

User Experience Design

Workshop

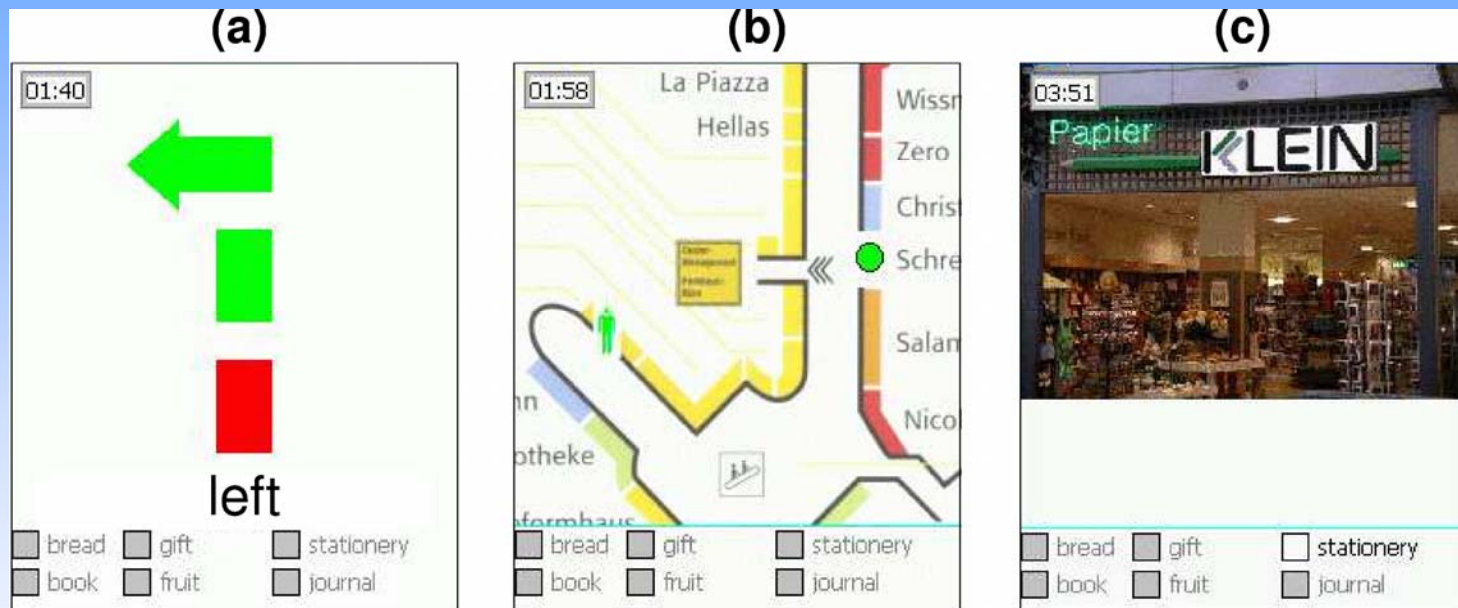
at

Pervasive 2005, Munich

Oliver Jacobs



The User Interface



...of a Decision-Theoretic Shopping Assistant

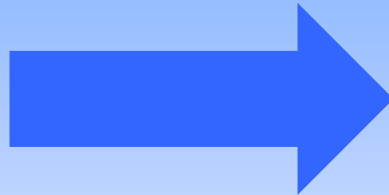


Focus on the user's experience *during* the trial

„Is the scenario authentic to what we will test?“



Replacing the required infrastructure



Statement: We created largely the same user experience



Making the subjects feel like „shoppers under time pressure“

Time limit



Own shopping list



Statement: ...a shopping experience near to reality



Subject's Response to the System



During the experiment the users rely on the system without asking

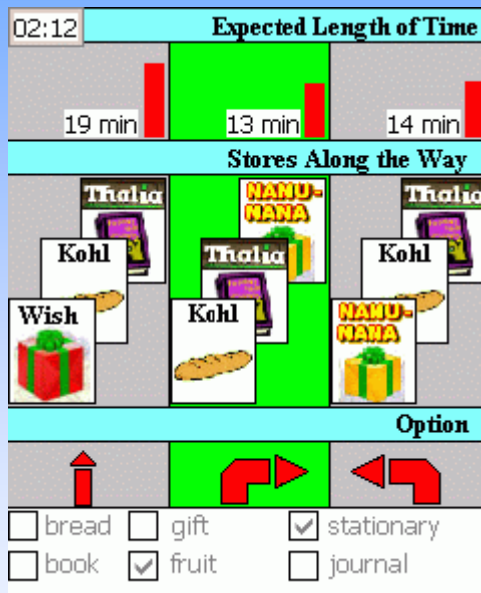


Afterwards some subjects asked, why the system acted in this specific way

Statement: Under time pressure users will trust a system and not think about a decision



Subject's Response to the Explanations



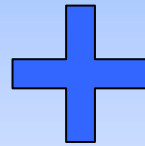
Users reactions on explanations differ:

- „Good to know why ...“
- „Don't bother me ...“

Statement: It is not easy to decide, when users want an explanation or not



Combining utilitarian and recreational shopping



Statement: The System can support both kinds of shopping



Thank you

Oliver Jacobs
ojacobs@dfki.de

