AI Agent Interaction and UX Concept

Motivation

To maximize the potential of an AI Hybrid Workforce, AI agents must be designed around people, not just technology. Empathy is the key: understanding human behaviours, goals, emotions, and concerns lead to user's acceptance. This means, engaging users early reveals unforeseen needs and ensures the agents fit naturally into how people actually work.

From concept to implementation, we ensure the AI agent system becomes intuitive, trustworthy, and reliable. Our UX Design team will work cross-functionally, integrating insights from business, AI, technology, and human-centered design to perform comprehensive role analysis and establish clear criteria for user acceptance. Through UX-led task analysis and mental model mapping, we ensure the agentic system reflects the actual work practices. Core outputs include agent explainability, user feedback loops, and error management that are critical for reducing frustration, and driving adoption. The output will be a concept for a unified, user-accepted system workspace; an integrated digital environment where humans and AI agents work seamlessly together through a single, intuitive interface.

What we bring

With 25 years of experience in designing and building enterprise software and systems for global organizations, we are uniquely positioned to help design, develop, and integrate an AI-enabled workforce tailored to your business objectives; united by people and technology to strengthen capabilities, accelerate adoption, and deliver measurable business outcomes.

Through an agile and human-centered design approach, we will assist with:

- Validation of results from the role and task mapping based on user insights to identify high-impact opportunities that align with business priorities and deliver measurable value.
- Designing intuitive, human-centered AI experiences that enhance user adoption, trust, and productivity across the organization.
- Building organizational readiness and capability through change enablement, training, and governance frameworks that ensure sustainable impact.

What you need

To achieve a successful outcome, relies on your team to bring forward deep business insights, collaborate openly and constructively challenge current practices.

- Access to key business stakeholders with detailed process knowledge and domain expertise.
- End users whose insights reflect real-world experience.
- Active participation in review cycles and design workshops to refine concepts.

Through your team's insight and engagement, we can co-create AI solutions that align with real user needs and your organization. Early user involvement builds trust, drives adoption, and ensures lasting value from day one.

Benefits

- **Optimized Workflows:** Focus on natural user interactions for employees being freed from repetitive tasks.
- **User-Centered Adoption:** Designed with real user needs in mind, ensuring trust, usability, and smooth adoption from day one.
- **Safe and Transparent AI:** Incorporates explainability, error-handling, and compliance measures, building user confidence and reducing risk.
- **Proven:** AI tools that are designed and validated with end users early in the development experience fewer errors and higher satisfaction.

Quick facts

- **Duration:** 2-4 weeks
- **Team:** Matter experts from Digital Product Design
- **Format:** Combination of (interactive) workshops, interviews and in-depth analysis

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What you get

Outcomes of our series of interactive, human-centered workshops:

- Identification of real user pains and needs
- Validated designs, an UX- and a communication concept for the AI agent system
- An UX-informed prototype that follows the agent design strategy

Together with your team, PRODYNA will guide you through the following phases using our proven methodology, adapting each step as needed to align with your organization's unique goals, workflows, and user needs.

PHASE	ACTIONS
1. Kickoff & Goal Alignment *Understand the "why", the problem space, users, and context.*	• Set the product vision, goals and objectives • Identify and define key personas • Workout the value proposition canvas • Create empathy maps & user journey mapping **Deliverables:** Shared objectives statement, personas, user journey and empathy map.
2. Ideation & Concept Design *Explore and define what the AI Agent system can impact and could be.*	• Affinity mapping of insights • Problem framing • Brainstorming & ideation approaches (e.g. Crazy 8s) • Concept voting & prioritization matrix • Co-design prototyping **Deliverables:** Opportunity statements, prioritized problem areas, feature wish list and rapid prototype.
3. AI Design & Experience *Shape how the AI Agent system works and interacts with users.*	• Ethical risk mapping (bias, transparency, privacy) • Personality design or persona canvas • Dialogue prototyping with "Do/Don't" language matrix • Communication concept creation that defines how users and the agentic system interact – including escalation paths, fallback mechanisms, and tone-of-voice strategies to maintain clarity, trust, and a positive user experience **Deliverables:** Scope of AI capabilities, agent's personality, tone and behavioural rules, prototype extensions, acceptance criteria and a communication framework for cases of errors, uncertainty, or low-quality responses.
4. Test & Track *Validate assumptions with real users.*	• Usability testing / user feedback sessions • Feedback mapping and iteration • Responsible AI checklist • Set success metrics • Post-launch feedback loops **Deliverables:** Tested prototype, User feedback loops and iteration plan, UX KPIs and success metrics.

This represents our standard methodology, proven in past projects, and we're happy to tailor it to fit your organization's specific needs, tools, and workflows.

Get started

To learn about pricing and how to get started, please contact info@prodyna.com

About PRODYNA

PRODYNA is an innovative IT consultancy specializing in creating custom software solutions and serving the needs of corporates and enterprises across the European continent. Please visit www.prodyna.com for more information.

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