

STELLAR UX TOOLKIT

Information mapping & Pre-prototyping tools for your digital product team.

BETA

ENGAGEMENT FORMULA EXERCISE

THE FORMULA FOR MESMERIZING EXPERIENCES.

A checklist for maximum impact.

People only remember emotionally

charged experiences.

Mesmerizing experiences are vital

for your brand image.

Want to learn more?

VISIT NIELSKIJF.COM

STELLARUXDESIGNSYSTEM

ENGAGEMENT FORMULA

Interest × Interaction × Mesmerizing Moments × Vulnerability × Positive Energy × Insight/Education × Authenticity × Gift/Reward.

BUILDING BLOCKS FOR A MESMERIZING EXPERIENCE: EXPERIENCE.

| Interest | Interaction | Mesmerizing moments | Vulnerability |
|---|--|--|---|
| Want, inspire, Need, Desire, Curiosity | Meaningful Task Completion, Questions. | Art, Fun, Humor, Wow, Joy, Shock, Surprise | Open, honest, transparent, emotional available. |
| | | | |
| Positive Energy | Insight/ Education | Authenticity | Gift/ Reward |
| Drive, Ambition & Passion. Positive Outcome | Combine action & learning | Character Map, Quircks | Gamification, Experience points, valuable output. |

If one our more blocks are missing or suboptimimal the experience will not be memorable.



KEYWORDS

Trust & Credibility 4/5

1/5 Hospitality

Responsibility

Accountability

Reputation

1/5

3/5

4/5

Harsh, Functional, Static,

Seamless, Frictionless, Fluid,

Obstacles, Frustrations,

UX KPI's, Moments.

PART OF THE **STELLAR UX DESIGN SYSTEM**

| × | Hi There! Nice to meet you. | |
|---|---|--|
| | I am OS. I help Niels get stuff done, when he is busy doing other stuff. | |
| | What's you name? | |
| ¥ | Your name Ask me later | |
| | Hi Charles! | |
| | What brings you here? 1 – I would like to get in touch! | |
| | 2 – I want to learn about Conversational Design. | |
| | 2 – I want to learn about Conversational Design. Make Other Choice | |
| | | |

EFINE YOUR BRAND ASSISTANT D

Build relationships with your audiences.





THE TRUTH IS IN OUR CONVERSATIONS

SOCIAL INNOVATION STUDIO

HOME OF

STELLAR UX

Co-design experience maps with your digital product teams and

pre-prototype better solutions before you start coding.

Build relationships with your customers, partners, and employees

through your conversational brand assistant.

Niels Kijf

System & Conversation Designer

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