

THE CHARACTERISTICS* OF USER EXPERIENCE

Richard Dalton, July 22nd, 2009
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*char-ac-ter-is-tic: adj. A feature that helps to distinguish a person or thing; distinctive

In his closing plenary at the 2009 IA Summit in Memphis, Jesse James Garrett challenged the attendees to develop a language of critique for user experience. "Useful, Usable and Desirable" have long been touted as the signs of a "good" user experience, however, they're too abstract to be useful criteria. This - the second in a three-part diagram - defines the **characteristics** that describe the building blocks of an experience, its DNA. The extent to which an experience chooses to leverage each of these characteristics is entirely dependent on the user needs and business goals.

