

Interaction points

Worksheet

Activity:

An interaction point is the moment in which the user performs an action, the system responds, and the user reacts. (The system can also initiate an action, followed by the user's action, and the corresponding action by the system.)

Look through your interviews and identify the most interesting interactions. This is a fine-grained analysis: describe and sketch what happened at each step so that someone else can understand it. Include what the user wanted to do,

how they interacted with the system to accomplish it (or not), and how they reacted to the result.

Choose the interaction points from your story interviews. Note that a simple button press to launch a function is rarely interesting. Instead, look for situations that involve more complex sequences of interactions and results. These interaction points translate directly into video brainstormed ideas and will form the key elements of a story-based video prototype.