


HOW NOT TO BE BORING

Seeking Interactivity
and Variability for
HF Training

Denis Manson





My quest ...

**Destroy boring
courseware!**

HF / CRM training

- Initial



- usually not boring

- Recurrency

meh.



- often boring

Boring?





Boring?

Boring?

MUSEUMS
ARE
F***ING
AWESOME



Life =

- Social interaction
- Infinite variability
- Decisions/crossroads/branching scenarios
- Likely future AI interaction/disruption

Life (aka HF/CRM training) =

- Social interaction
 - (e.g. 'Second Life', now evolving into social VR spaces)
- Infinite variability
 - (e.g. 'No Man's Sky')
- Decisions/crossroads/branching scenarios
 - (e.g. 'Stanley Parable')
- Likely future AI interaction/disruption
 - (e.g. lots of current news stories)

Virtual Reality?

- Game-changer? ... or
- Don't believe the hype?



Game: already changed



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SECOND[®]
LIFE



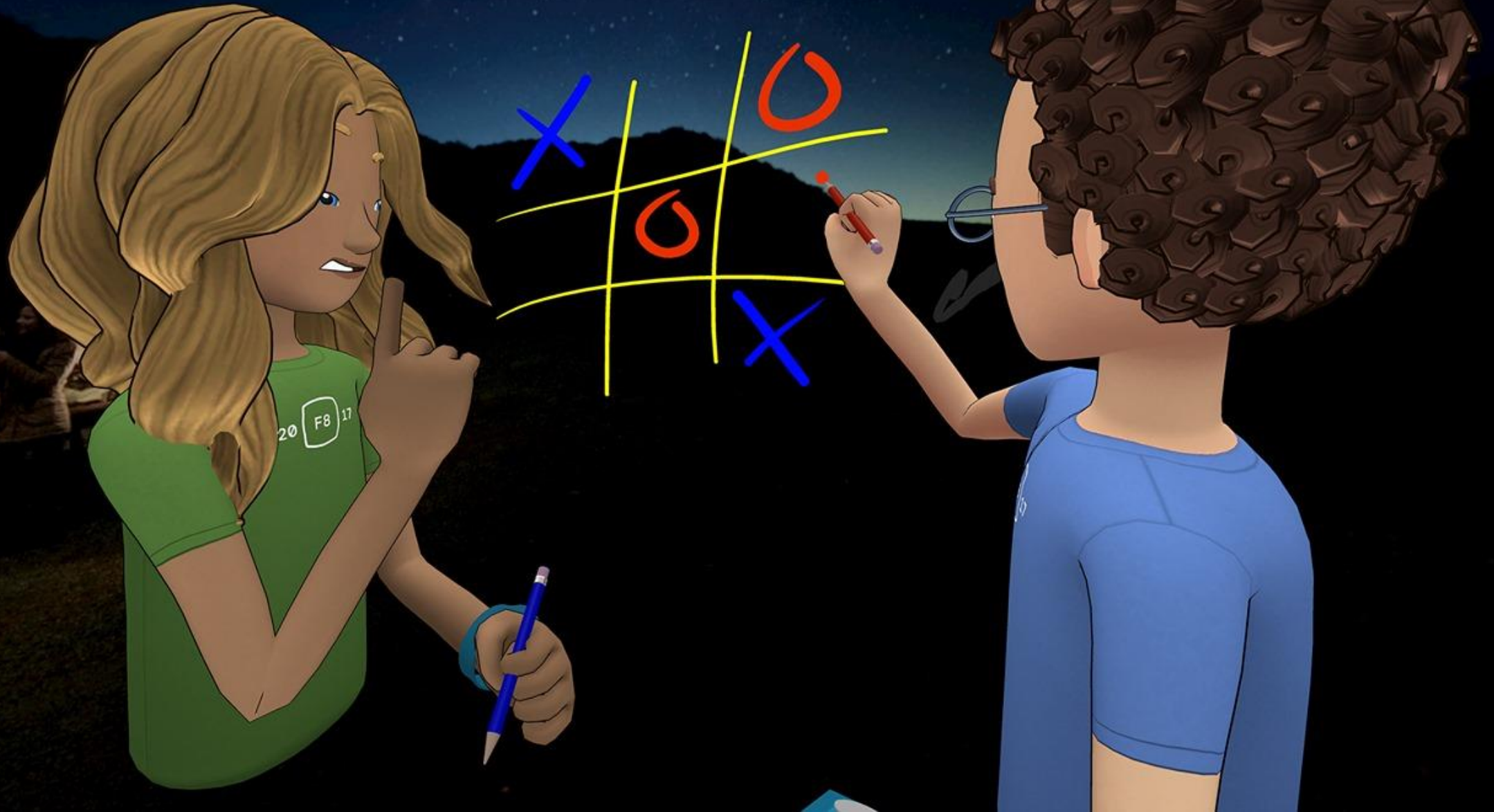
Your World. Your Imagination.

Play for Free

The largest-ever 3D virtual world
created entirely by its users.

Photo by Lady Leena Fandango

Nowadays ... social VR spaces





Lucy

Michael

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A stylized illustration of a night sky. The upper half is a dark blue space filled with numerous small white stars. A thin, curved white line representing a shooting star or comet arc spans across the upper middle. Below the stars is a vibrant nebula with horizontal bands of pink, magenta, and light blue. In the center of the nebula is a large, bright white circle representing a planet or moon. To the left of this circle is a smaller, reddish-brown planet. To the right is a small white arrow pointing towards the right. The bottom of the image shows dark, silhouetted mountain ranges.

NO MAN'S SKY

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THE STANLEY PARABLE

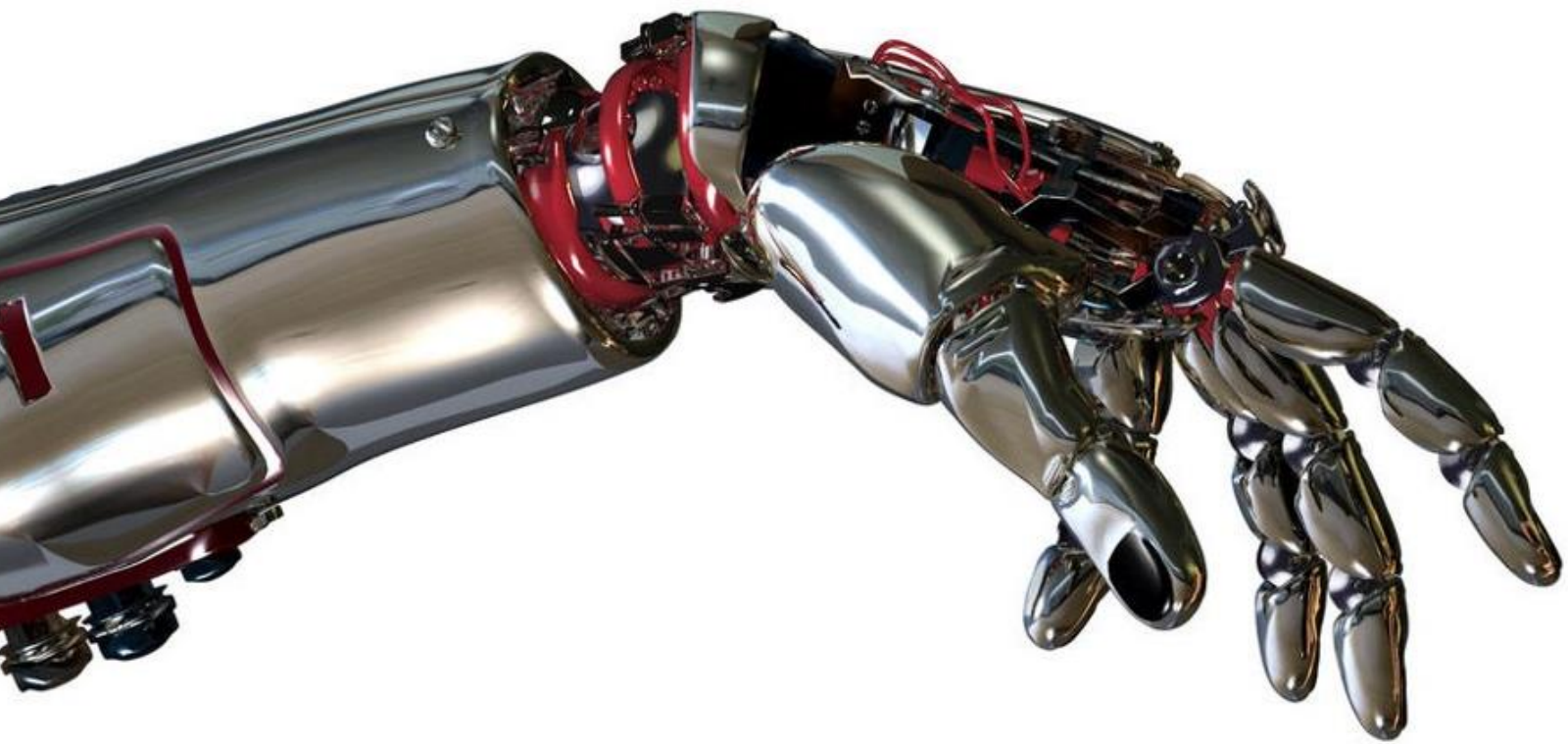


LET'S BEGIN AGAIN.



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Life (aka HF/CRM training) =

Can we do it?

- Social interaction

- (e.g. 'Second Life', now evolving into social VR spaces)



- Infinite variability

- (e.g. 'No Man's Sky')



- Decisions/crossroads/branching scenarios

- (e.g. 'Stanley Parable')



- Likely future AI interaction/disruption

- (e.g. lots of current news stories)

Not yet

HOW NOT TO BE BORING

Questions?

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