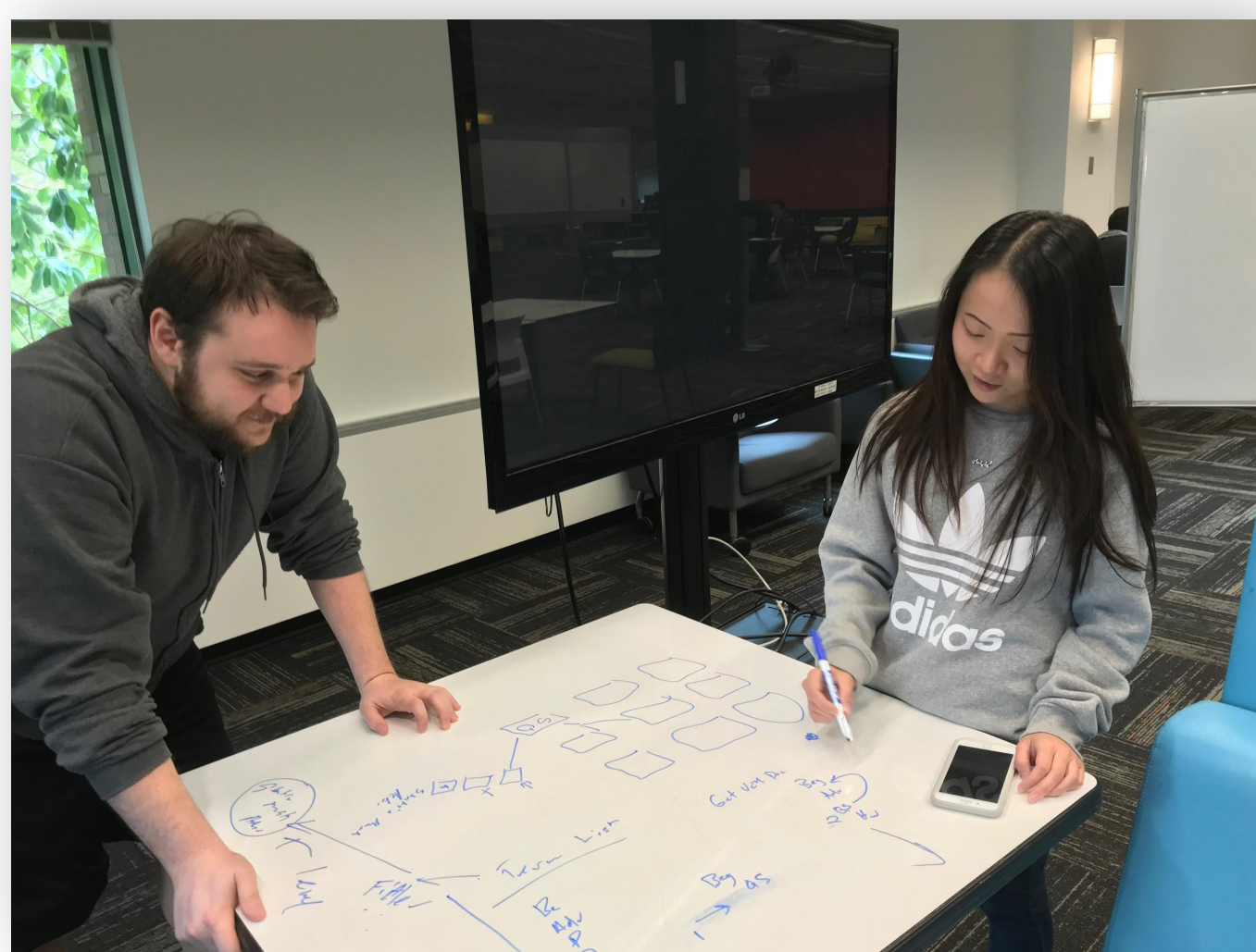


Epic Games' Unreal Engine 4 gives users the opportunity to develop their own games. However, their documentation faces challenges of discoverability and usability, causing confusion and frustration in users due to non-standard tagging vocabulary.

Preferences

- Game development skill level
 - Beginner vs. Advanced users exhibit widely varying game-related experiences, which makes documentation categorization nuanced and requires further defining of these user levels
- User type
 - There are 3 user types with distinct expertise, who access certain types of documentation to help with their game development processes



Learning Modalities

- Pages were categorized into four learning modalities, based on types of instructions users need and the questions they have
- Determined from user research and studies performed by Epic Games

■ Areas where taxonomy improve or accentuate instances in new documentation UI

■ Areas where taxonomy improved the limitations or pain points of documentation

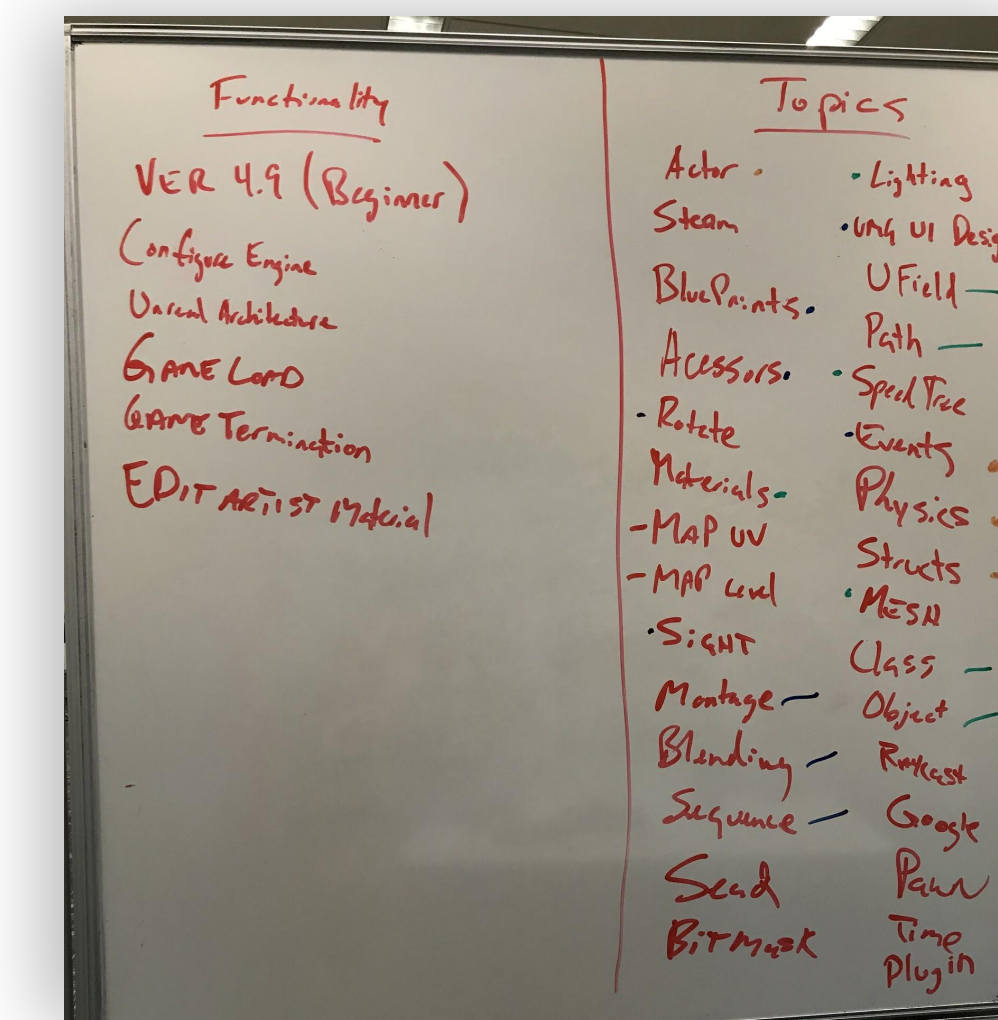
Epic Games. (n.d.). Animation Node Technical Guide. Retrieved May 13, 2018, from <https://docs.unrealengine.com/en-us/Programming/Animation/AnimNodes>

Processes & Foundational Work

- Taxonomy Approach
 - Implemented Bottom-Up, Top-Down, Navigational, Index, and Associative approach styles
- Developer interviews
 - Conducted interviews and card sort activities with Epic Games employees who span the 3 user types, as well as Beginner Level Users
- Content and Competitor analysis
 - Conducted documentation and content analysis on Epic Games competitors (Cryengine, Lumberyard, Source, Unity)
- Iterations
 - Refined our work to increase cohesion and achieve comprehensiveness and standardized taxonomy enabling better user experience

Navigation Hierarchy

- Structures the documentation based on concept relationships, making it easier for users to discover and explore similar content related to the topic
- The hierarchy is separated into four modalities and redesigned, combining content to highlight functionality as well as instance-based events
- Update recommendations for uniform visual representations of concept relationships to better assist users



Subject Hierarchy

- Terms and keywords from the documentation were categorized by subject area hierarchically
- Created controlled vocabulary for the documentation to facilitate better filtering and search by term