Learning from Experience Oriented Disciplines for User Experience Design - A Research Agenda

Abstract:

The emergence of positive User Experience (UX) is gaining in importance for convincing and satisfying customers with technical products. Yet, User Experience Design (UXD) is a rather young discipline within product development. Methods are not well established and traditional aspects predominate. On the other hand, other disciplines are traditionally focused on creating experiences (e.g. sports, film, gaming, etc.). The paper sets out a roadmap for transferring practices and insights from experience focused industries to User Experience Design. Analyzing these experience oriented areas, we suggest supporting UXD in three categories. Requirements for UX are derived studying experiences in other fields. Approaches how these experiences are designed enhance the process on the way to the final experience product. Analysis of persons that take part in the development of experiences in other disciplines can help defining roles to be introduced into product development.
User Experience, Management of DUXU processes, Product development processes, Emotional design, UX methods and tools

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