Experience Design: Concepts and Case Studies

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How can we design better experiences? Experience Design brings together leading international scholars to provide a cross-section of critical thinking and professional practice within this emerging field. Contributors writing from theoretical, empirical and applied design perspectives address the meaning of 'experience'; draw on case studies to explore ways in which specific 'experiences' can be designed; examine which methodologies and practices are employed in this process; and consider how experience design interrelates with other academic and professional disciplines.

Chapters are grouped into thematic sections addressing positions, objectives and environments, and interactions and performances, with individual case studies addressing a wide range of experiences, including urban spaces, the hospital patient, museum visitors, mobile phone users, and music festival and restaurant goers.

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Editorial Review

Review
Peter Benz's book brings us closer to the essence of experience design. Benz approaches the subject with a deep insight, focusing on the core value of experience itself, not only as part of the commercial system. Bringing multiple perspectives and approaches to bear, the volume analyses how to create new user experiences through the presentation of diverse case studies. For those wishing to learn about experience design, this is a forward-thinking, inspirational, and must-read reference.

Peter Benz's book lifts up a mutable, yet comprehensive, approximate truth to the practice best known as Experience Design. Indeed, the great strength of his compendium is that it doesn't overreach, but scouts realistic approximations of what Experience Design has become, while forecasting its future, envisioning its potential. This book maps a network of the voices relevant to Experience Design, and is an expression not only of their insights, each unfolding in every pointed and poignant essay, but Benz's own deft touch and deep insight. It is as if he were a conductor giving the first draft of a score what it deserves; pure latency, its approximate identity, and therefore its development encouraged as an open-textured concept, rather than curtailed.

About the Author
Peter Benz is Associate Professor, Academy of Visual Arts at Hong Kong Baptist University, PRC. He is the author of *On Marginal Spaces: Artefacts of the Mundane* (2011).

Users Review

From reader reviews:

Christopher Ray:

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