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Q	Int Vis Us	eraction ualization ability & UX laboratory	ISO 9241-110 Dialogue principles	UNIVERSITÀ DEGLI STUDI DI BARI ALDO MORO
•	Sui	tability fo	r the task	
	.∎ 1	the dialogu	e should be suitable for the user's task and skill level	
•	Sel	f-descript	liveness	
	∎ t	the dialogu	e should make it clear what the user should do next	
•	Cor	ntrollabilit	ty	
	∎ t i	the user sh nteraction	ould be able to control the pace and sequence of the	
•	Cor	nformity v	with user expectations	
	∎ İ	t should be	e consistent	
•	Err	or toleran	ce	
	. t	the dialogu	e should be forgiving	
•	Sui	tability fo	r individualisation	
	= 1	the dialogu	e should be able to be customized to suit the user	
•	Sui	tability fo	r learning	
	<u> </u>	he dialogu	e should support learning	
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ISO 9241 (updated 2010)	Part 1: General introduction Part 2: Guidance on task requirements Part 4: Keyboard requirements Part 5: Workstation layout and postural requirements Part 5: Workstation layout and postural requirements Part 5: Workstation layout and postural requirements Part 11: Guidance on usability Part 12: Presentation of information Part 13: User guidance Part 14: Menu dialogues Part 15: Command dialogues Part 15: Command dialogues Part 17: Form filling dialogues Part 20: Accessibility guidelines for ICT equipment and services Part 100: Introduction to standards related to software ergonomics Part 12: Joing Guidance on software individualization Part 13: Guidance on World Wide Web user interfaces Part 20: Human-centred design for interactive systems Part 300: Introduction to electronic visual displays Part 303: Requirements for electronic visual displays Part 304: User performance test methods for electronic visual displays Part 305: Optical laboratory test methods for electronic visual displays Part 306: Field assessment methods for electronic visual displays Part 306: Field assessment methods for electronic visual displays Part 307: Analysis and compliance test methods for electronic visual displays Part 307: Analysis and compliance test methods for electronic visual displays Part 307: Analysis and compliance test methods for electronic visual displays Part 307: Analysis and requirements for physical input devices Part 410: Design criteria for physical input devices Part 410: Design criteria for physical input devices Part 410: Display criteria for physical input devices Part 410: Display criteria for physical input devices Part 420: (DIS) Selection procedures for physical input devices Part 420: (DIS) Selection procedures for physical input devices Part 420: (DIS) Selection and totic and haptic interaction Part 920: Guidance on tactile and haptic interactions	
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 Law, Roto, Hassenzahl, Vermeeren and Kort, "Understanding, Scoping and defning User Experience: A Survey Approach", CHI 2009, Boston. D1 All aspects of the end-user's interaction with the company. Its services and its products. The first requirement for an exemplary user experience is to meet the exact needs of the customer without fuss or bother. Next comes simplicity and elegance that produce products that are a joy to own, a joy to use. True user experience goes far beyond giving customers what they say they want, or providing checklist features. [http://www.nngroup.com/about/userexperience.html] D2 A consequence of a user's internal state (predispositions, expectations, needs, motivation, mood, etc.), the characteristics of the designed system (e.g. complexity, purpose, usability, functionality, etc.) and the context (or the environment) within which the interaction occurs (e.g. organisational/social setting, meaningfulness of the activity, voluntariness of use, etc.) Itassenzahl, M., & Tractinsky, N. (2006). User Experience - a research agenda. Behavior & Information Technology, 25(2), 91-97] 	Ý	Interaction Visualization Usability & UX Iaboratory	5 UX definitio	าร	1/2	UNIVERSITÀ DEGLISTIONO RARI ALDO MORO
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	D2	A consequent needs, motiva (e.g. complex the environme social setting,	ce of a user's internal state (pro- ation, mood, etc.), the character ity, purpose, usability, functiona ent) within which the interaction meaningfulness of the activity, [Hassenzahl, M., & Tractins] agenda. Behav	edispo istics c ality, et occurs volunt volunt xy, N. (2000 vor & Inform	sitions, of the de c.) and s (e.g. o ariness b). User Exp. mation Techr	expectations, esigned system the context (or organisational/ of use, etc.) erience - a research hology, 25(2), 91-97]

Ý	Visualization Usability « UX laboratory	5 UX definitions	2/2	UNIVERSITÀ DEGLI STUDI DI BARI ALDO MORO
D3	The entire set of affe a product including (aesthetic experience of meaning) and the experience).	ects that is elicited by the intera the degree to which all our sen ce) the meanings we attach to t e feelings and emotions that are [Desmet. P. M. A., & H experience. Internation	ction betw ses are gr he produce elicited (ekkert. P. (2007) al Journal of Des	veen a user and atified at (experience emotional . Framework of product sign. 1(1), 57-66.]
D4	The value derived fr product or service a location, and user d	rom interaction(s) [or anticipated and the supporting cast in the co lisposition). [Sward D., & MacArthu business strategy. In E on Towar	d interaction ontext of u r, G. (2007). Mail Law et al. (eds. dds a UX Manifes	Dn(s)] with a use (e.g. time, king user experience a), Proc. of the Workshop to, pp 35-40]
D5	The quality of exper design. This can rai up to larger integrat	ience a person has when interange from a specific artefact suc red experiences such as a muse	acting with h as a cup eum or an [http://www.l	a specific o toy or website airport. uxnet.org/]
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