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ANEXO 1



semiotic engineering research group

Category type	Sub-Category	Distinctive Feature	Utterance
(I) Complete Failures	(a)	User is conscious of failure.	"I give up."
	(b)	User is unconscious of failure.	"Looks fine to me."
	1. user's semiosis is temporarily halted	because he cannot find the appropriate expression for his illocution	"Where is it?"
		because he does not perceive of understand the designer's deputy's illocution	"What happened?"
		because he cannot find an appropriate intent for illocution	"What now?"
	(a)	because it is uttered in the wrong context	"Where am I?"
(II) Temporary Failures	(b)	because the expression in illocution is wrong	"Oops!"
	(c)	because a many-step conversation has not caused the desired effects	"I can't do it this way."
	3. user seeks to clarify the designer's deputy's illocution	through implicit metacommunication	"What's this?"
		through explicit metacommunication	"Help!"
		through autonomous sense-making	"Why doesn't it?"
	(a)	User understands the design solution.	"Thanks, but no, thanks."
(III) Partial Failures	(b)	User does not understand the design solution.	"I can do otherwise."

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