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Nota di contenuto	chapter 1. What is user engineering? -- chapter 2. Usability and user experiences in the context of quality characteristics -- chapter 3. Users and artifacts -- chapter 4. Design process of user engineering -- chapter 5. Understanding the user and the context of use -- chapter 6. Specifying requirements -- chapter 7. Generating ideas -- chapter 8. Creating the design solution -- chapter 9. Evaluating usability -- chapter 10. Evaluating user experience -- chapter 11. Advanced technology and user engineering -- chapter 12. Toward the future.