# **Problem-Driven Visualization Through Design Studies Tamara Munzner**

Department of Computer Science University of British Columbia 🏏 @tamaramunzner VINCI 2021 Keynote Sep 7 2021, virtual / Potsdam



http://www.cs.ubc.ca/~tmm/talks.html#vinci21

 domain situation -who are the target users?

Nested model: Four levels of visualization concerns

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- translate from specifics of domain to vocabulary of vis

- why is the user looking at it? task abstraction

• often don't just draw what you're given: transform to new form

abstraction - translate from specifics of domain to vocabulary of vis

domain situation

-how is it shown?

**1** Domain situation

abstraction

-who are the target users?

- what is shown? data abstraction

· visual encoding idiom: how to draw

different ways to get it wrong at each level

[A Nested Model of Visualization Design and Validation. Munzner. IEEE

TVCG 15(6):921-928, 2009 (Proc. InfoVis 2009). ]

Why is validation difficult?

- what is shown? data abstraction



domain

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### domain situation -who are the target users? abstraction - translate from specifics of domain to vocabulary of vis - what is shown? data abstraction • often don't just draw what you're given: transform to new form

- -how is it shown?
- · interaction idiom: how to manipulate

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♣ Domain situation You misunderstood their needs Data/task abstraction You're showing them the wrong thing

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- how is it shown? · visual encoding idiom: how to draw
- · interaction idiom: how to manipulate algorithm
- efficient computation

Why is validation difficult?

domain situation

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-who are the target users?

· different ways to get it wrong at each level

Domain situation You misunderstood their needs Data/task abstraction You're showing them the wrong thing Wisual encoding/interaction idiom The way you show it doesn't work

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Why is validation difficult? · different ways to get it wrong at each level

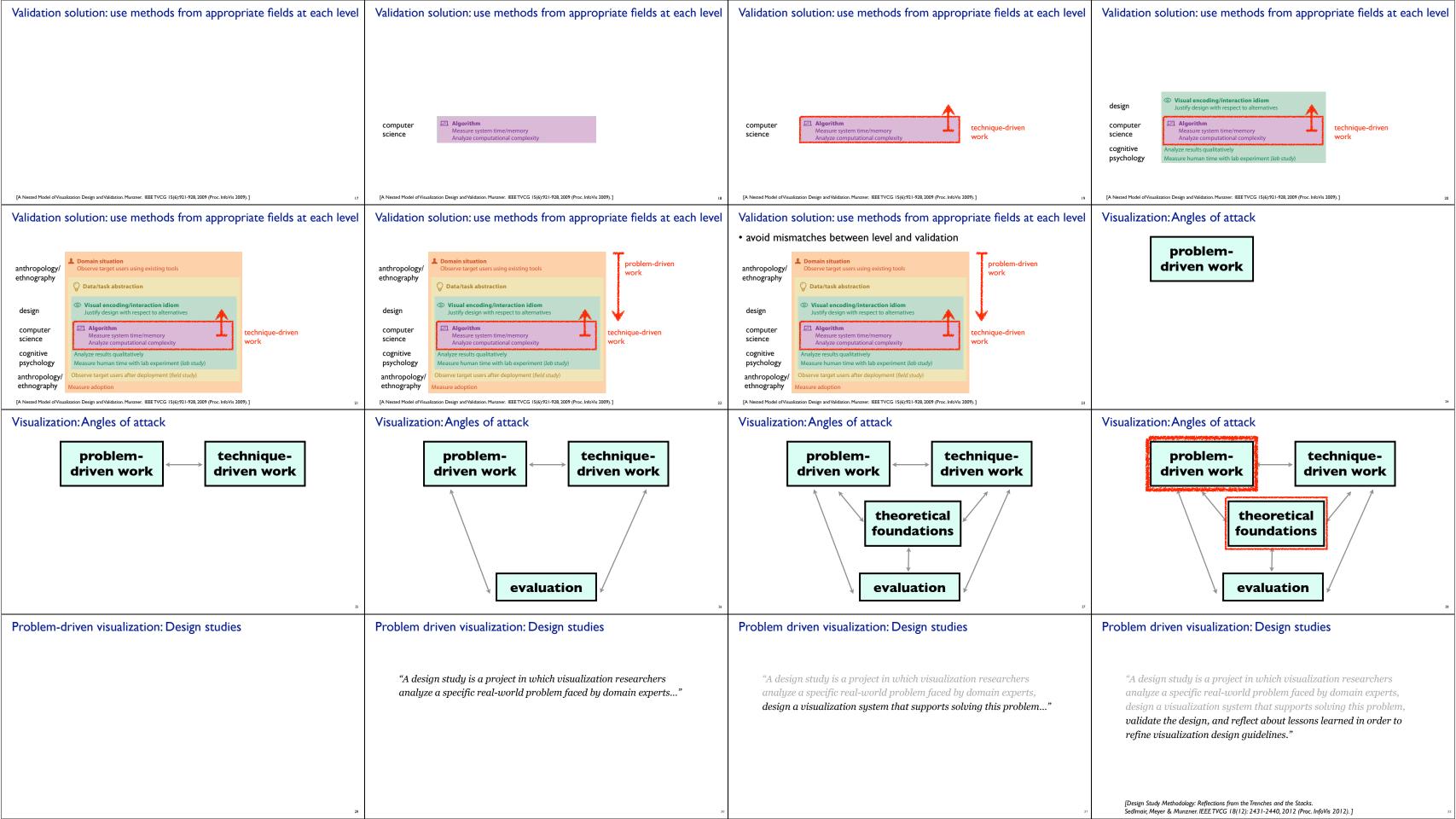
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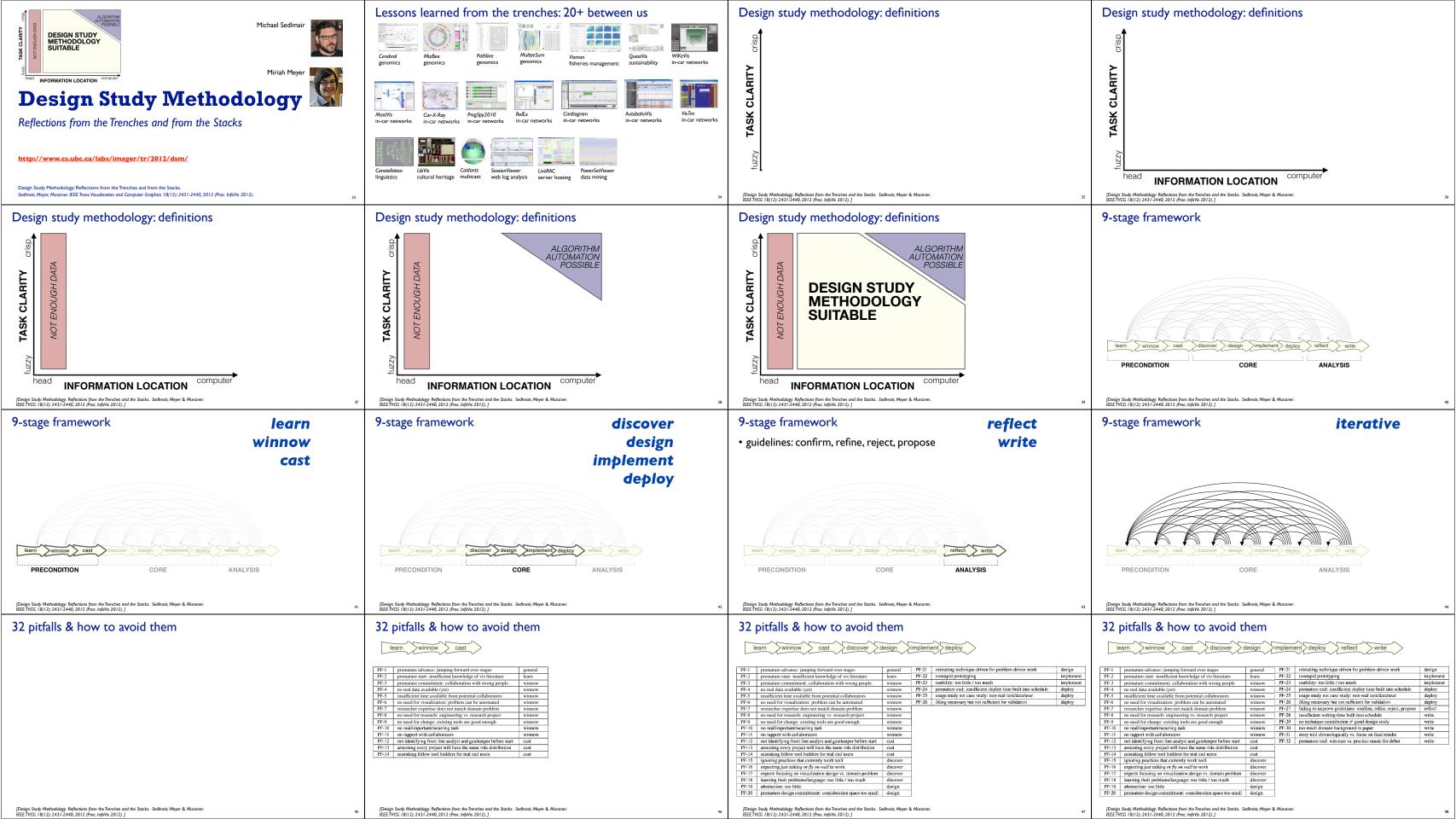
Why is validation difficult?

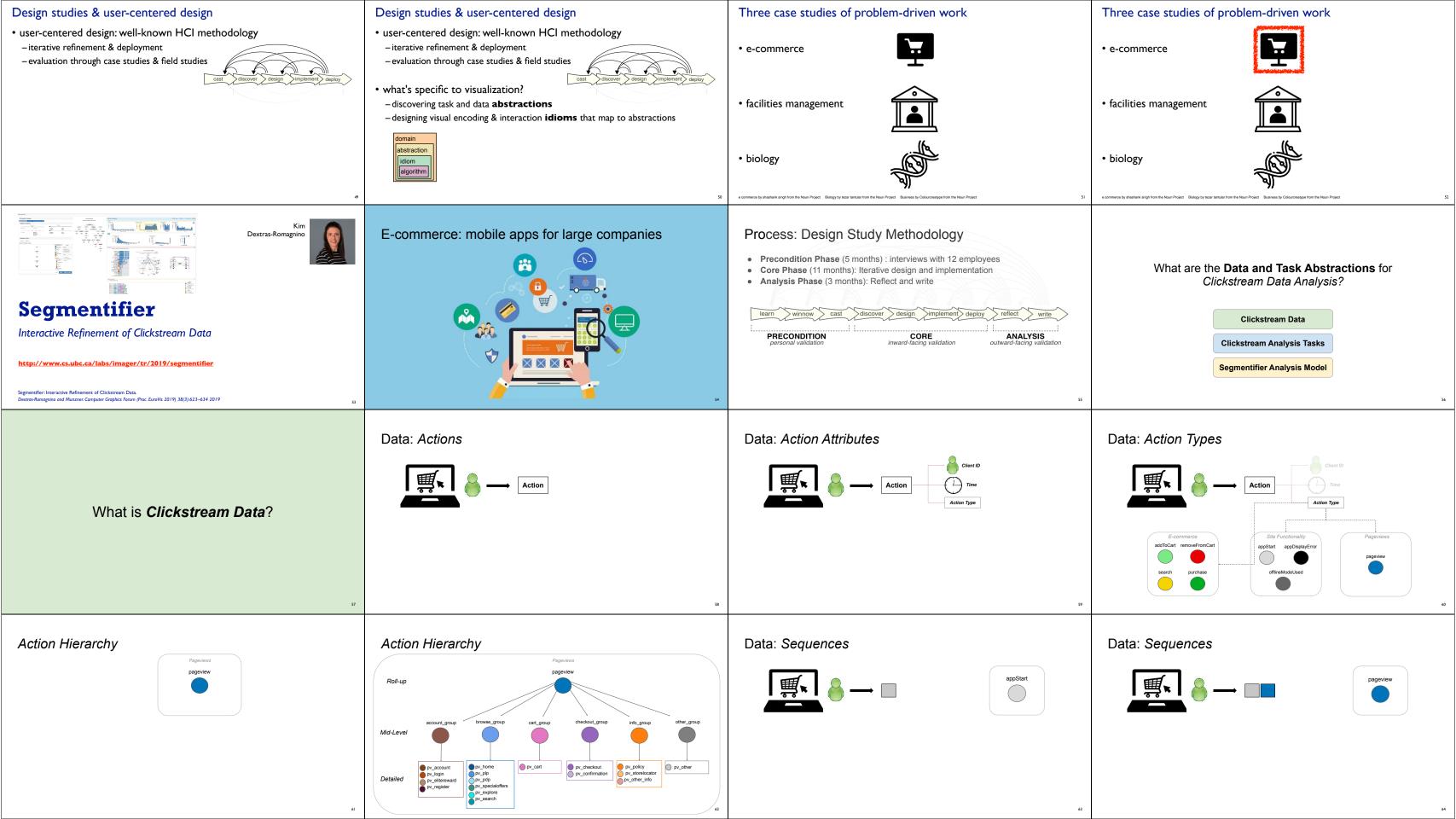
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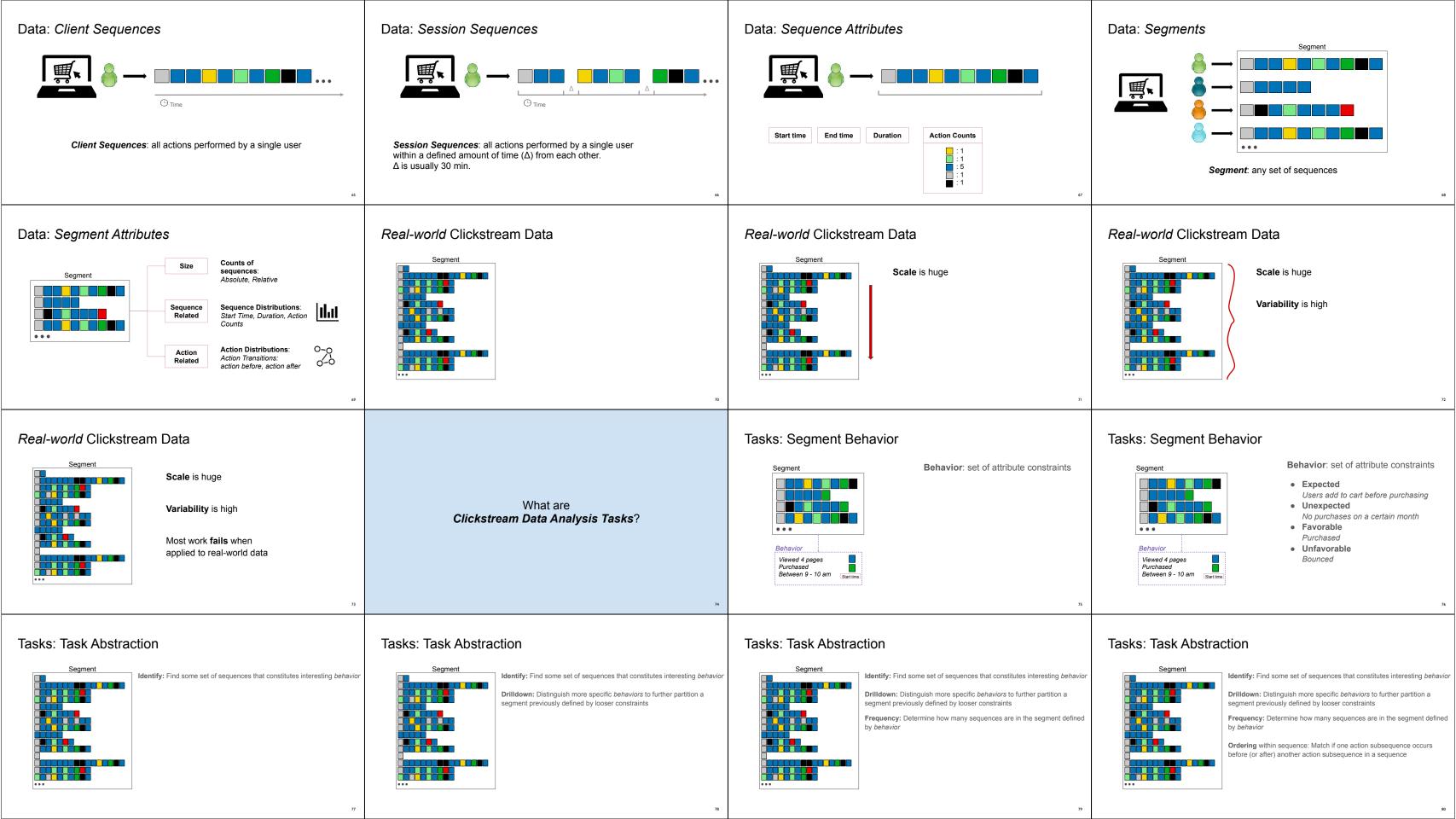
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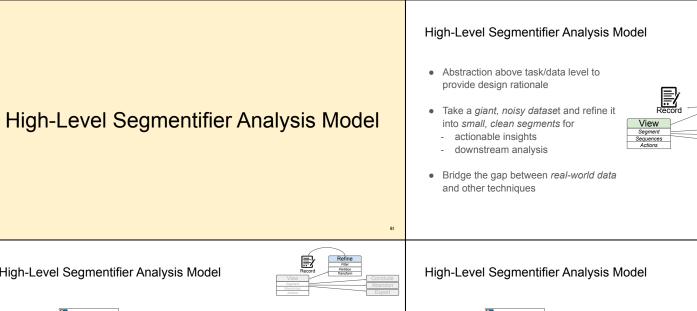
**▲** Domain situation Data/task abstraction You're showing them the wrong thing Wisual encoding/interaction idiom The way you show it doesn't work Algorithm Your code is too slow [A Nested Model of Visualization Design and Validation. Munzner. IEEE TVCG 15(6):921-928, 2009 (Proc. InfoVis 2009). ]

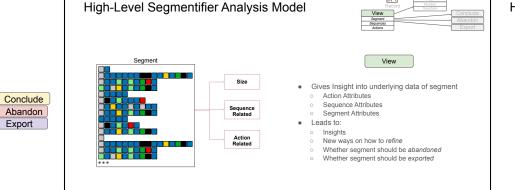


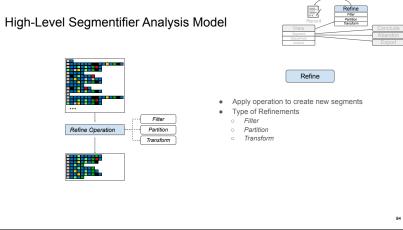


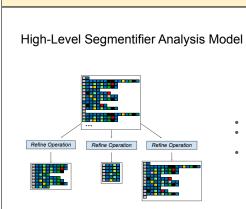


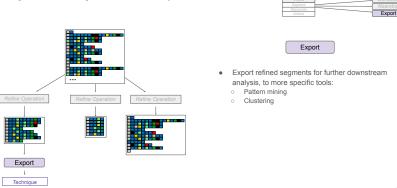


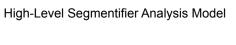




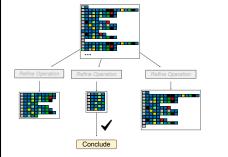




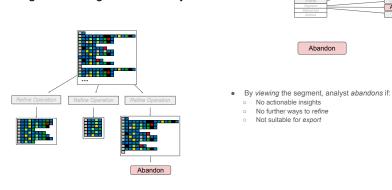




Export



High-Level Segmentifier Analysis Model



# Why Visual Analytics?



- Automation would be nice.. o Put data in, actionable results appear
- ... but it is not realistic

the same segment

 Record all refinement steps automatically Keep track of questions asked and hypotheses

Ability to create and view multiple segments from

- Many possible questions, data-driven
- interplay between finding answers and generating new questions Human-in-the-loop visual data analysis
- o Integrate computing power of machine with
- intuition of domain experts

### Solution

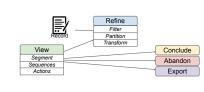
# The Segmentifier Interface

# Segmentifier: Interactively Refining Clickstream Data into Actionable Segments **■ ♦ ■** □ □ https://www.voutube.com/watch?v=TobYDFelSOg&t=20s

Video

### Segmentifier Contributions

> Thorough characterization of task and data abstraction for clickstream data analysis



## Segmentifier Contributions

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> Segmentifier: novel analytics interface for refining data segments and viewing characteristics before downstream fine-grained analysis



### Segmentifier Contributions

- > Thorough characterization of task and data abstraction for clickstream data analysis
- Segmentifier: novel analytics interface for refining data segments and viewing characteristics before downstream fine-grained analysis
- > Preliminary evidence of utility

# Three case studies of problem-driven work

• e-commerce



• facilities management



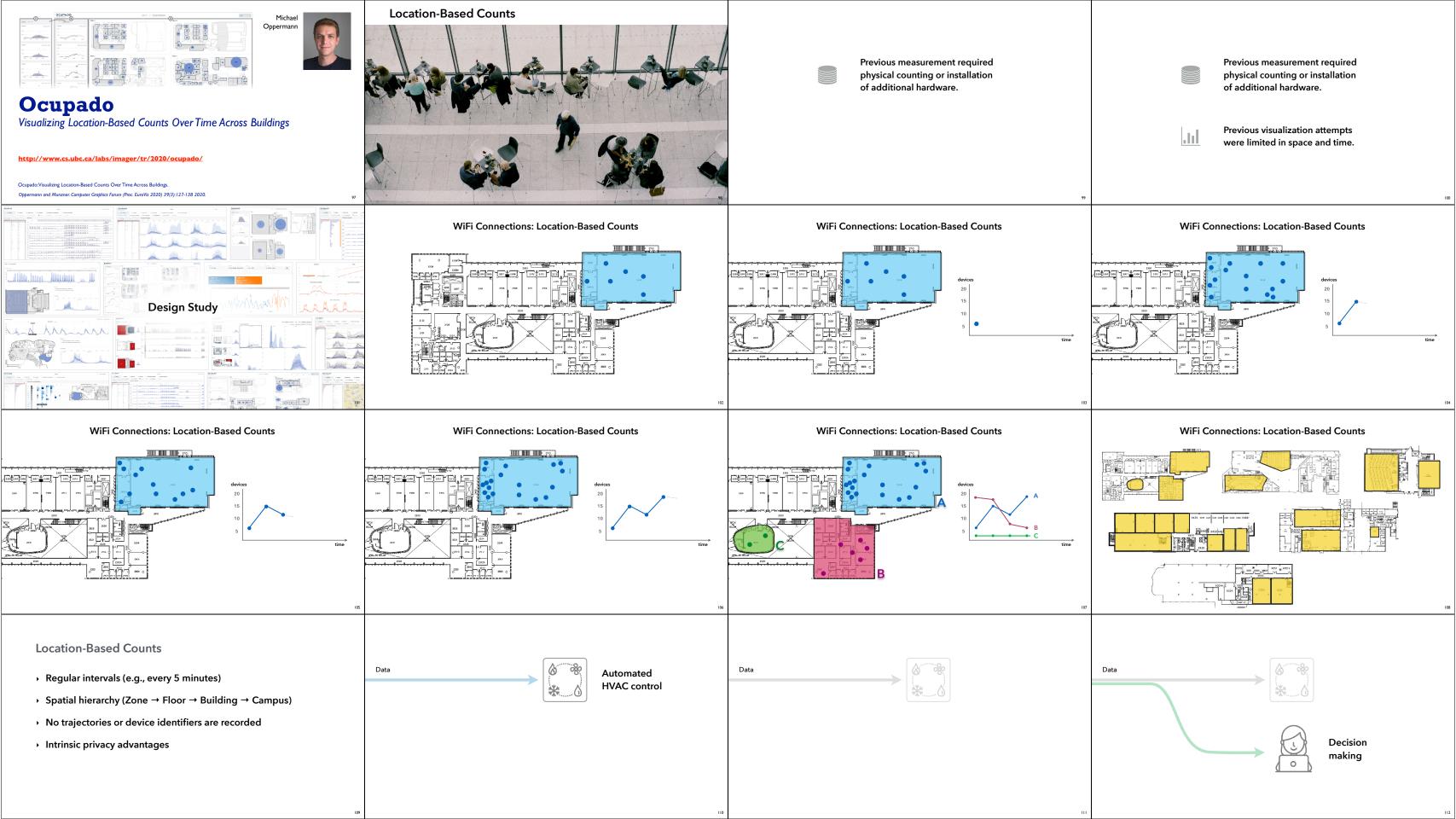
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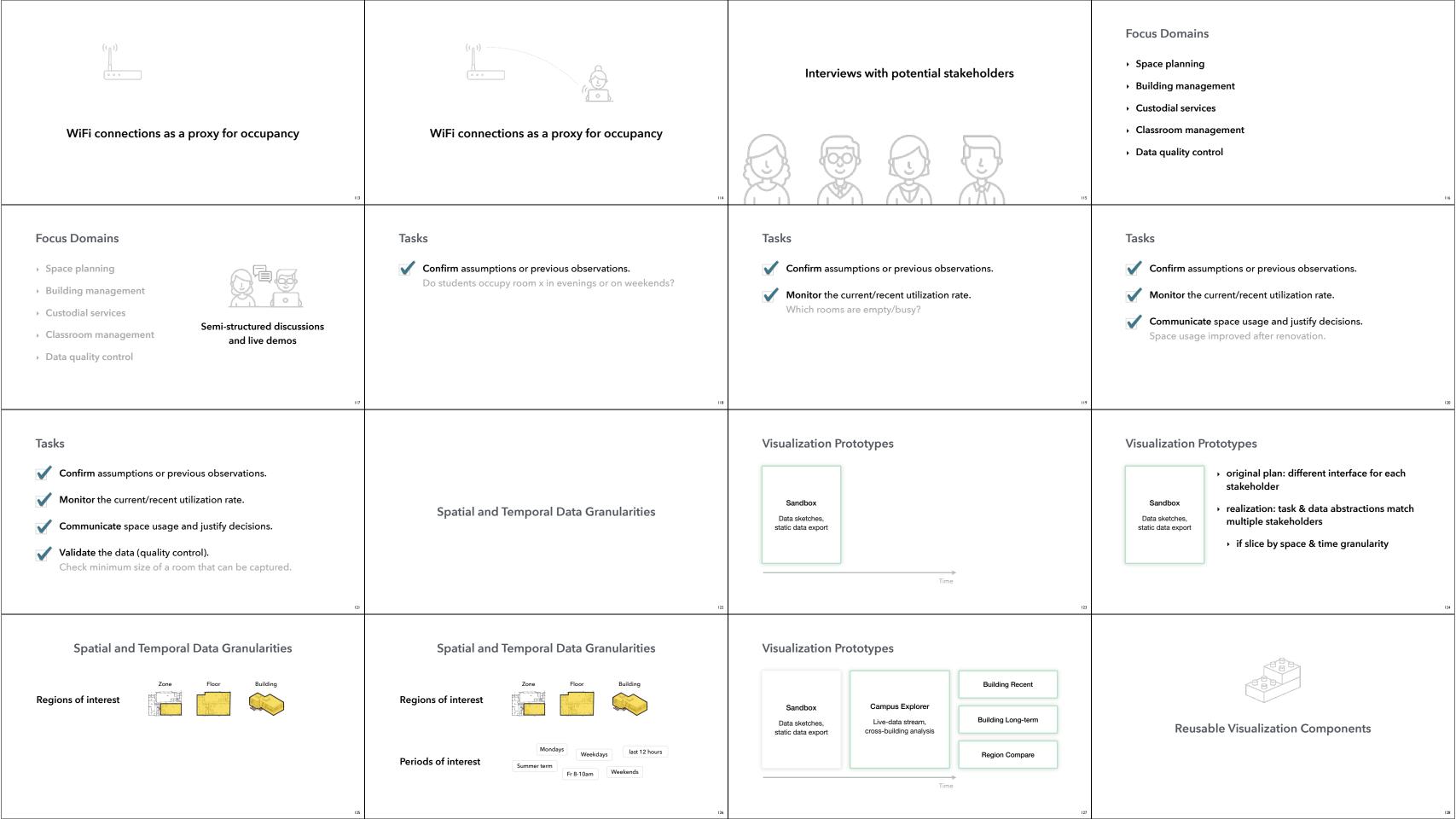


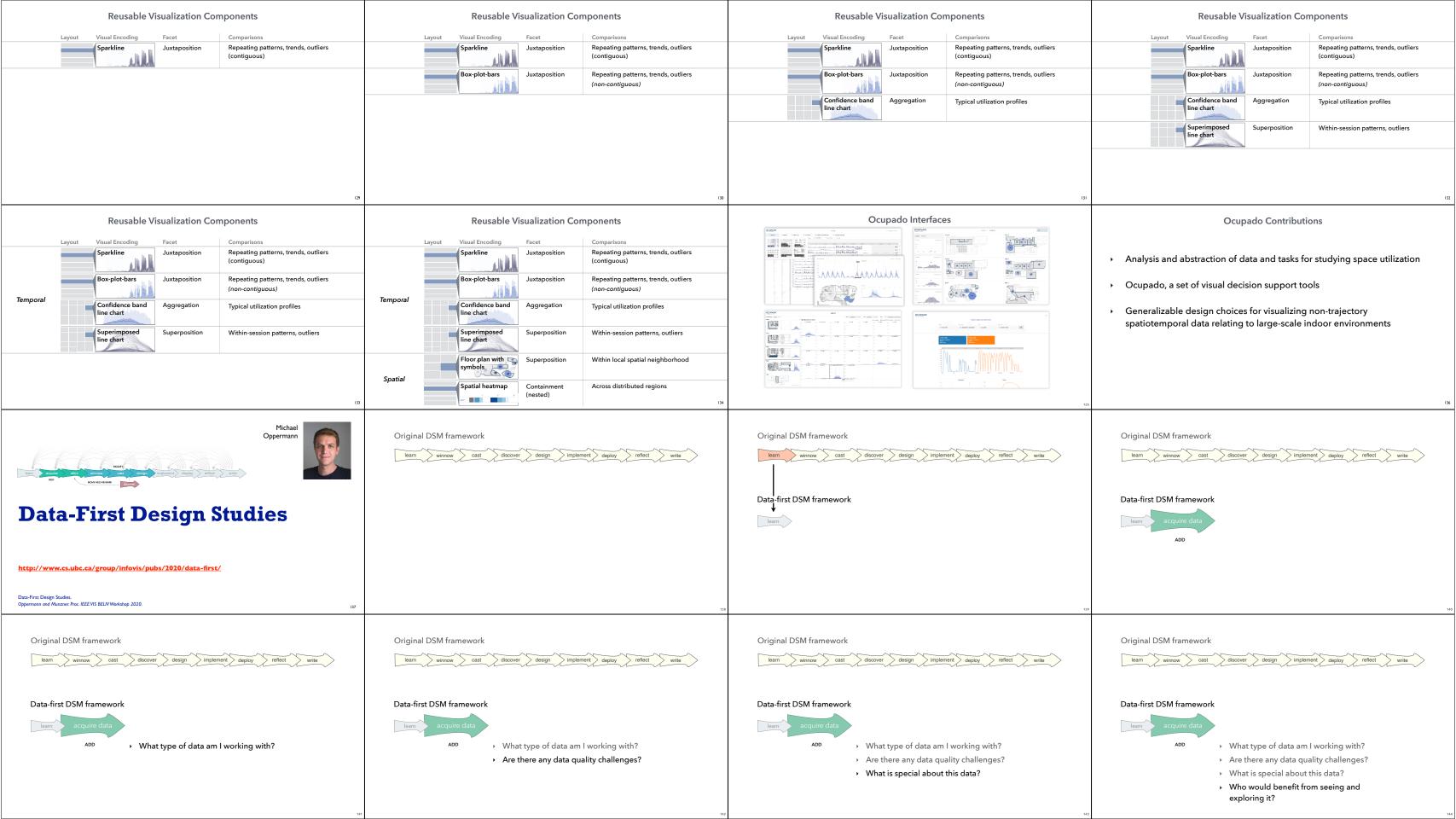
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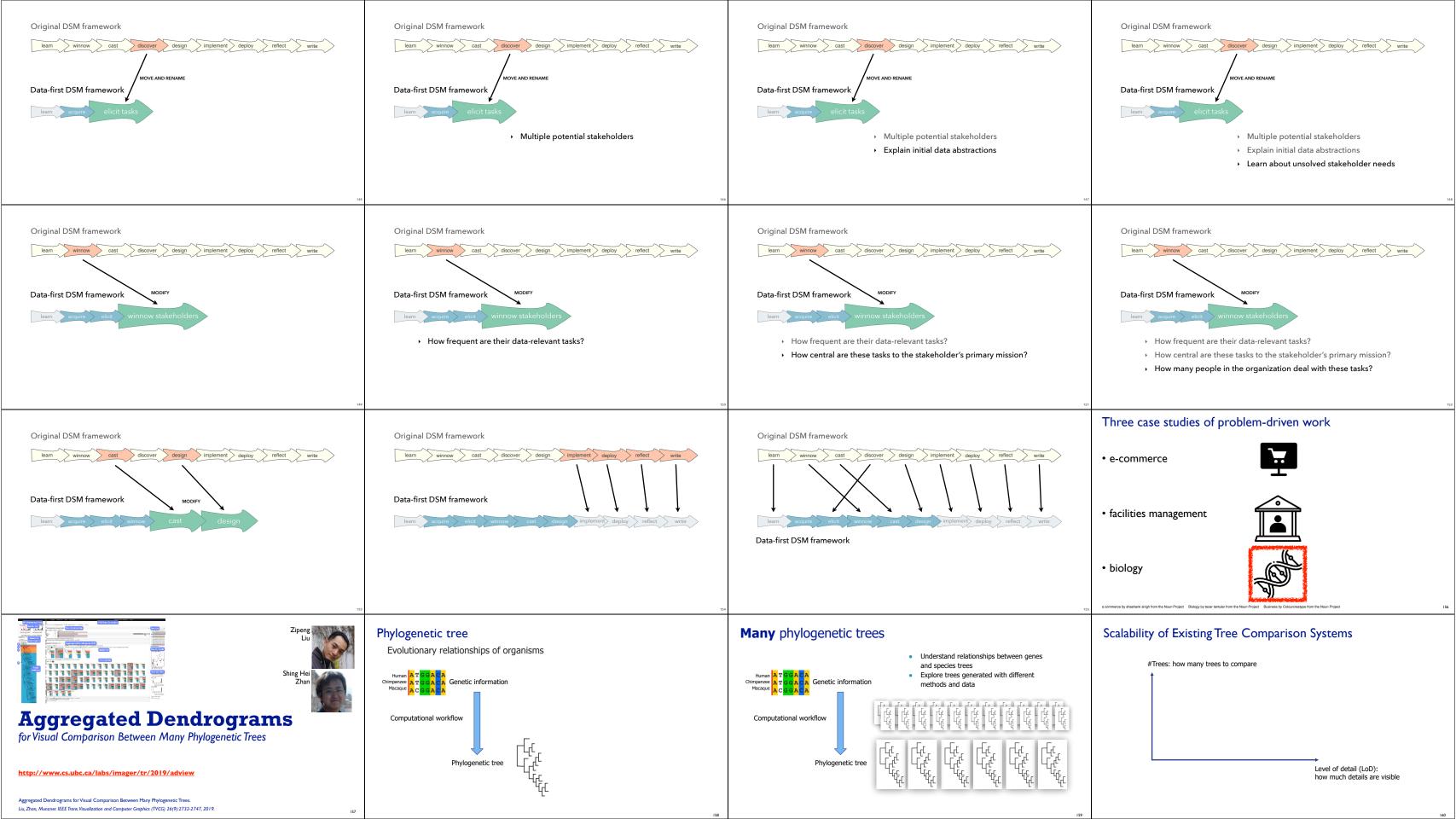
Conclude

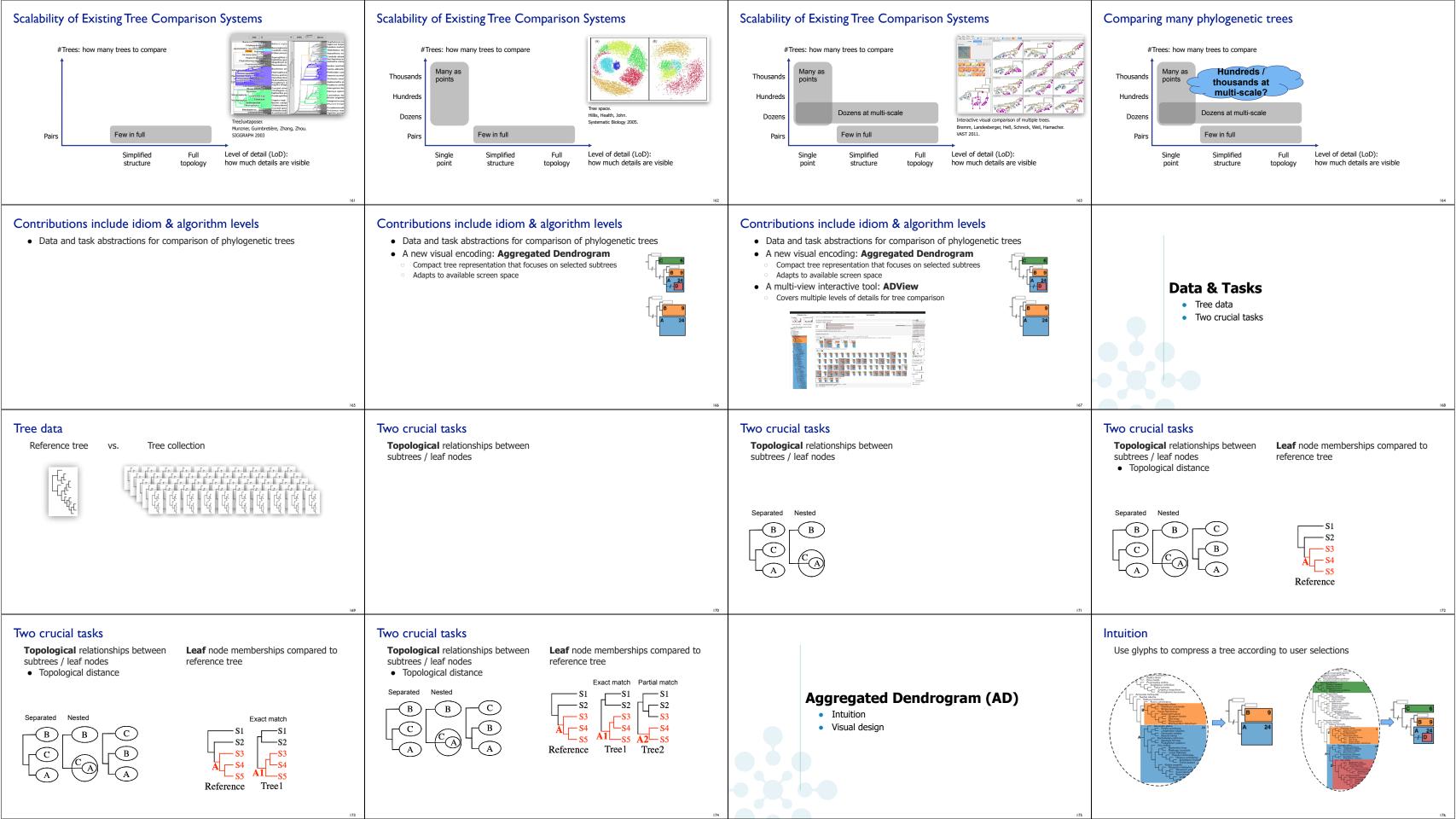
Discover actionable insight by viewing segment

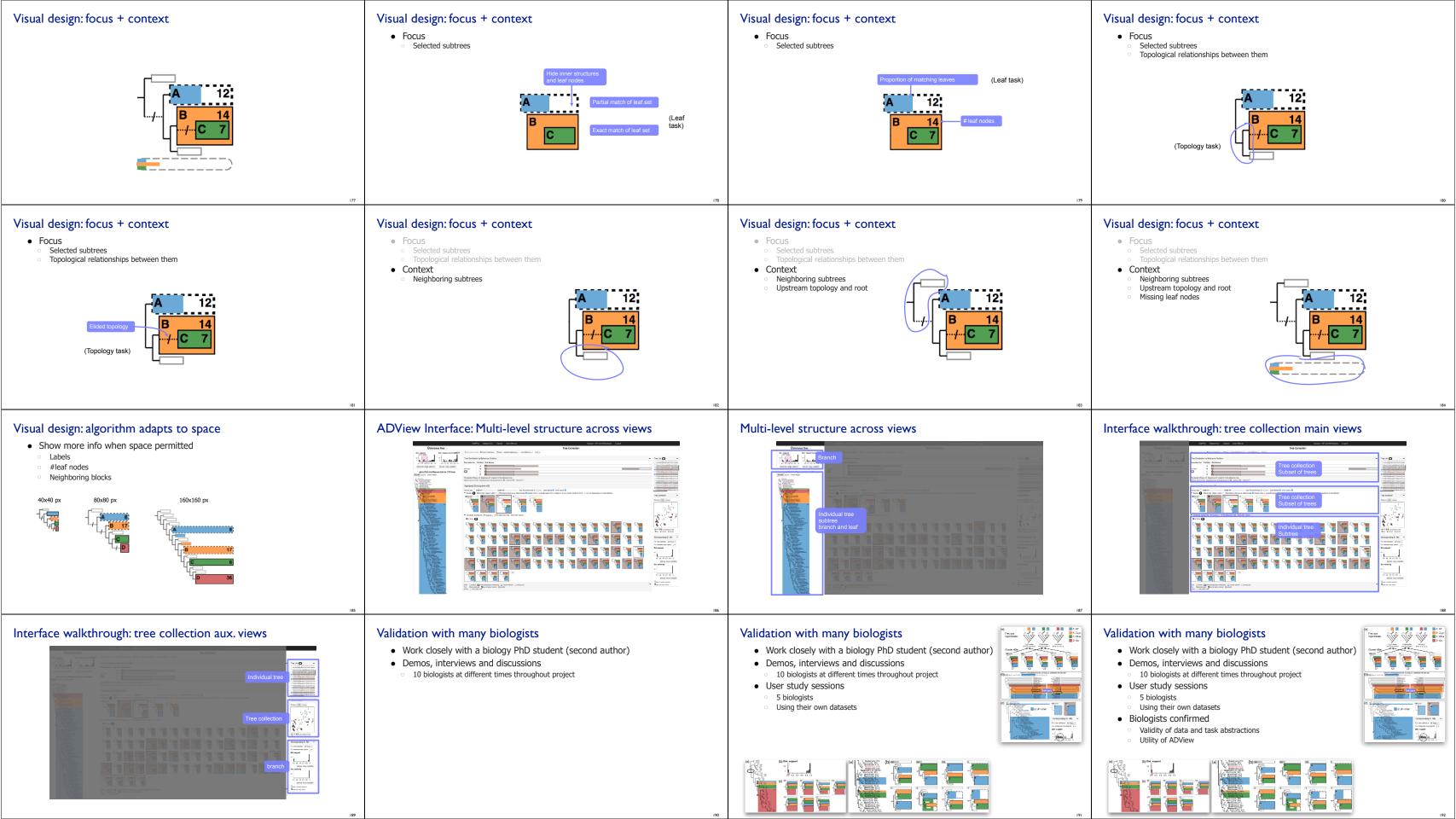












### Problem-driven visualization through design studies

- methodology matters
- identify abstractions
- crucial & difficult, iterative process
- select appropriate idioms
- or create new ones if necessary
- three examples - different domains
- different methods







### More information

• theoretical foundations: book (+ tutorial/course lecture slides) http://www.cs.ubc.ca/~tmm/vadbook

Visualization Analysis and Design. Munzner: AK Peters Visualization Series. CRC Press, 2014.









- papers, videos, software, talks, courses http://www.cs.ubc.ca/group/infovis http://www.cs.ubc.ca/~tmm
- this talk

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