



Image Credit Flickr User: unslugged

Scenarios, Controls & Interfaces

Matt Franks

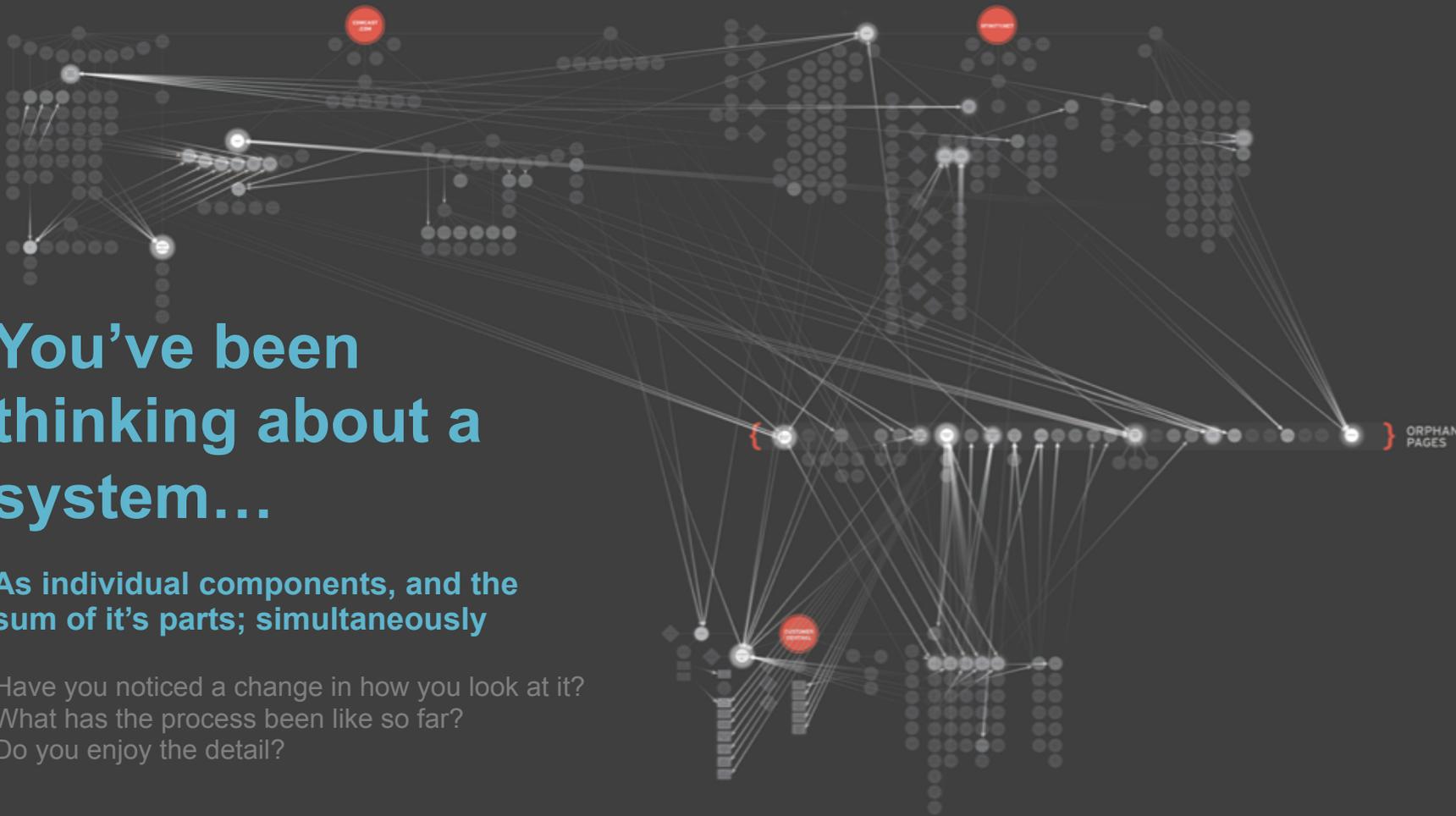
Professor, Austin Center for Design

ac4d



**You've been
thinking about a
system...**

As individual components, and the
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You've been thinking about a system...

As individual components, and the sum of it's parts; simultaneously

Have you noticed a change in how you look at it?
What has the process been like so far?
Do you enjoy the detail?

Scenarios

A written story that explains how a person will use a product, service, or system to achieve a goal.

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A written story that explains how a person will use a product, service, or system to achieve a goal.

We are going to modify the way we use written scenarios so that we can:

- Describe “how” a product is used with specific detail
- Describe the sequence of use from start to finish
- Describe the triggers (controls, states, feedback, etc..) that are used to create dialogue between the system and the user

Start with the “hero flow”

Also known as:

- The 1st primary use case
- “Happy Path”
- Best use scenario

The Hero Flow for our television interface:

When the user walks into their living room to watch TV. When the user turns the television on, the set top box immediately comes to life. The user knows that it turned on because his avatar walks onto the screen (the set top box can see & identify him).

Once the avatar gets to the middle of the screen, the last program appears (in a paused state) and then immediately resumes play back in a full screen experience.

The user asks the television, “what’s on fox?”. He knows that the system heard him because an icon appeared in the top left corner of the screen and his speech was immediately transcribed into text on top of the program he was watching.

After a slight delay (which allows the user to say cancel) the system navigates to the discover area (program guide). In the program guide, channels are arranged in a list, with each program arranged in sequence according to time. At this moment, the user can see what is on fox because this channel is highlighted and in the center of the screen.

The Hero Flow scenario contains:

When the user walks into their living room to watch TV. When the user turns the television on, the set top box immediately comes to life. The user knows that it turned on because his avatar walks onto the screen (the set top box can see & identify him).

The context of use

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How the user interprets the system’s dialogue..

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The hero flow establishes the system components that the user will interact with.

“The first principle of triggers: make the trigger something that the target user’s will recognize as a trigger in context.”

Micro Interactions – page 25



Microinteractions



Ubergizmo.com

Home

 **Ambrose Little** @ambroselittle 9m
Wow! Somehow this is really cool! -> Terminal in Chrome Devtools buff.ly/1iv0Knd

 **CultureMap Austin** @CultureMapATX 23m
Sexy scares and speed dealers: Check out our top events for Halloween night cmap.it/1dONP1M

 **Smashing Magazine** @sma...   
As usual, a (massive) slide deck with tools and tips for improving your mobile dev workflow by @addy_osmani. speakerdeck.com/addyosmani/mob...

 **Smashing Magazine** @smashingmag 32m
A good refresher. "Deep dive into the murky waters of script loading" by @jaffathecake. html5rocks.com/en/tutorials/s...

 **Fred Wilson** @fredwilson 51m
What I Have Learned From Kickstarter avc.com/a_vc/2013/10/t...

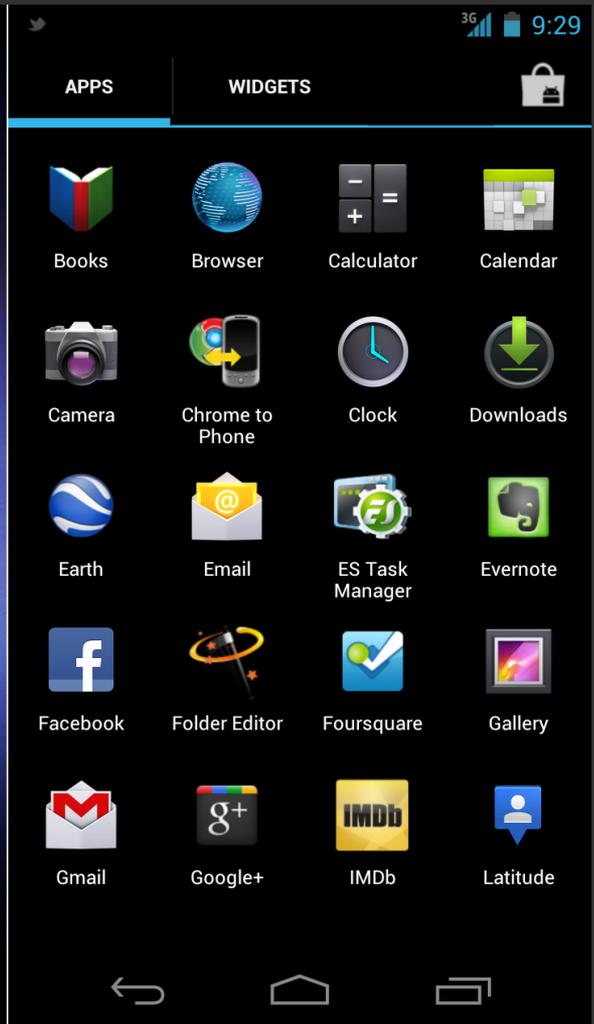
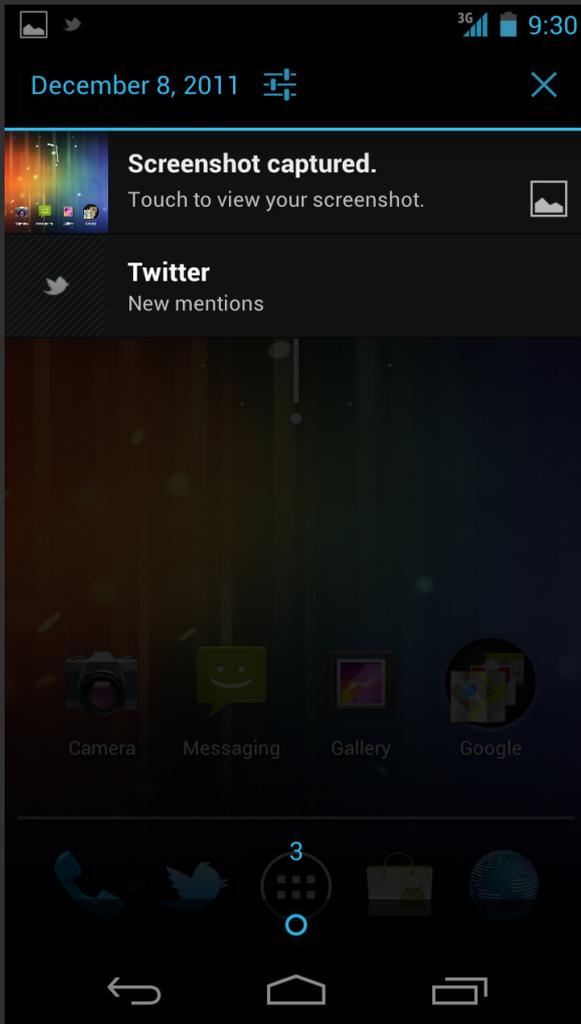
 **EFF** @EFF 55m
EFF urge a la Comisión Inter-Americana que tome acción contra la vigilancia masiva de los Estados Unidos: eff.org/r.2cgY #CIDH

 **frog design** @frogdesign 1h
Support frog alumni @littleark, voting for his

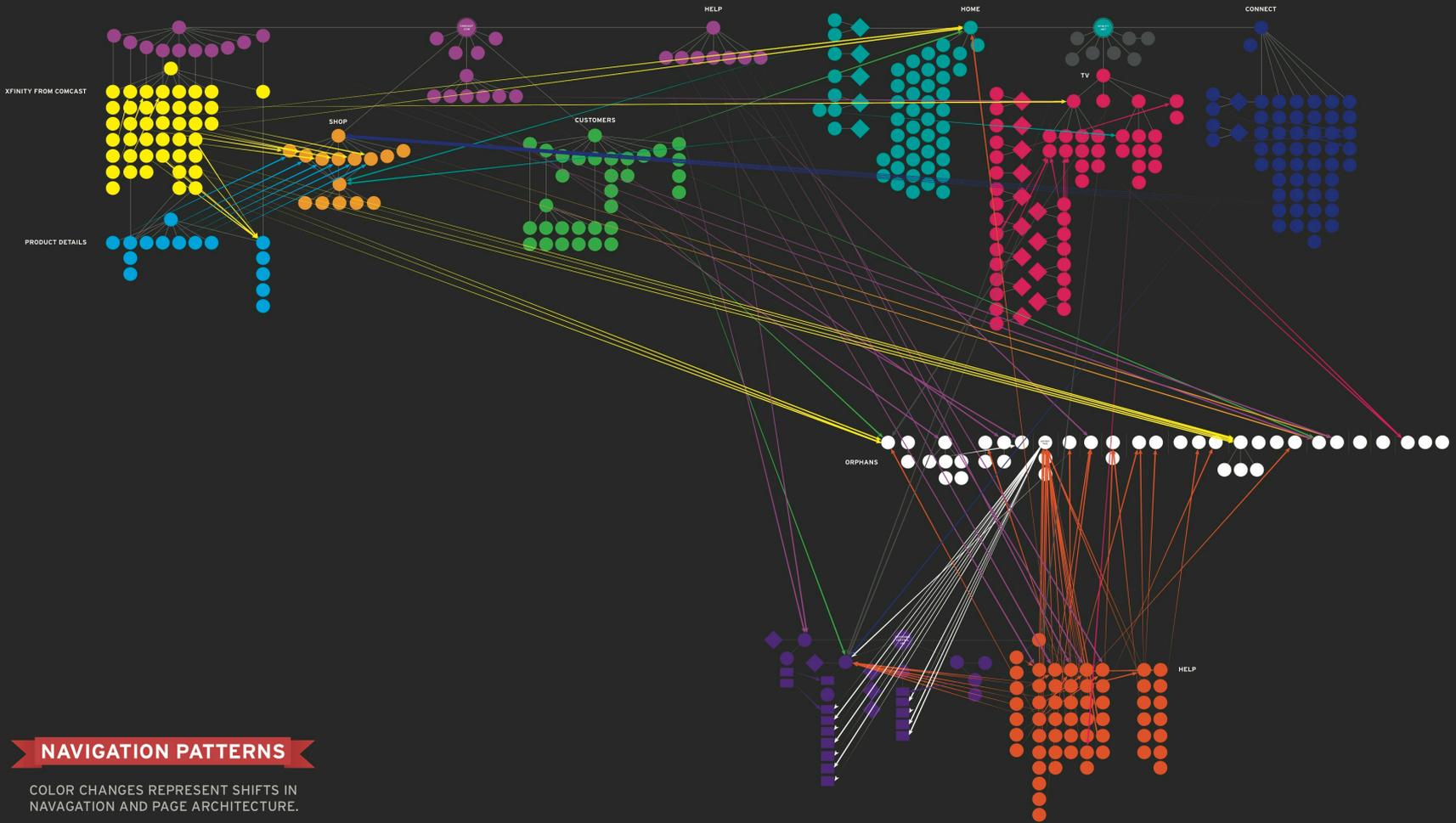
The hero flow establishes the user's expectations for future interactions..

“The second principle... have the trigger initiate the same action every time.”

Micro Interactions – page 26

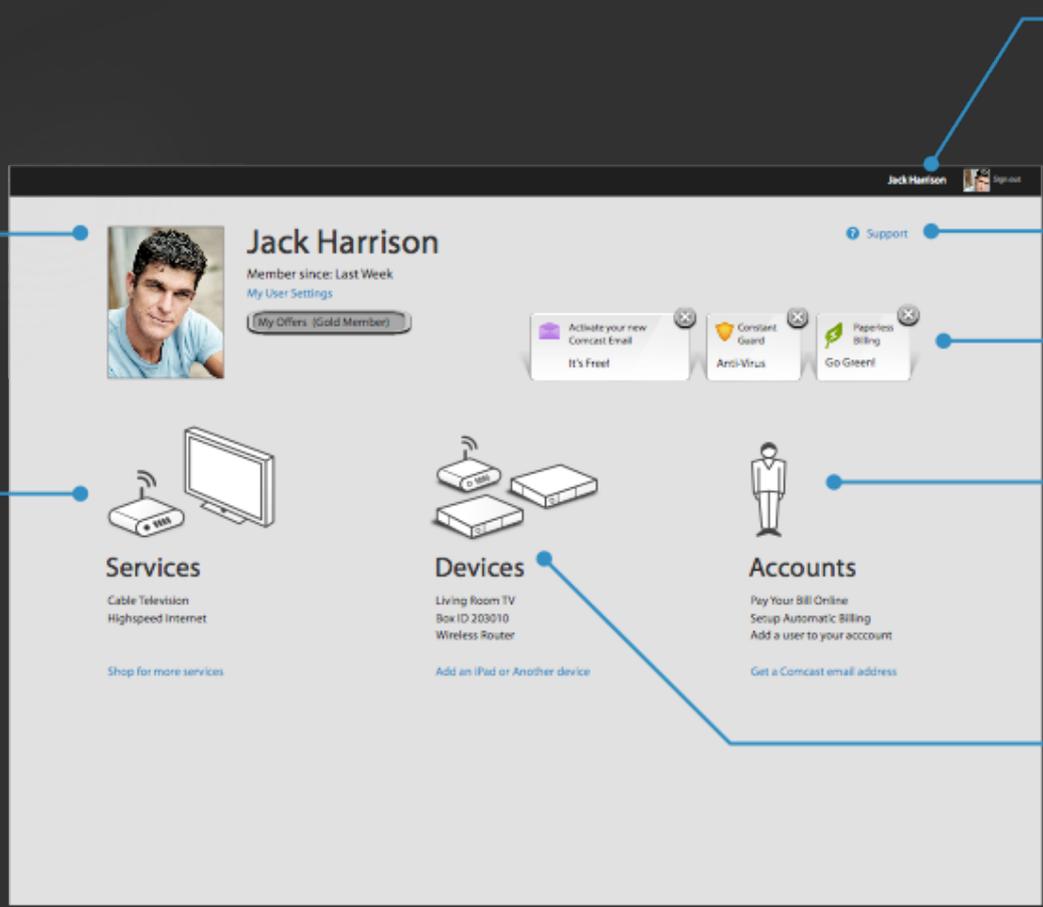


Sergejs Cuhrajs – UnwiredView.com



NAVIGATION PATTERNS

COLOR CHANGES REPRESENT SHIFTS IN NAVAGATION AND PAGE ARCHITECTURE.



User Identity

The user's name, avatar and personalized offers

Authenticated User

The user's name, avatar and personalized offers

Support

A direct link to a centralized area for support topics related directly to the customers current services, devices & account issues.

Offers Section

The user's name, avatar and personalized offers

Services Section

A single location to manage, add & remove services. A short list of the user's services is listed below.

Accounts Section

A single location to manage, add & remove associated accounts, view billing information & manage user preferences. A short list of associated tasks for accounts is listed below.

Devices

Devices Section

A single location to manage, add & remove devices associated with comcast services. A short list of the user's devices are listed below for quick access.



Jack Harrison

Member since: Last Week
My User Settings

My Offers (Gold Member)

Three promotional offer cards: 'Activate your new Comcast Email - It's Free!', 'Comcast Guard - Anti-Virus', and 'Paperless Billing - Go Green!'.



Services

Cable Television
Highspeed Internet

Shop for more services



Devices

Living Room TV
Box ID 203010
Wireless Router

Add an iPad or Another device



Accounts

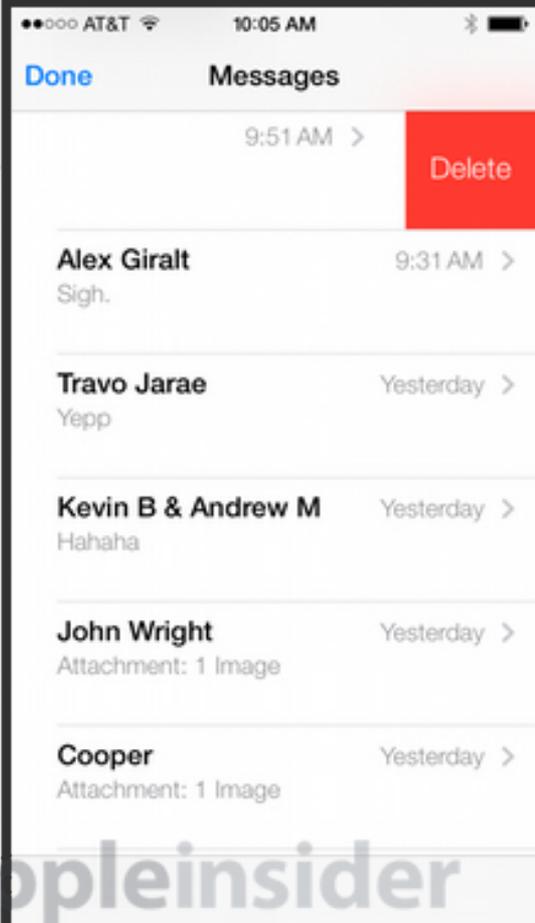
Pay Your Bill Online
Setup Automatic Billing
Add a user to your account

Get a Comcast email address

“The second principle... is have the trigger initiate the same action every time.” Micro Interactions – page 26

This rule should be extended beyond “the action invoked” by any one trigger - consider the following:

- Placement (i.e. back button or progression buttons)
- State (i.e. disabled state)
- Shape & visual treatments





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Questions so far?

For next class:

Please have a hero flow scenario written and ready for review. (Pick one of your primary use cases)

After writing the hero flow scenario, begin sketching out the sequence..

Sketching allows us to rapidly iterate:

- The composition of data & controls (size, weight, position)

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- The composition of data & controls (size, weight, position)
- The continuity of elements during the sequence of use
- Control types and states
- Labels, assistive text, & interstitial elements (components that only appear during special moments)

While we take all of the following into consideration while sketching the interface...

Our User's Prior Experience

Analogous situations

Feedback

Trial & Error

Affordance

Visibility

Mapping

Perception

Proximity

Metaphor

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The first pass at sketching an interface is a “best guess” in terms of definitively stating the design’s viability.

We use an iterative approach, rapidly building and testing variations with real users in the context of use, to test our assumptions and catch errors early.

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The first pass at sketching an interface is a “best guess” in terms of definitively stating the design’s viability.

We use an iterative approach, rapidly building and testing variations with real users in the context of use, to test our assumptions and refine the interface over time.

While you get better over time, this does not guarantee immediate results.

Questions so far?

Let's take a 5 min break...

Selecting the “right” control..



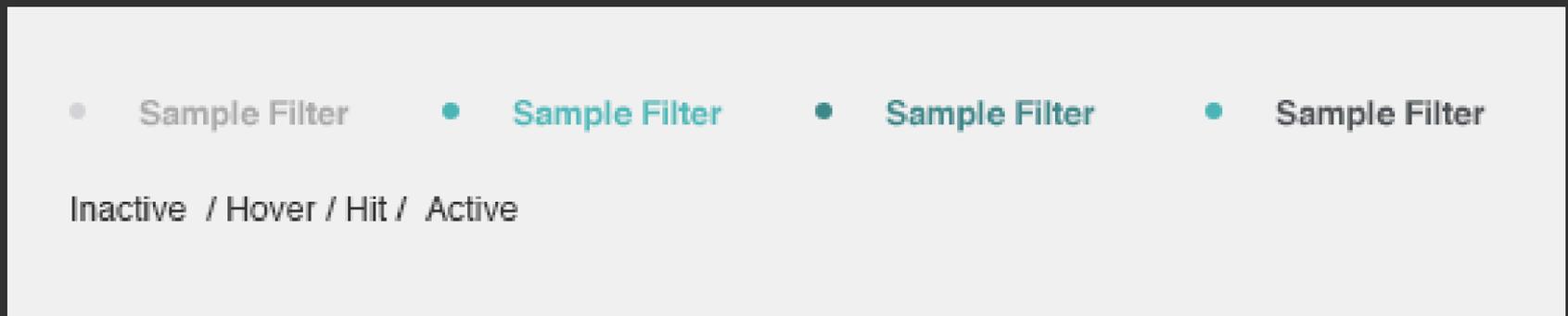
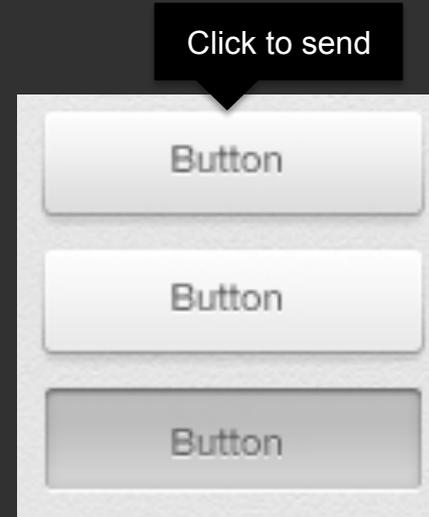
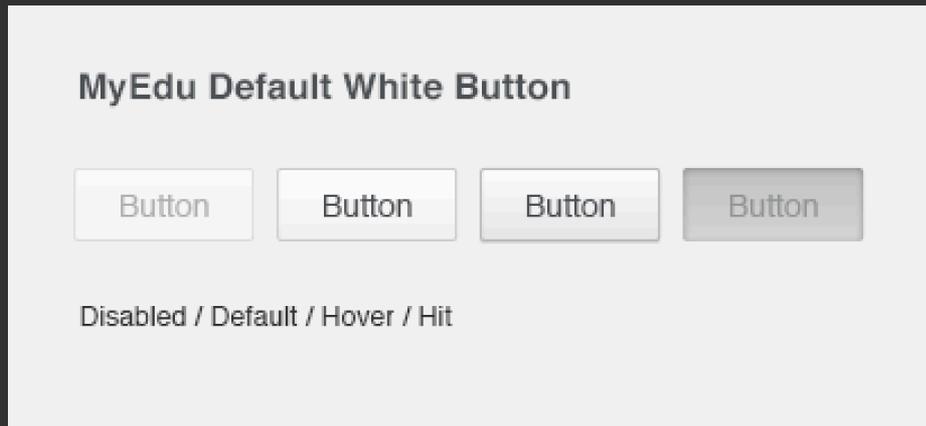
Selecting the “right” control..



Spoiler: While there are conventions, the use and selection of controls is an art. Following the convention will not guarantee success. Why?

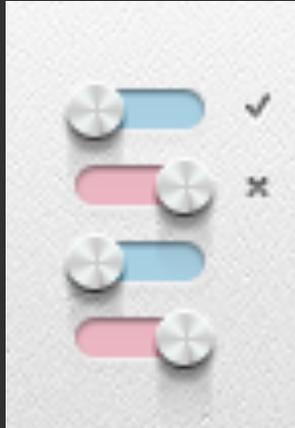
Buttons

For single actions, a button or a gesture is a good control (play, pause, send, etc.):



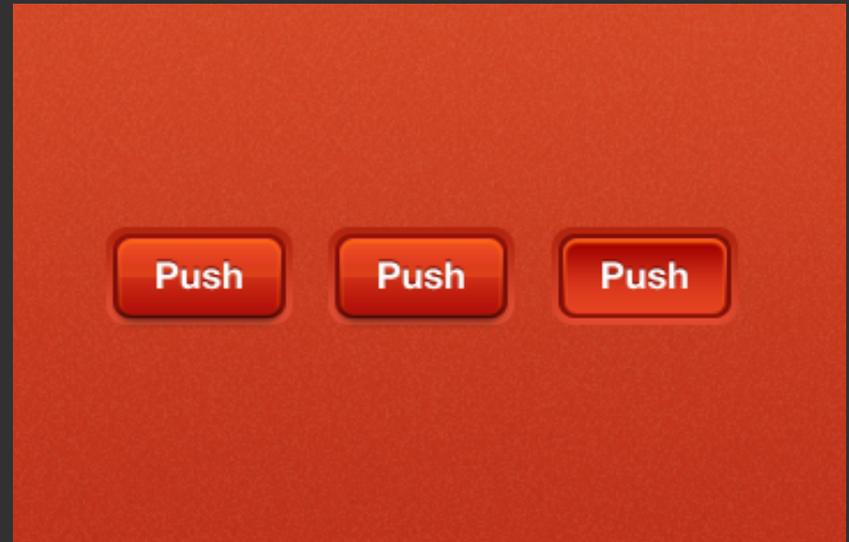
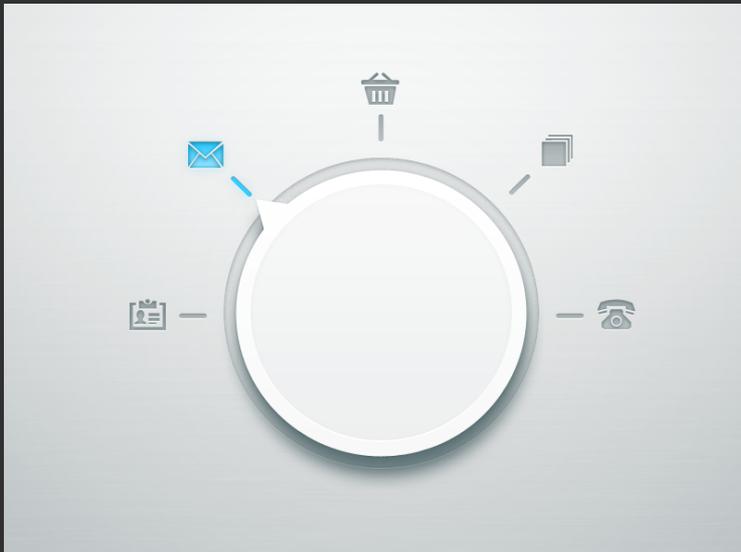
Buttons & Toggle Switches

For actions with two states (i.e. on / off), a toggle button can be used. Note: a regular button that maintains it's down state can also act as a toggle.



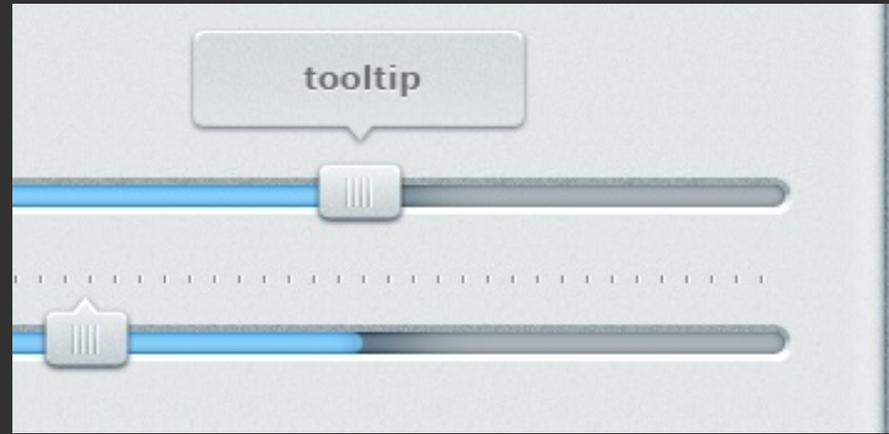
Dials & Multi-select

For actions with multiple states, a dial – or series of buttons in close proximity - can be used.



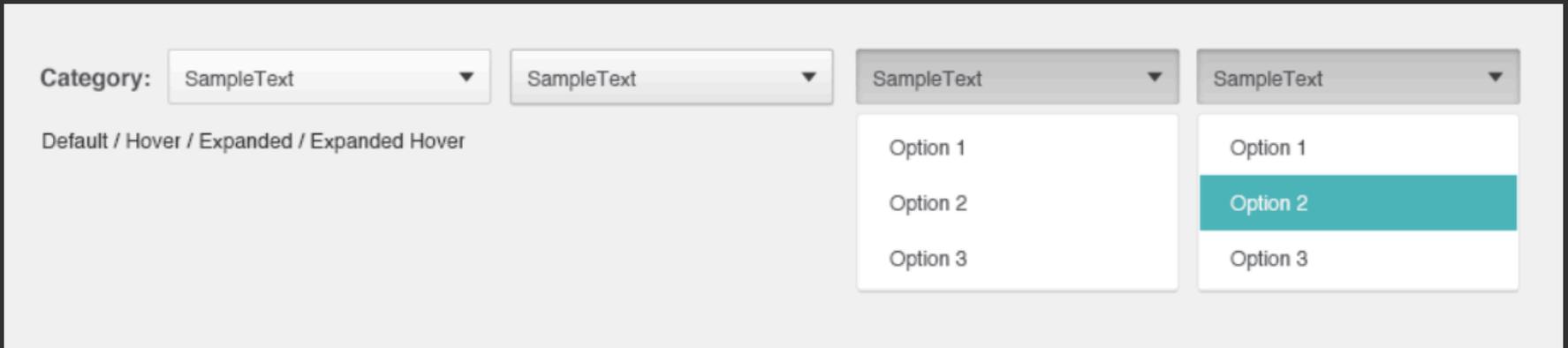
Dials & Sliders

For actions that require a range, or continuum, a dial &/or slider can be used:



Dropdown

Dropdowns allow users to select from a list of pre-determined options.



Spinners

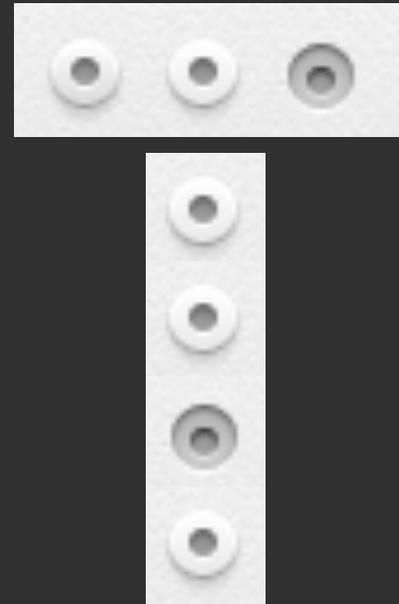
Dropdowns allow users to select from a list of pre-determined options – without seeing the entire list. Spinners are generally used to select numbers, as user's are familiar with the type and sequence of choices.



Check Boxes & Radial Buttons



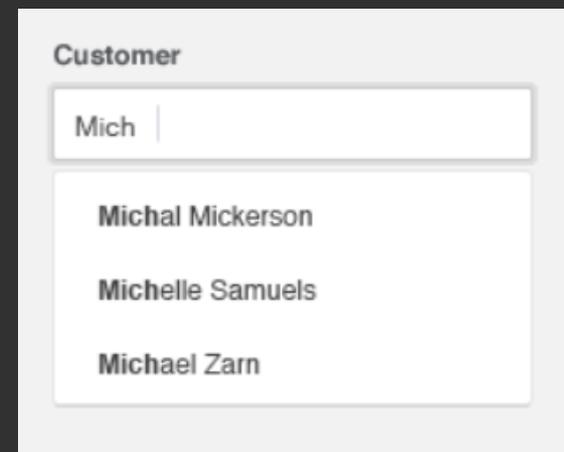
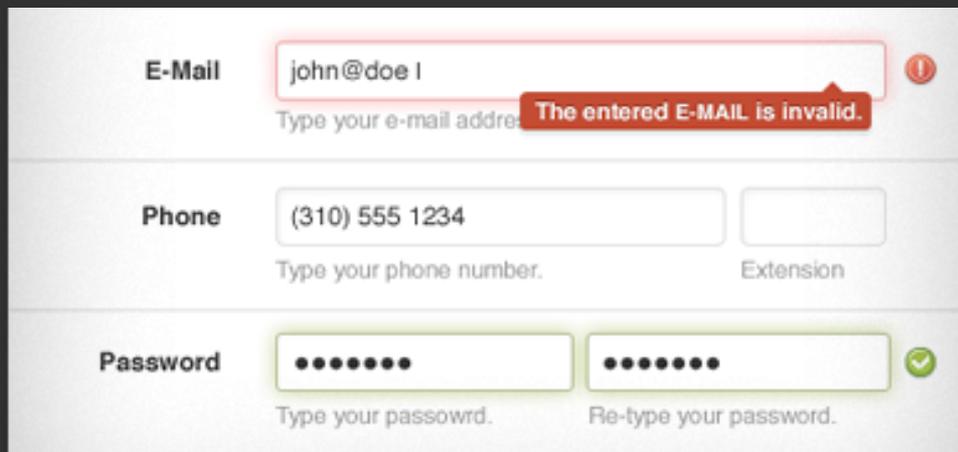
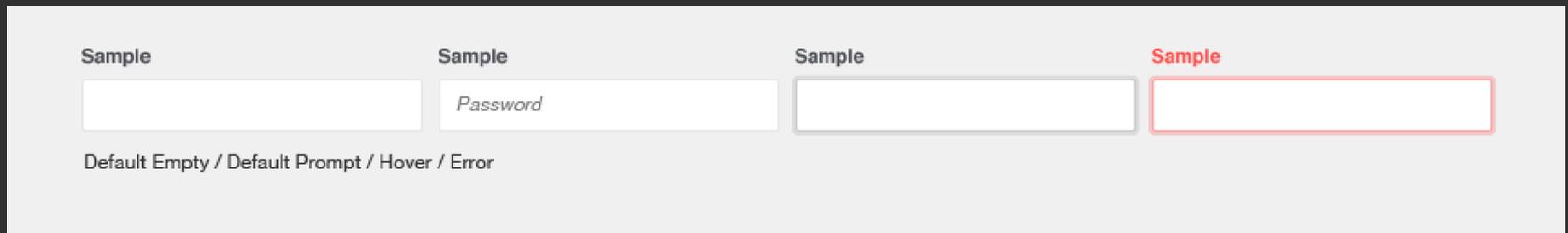
Allow users to make a selection. When arranged in groups, users can generally “Check all that apply”.



Allow users to make a selection. When arranged in groups, users can pick only one option.

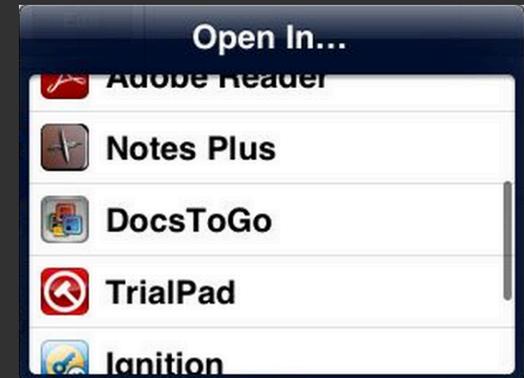
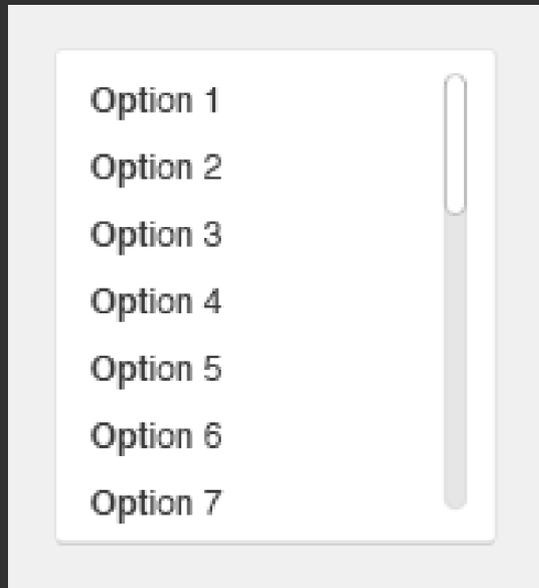
Form Fields

Form fields allow users to enter information into the system. Validated form fields can provide feedback to a user on what they entered (email, phone, etc..) Form fields with type ahead can help users complete a task faster.



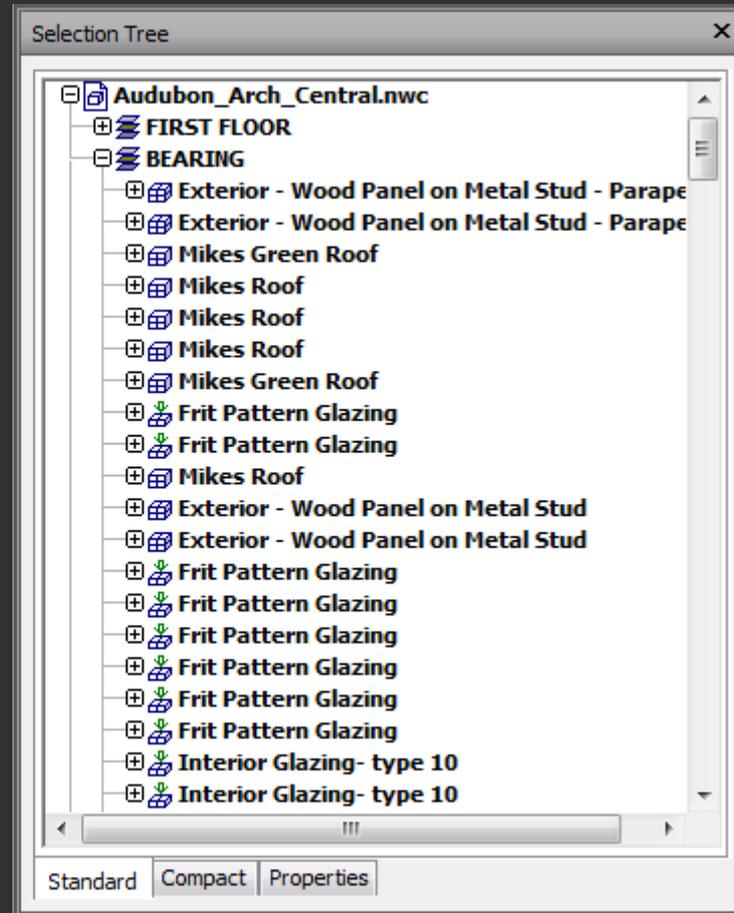
Lists & Scrolling

If all of the desired content doesn't fit on the canvas, it may be necessary to indicate that the page – or the list of items – can be scrolled. This can be done via an actual control: scroll bar – or by cropping the list item.

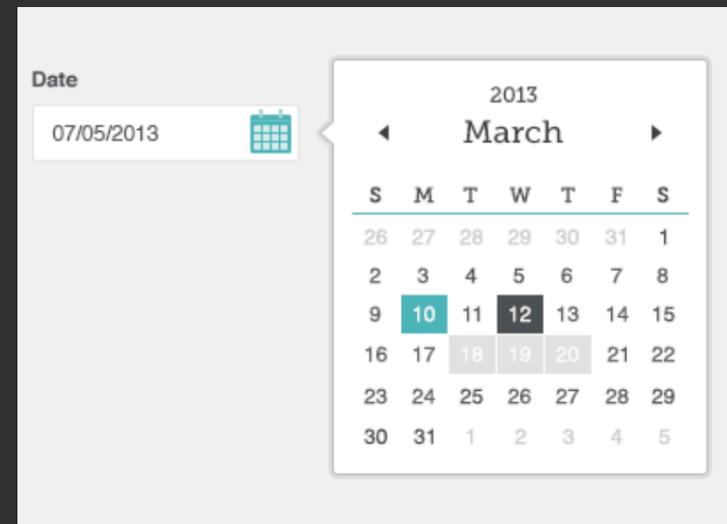
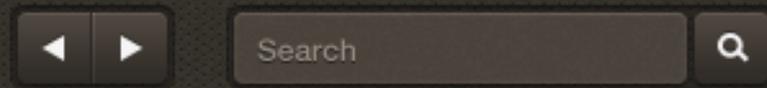


Selection Trees

Allow users to “progressively disclose” and choose from a large list of options.



Combination of controls



**There are some common conventions
for how controls are “put together” on
the canvas...**

**But the use, selection, and arrangement of controls is an art.
Following the convention will not guarantee success.**

Banners

16,589 Goal Seekers 24 Coaches Online 12 new Playbooks 7 new Challenges

REACH YOUR GOALS!

Work with a Coach, One-on-One's, Join a Circle or Follow a Playbook

FIND A COACH or **BE A COACH**

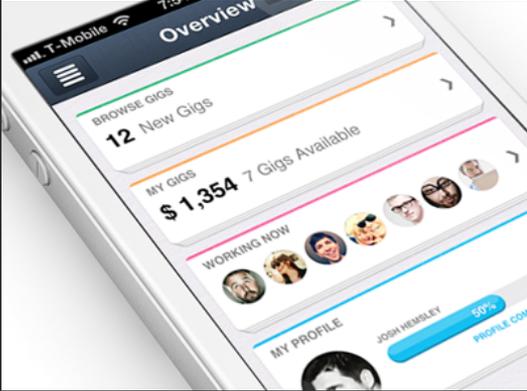
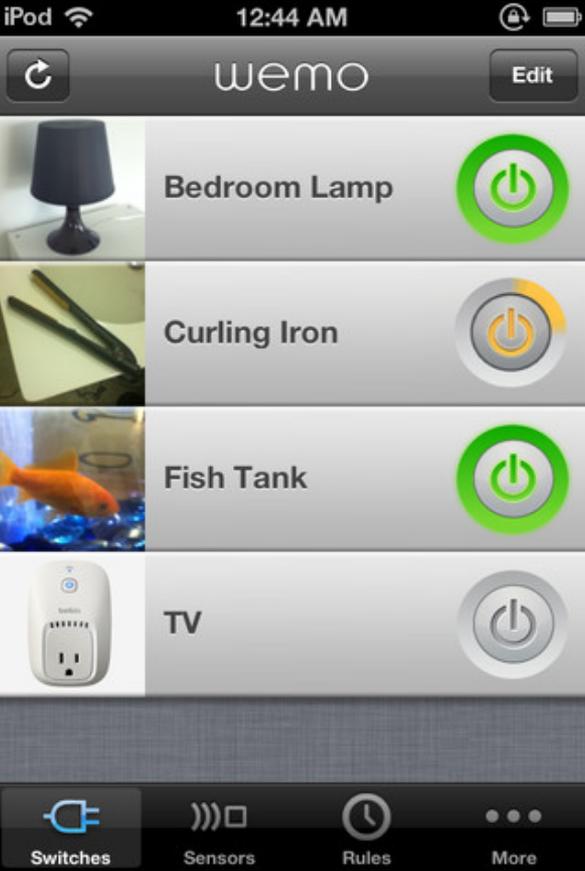
Banners



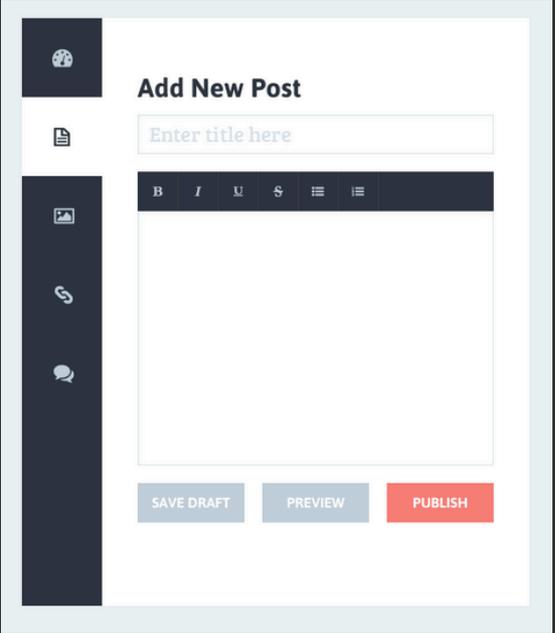
Banners are a good way to provide focus to your user. Often times, a banner will contain highly curated pieces of data & 1 or 2 “calls to action” i.e. controls.

Banners are not the most utilitarian use of space.

Lists & Tabs

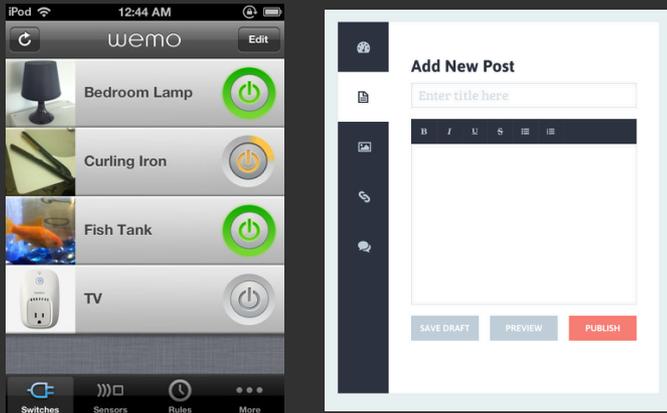


Mobile UI – Julien Renvoye



Tab – riki tanone

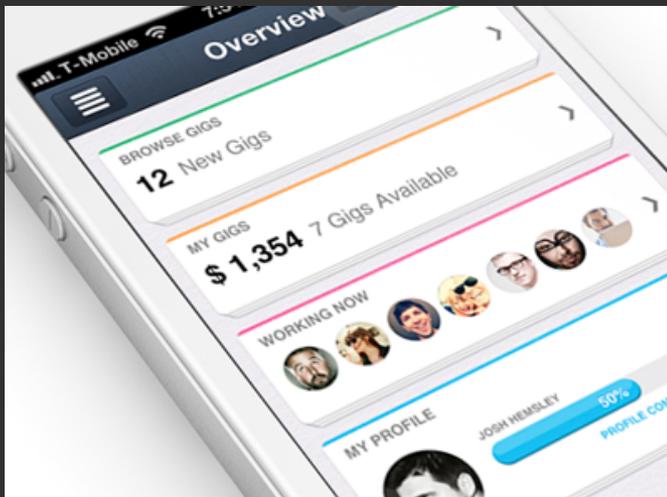
Lists & Tabs



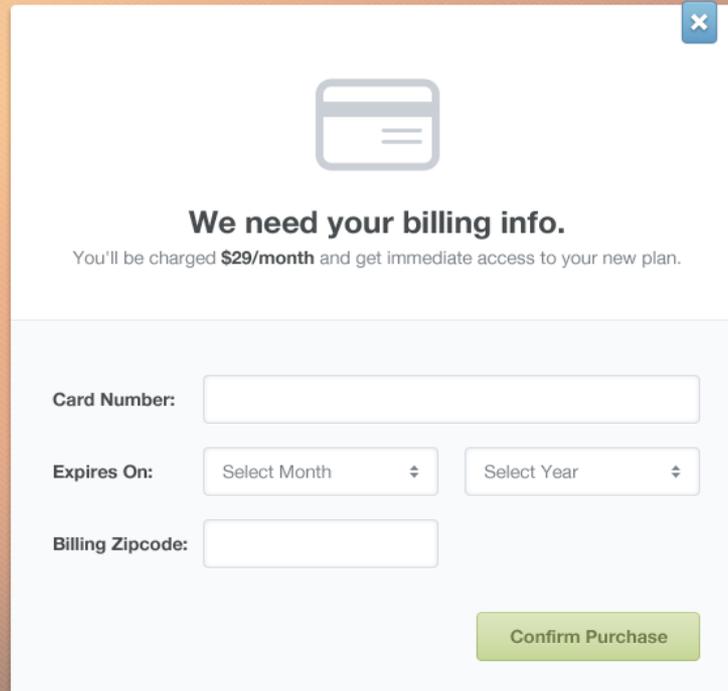
Lists are useful for displaying a lot of data points or controls.

Lists can serve as the container for a control, or as a container for navigational elements.

Depending on the task, long lists can cause user fatigue or a feeling of being overwhelmed.



Modals







We need your billing info.

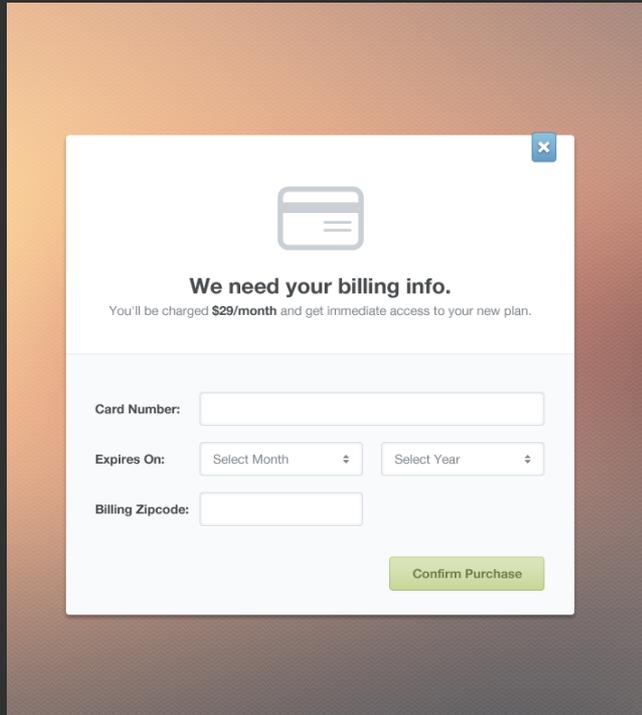
You'll be charged **\$29/month** and get immediate access to your new plan.

Card Number:

Expires On:

Billing Zipcode:

Modals



The image shows a modal window with a white background and a blue close button in the top right corner. At the top center is a credit card icon. Below it, the text reads: "We need your billing info." followed by "You'll be charged \$29/month and get immediate access to your new plan." The form contains three input fields: "Card Number" (a text box), "Expires On:" (two dropdown menus for "Select Month" and "Select Year"), and "Billing Zipcode:" (a text box). A green "Confirm Purchase" button is located at the bottom right of the modal.

Modals are useful for providing moments of focus in the interface – as they generally obscure the rest of the screen.

Modals are also useful for adding details / performing a micro flow that must be completed in the context of a larger flow.

Never use a modal on top of a modal. This usually indicates the need for restructuring the larger sequence / flow of information.

Wizards

New event

Progress: General Info (✓) → Details (✓) → **3** → 4 → Finish

Category	Item	Amount, \$	
General	Costumes	1000	✕
General	Shirts	500	✕
	New item		

Total Costs: 1,500.00
10% fee: 150.00
Full Cost: 1,650.00

Buttons: Back, Next step



Wizards

The screenshot shows a 'New event' wizard with a progress bar at the top. The progress bar has five steps: 'General Info' (checked), 'Details' (checked), 'Cost' (highlighted with a '3'), 'Benefits' (with a '4'), and 'Finish' (with a menu icon). Below the progress bar is a table with columns for 'Category', 'Item', and 'Amount, \$'. The table contains two rows: 'General' with 'Costumes' for 1000, and 'General' with 'Shirts' for 500. Below the table is a 'New item' section with a dashed border. At the bottom right, there is a summary of costs: 'Total Costs 1,500.00', '10% fee 150.00', and 'Full Cost 1,650.00'. There are 'Back' and 'Next step' buttons at the bottom.

Category	Item	Amount, \$
General	Costumes	1000
General	Shirts	500

Total Costs 1,500.00
10% fee 150.00
Full Cost 1,650.00

Wizards are useful for providing a structured sequence to a user who is unfamiliar with a task or an interface.

Wizards are often used during sign-up flows, introductions, or lengthy forms.



Note: lengthy wizards can cause user fatigue. Power users can get easily frustrated when they are forced to perform tasks where the system is holding their hand.

The first pass at sketching an interface is a “best guess” in terms of definitively stating a design’s viability.

While there are some common conventions for designing interfaces, there is no guarantee that they are appropriate for the user’s task / the context of use.

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While there are some common conventions for designing interfaces, there is no guarantee that they are appropriate for the user’s task / the context of use.

We use an iterative approach, rapidly building and testing variations with real users in the context of use, to test our assumptions and refine the interface over time.

**The rest of today will be a
working session..**

**Please use this time to work on your concept
models or hero flow scenarios. Questions?**

Questions?

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