HOUSE UX EAR DESIGN SOSHAL

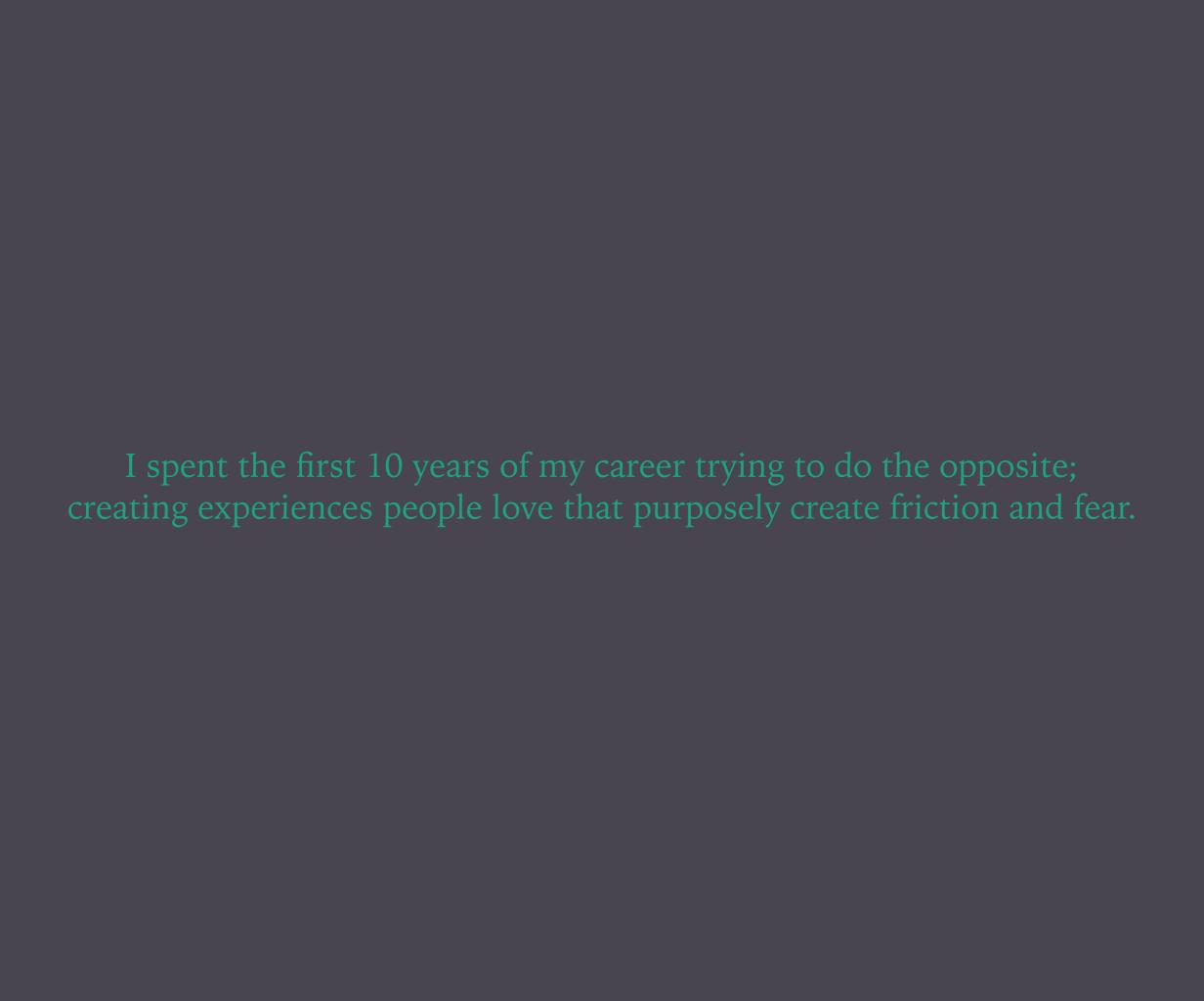
Hi, I'm Dave.

Co-founder & CEO of Soshal.

I designed haunted attractions for 10 years.



Our primary goal is to understand the user and then remove any points of friction or fear when using our products.



FEAR DESIGN

Create atmosphere.

Set the stage.

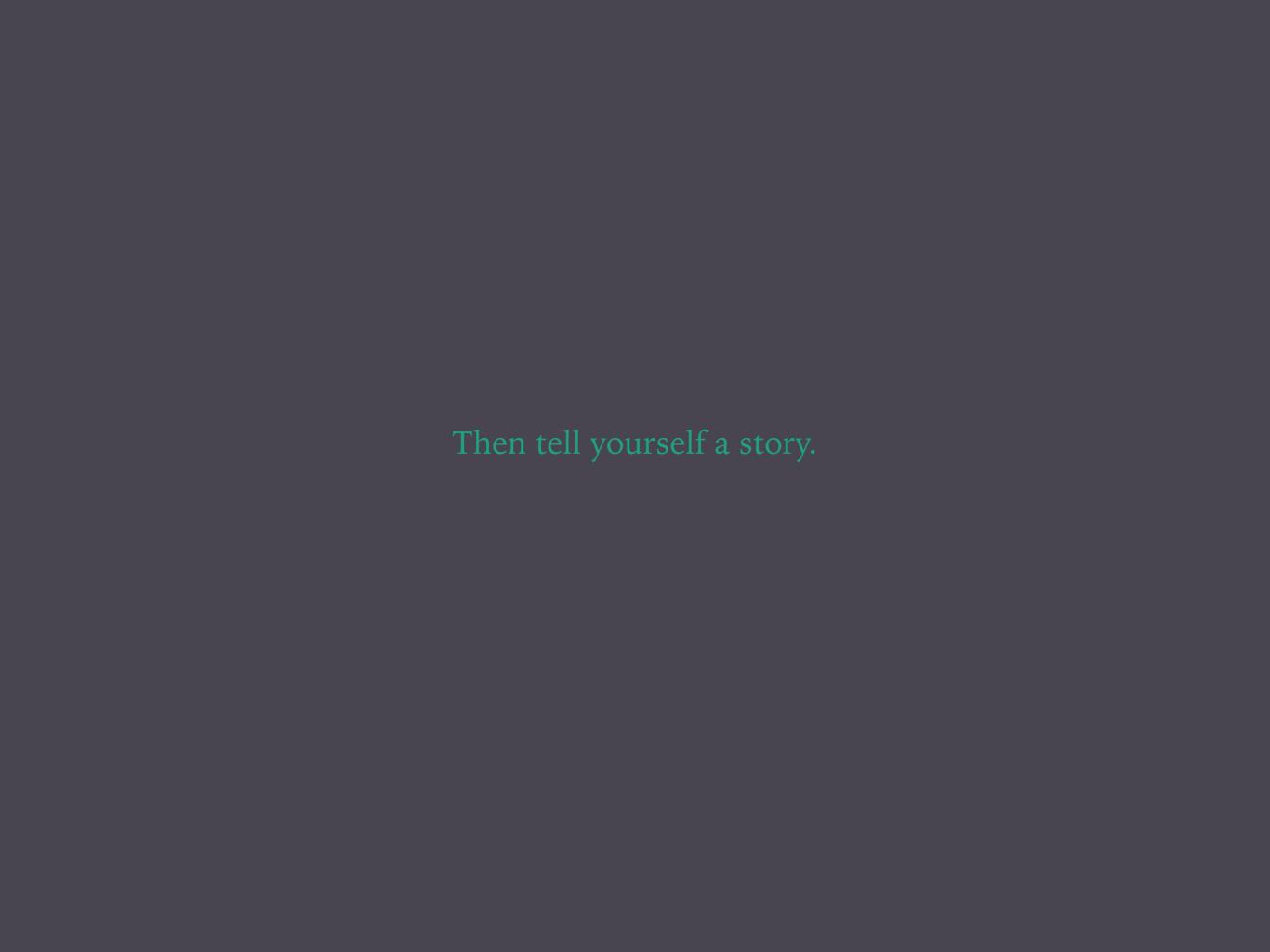
Turn off the lights.

Go out with a bang.

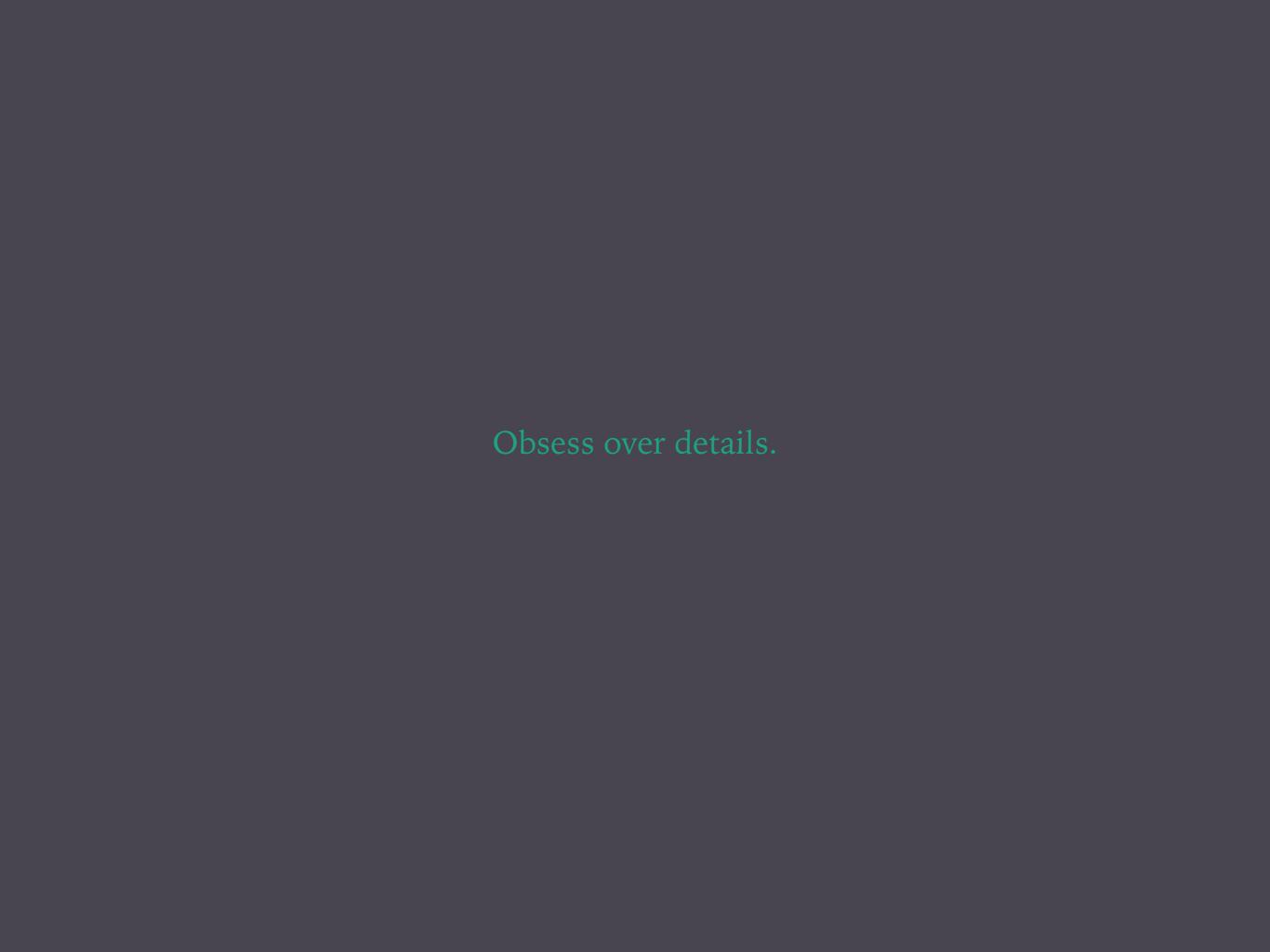
Manage the line.



Start with a song.



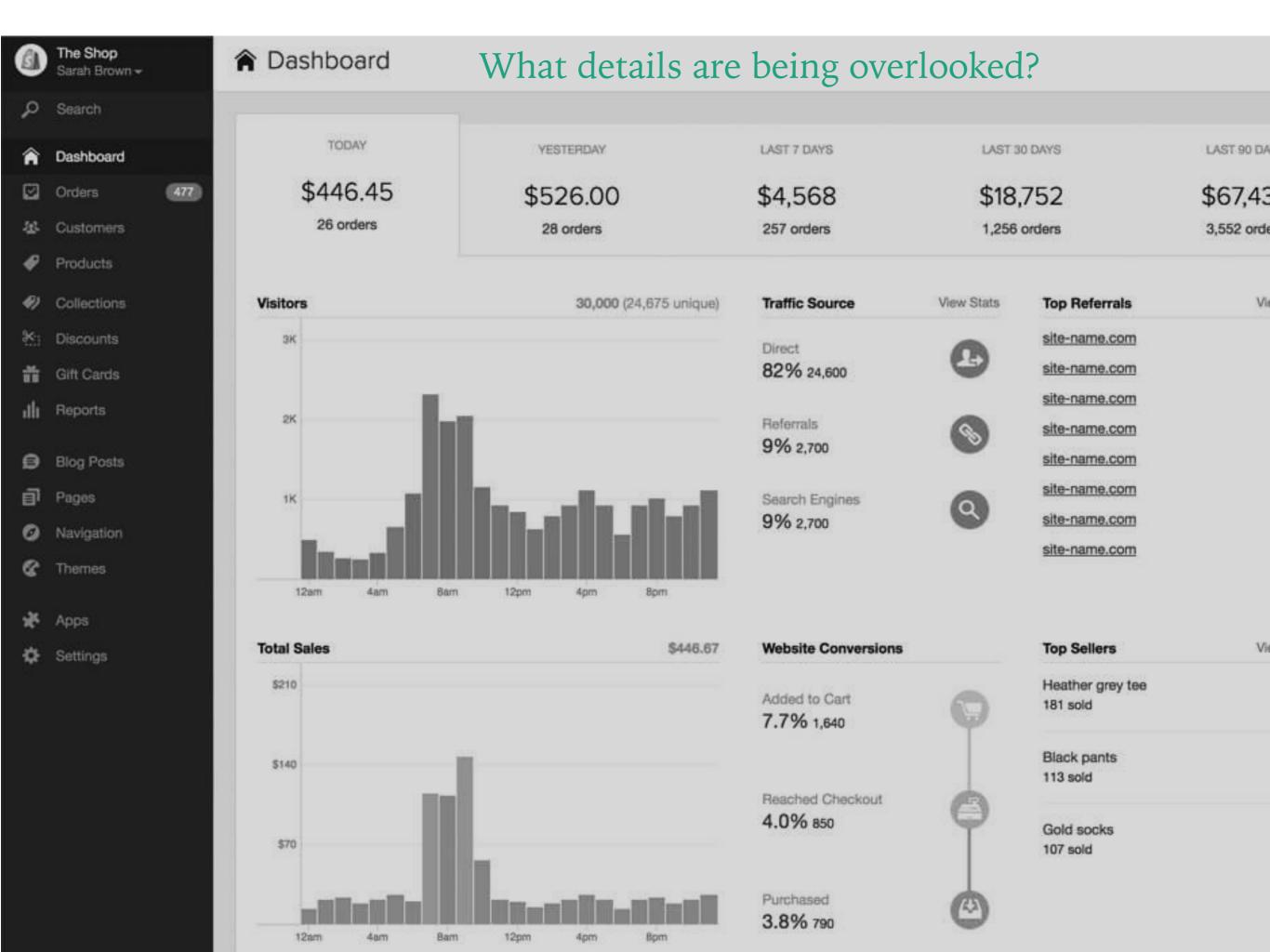




BRANDING

This is your atmosphere.



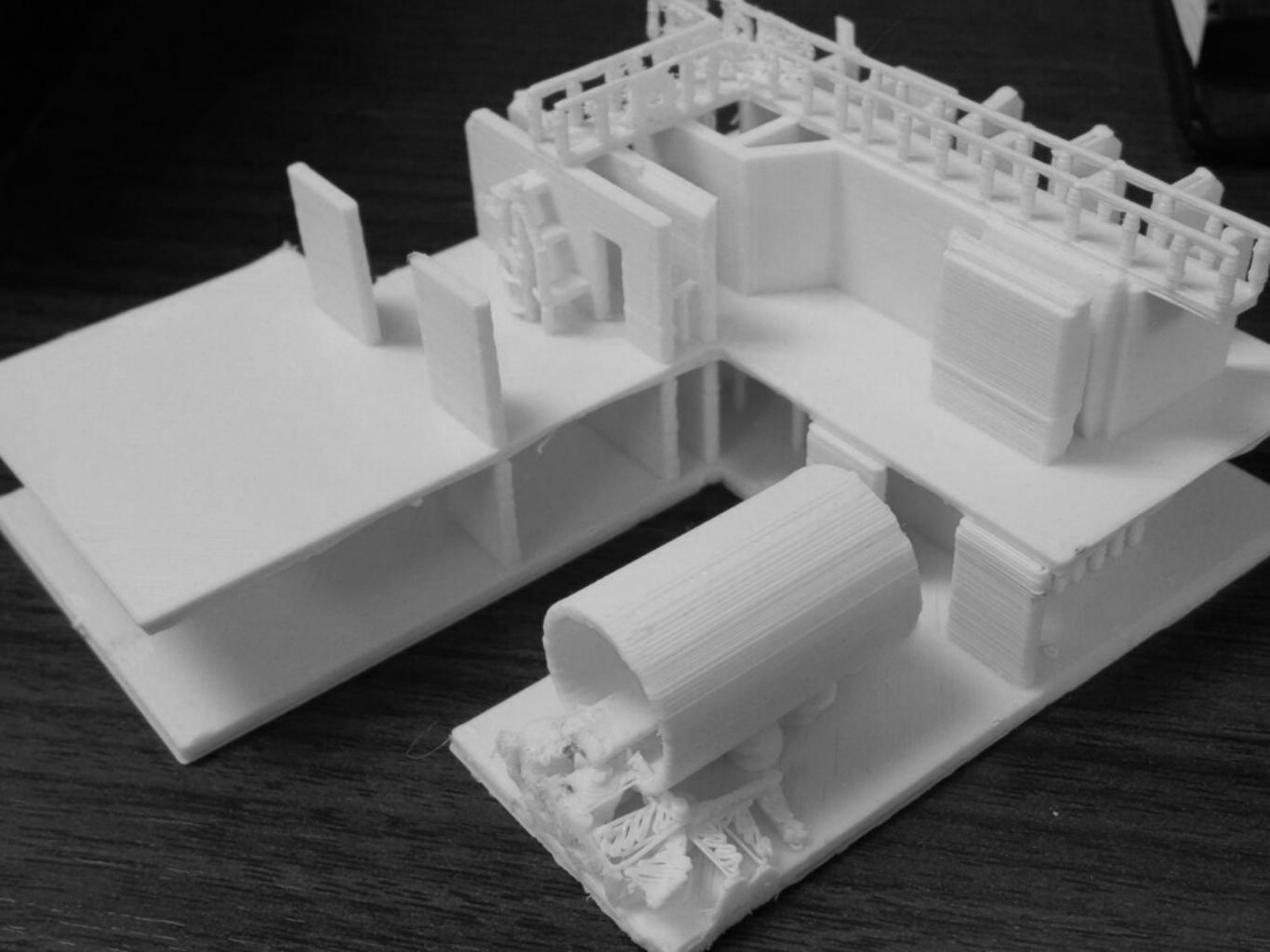


SET THE STAGE

Physical experiences force you to plan differently.

Mistakes are expensive.





It is faster, cheaper, and more efficient to design prototypes, rather than to build them.

High-fidelity wireframes + inVision.

TURN OFF THE LIGHTS



BUDGET

1st scare: 15%

2nd - 9th scares: 50%

10th scare - 35%



RESEARCH

NPS: 64

"Lower the price."

"Reduce line wait times."

OBJECTIVE

Decrease line wait times by 50%, from 30 minutes to 15 minutes.

STRATEGY

Increase capacity by 10%.

Increase length by 15%.

Increase speed by 10%.

Average wait time:

15 minutes...

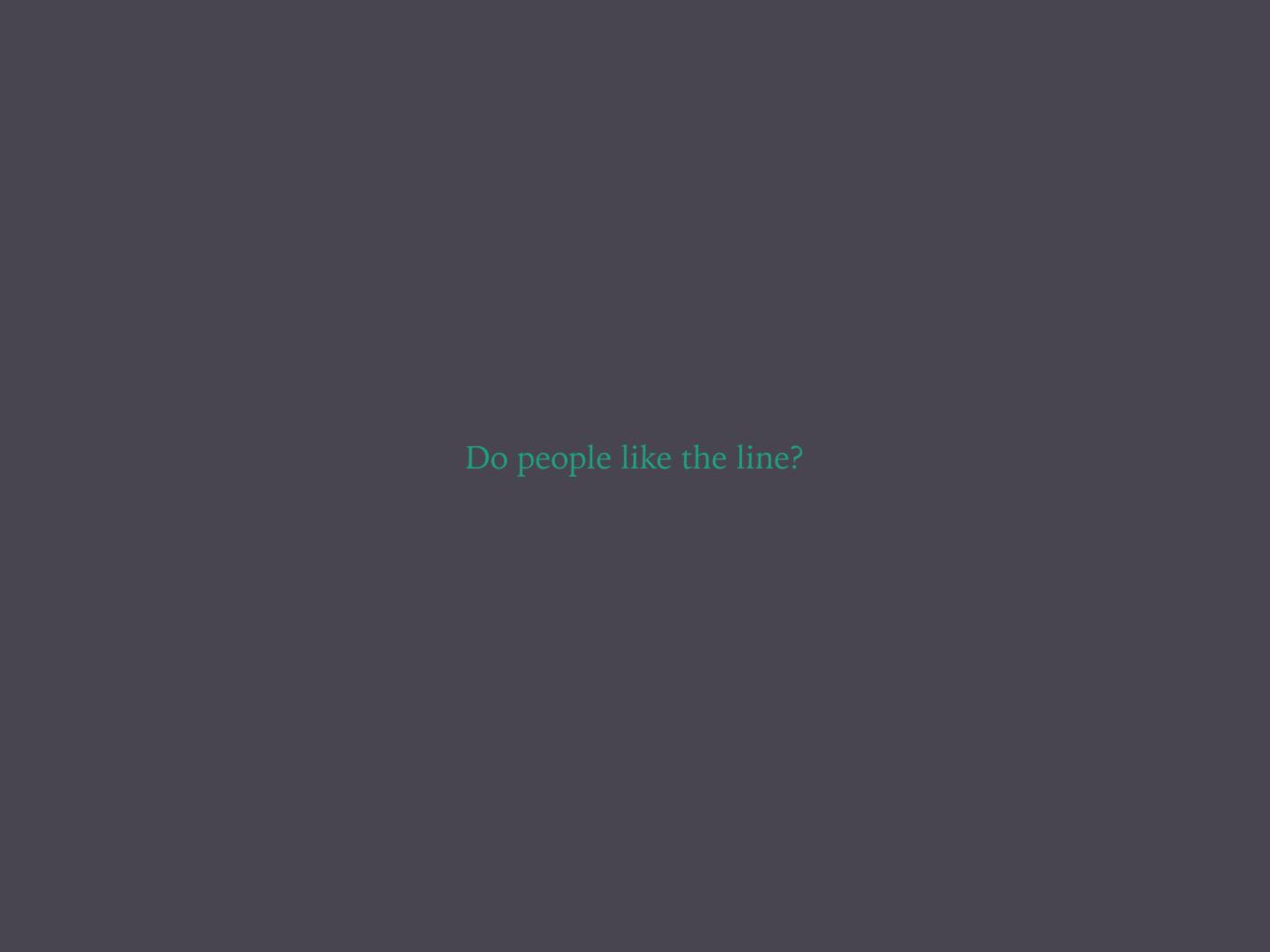
RESEARCH

NPS: 61

"Less exciting."

"It feels like there's less to do this year."

FUCK NO.



STRATEGY

Decrease capacity by 10%.

Decrease length by 15%.

Decrease speed by 10%.

Add DJs, jugglers, and fire-breathers.

Add food booths IN the line.



Average wait time:

35 minutes (+17%)

Net promoter score:

Food revenue:

+9%

THEY WANT



Loading

Guns don't kill people, welcome messages with guns kill people.



FEAR DESIGN

SOSHAL