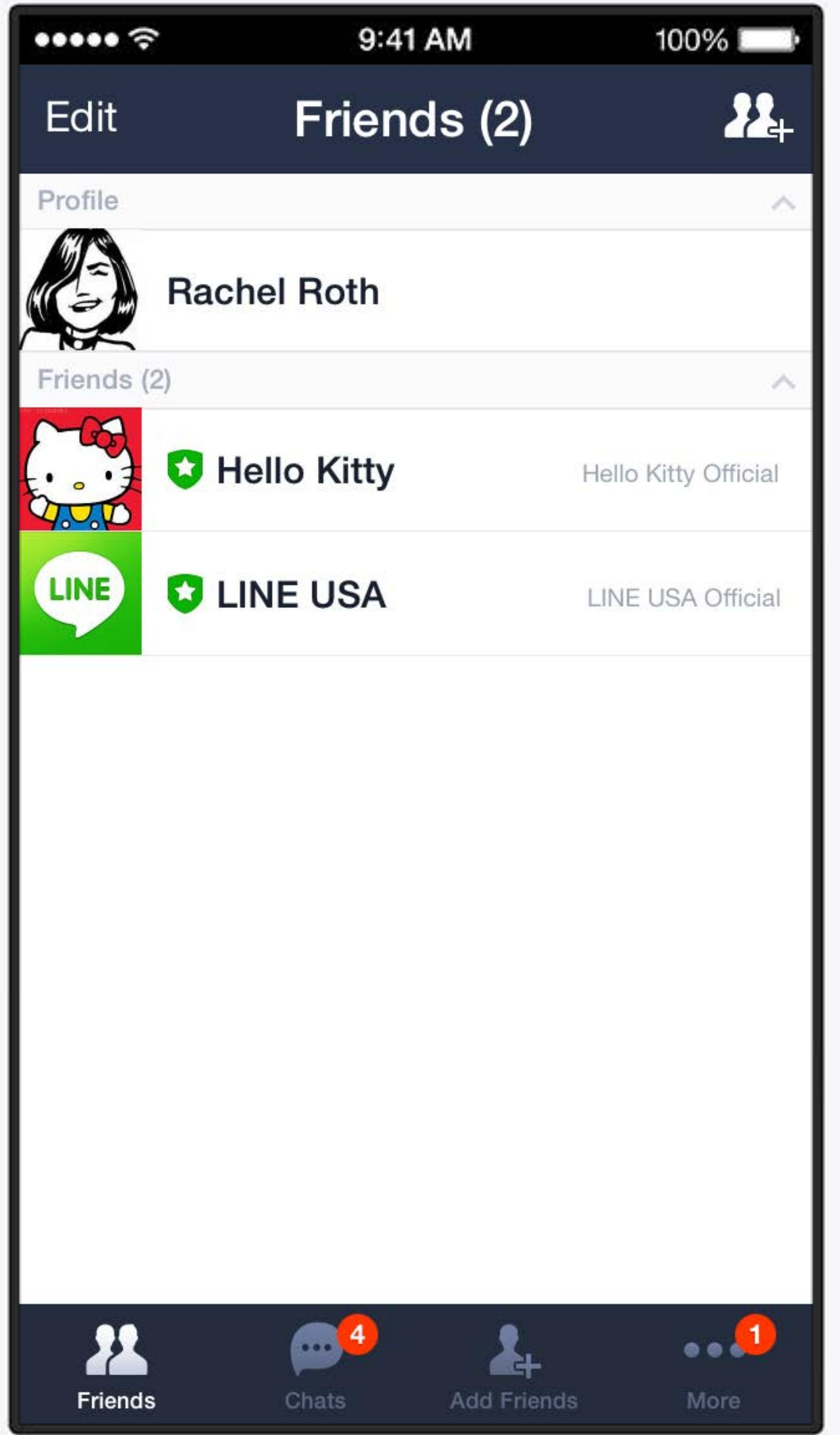












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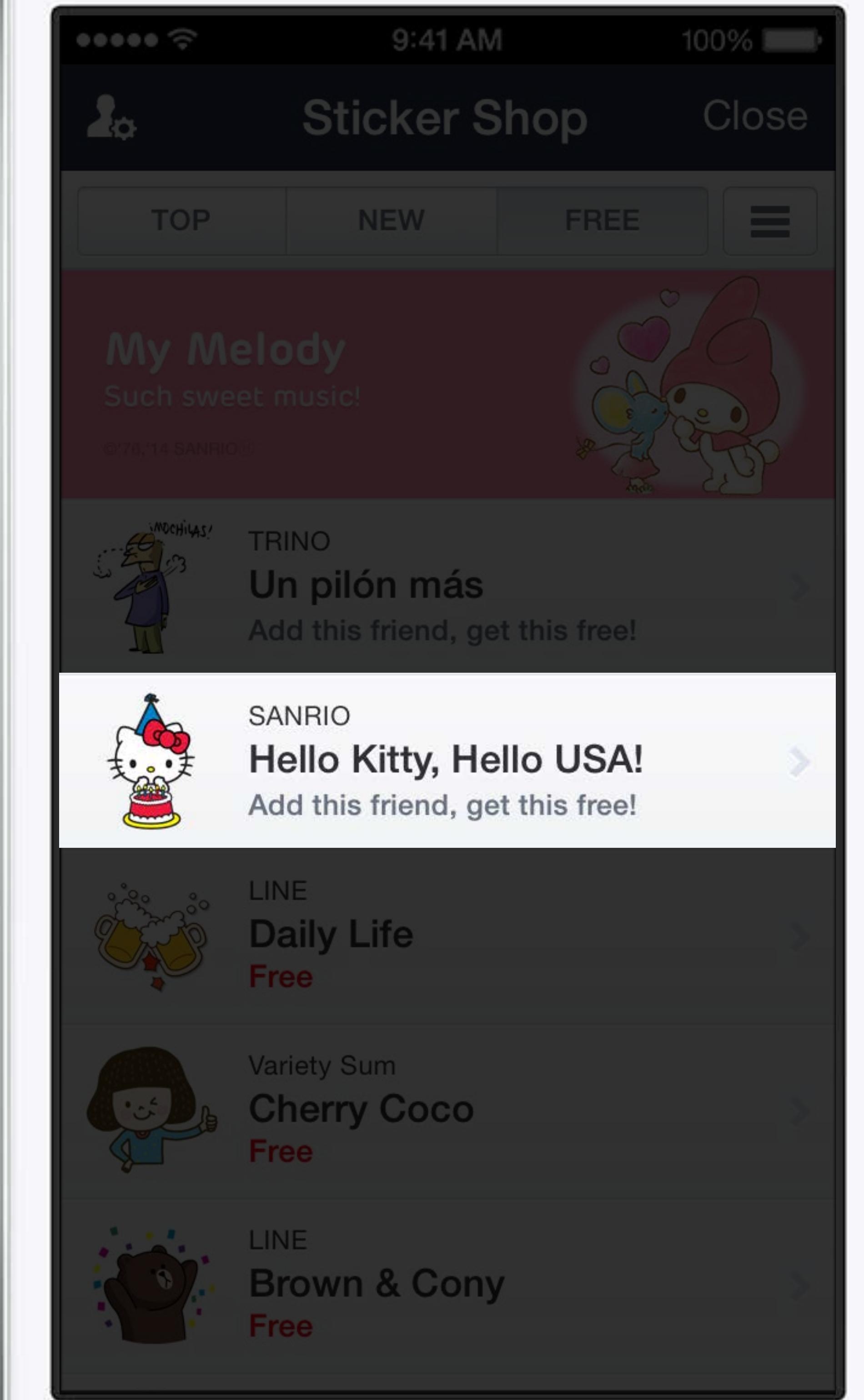
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Add this friend, get this free!

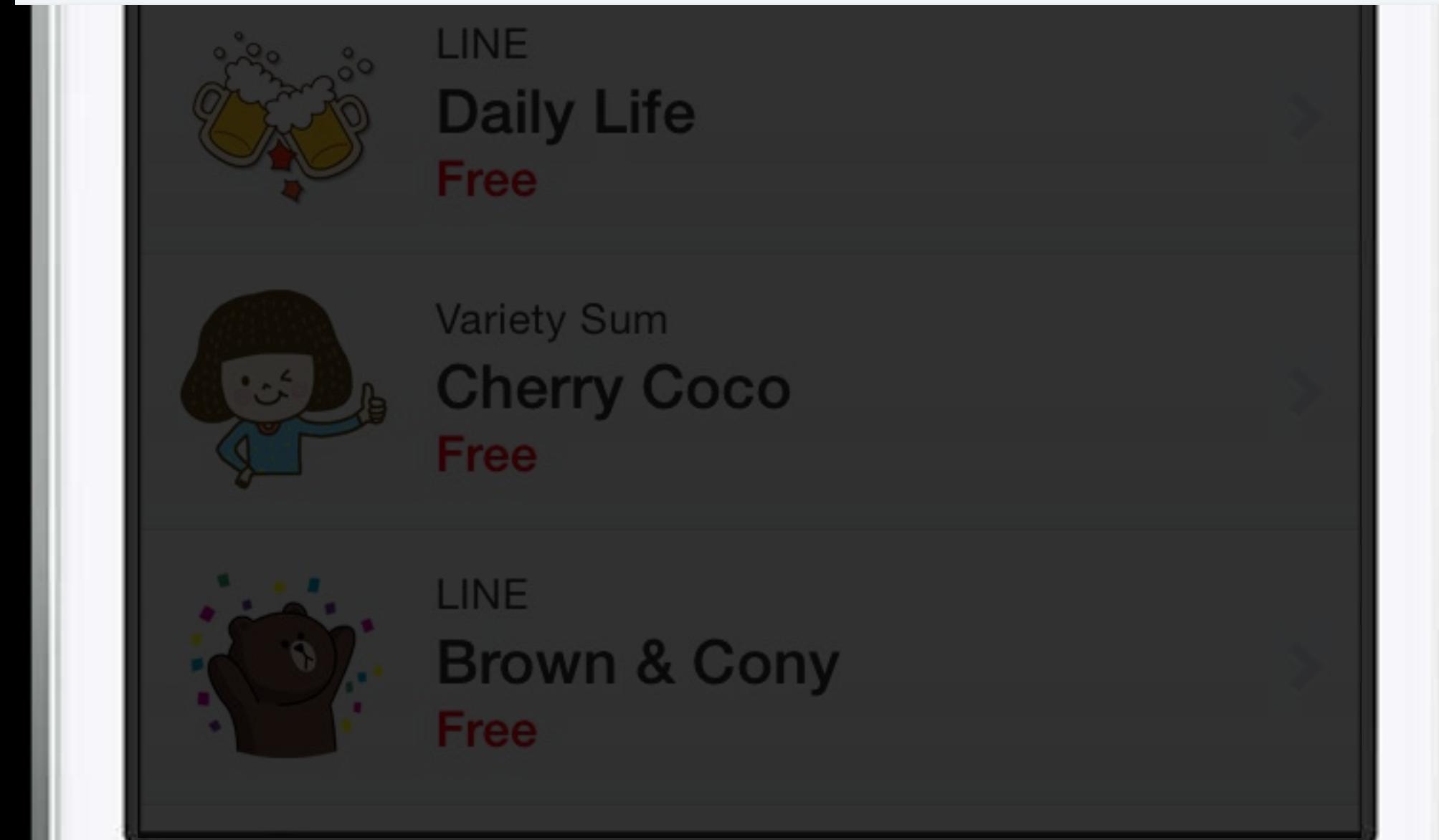
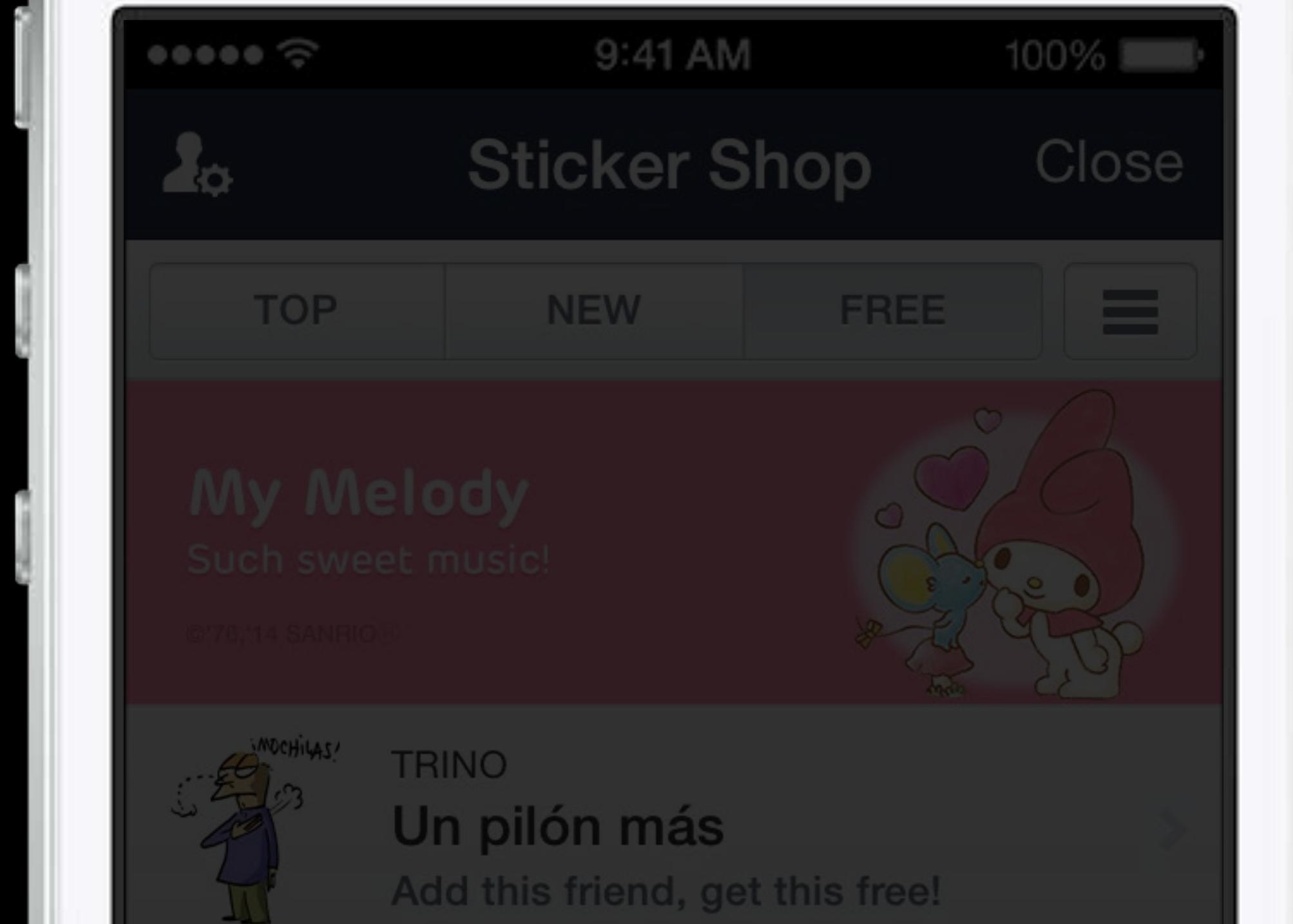
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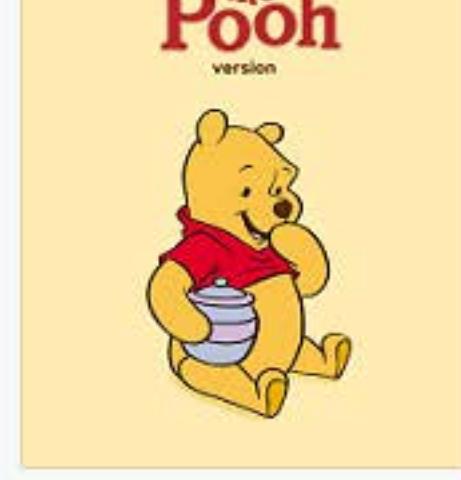
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Free

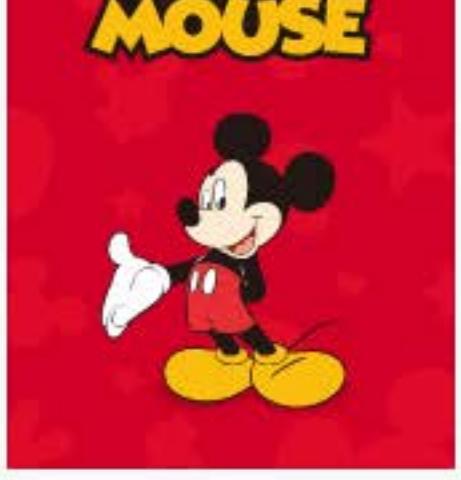
 Variety Sum
Cherry Coco
Free

 LINE
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Free

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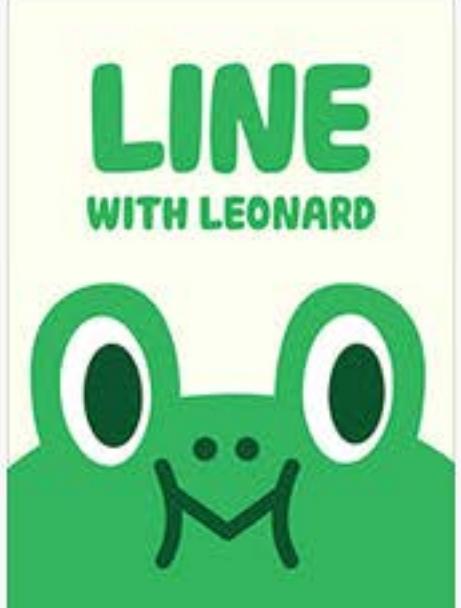
Theme Shop Close

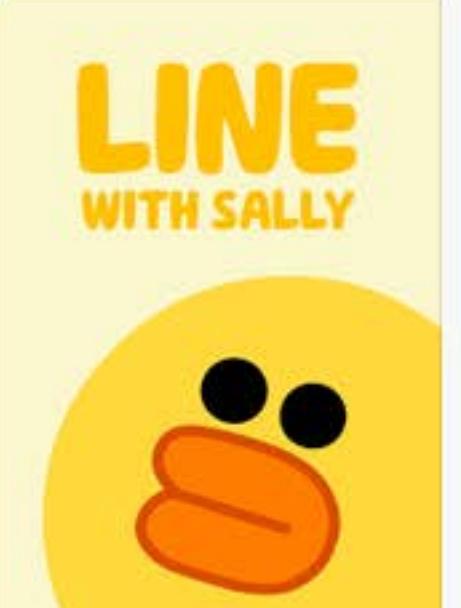
 Winnie the Pooh \$2.99

 Mickey Mouse \$2.99

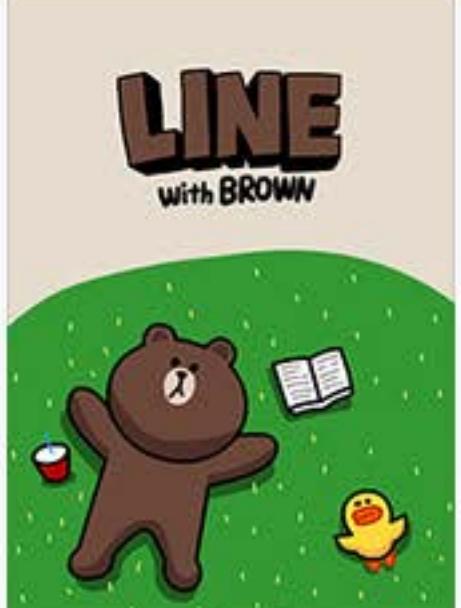
 Hello Kitty \$2.99

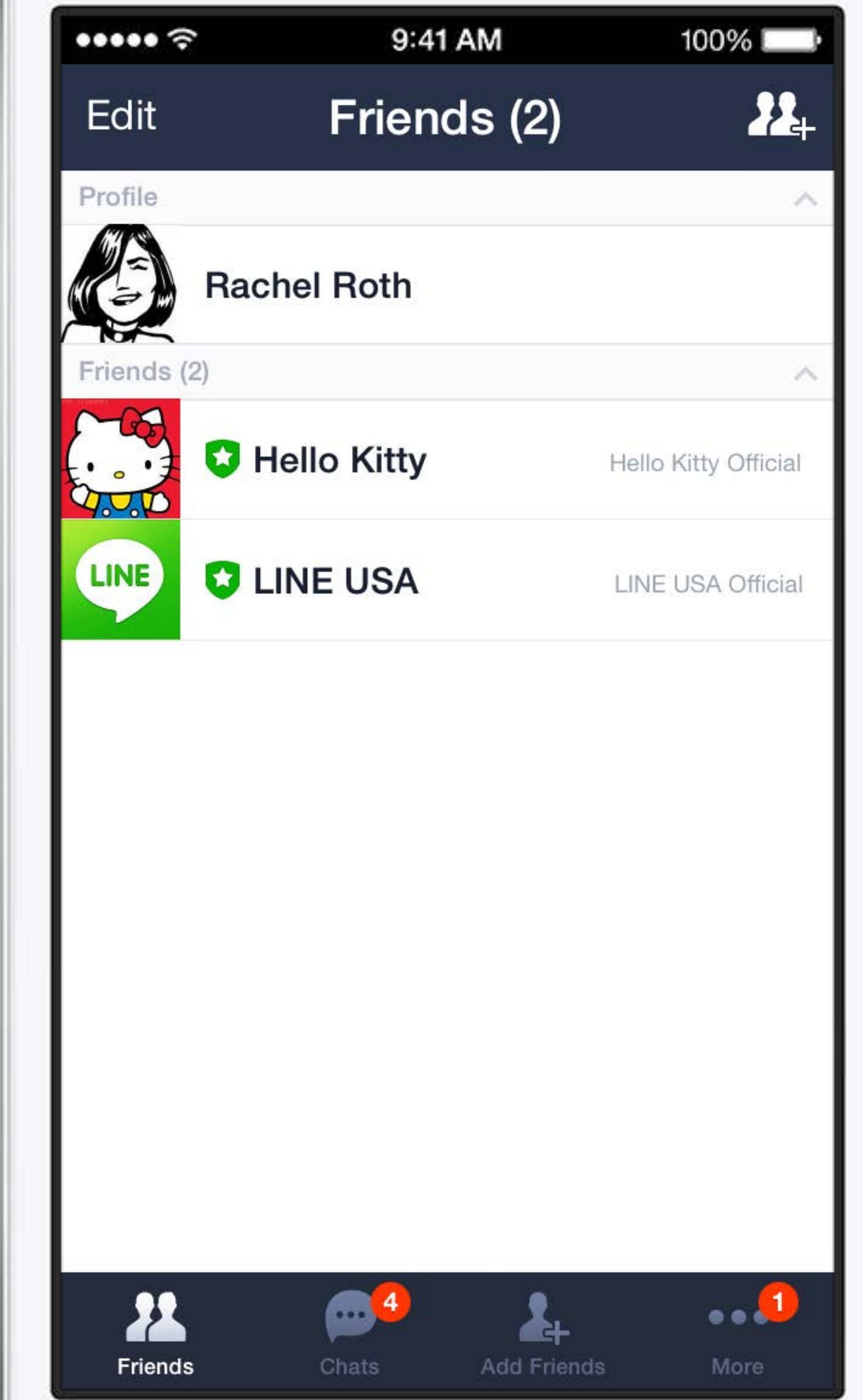
 Rilakkuma \$2.99

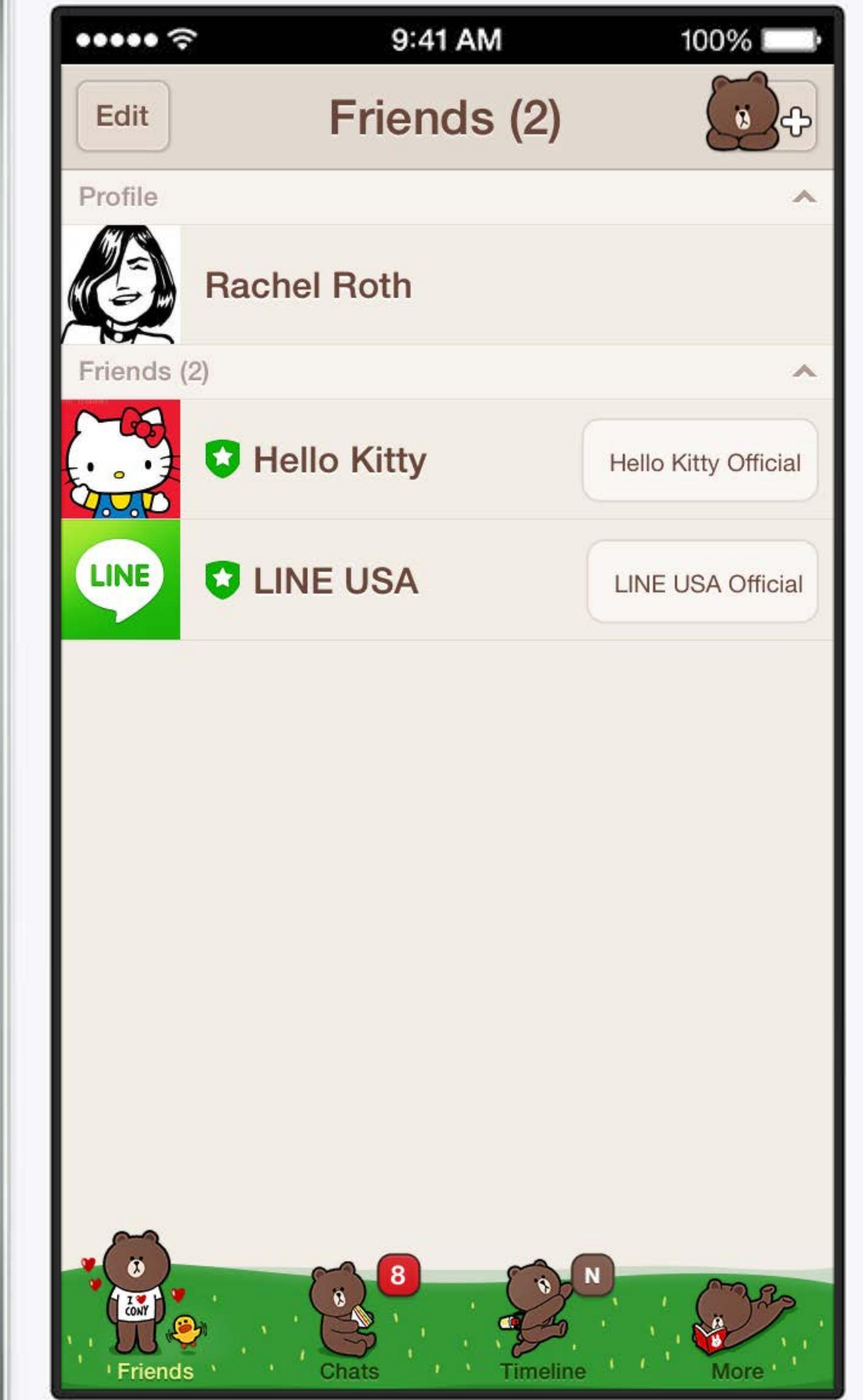
 LINE WITH LEONARD Leonard \$2.99

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Target: 10000

Select boosters:

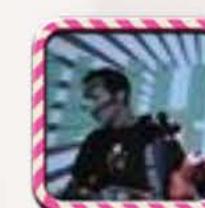


Play!

High score



3/6.1



1 Alan
115260



2 Zack
100580



3 Casey
99240

Level 448



Target: 10000

Select boosters:

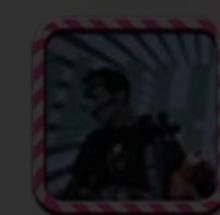


Play!

High score



No. 1



1 Alan
115260



2 Zack
100580



3 Casey
99240



Level 448



Target: 10000

Select boosters:

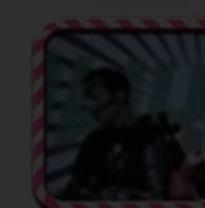


Play!

High score

•••

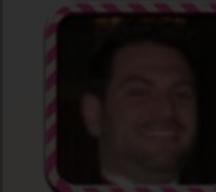
3/6.1



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100580



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99240



Level 448



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Select boosters:

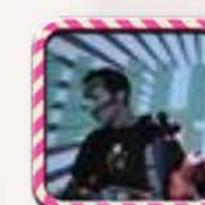


Play!

High score



3/6.1



1 Alan
115260



2 Zack
100580



3 Casey
99240



Daily Booster Wheel



One spin daily; booster won is free.

Booster is not refundable; cannot be exchanged, transferred or used in other games.

Stop!

Daily Booster Wheel



One spin daily; booster won is free.

Booster is not refundable; cannot be exchanged, transferred or used in other games.

Claim prize

Make Buying Easy

Integrate the merchandise

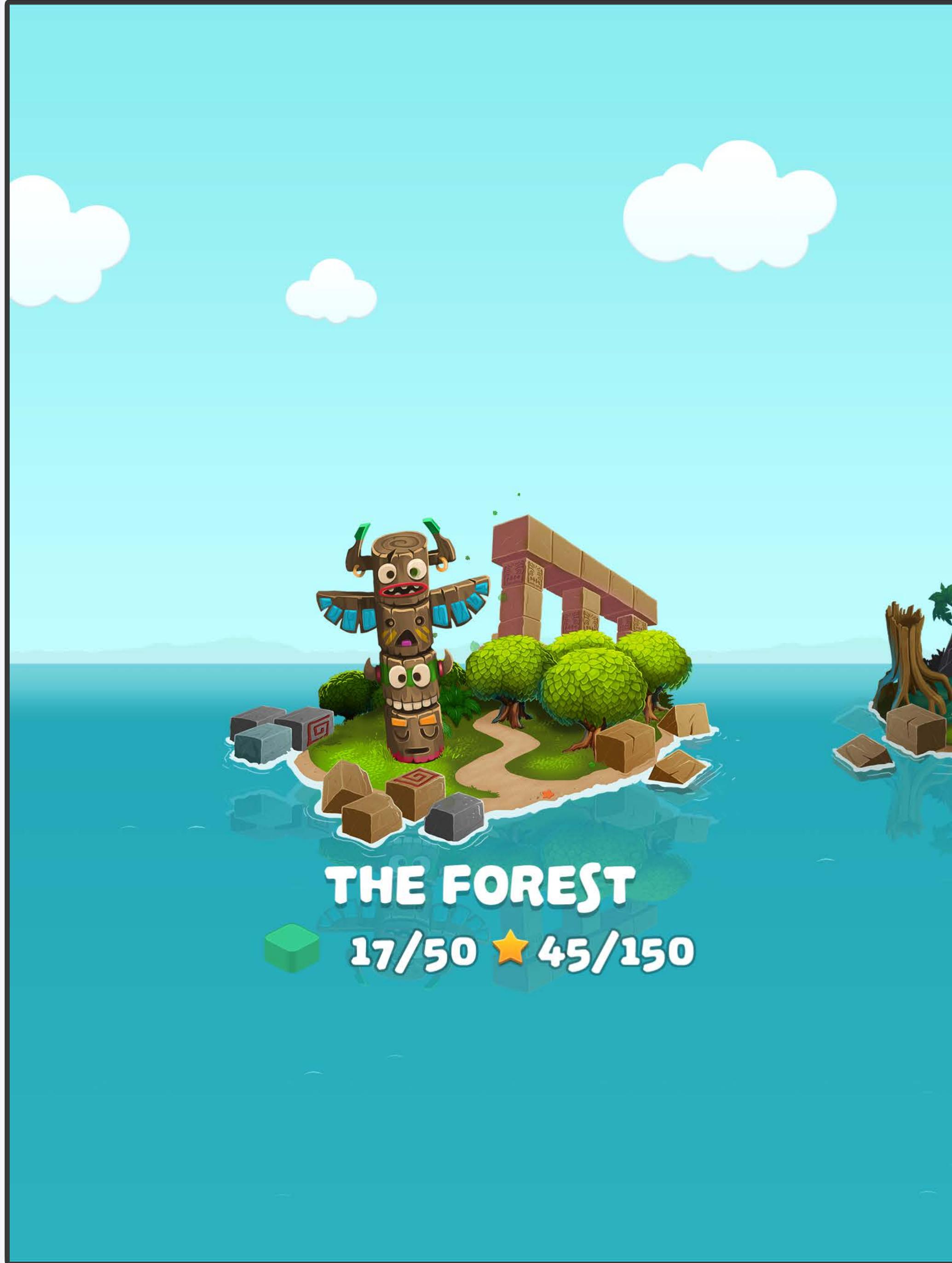
Offer a test drive

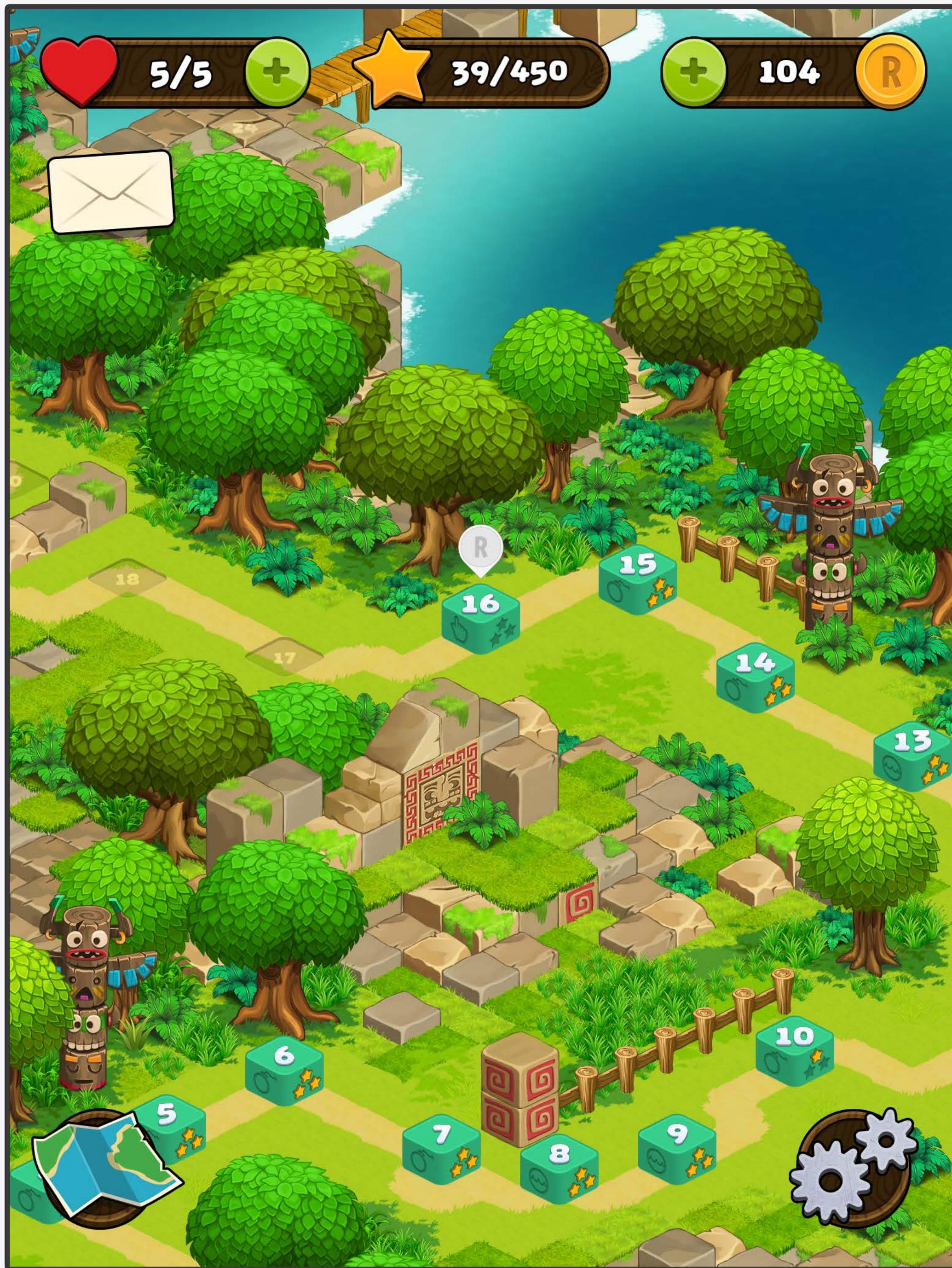
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Integrate the merchandise

Offer a test drive

Stick with your theme







SCORE
0 0 0 7 9

TIME
0 : 2

BOOSTER
2

11/100



SEED

O 1



F 4

E 1

R 1

A 1

S 1

E 1

L 1

T 1

E 1

F 4

N 1

Y 4

E 1

D 2

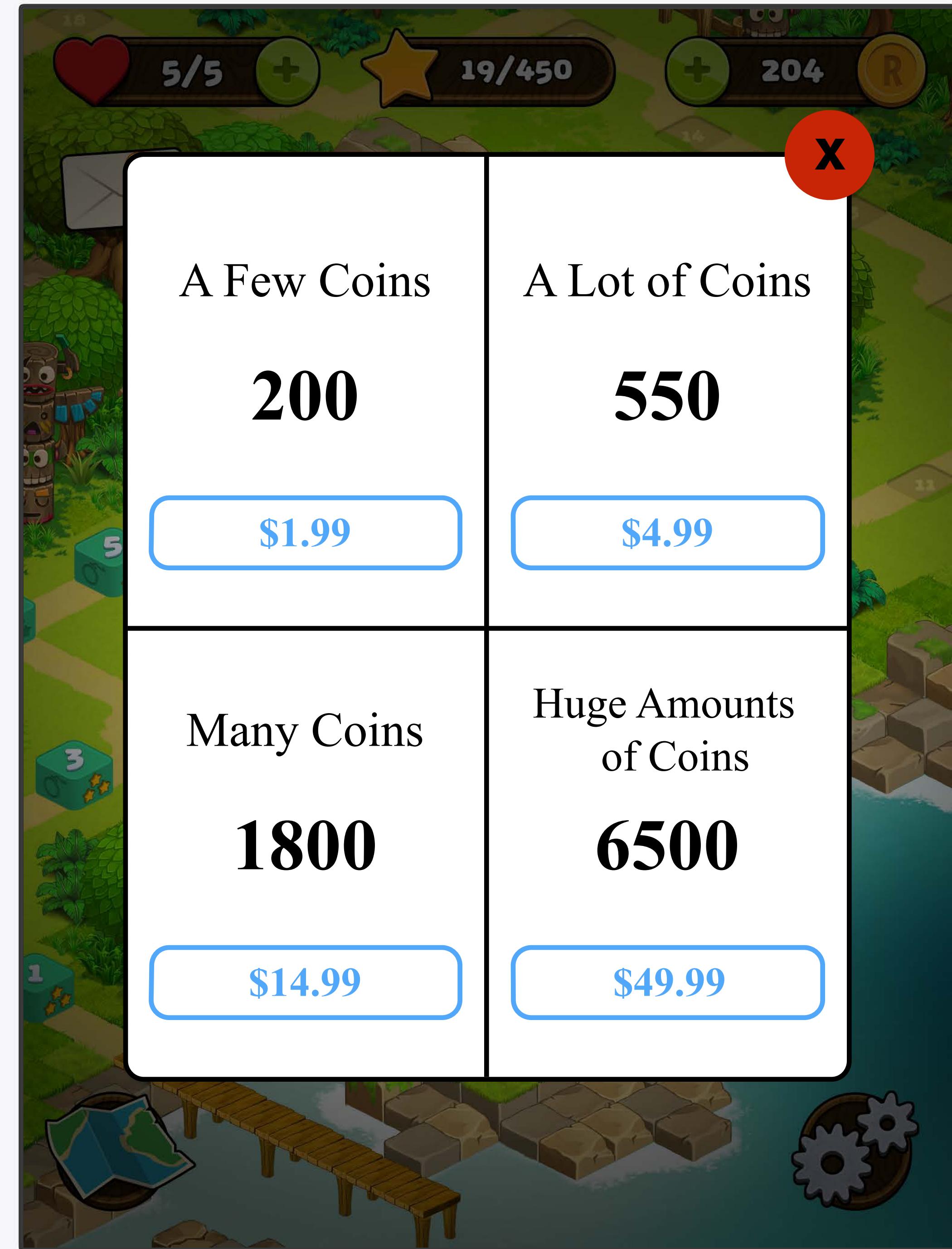
O 1

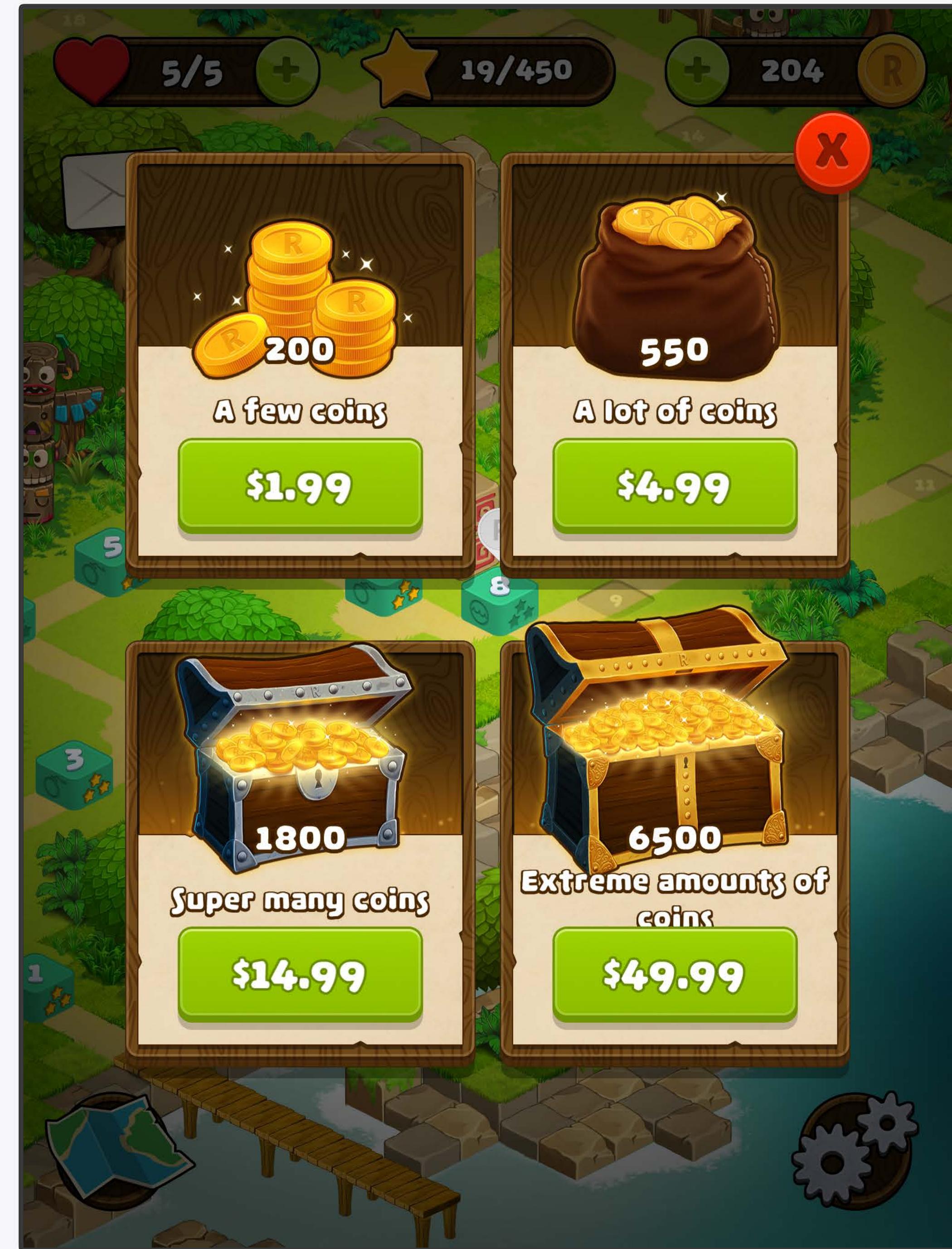
D 2

U 2

W 4







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Integrate the merchandise

Offer a test drive

Stick with your theme

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Offer a test drive

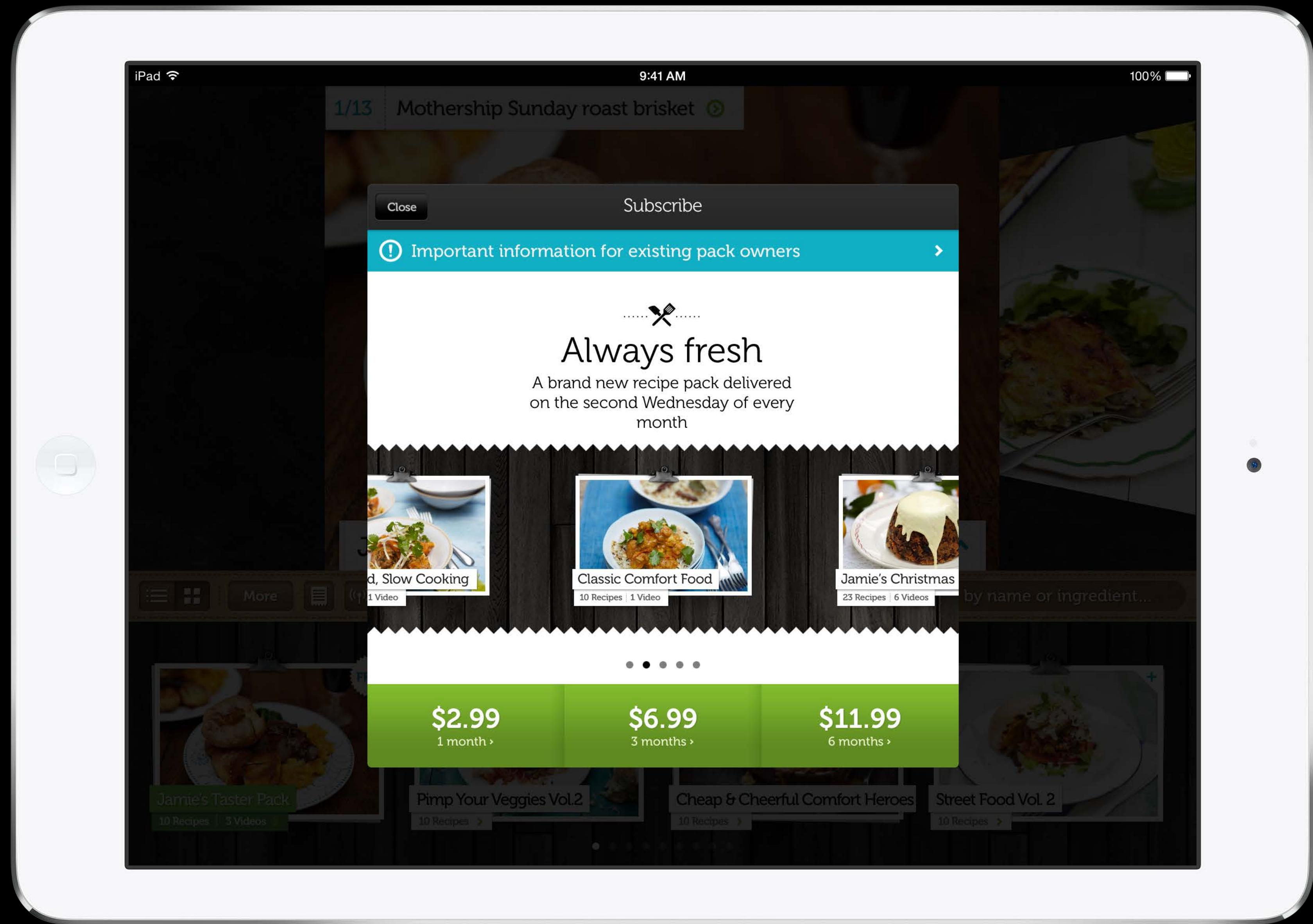
Stick with your theme

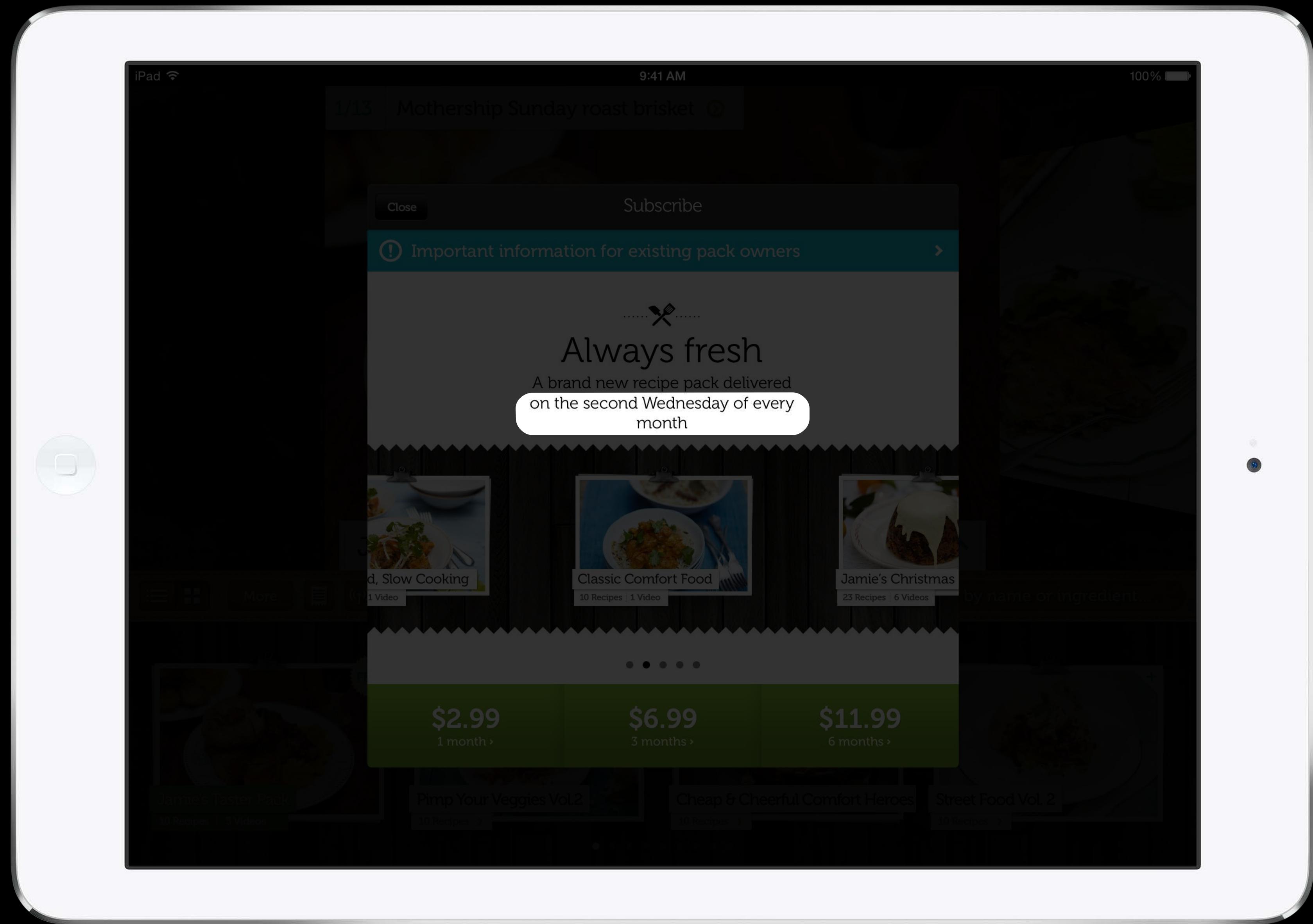
Use clear language

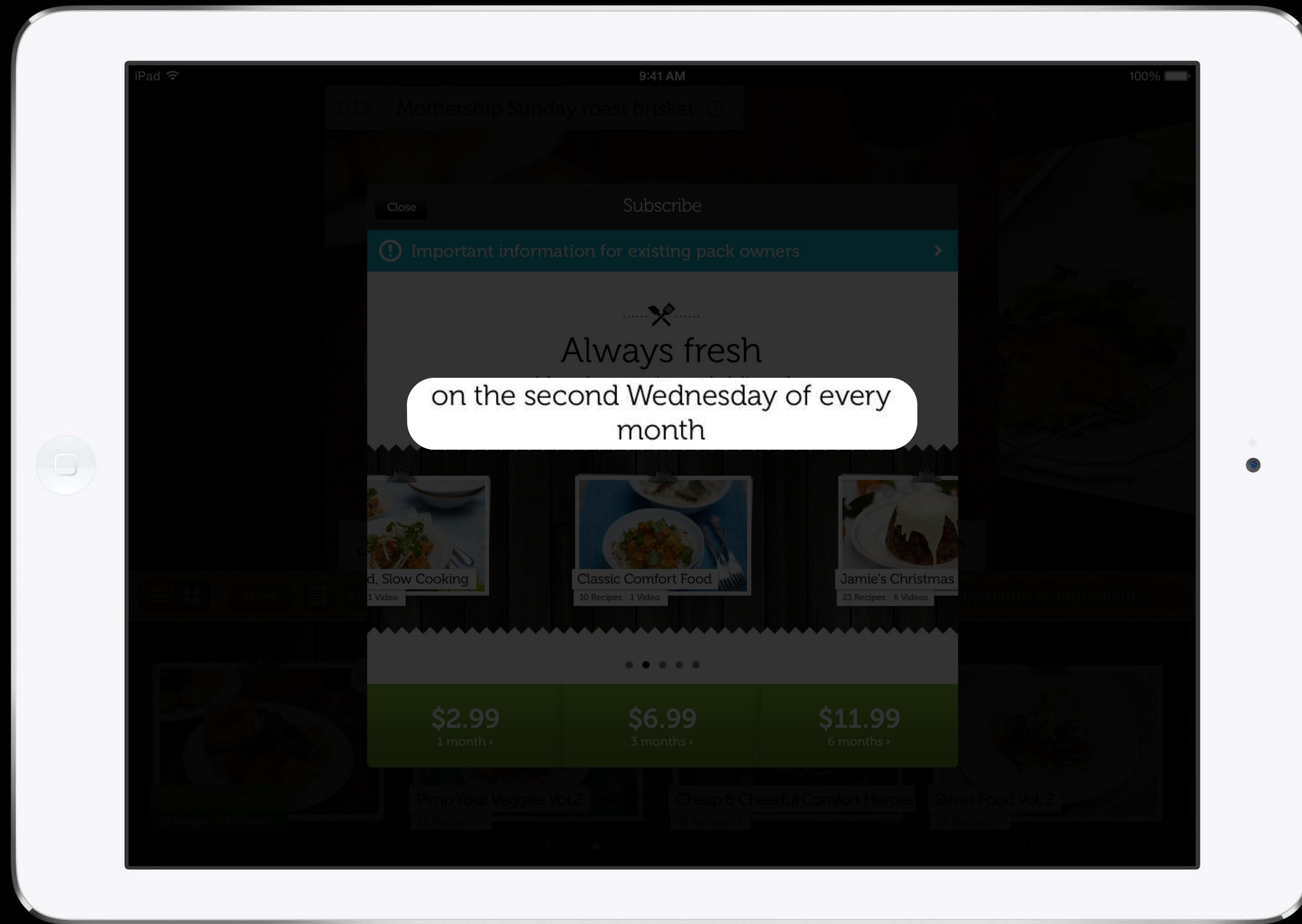
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Doses of conditioning

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- ✓ 10-15 min Sessions

Daily Dose offers frequent Sessions of short conditioning Moves to complement an active lifestyle.

Get Lean  

Fat burning Moves

- ✓ 4 Session weekly goal
- ✓ 30-50 min Sessions

Packed full of fat burning Moves, Get Lean is perfect for people committed to weight loss.

Get Moving  

Great for beginners

- ✓ 2 Session weekly goal
- ✓ 10-20 min Sessions

Get Moving is great for those getting started, offering manageable Sessions for anyone.

Get Strong  

Strength & cardio

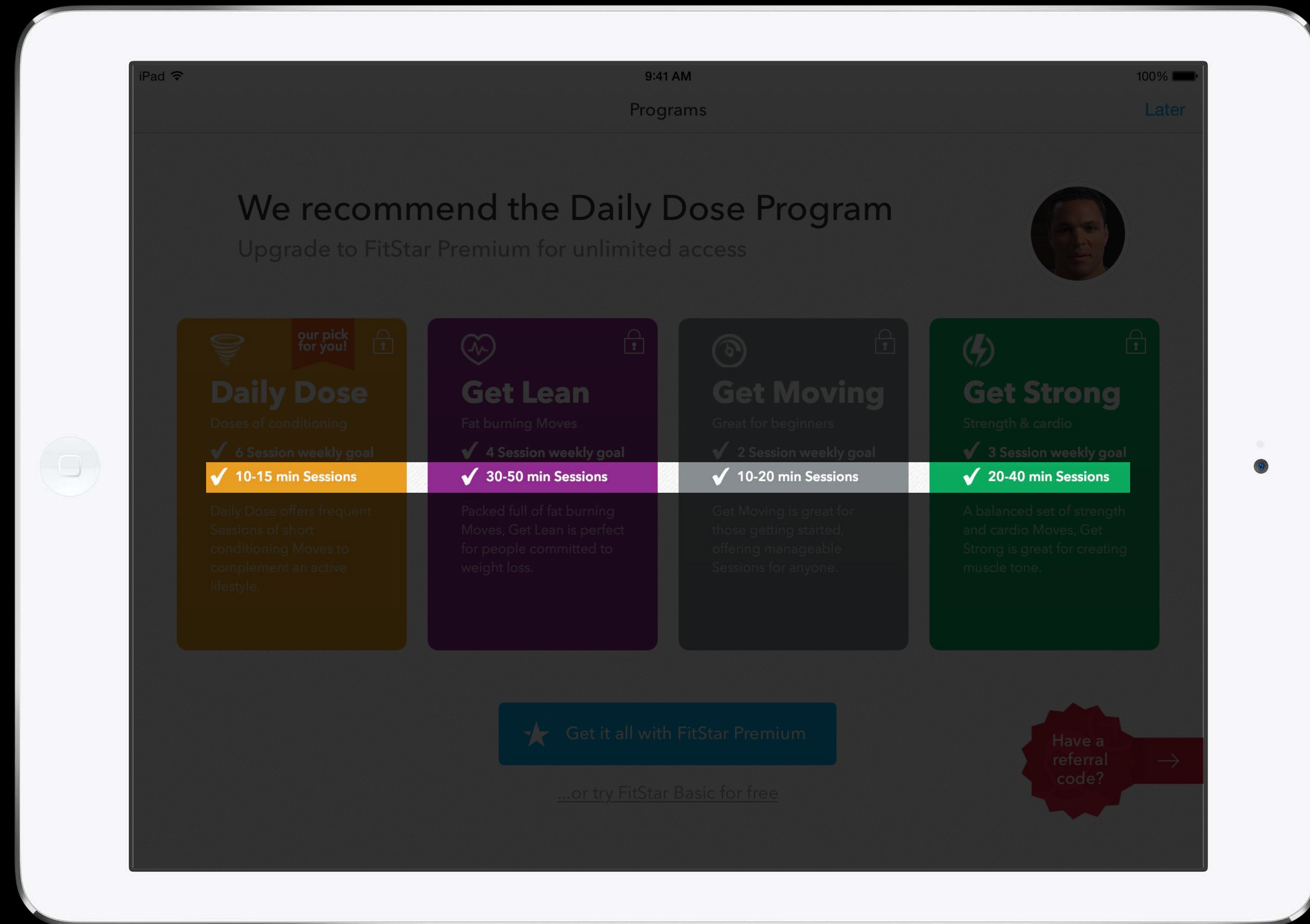
- ✓ 3 Session weekly goal
- ✓ 20-40 min Sessions

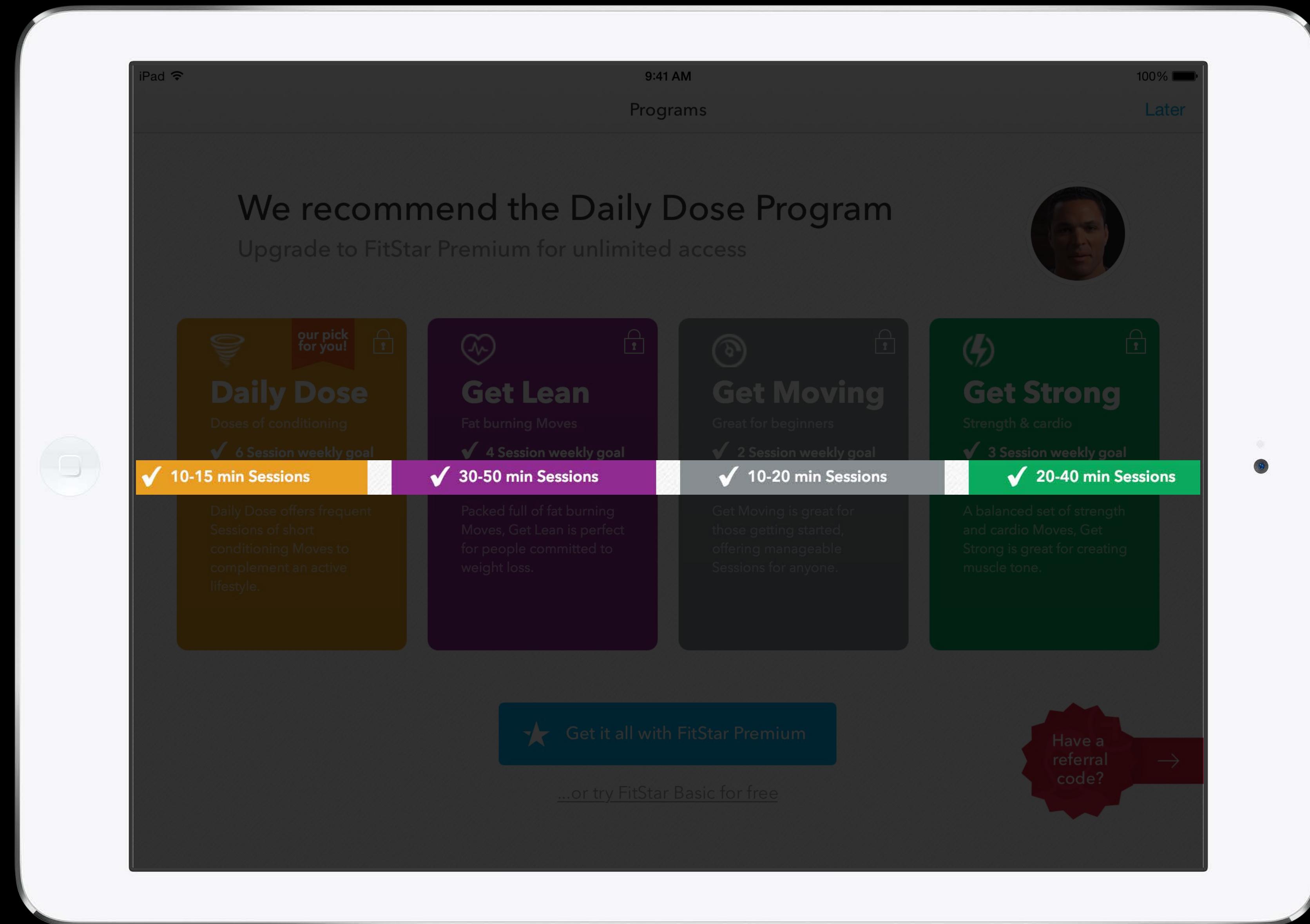
A balanced set of strength and cardio Moves, Get Strong is great for creating muscle tone.

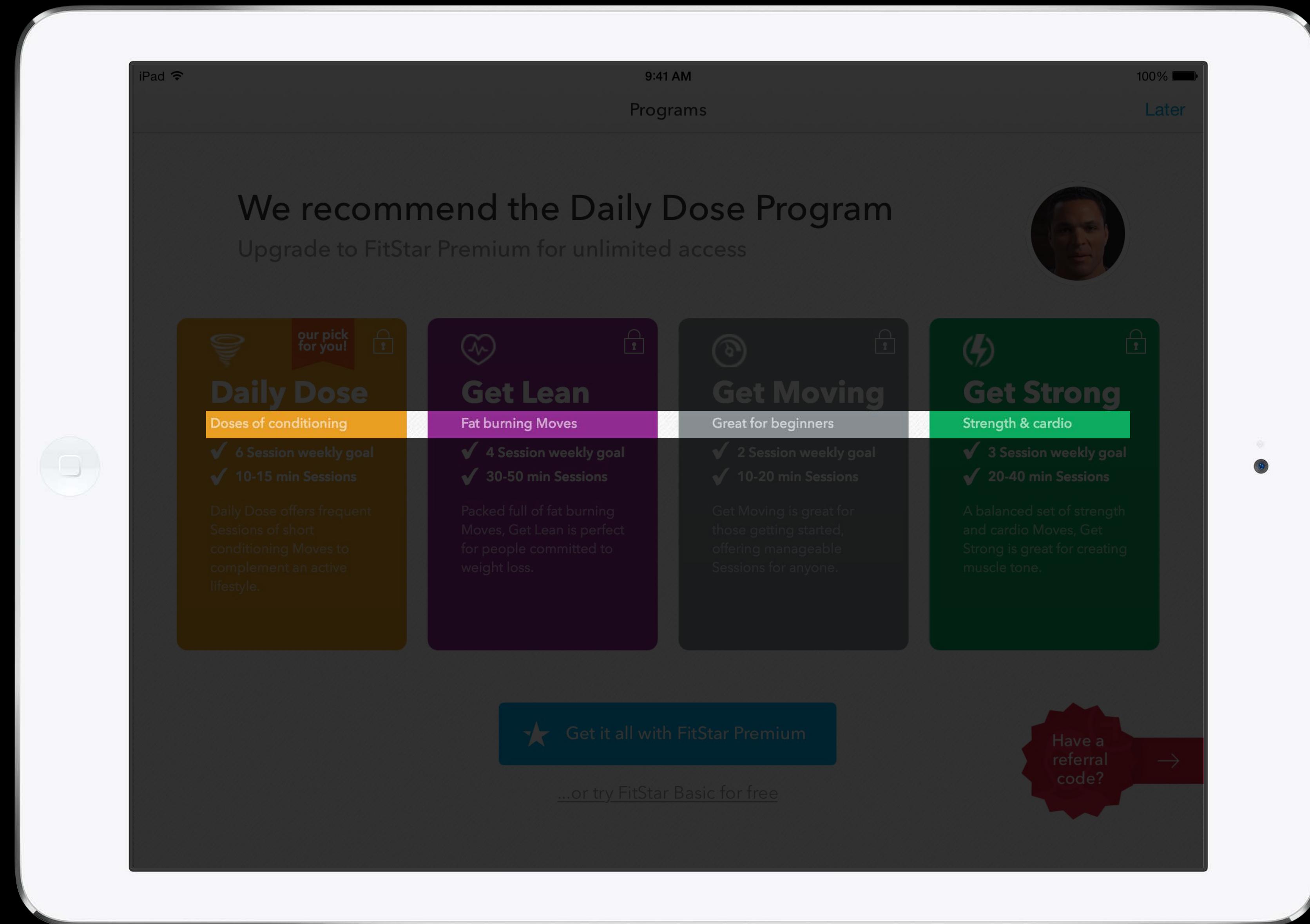
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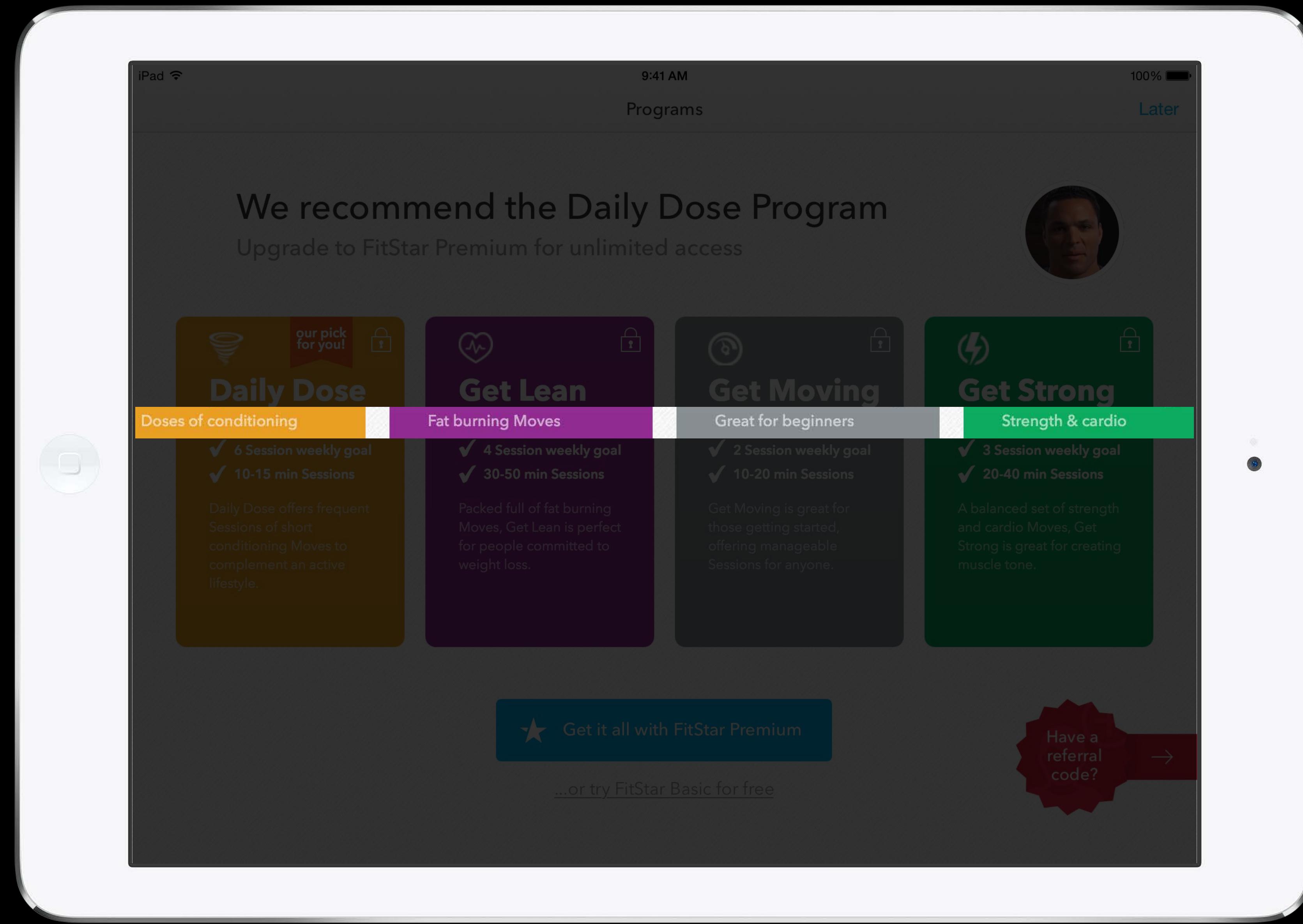
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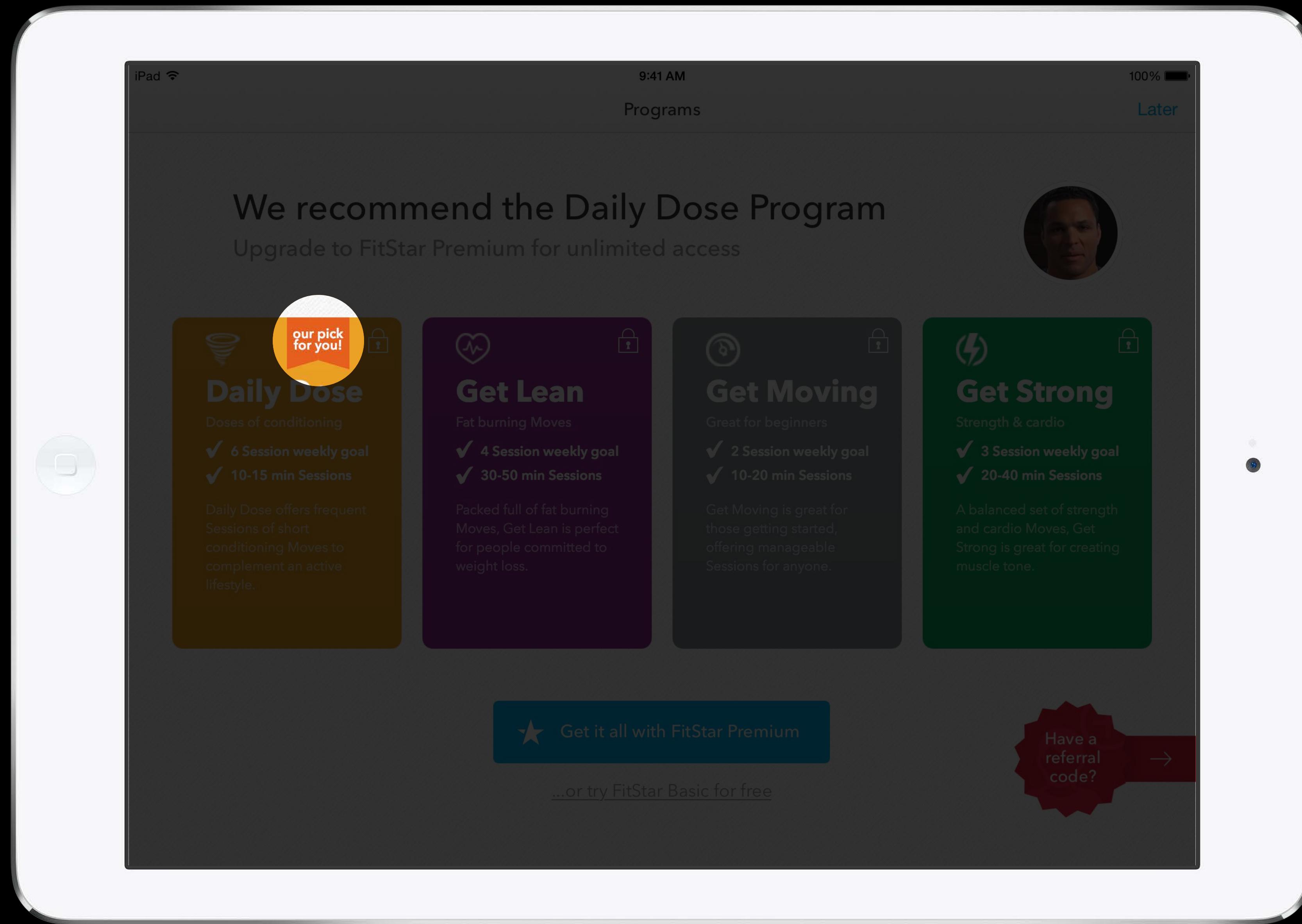
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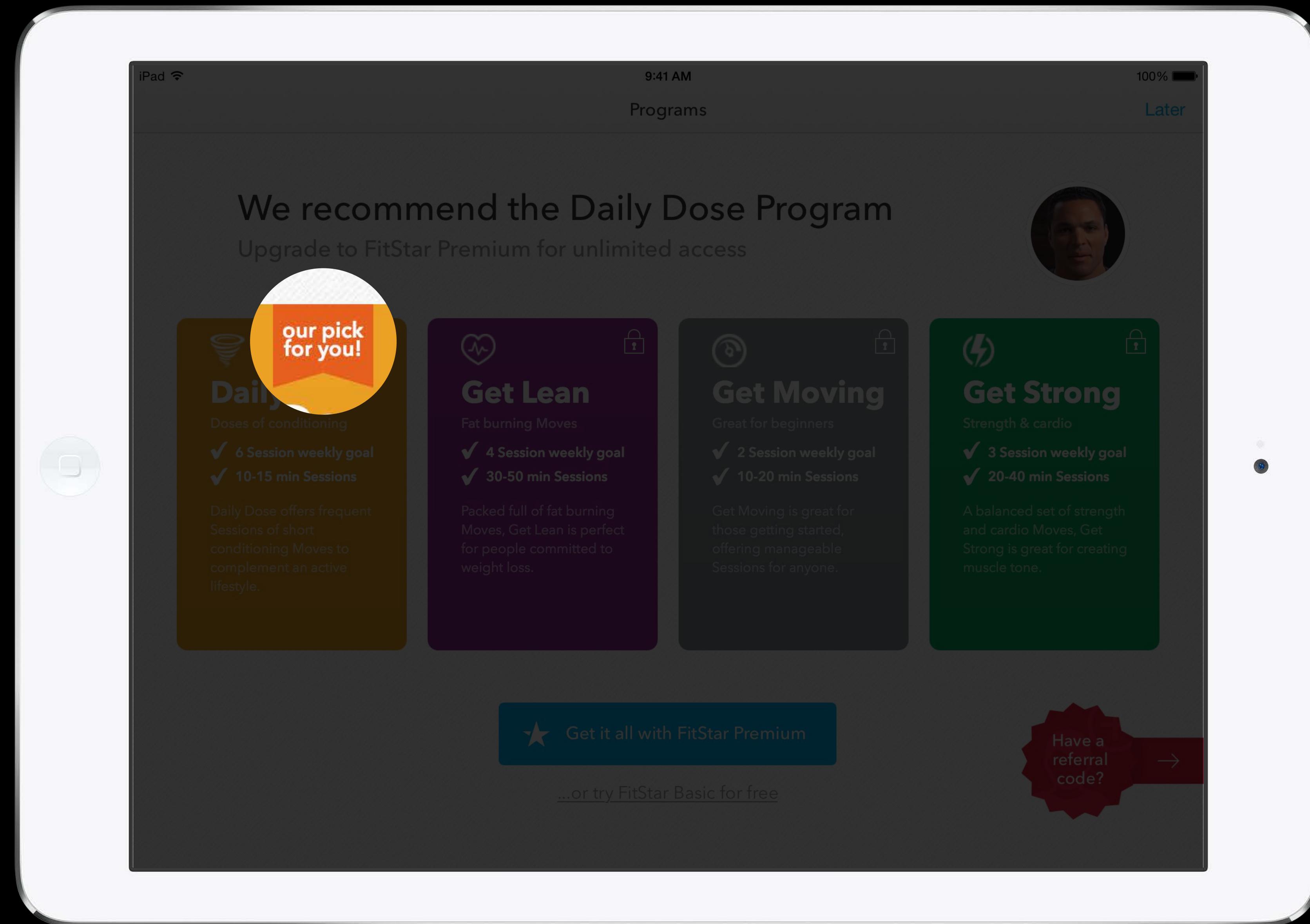












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Doses of conditioning
✓ 6 Session weekly goal
✓ 10-15 min Sessions

Daily Dose offers frequent Sessions of short conditioning Moves to complement an active lifestyle.

Get Lean
Fat burning Moves
✓ 4 Session weekly goal
✓ 30-50 min Sessions

Packed full of fat burning Moves, Get Lean is perfect for people committed to weight loss.

Get Moving
Great for beginners
✓ 2 Session weekly goal
✓ 10-20 min Sessions

Get Moving is great for those getting started, offering manageable Sessions for anyone.

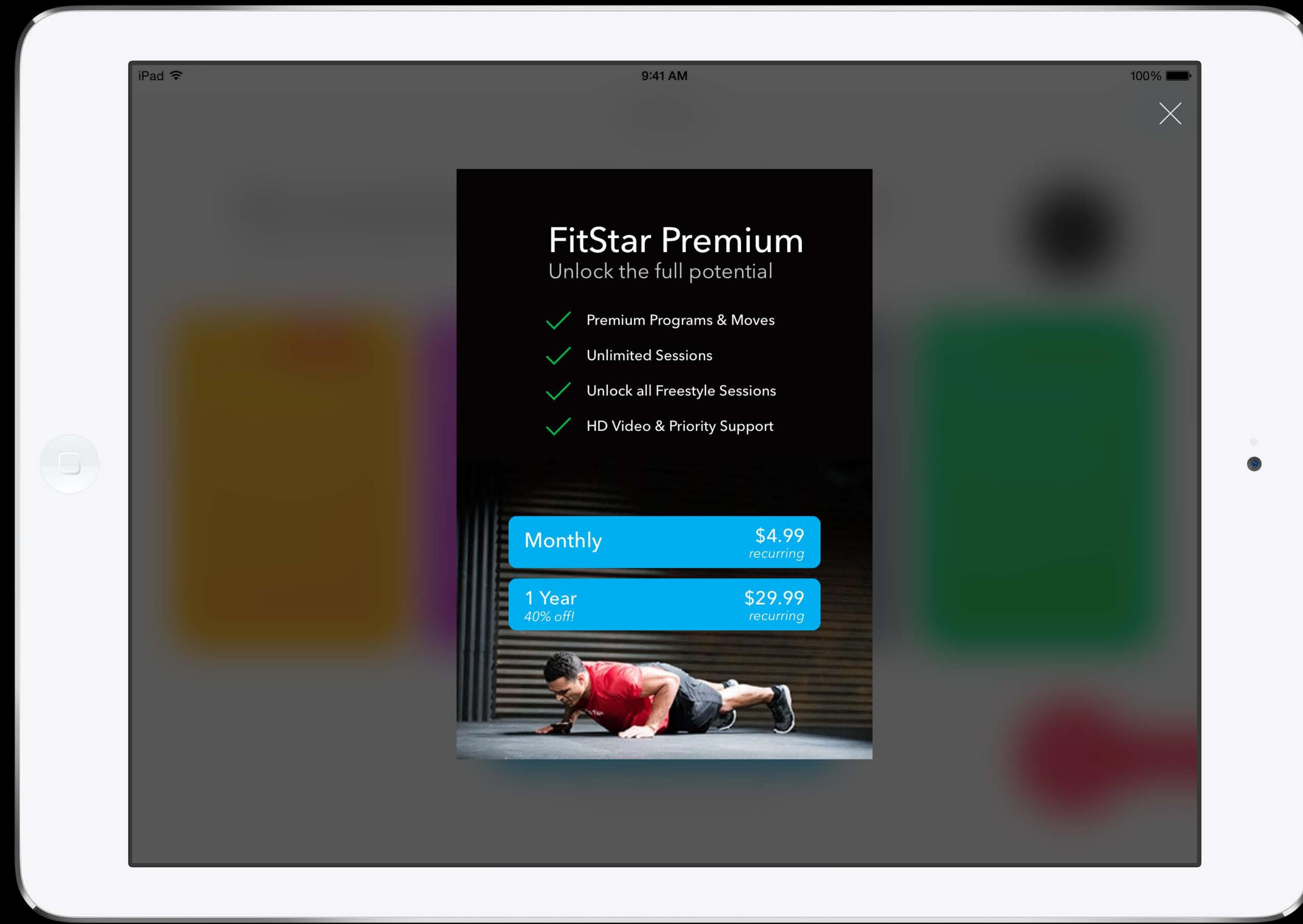
Get Strong
Strength & cardio
✓ 3 Session weekly goal
✓ 20-40 min Sessions

A balanced set of strength and cardio Moves, Get Strong is great for creating muscle tone.

[Get it all with FitStar Premium](#)

[...or try FitStar Basic for free](#)

 [Have a referral code? →](#)



Make Buying Easy

Integrate the merchandise

Offer a test drive

Stick with your theme

Use clear language

Make Buying Easy

Integrate the merchandise

Offer a test drive

Stick with your theme

Use clear language

Do the math

250
\$4.99

700
\$9.99

1,400
\$19.99

3,700
\$34.99

4,500
\$49.99

10,500
\$99.99

250
\$4.99

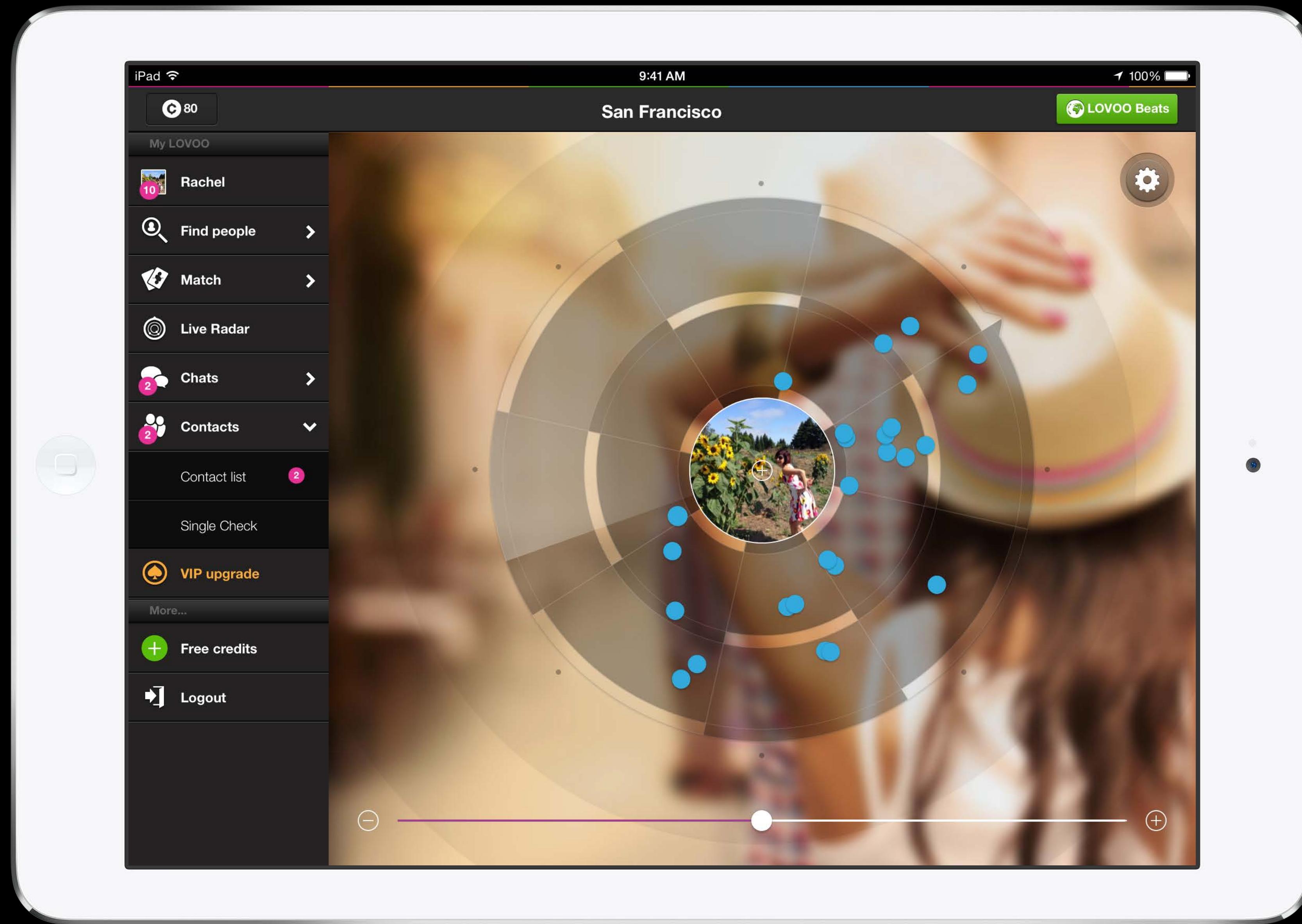
700
\$9.99

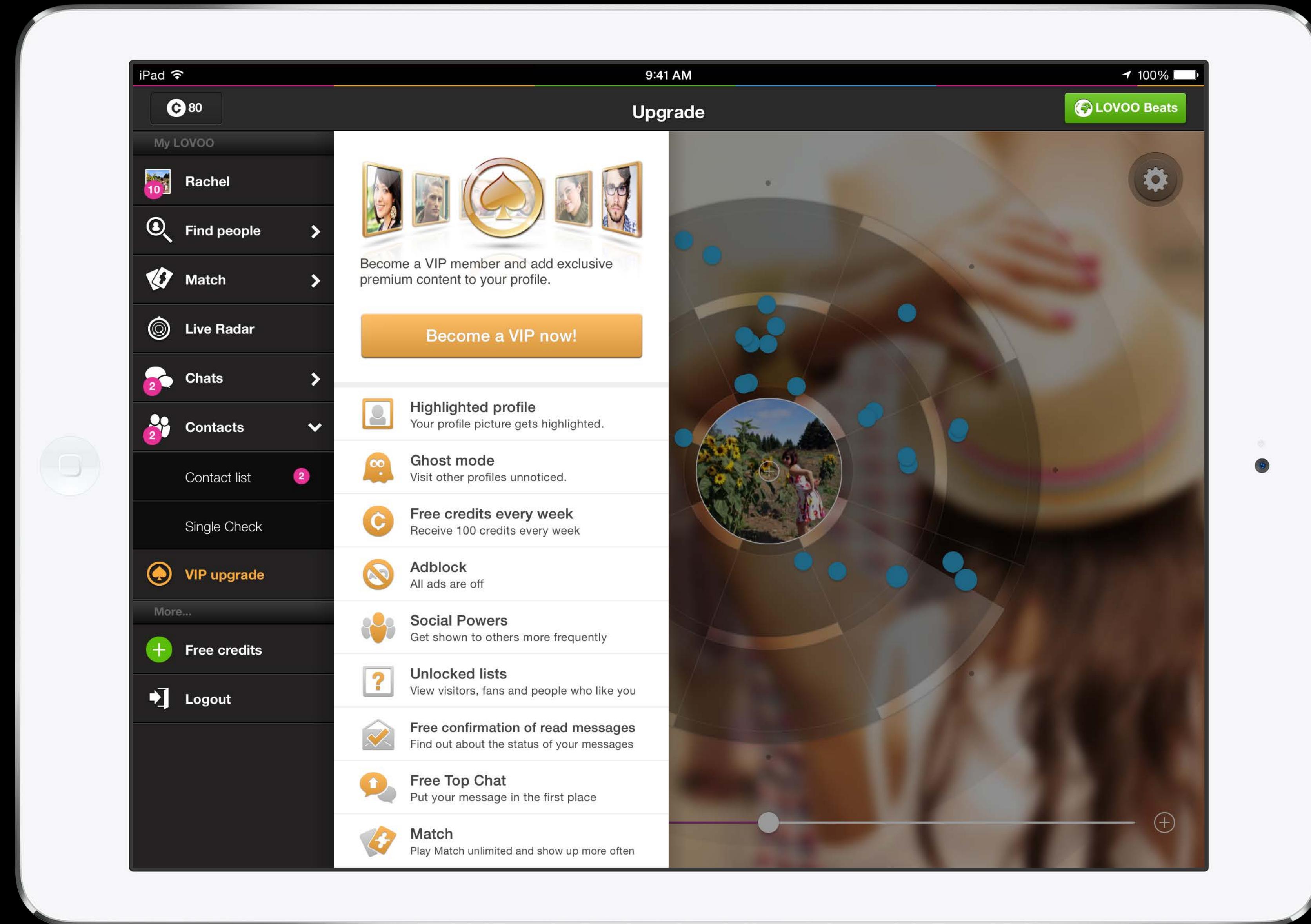
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\$19.99

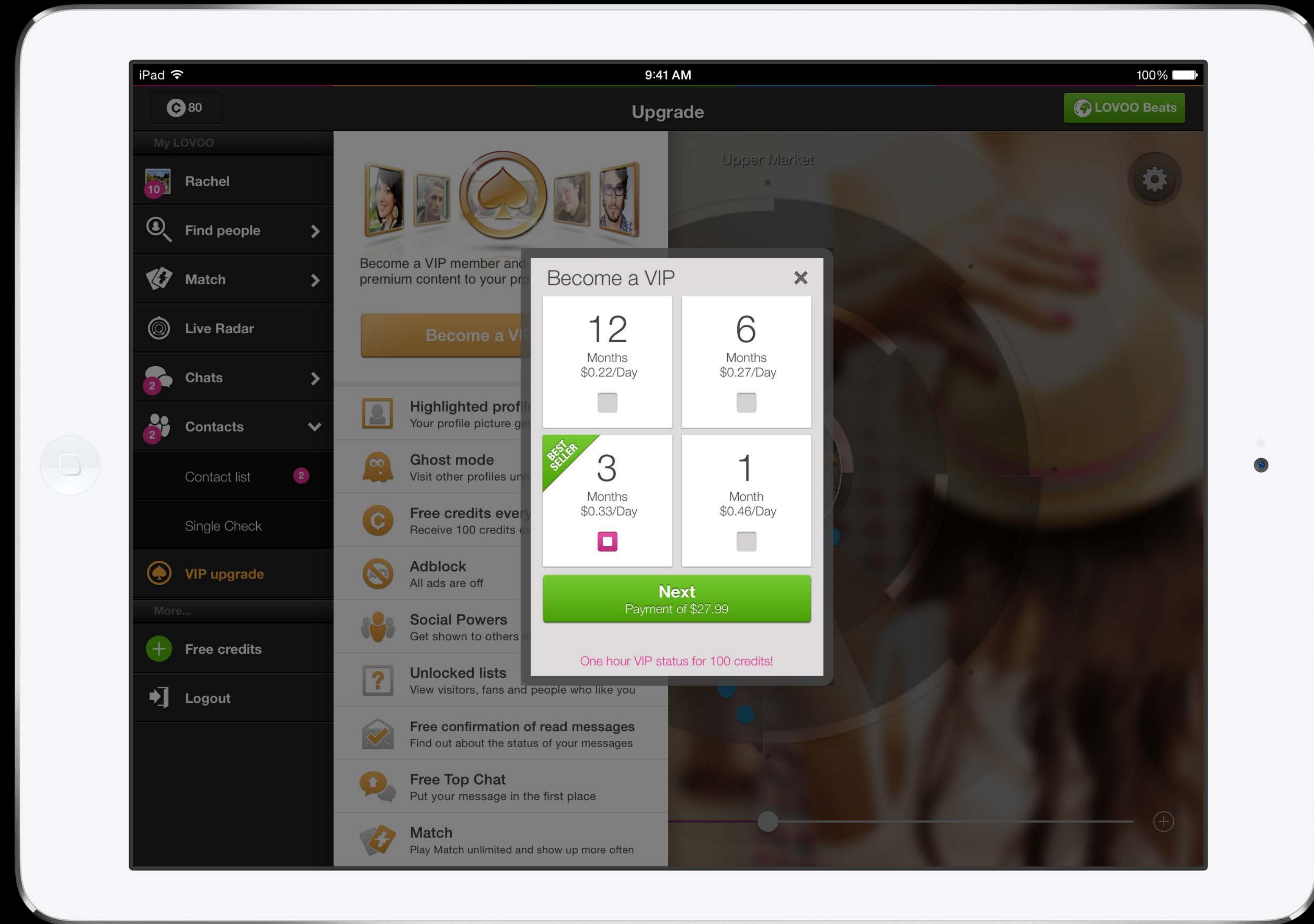
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\$34.99

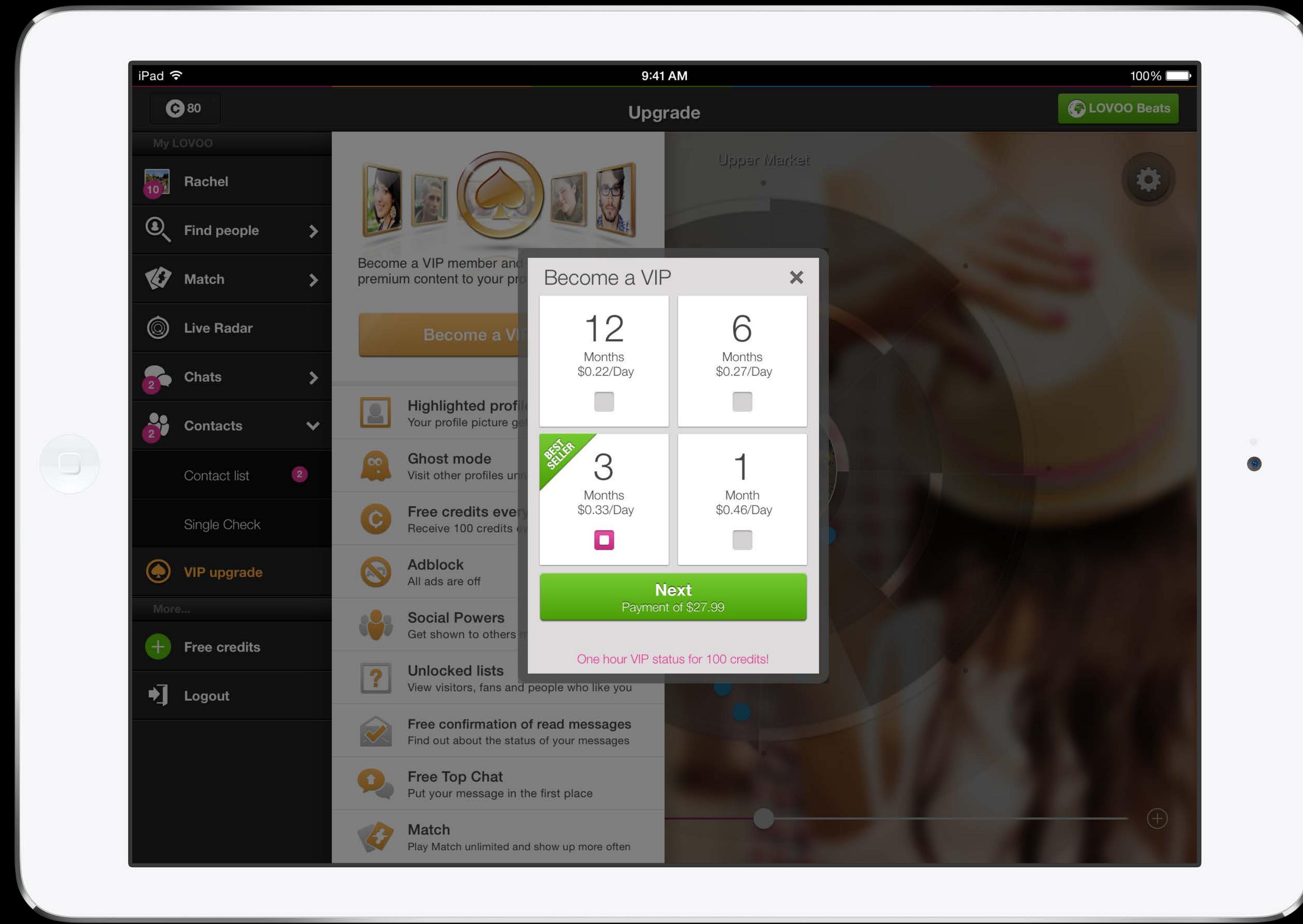
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\$49.99

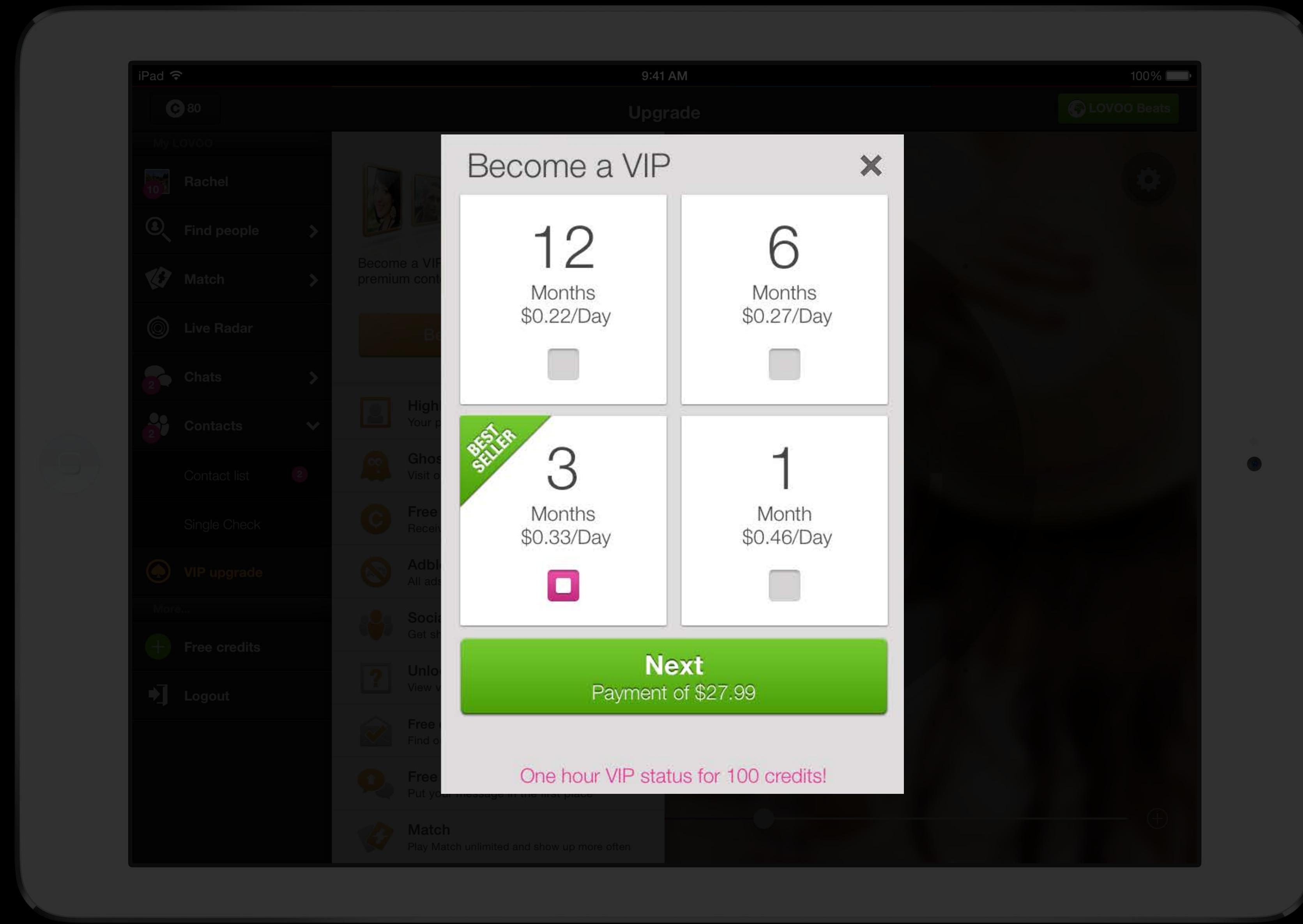
10,500
\$99.99

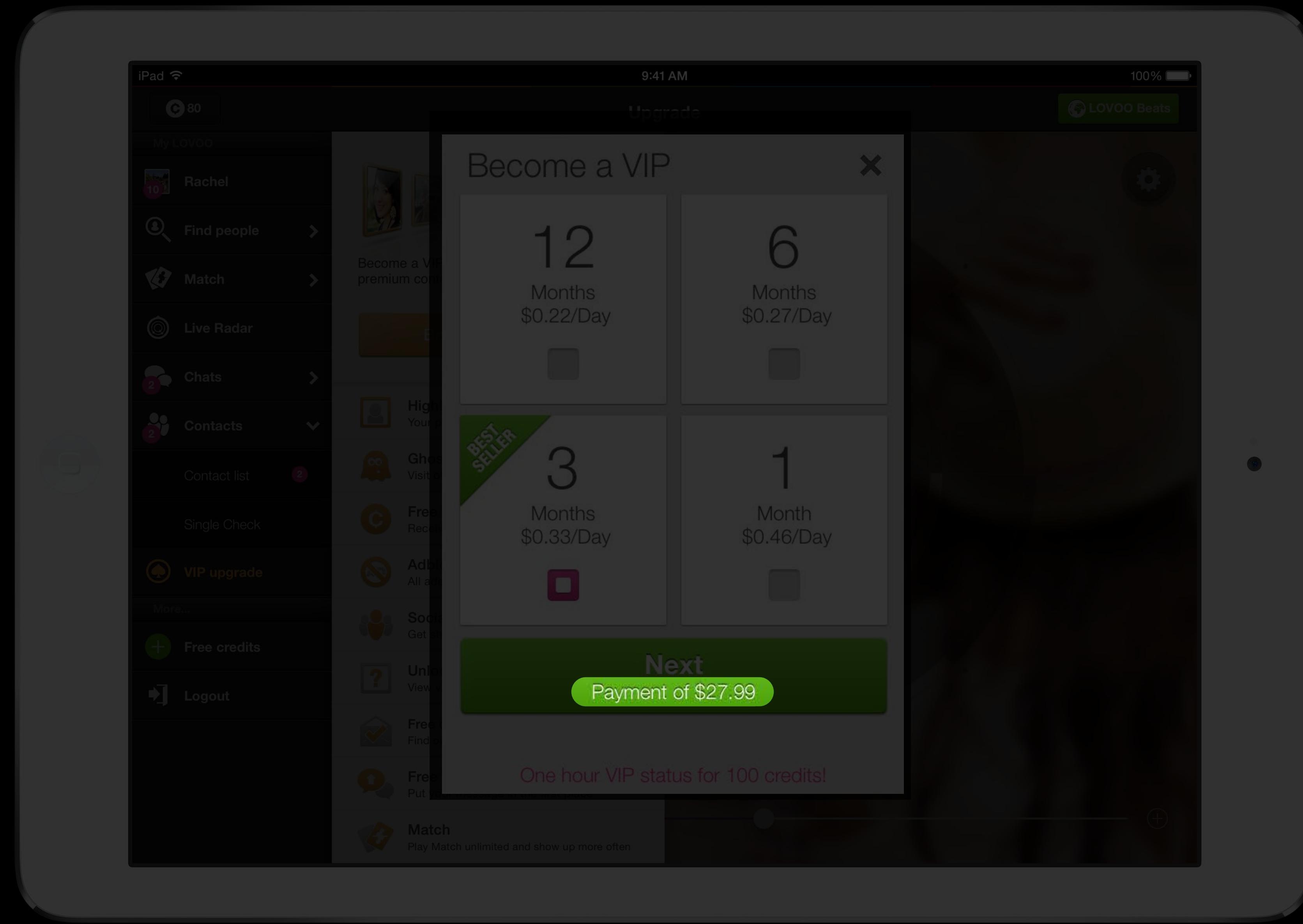


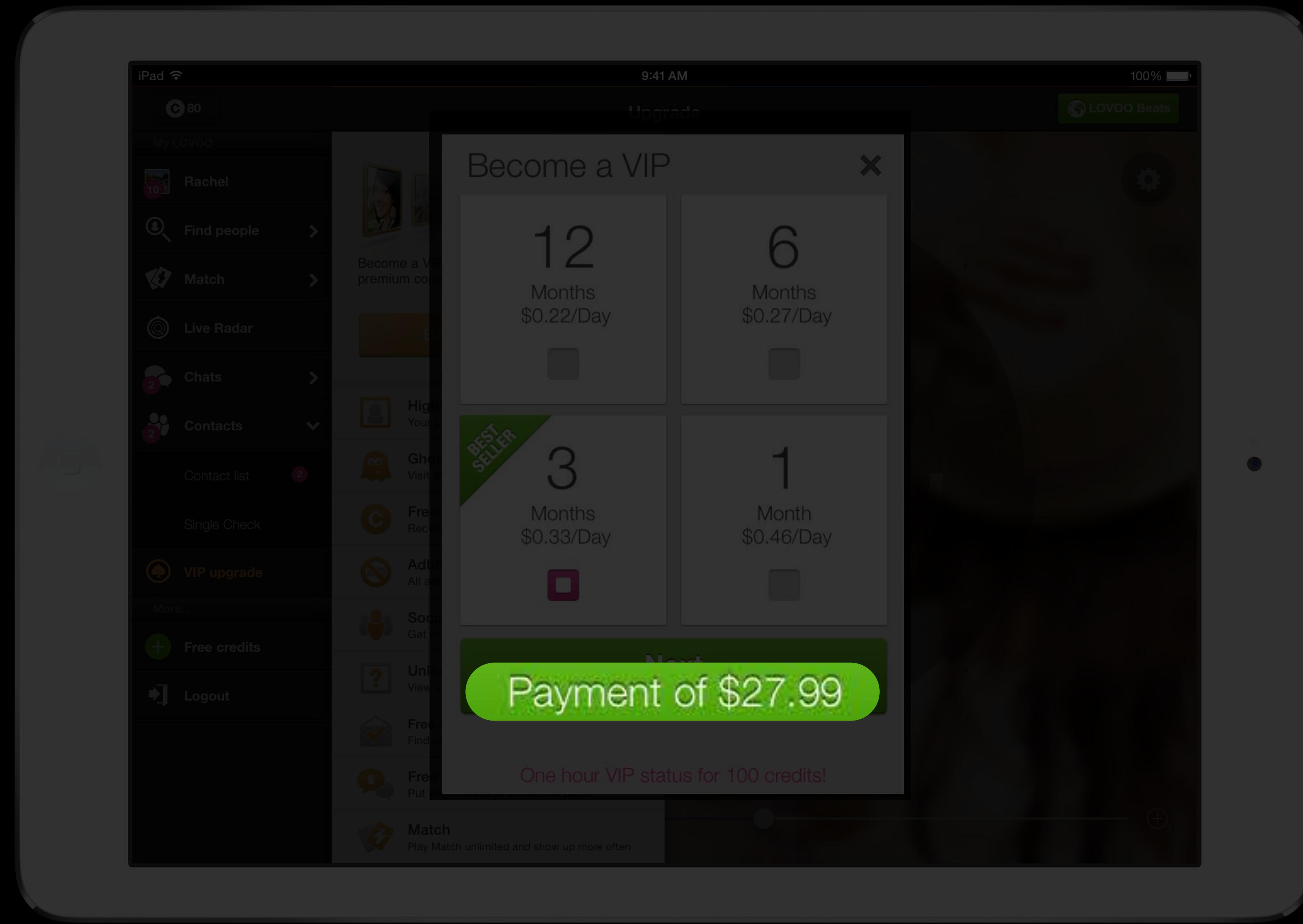


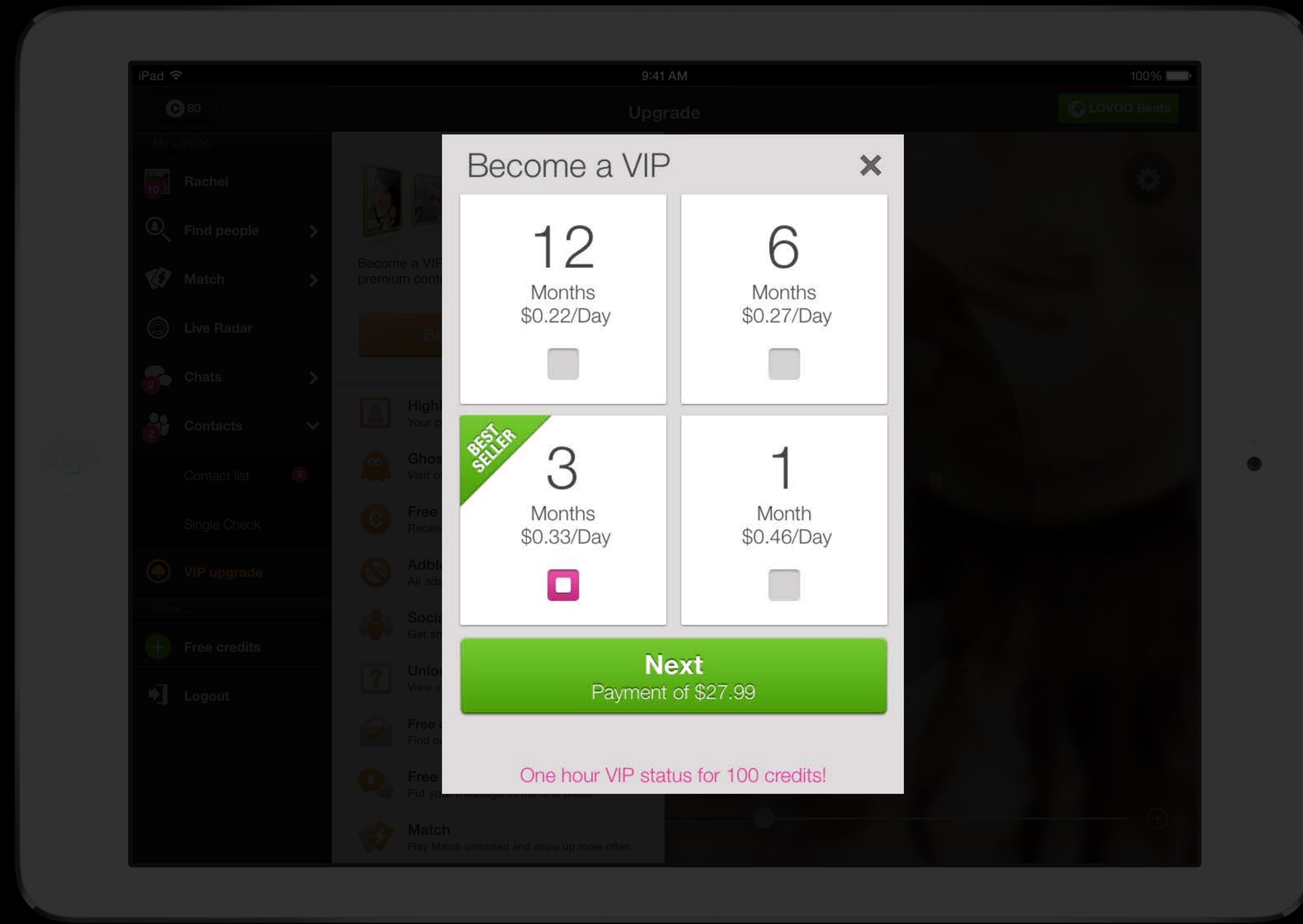












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Do the math

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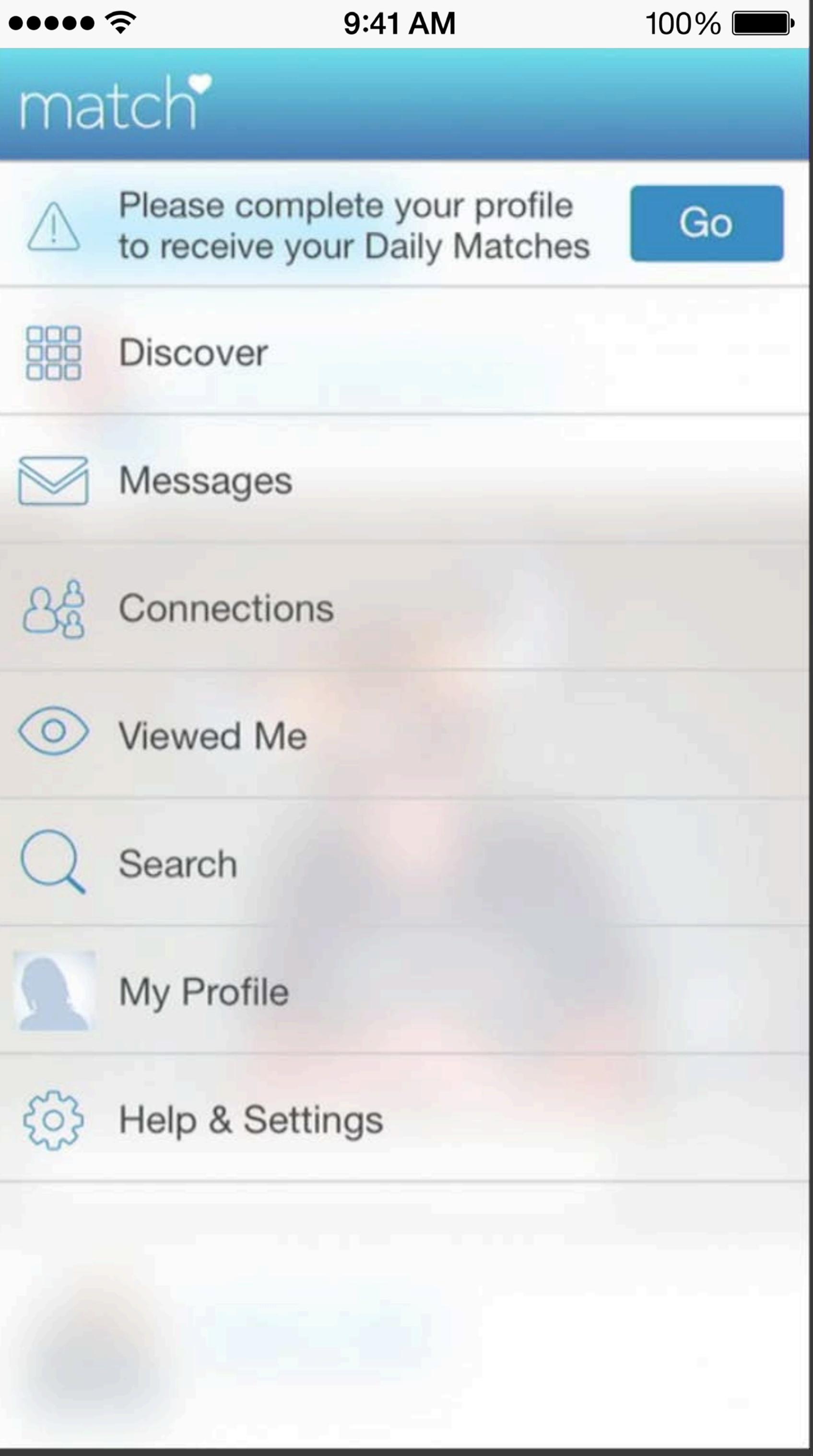
Stick with your theme

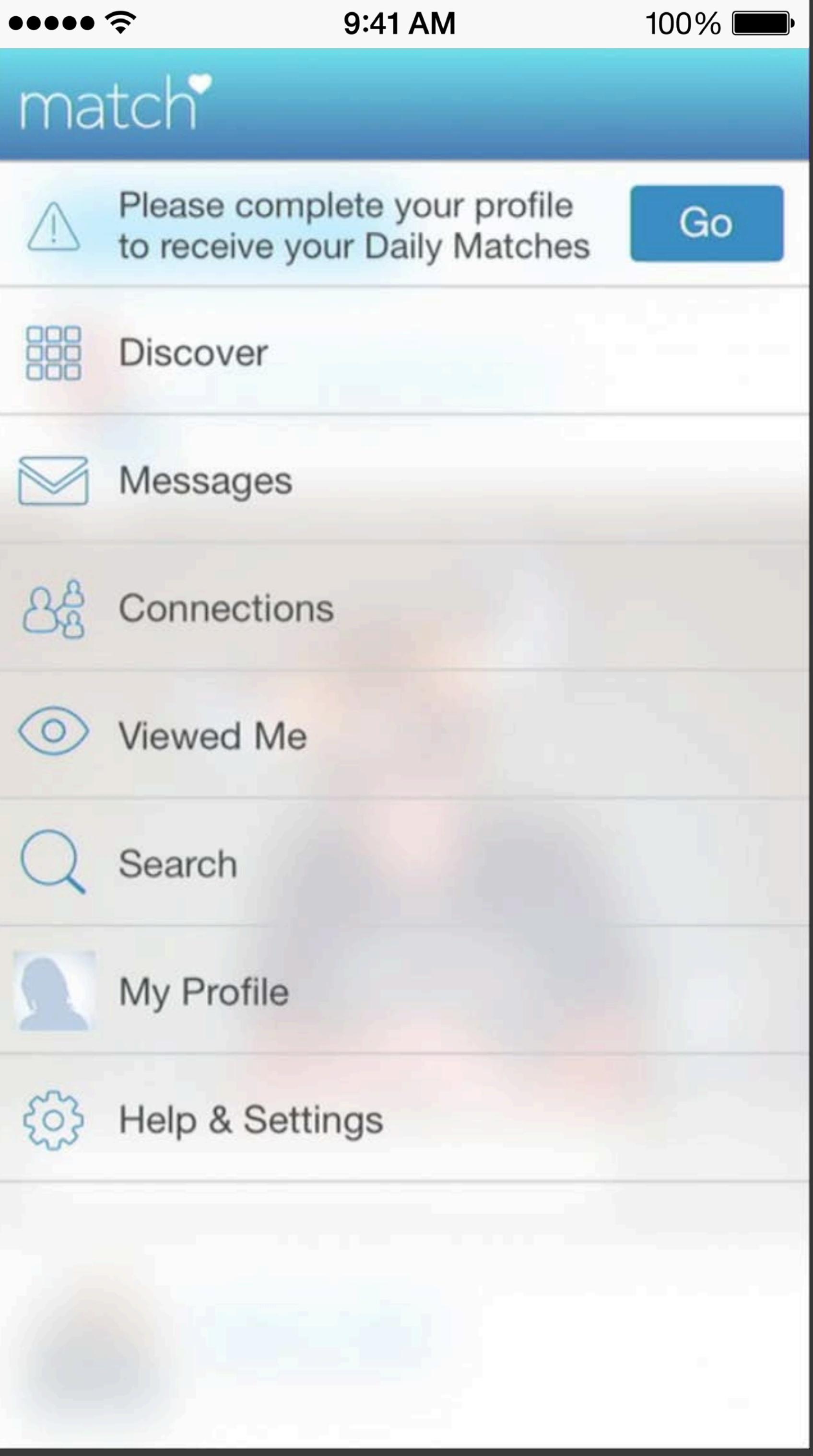
Use clear language

Do the math

Show less







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Integrate the merchandise

Offer a test drive

Stick with your theme

Use clear language

Do the math

Show less

Make Buying Easy

Integrate the merchandise

Offer a test drive

Stick with your theme

Use clear language

Do the math

Show less

Minimize time





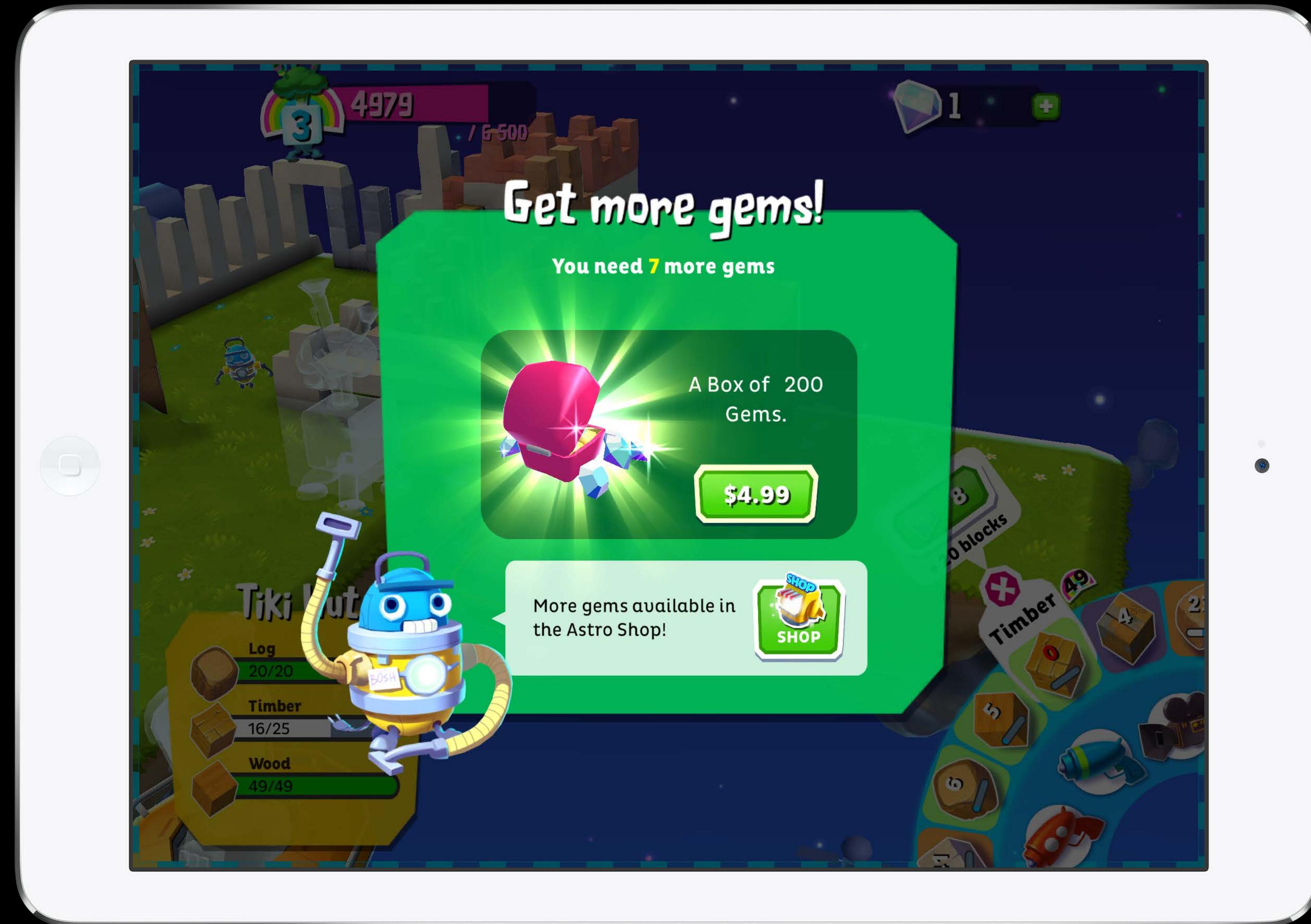


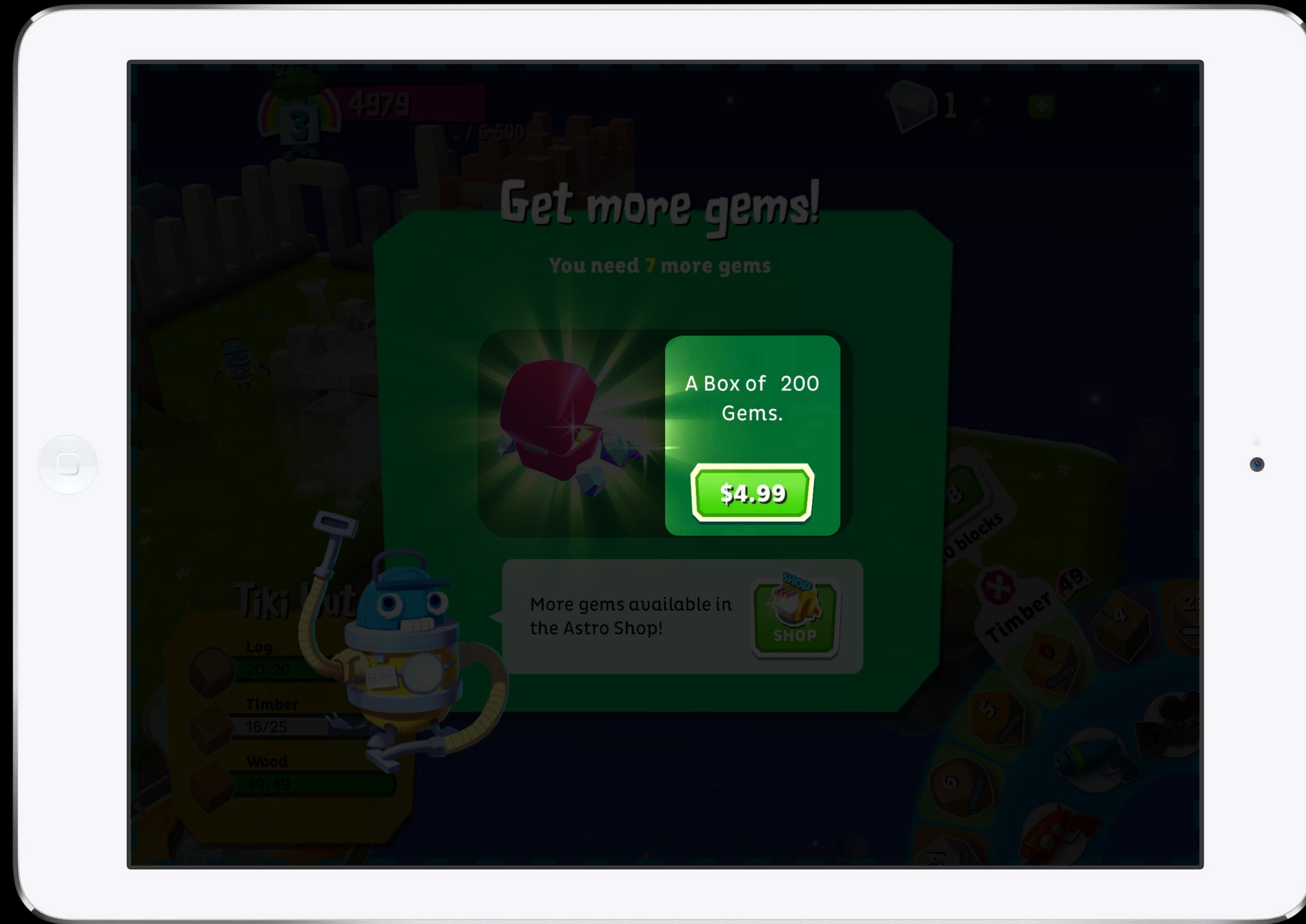


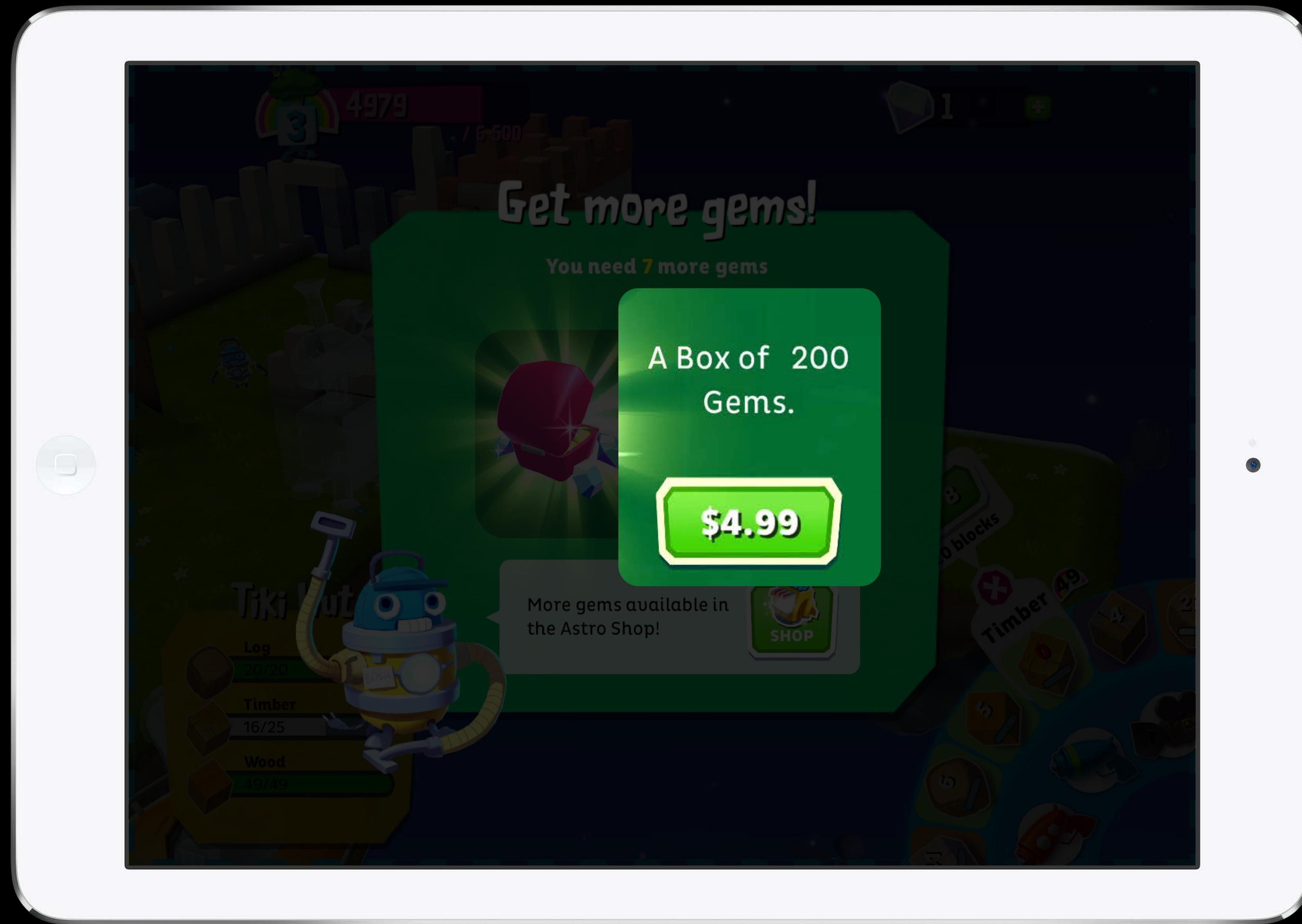


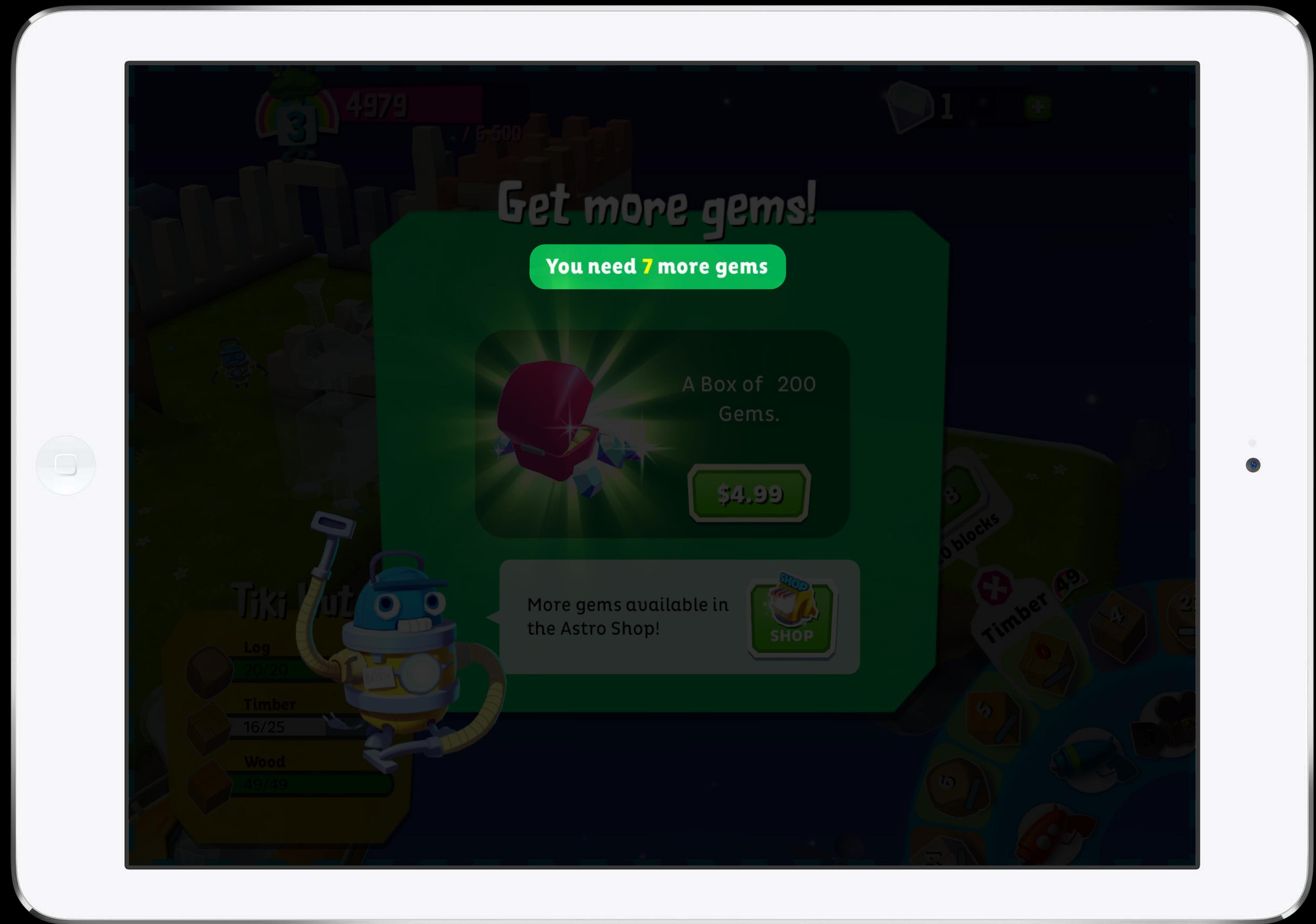


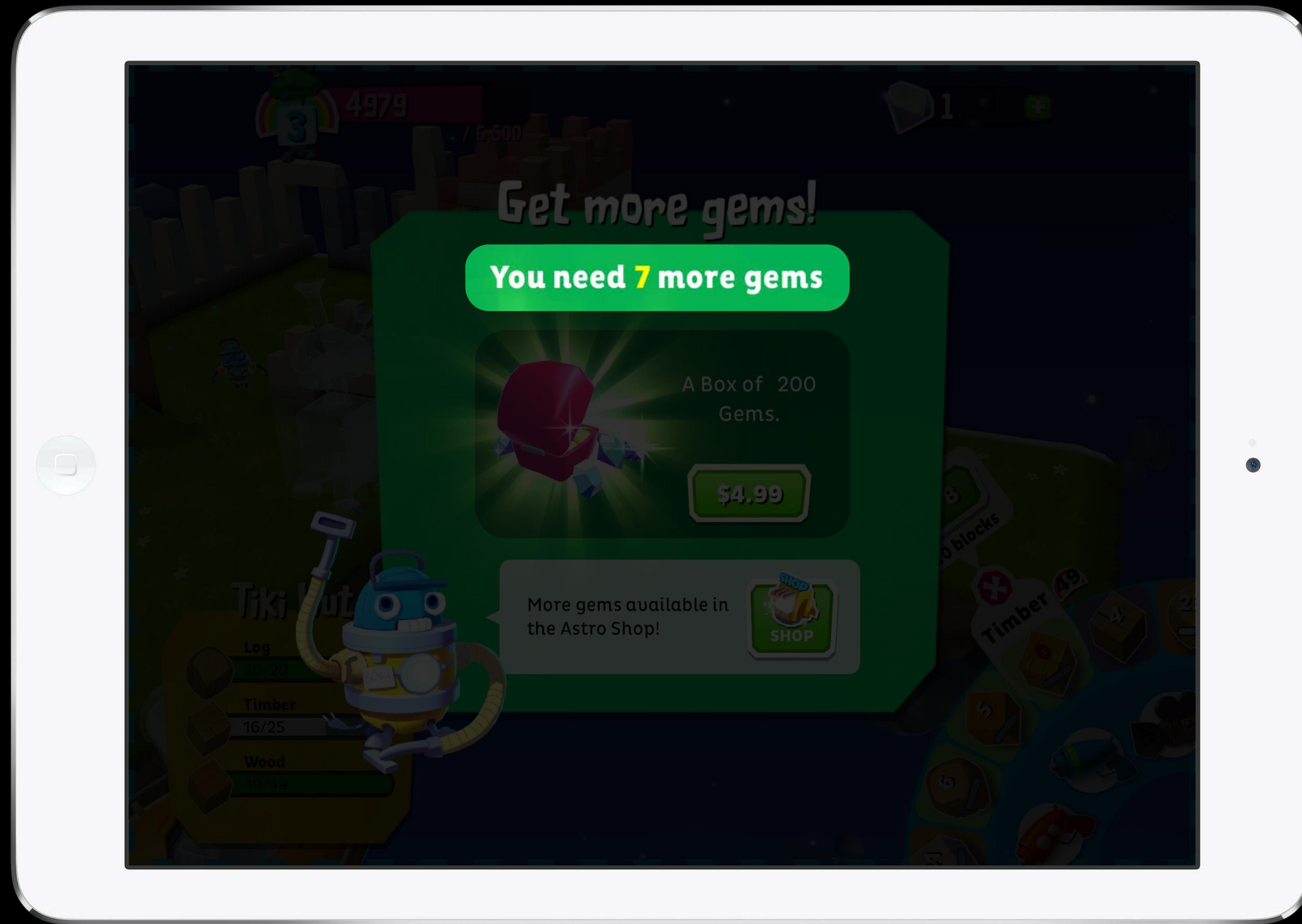


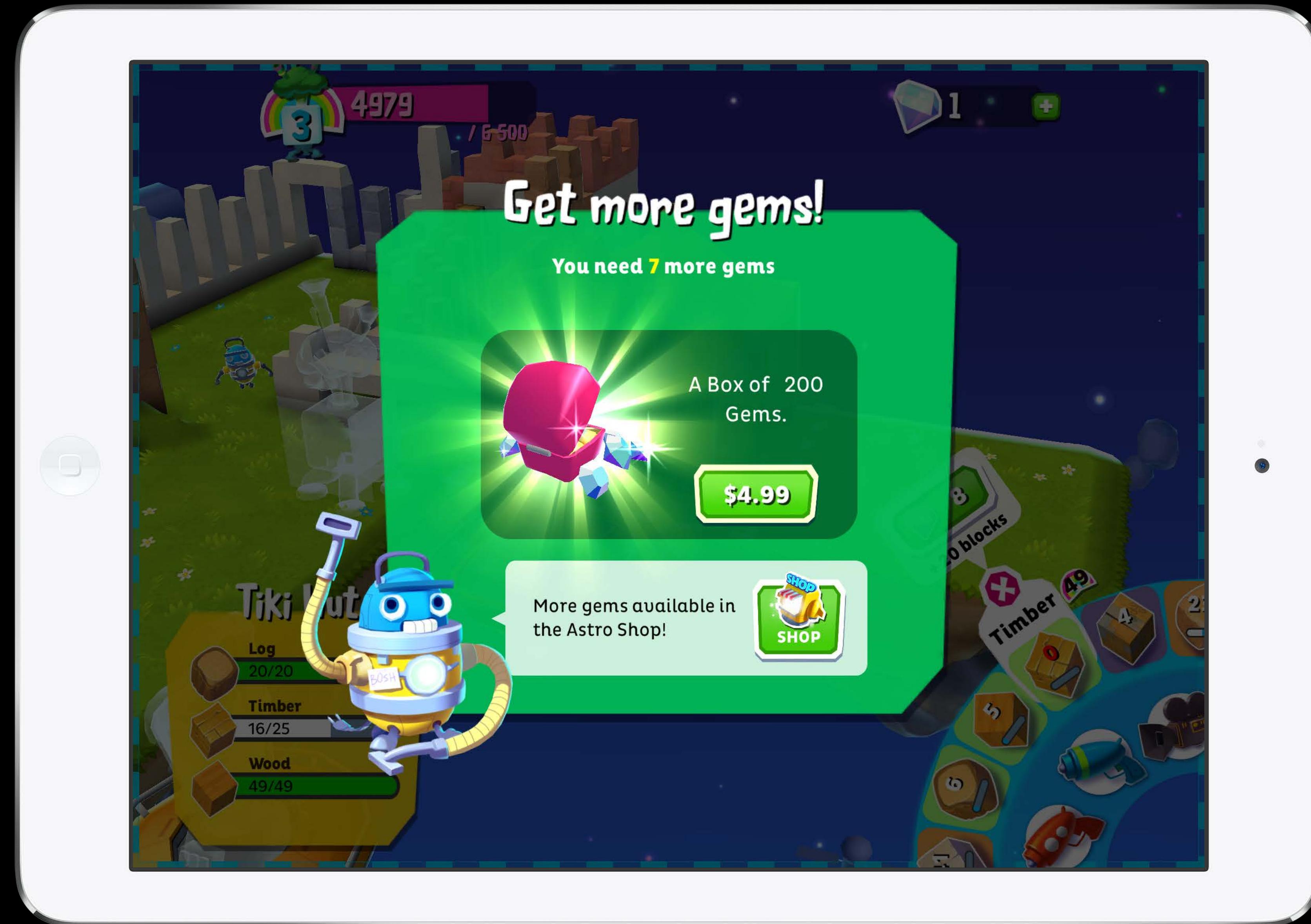












Level 470



Select boosters:



Play!

High score



3/6.1



1 Zack
467100



2 Ryan
438640



3 Casey
334360

Level 470



Select boosters:



Play!

High score



No. 1



1 Zack
467100



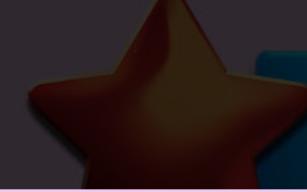
2 Ryan
438640



3 Casey
334360



Level 470



Target: 50000

Select boosters:



Play!

High score



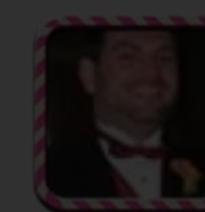
No. 1



1 Zack
467100



2 Ryan
438640



3 Casey
334360

Level 470



Select boosters:



Play!

High score



3/6.1



1 Zack
467100



2 Ryan
438640



3 Casey
334360

Level 470



Striped & Wrapped



x 3

Start the game with a Wrapped and a Striped Candy!

\$1.99



1 Zack
467100



2 Ryan
438640



3 Casey
334360



 151,100



YOUR SCORE

49,000

COINS EARNED

 600



NO RARE GEM USED



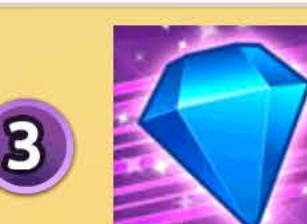
Lex

100,000



Teeny Phoenix

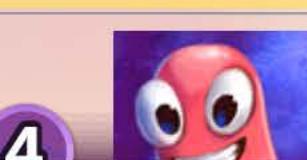
83,500



Player

67,000

 STATS



Otis

11,750



PLAY



 151,100



YOUR SCORE
49,000

COINS EARNED
 600



NO RARE GEM USED

1 Lex
100,000

2 Teeny Phoenix
83,500

3 Player
67,000

4 Otis
11,500



STATS



PLAY



 151,100



YOUR SCORE
49,000

COINS EARNED
 600



NO RARE GEM USED

1		Lex	100,000
2		Teeny Phoenix	83,500
3		Player	67,000
4		Otis	11,500

STATS



PLAY



DAILY SPIN

Swipe to Spin!

PAYOUTS

50,000



GET SPINS

USE YOUR FREE SPIN!

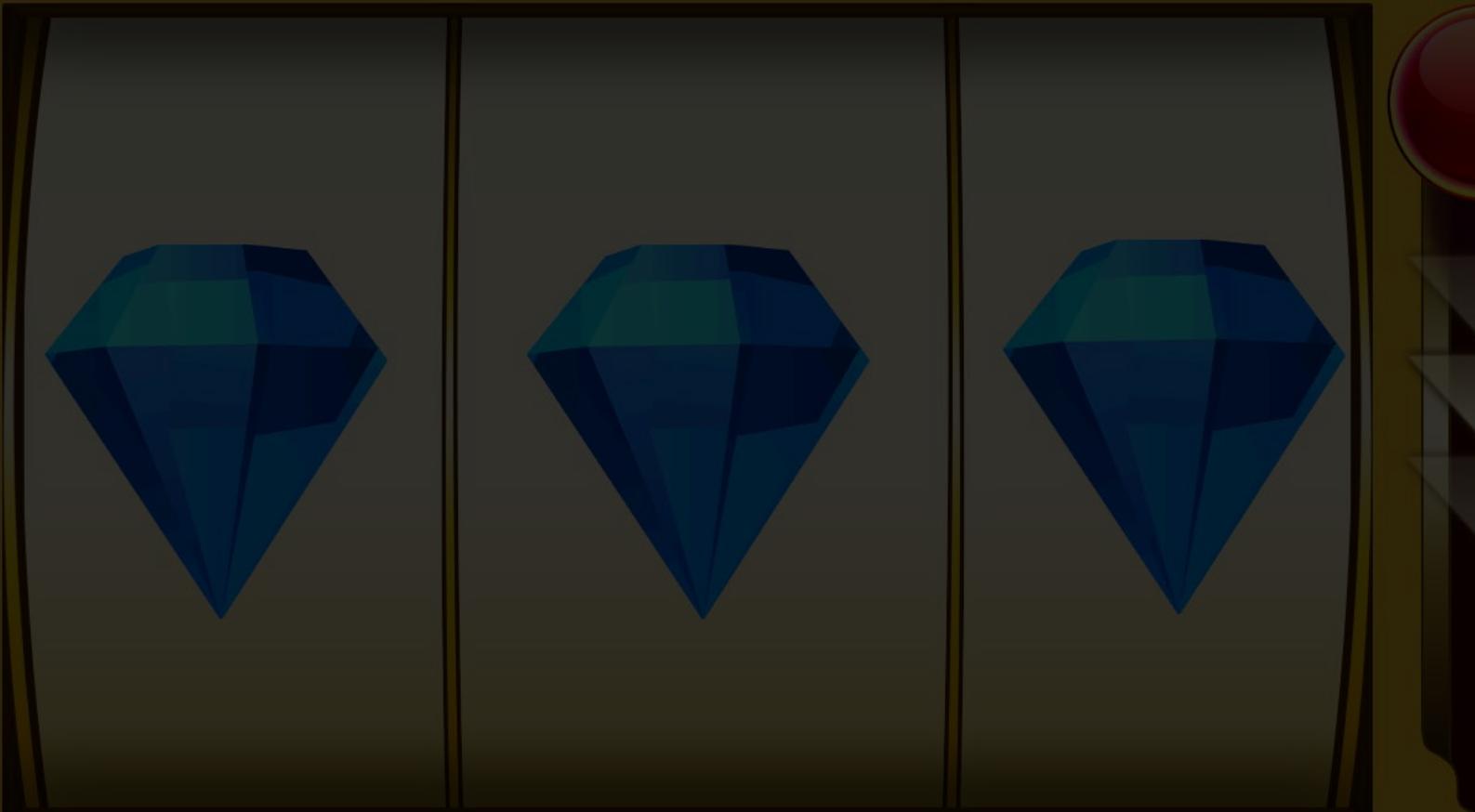
CLOSE

DAILY SPIN

Swipe to Spin!

PAYOUTS

50,000



GET SPINS

USE YOUR FREE SPIN!

CLOSE

DAILY SPIN

Swipe to Spin!

PAYOUTS

50,000



GET SPINS

USE YOUR FREE SPIN!

CLOSE

DAILY SPIN

Swipe to Spin!

PAYOUTS

50,000



GET SPINS

USE YOUR FREE SPIN!

CLOSE

GET SPINS

You have 0 spins left!



CLOSE

GET SPINS

You have 0 spins left!



BEST DEAL!

62 extra spins

\$9.99



30 extra spins

\$4.99



17 extra spins

\$2.99



5 extra spins

\$0.99

CLOSE

DAILY SPIN

Swipe to Spin!

PAYOUTS

50,000



GET SPINS

USE YOUR FREE SPIN!

CLOSE

Make Buying Easy

Integrate the merchandise

Offer a test drive

Stick with your theme

Use clear language

Do the math

Show less

Minimize time

Make Buying Easy

Integrate the merchandise

Offer a test drive

Stick with your theme

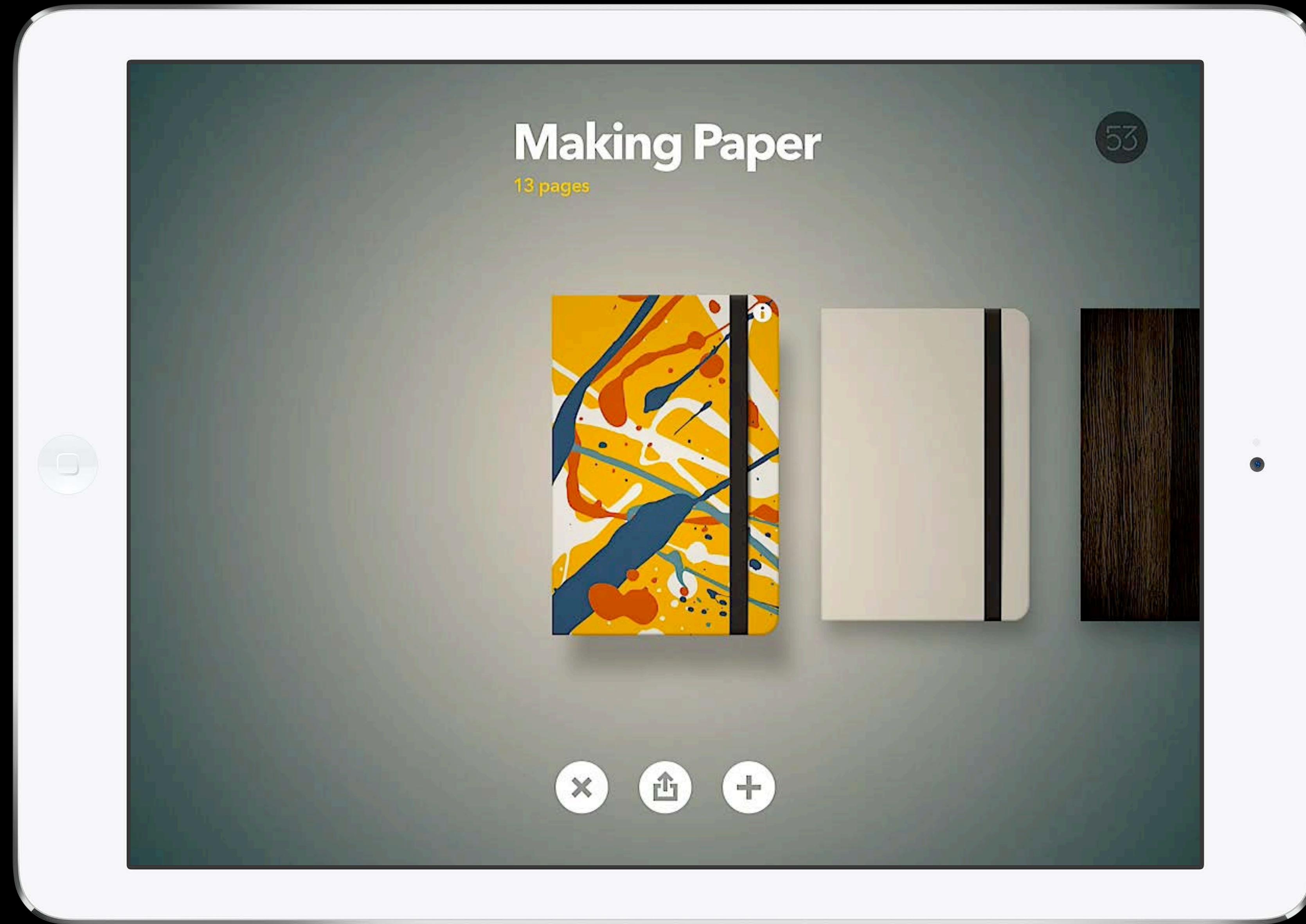
Use clear language

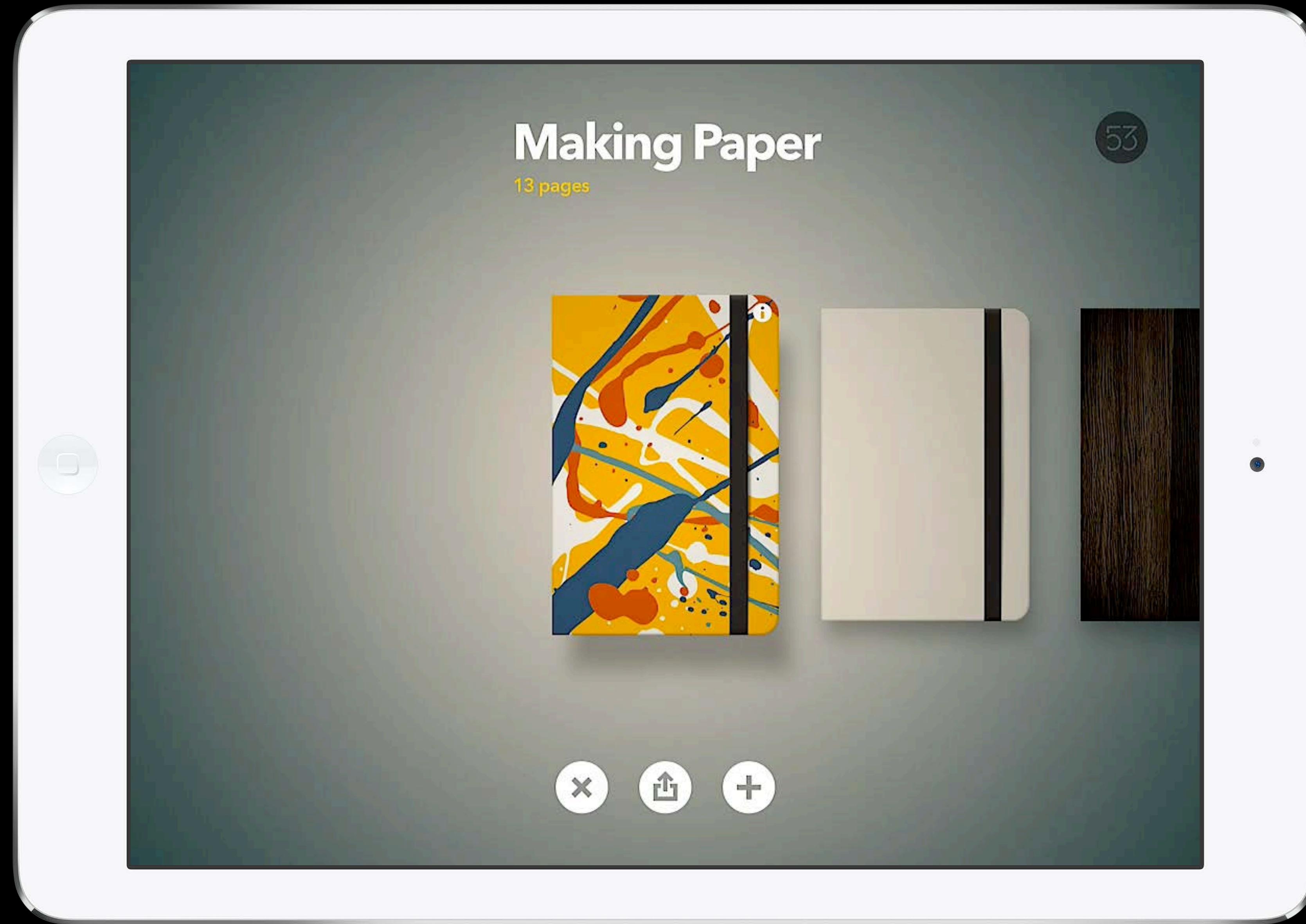
Do the math

Show less

Minimize time

Inspire





SUPERNAUTS





919

/ 2 500



After 15 minutes





37 721

/ 6 500



SHOP

3



1-2 hours







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Show less

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Inspire

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Measure and refine

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Completing the Transaction

Plan for Ask to Buy

Completing the Transaction



Plan for Ask to Buy



Ask to Buy

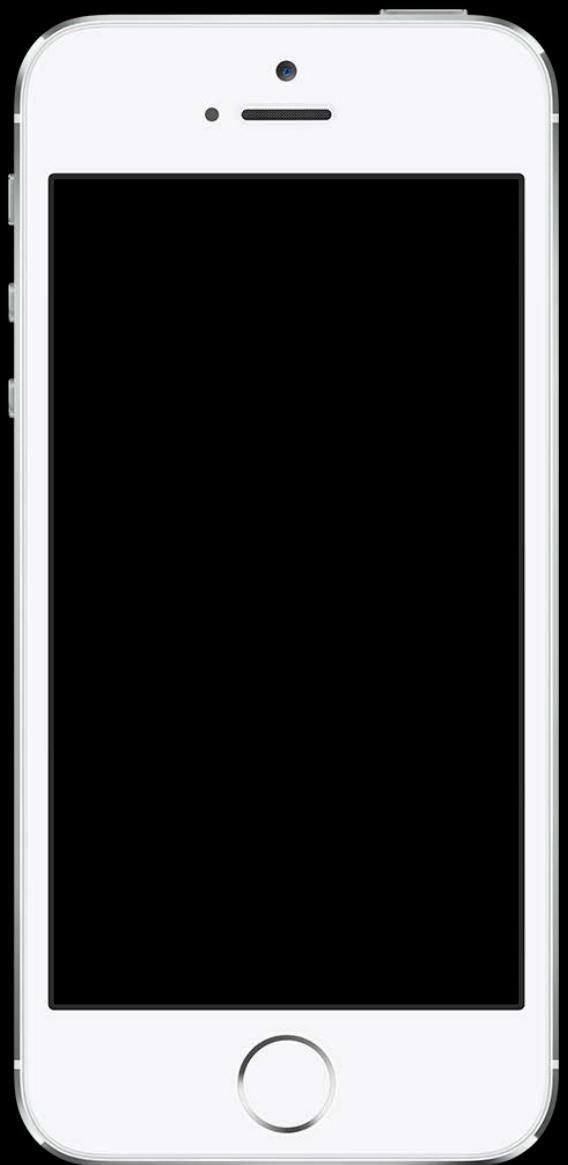
Ask to Buy



Ask to Buy



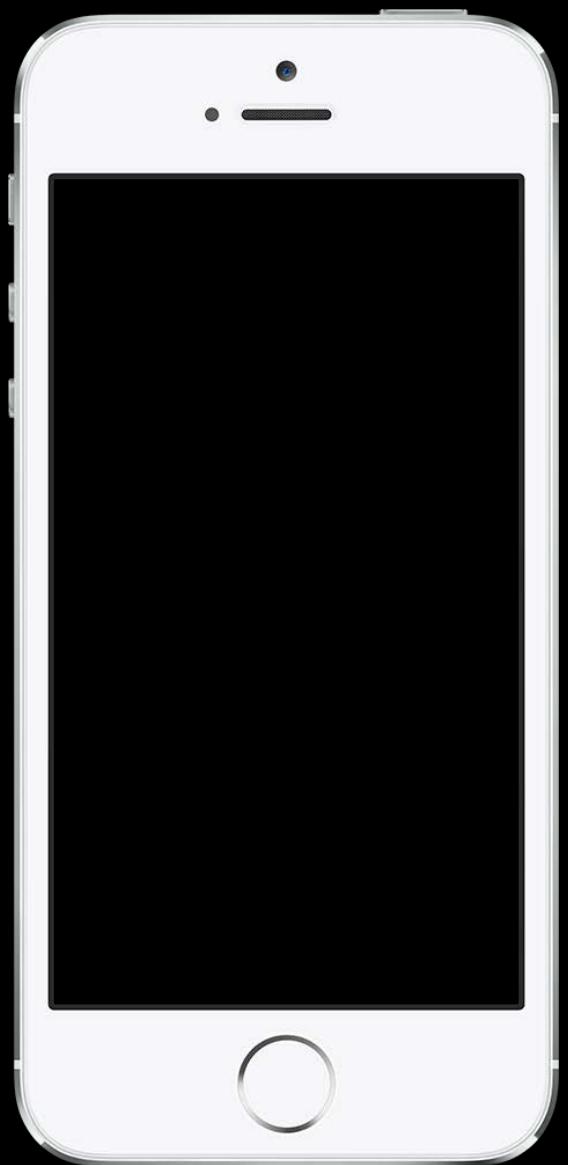
Ask to Buy



Ask to Buy



Ask to Buy



Child



Parent

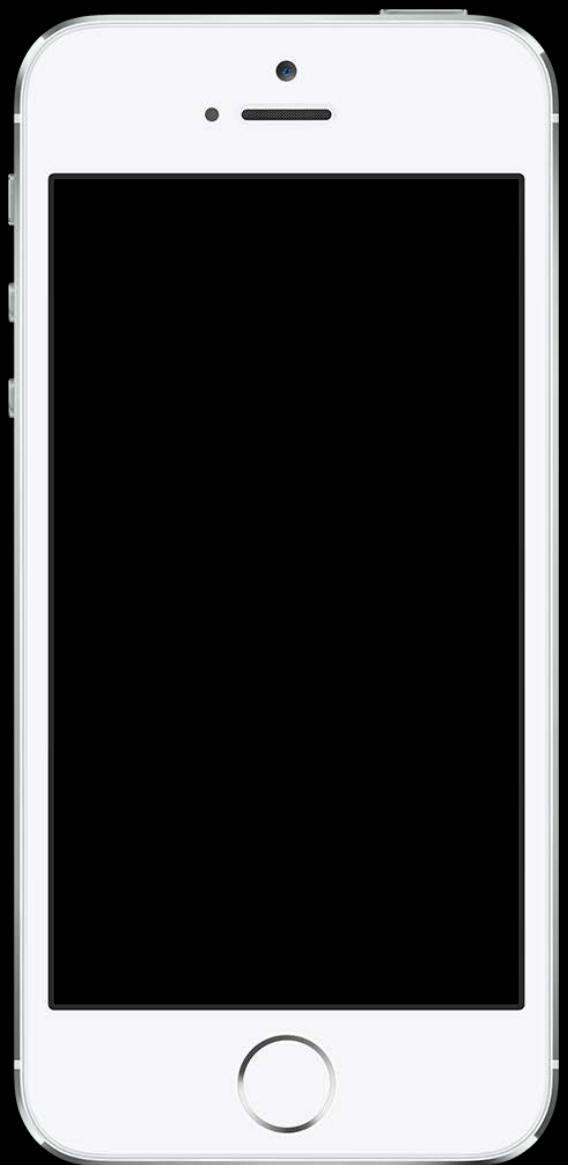
Ask to Buy



Ask to Buy



Ask to Buy



Child



“?”



Parent

Ask to Buy



Ask to Buy



Ask to Buy



Ask to Buy



Ask to Buy

Shift from modal to asynchronous model

Buy

Awaiting Approval

9:41 AM 100%

Featured

Your request was sent and is awaiting approval from a parent. They can also [approve it in person](#) on this device.

 Minecraft – Pocket Edition 4+
Mojang >

★★★★★ (52,669)

Details Reviews Related



Featured Top Charts Explore Search Updates

Ask to Buy

Shift from modal to asynchronous model

Provide feedback that the transaction is deferred

Completing the Transaction

Plan for Ask to Buy

Completing the Transaction

Plan for Ask to Buy

Confirm completion

9:41 AM 100%

< Top Charts

Threes! 4+
Sirvo LLC >

\$1.99

★★★★★ (4,269)

Details Reviews Related

App Store Editors' Notes

Merge numbers to create bigger numbers and repeat to avoid gridlock. The formula may be straightforward, but Threes' simplicity belies an endlessly gratifying and remarkably original game that rewards thoughtful strategy over frenzied swip... [more](#)

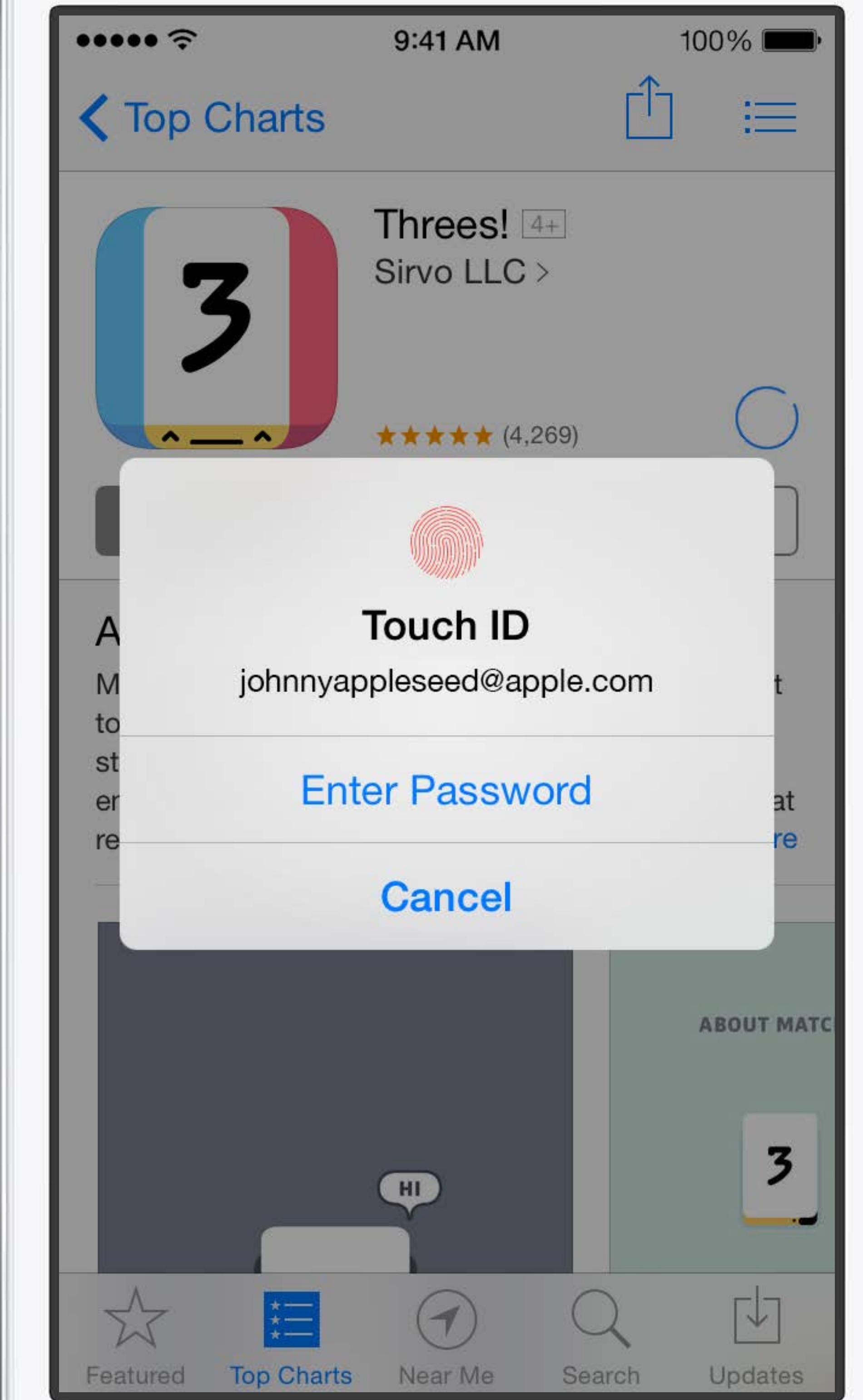
ABOUT MATCH

HI

3

Featured Top Charts Near Me Search Updates

The screenshot shows the iOS App Store interface. At the top, it displays the time (9:41 AM), battery level (100%), and signal strength. Below the header, the title 'Top Charts' is shown with a back arrow. The main card for the game 'Threes!' is displayed, featuring its icon (a large '3' on a blue and red background), the title 'Threes!', the developer 'Sirvo LLC', the price '\$1.99', and the star rating '(4,269)'. Below the card are three tabs: 'Details', 'Reviews', and 'Related'. Underneath the tabs, a section titled 'App Store Editors' Notes' contains a brief description of the game's mechanics and strategy, followed by a 'more' link. At the bottom of the screen, there are two preview images of the game: one showing a dark gray board with a small speech bubble containing 'HI', and another showing a light green board with a large '3'. The bottom navigation bar includes icons for 'Featured', 'Top Charts' (which is highlighted in blue), 'Near Me', 'Search', and 'Updates'.



9:41 AM 100%

< Top Charts

Threes! 4+
Sirvo LLC >

★★★★★ (4,269)

Details Reviews Related

App Store Editors' Notes

Merge numbers to create bigger numbers and repeat to avoid gridlock. The formula may be straightforward, but Threes' simplicity belies an endlessly gratifying and remarkably original game that rewards thoughtful strategy over frenzied swip... [more](#)

ABOUT MATCH

HI

ABOUT MATCH

Featured Top Charts Near Me Search Updates

9:41 AM 100%

< Top Charts

Threes! 4+
Sirvo LLC >

★★★★★ (4,269) + OPEN

Details Reviews Related

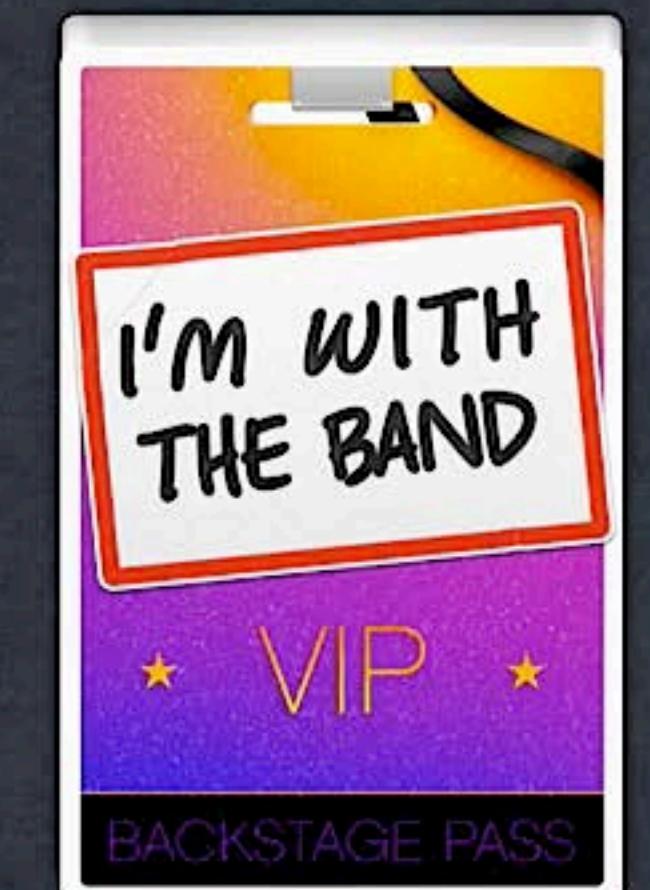
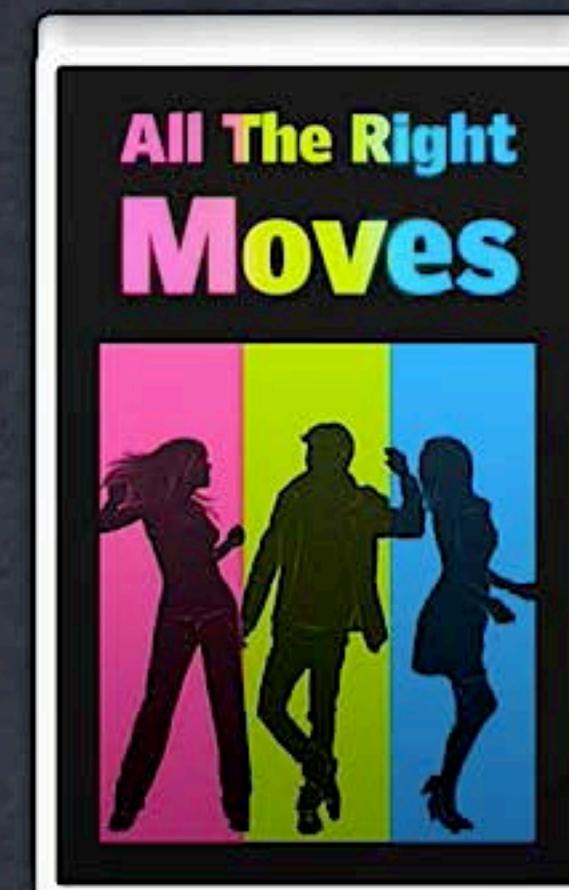
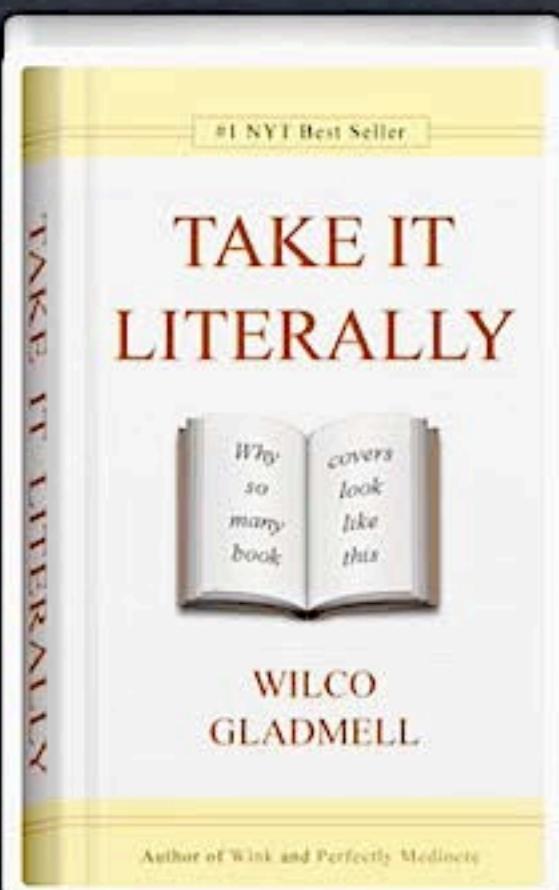
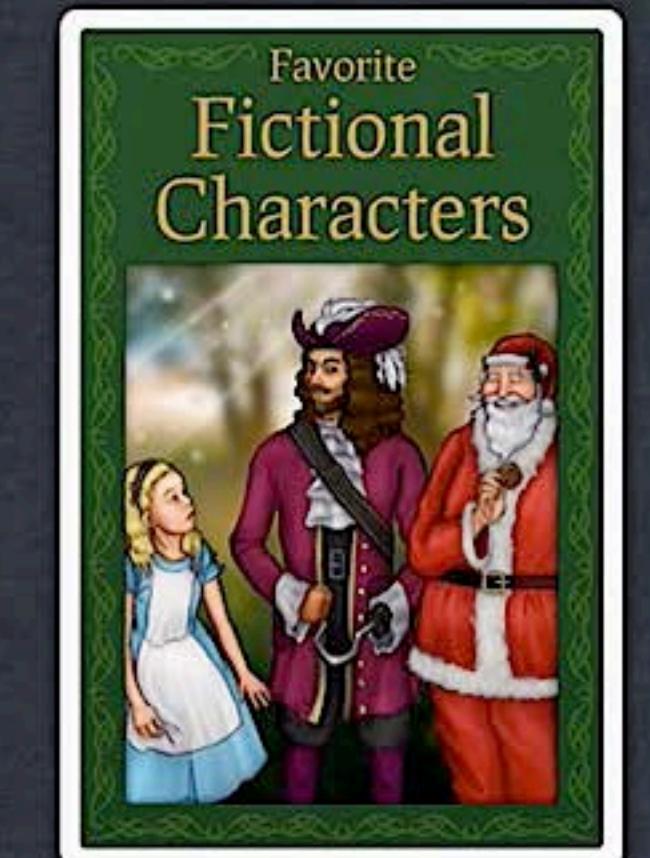
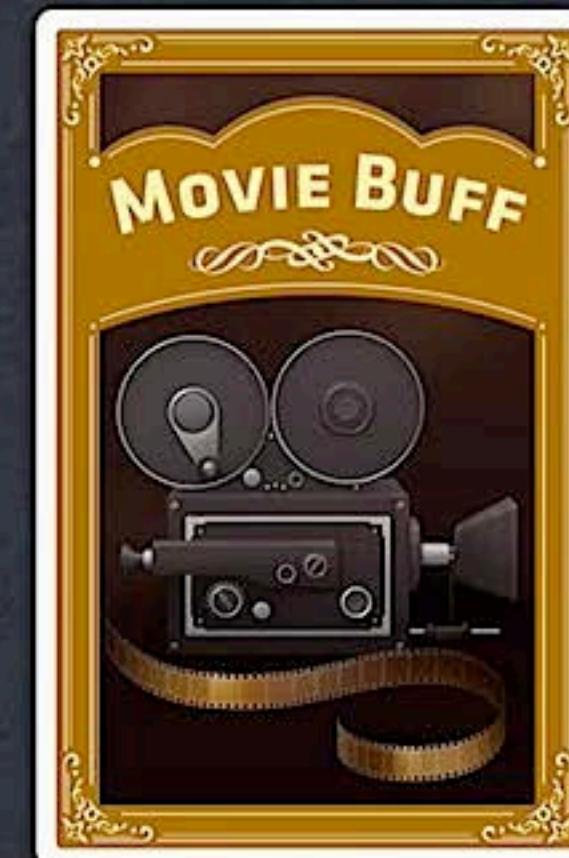
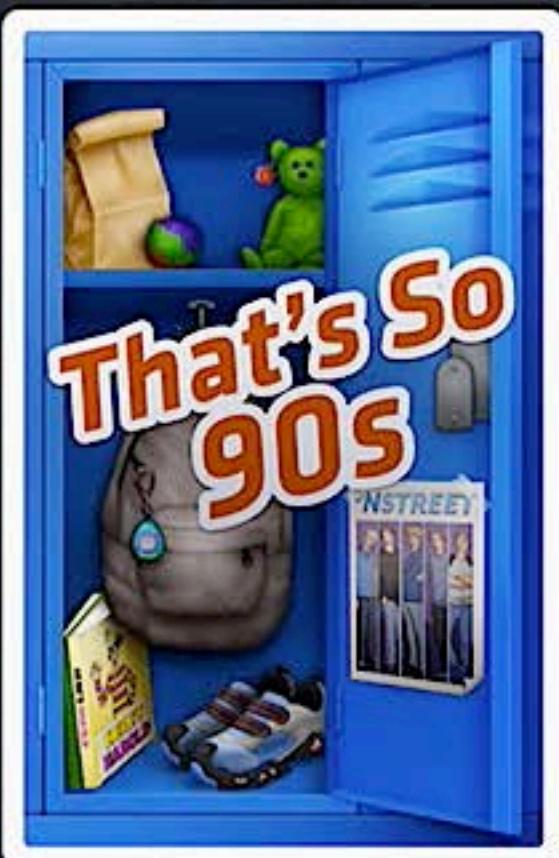
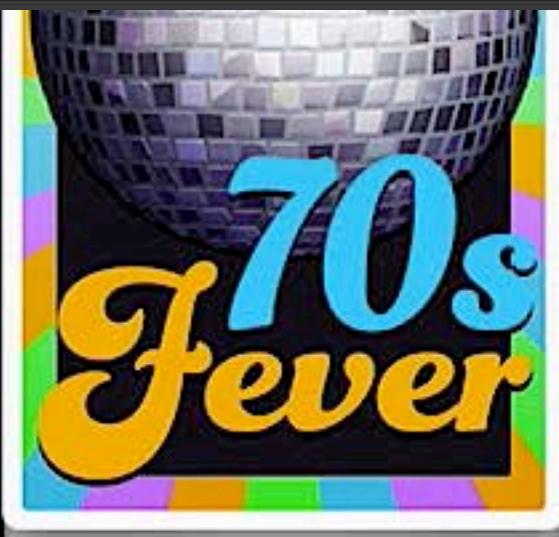
App Store Editors' Notes

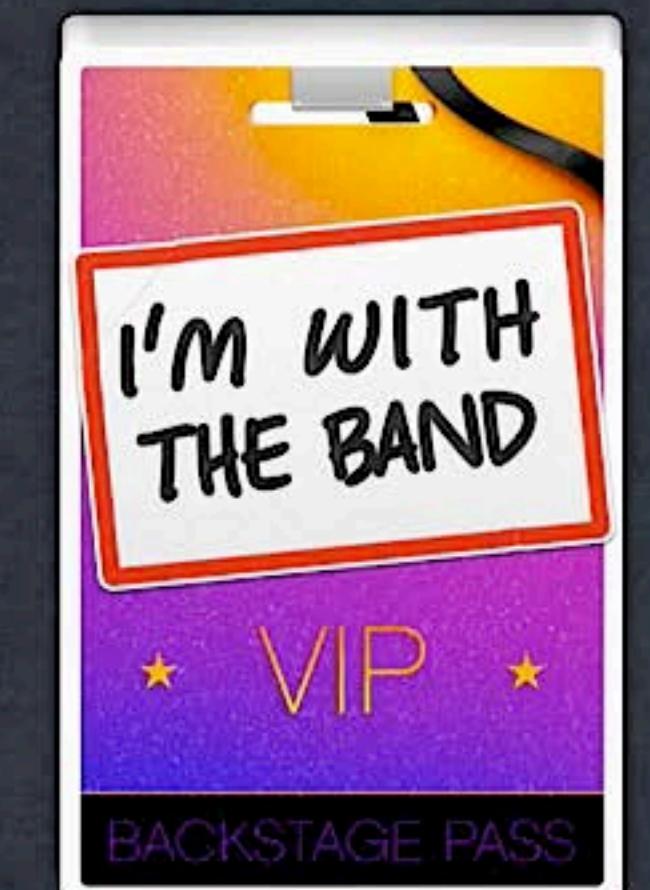
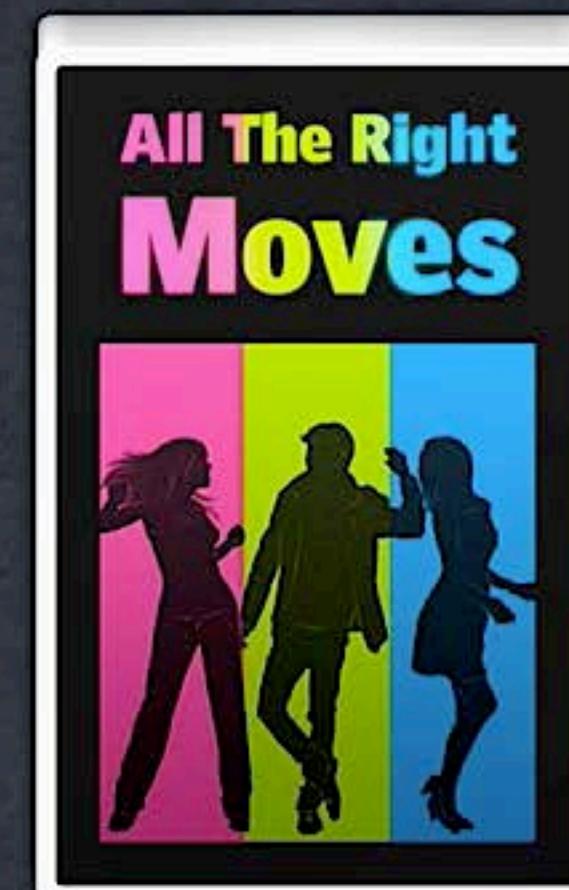
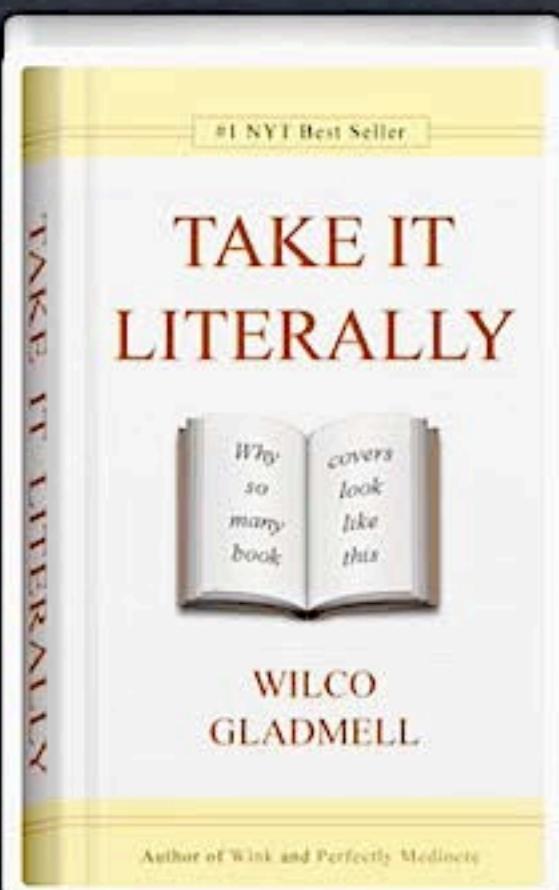
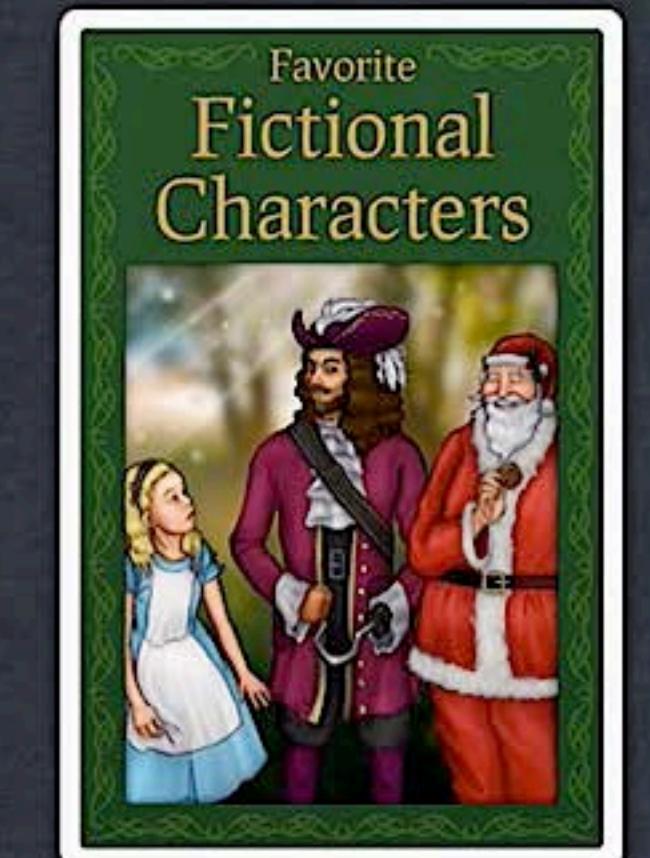
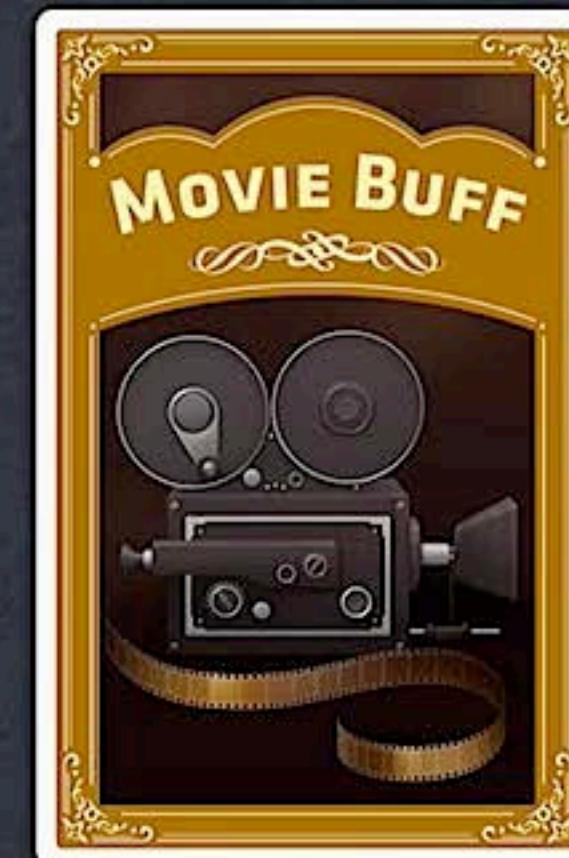
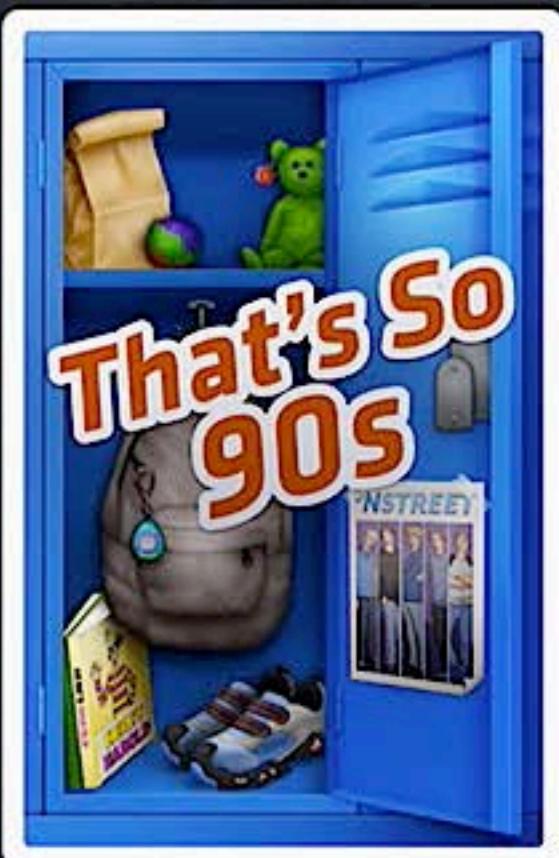
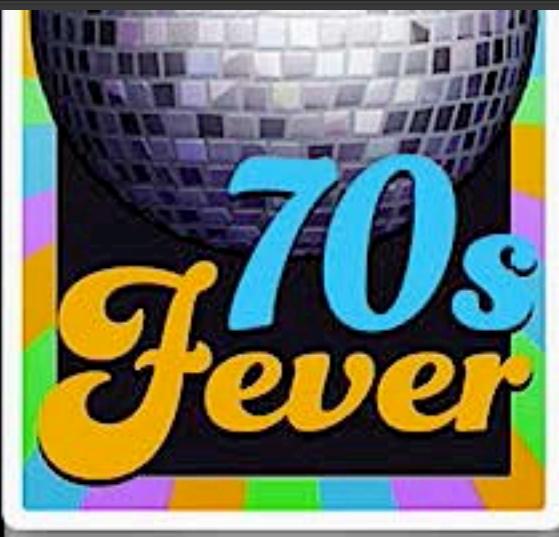
Merge numbers to create bigger numbers and repeat to avoid gridlock. The formula may be straightforward, but Threes' simplicity belies an endlessly gratifying and remarkably original game that rewards thoughtful strategy over frenzied swip... [more](#)

ABOUT MATCH

HI

Featured Top Charts Near Me Search Updates





Completing the Transaction

Plan for Ask to Buy

Confirm completion

Completing the Transaction

Plan for Ask to Buy

Confirm completion

Handle errors gracefully

Error Code -128

User Cancelled Transaction

Completing the Transaction

Plan for Ask to Buy

Confirm completion

Handle errors gracefully

Completing the Transaction

Plan for Ask to Buy

Confirm completion

Handle errors gracefully

Avoid over-asking



Completing the Transaction

Plan for Ask to Buy

Confirm completion

Handle errors gracefully

Avoid over-asking

Completing the Transaction

Plan for Ask to Buy

Confirm completion

Handle errors gracefully

Avoid over-asking

Prioritize remaining purchases

Completing the Transaction

Plan for Ask to Buy

Confirm completion

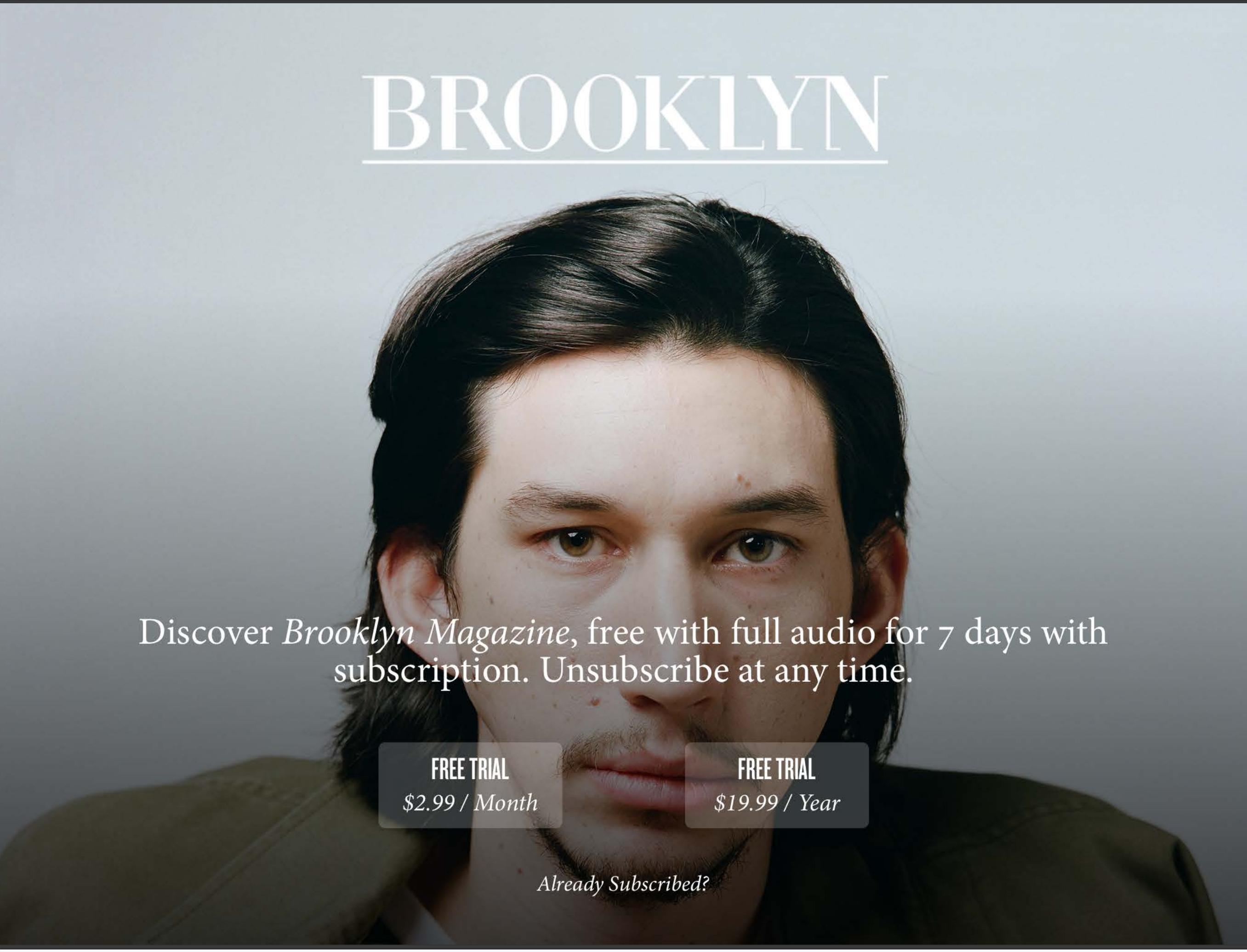
Handle errors gracefully

Avoid over-asking

Prioritize remaining purchases

Make restoring easy

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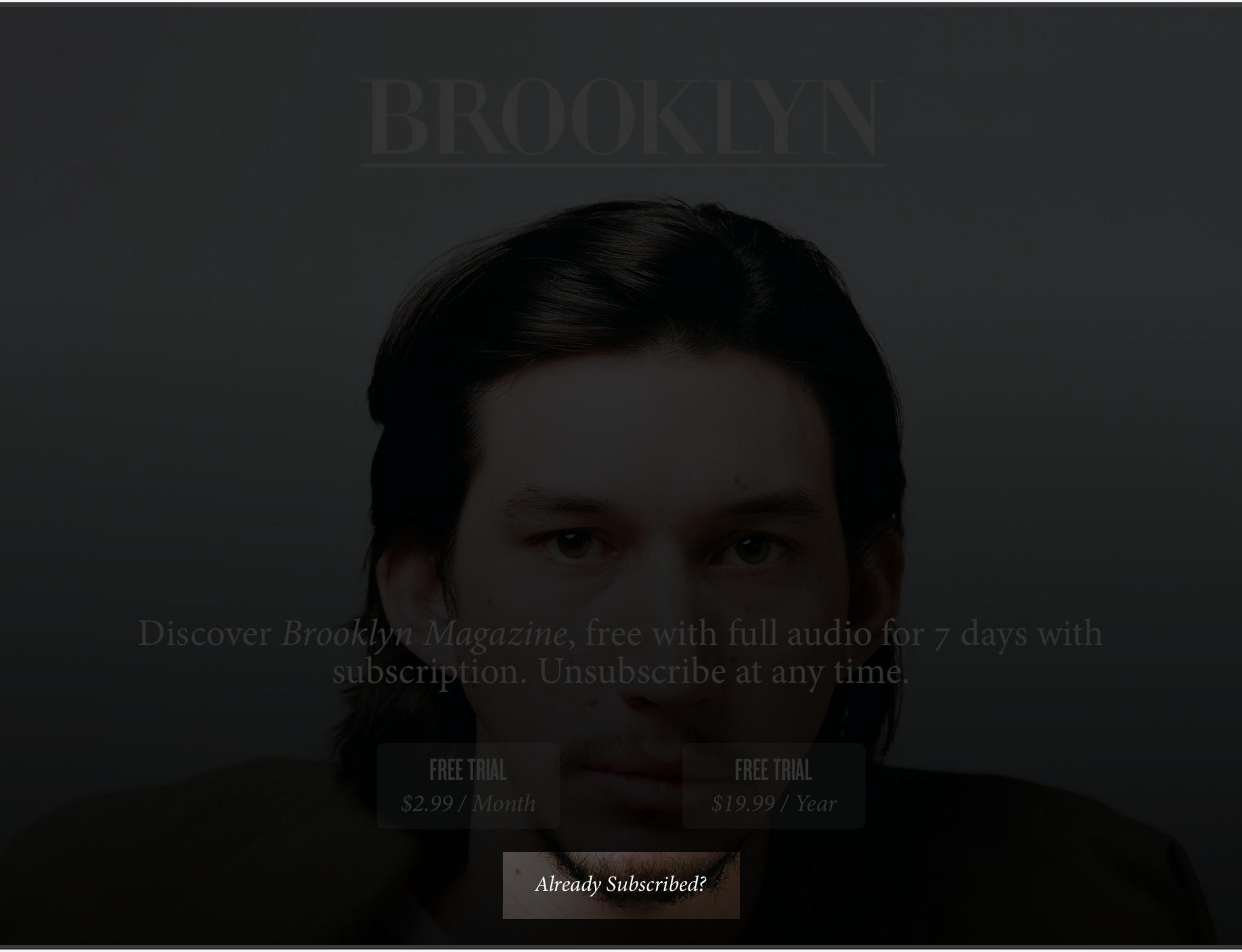
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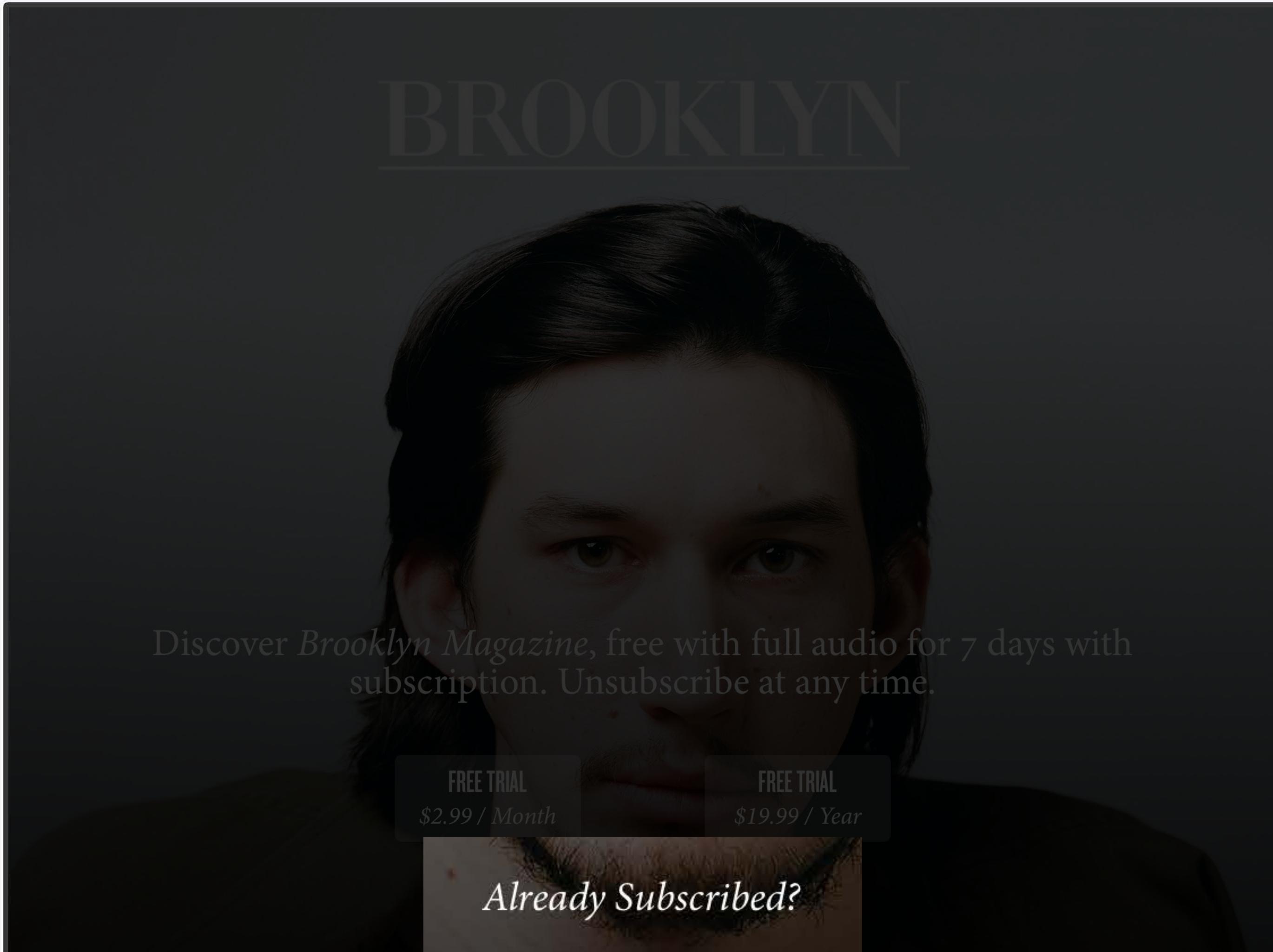
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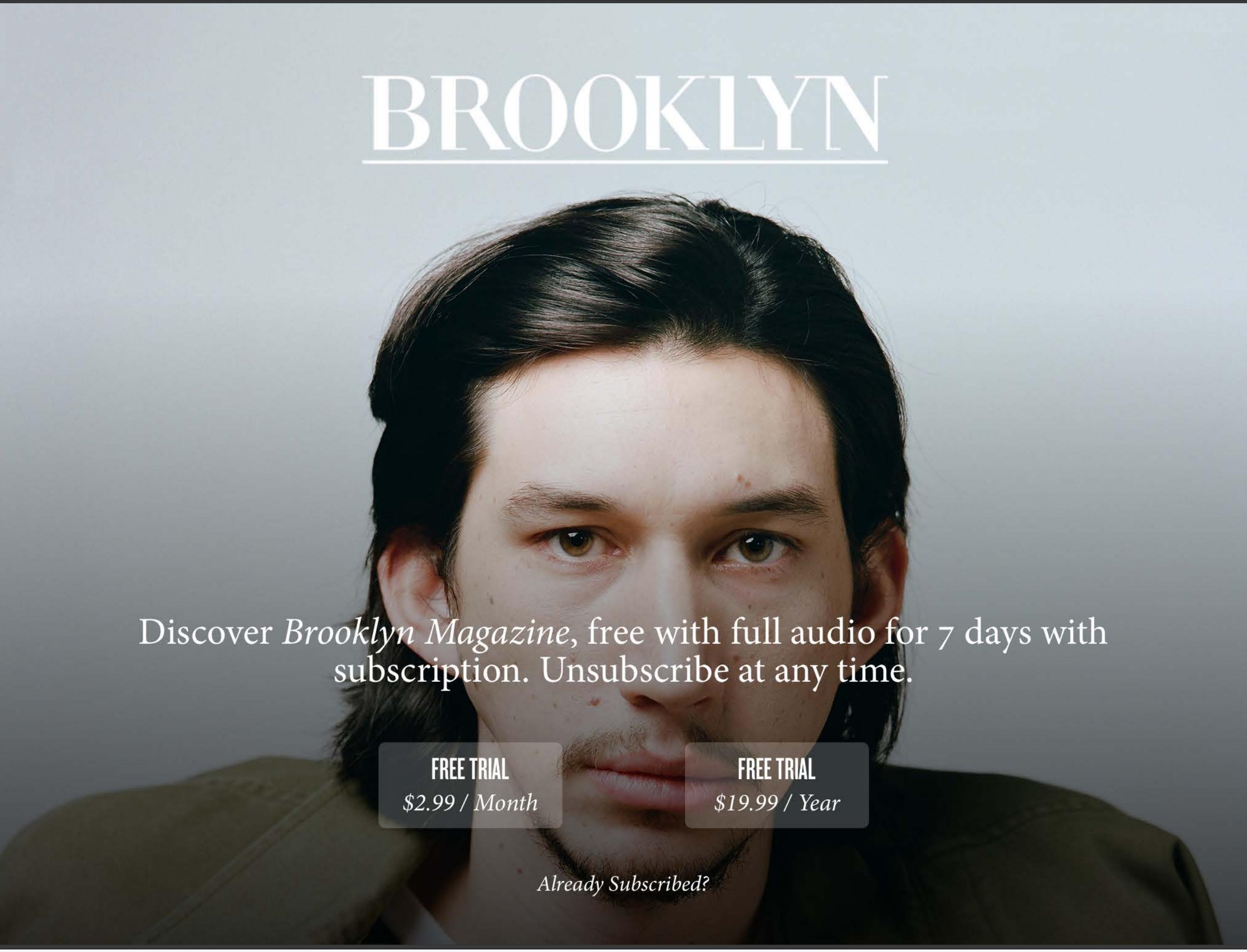
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Confirm completion

Handle errors gracefully

Avoid over-asking

Prioritize remaining purchases

Make restoring easy

Completing the Transaction

Plan for Ask to Buy

Confirm completion

Handle errors gracefully

Avoid over-asking

Prioritize remaining purchases

Make restoring easy

Use notifications thoughtfully

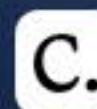


9:41 AM

100%

9:41

Thursday, April 10

Circa [now](#)

Stephen Colbert to replace
David Letterman as host of The
Late Show



9:41 AM 100%

< Back

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Stephen Colbert to replace David Letterman as 'Late Show' host

The longtime talk show host David Letterman announced his retirement at an April 3 taping of "The Late Show."

CULTURE | APRIL 10, 2014 9:12AM

SWIPE ↑ TO READ

Completing the Transaction

Plan for Ask to Buy

Confirm completion

Handle errors gracefully

Avoid over-asking

Prioritize remaining purchases

Make restoring easy

Use notifications thoughtfully

Completing the Transaction

Plan for Ask to Buy

Confirm completion

Handle errors gracefully

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Prioritize remaining purchases

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Use notifications thoughtfully

Great Experience with In-App Purchases

Make a compelling app

Help people enjoy it

Make buying easy

Complete the transaction

Measure and refine

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Make buying easy

Complete the transaction

Measure and refine

Measure and Refine

Measure and Refine

When were changes made?

Measure and Refine

When were changes made?

How has the number of purchases changed?

Measure and Refine

When were changes made?

How has the number of purchases changed?

Are different things being purchased?

Measure and Refine

When were changes made?

How has the number of purchases changed?

Are different things being purchased?

What is the average revenue per device?

Measure and Refine

When were changes made?

How has the number of purchases changed?

Are different things being purchased?

What is the average revenue per device?

Are people returning more frequently?

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More Information

Rachel Roth
User Experience Evangelist
rroth@apple.com

Designing Great Apps
<https://developer.apple.com/design/>

Related Sessions

● Ingredients of Great Games	Presidio	Tuesday 3:15PM
● The New iTunes Connect	Presidio	Wednesday 10:15AM
● Optimizing In-App Purchases	Nob Hill	Wednesday 3:15PM
● Prototyping: Fake It Till You Make It	Presidio	Thursday 9:00AM
● Preventing Unauthorized Purchases with Receipts	Pacific Heights	Friday 10:15AM

Labs

- User Interface Design Labs UI Design Lab Daily 9:00AM
 - StoreKit and Receipts Lab Services Lab A Wednesday 3:15PM
 - StoreKit and Receipts Lab Services Lab A Friday 10:15AM

