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SOFTWORKS

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Synthetic User *Templates*

PROFILE | PROMPT | CONTEXT | OUTPUT

PREPARED BY



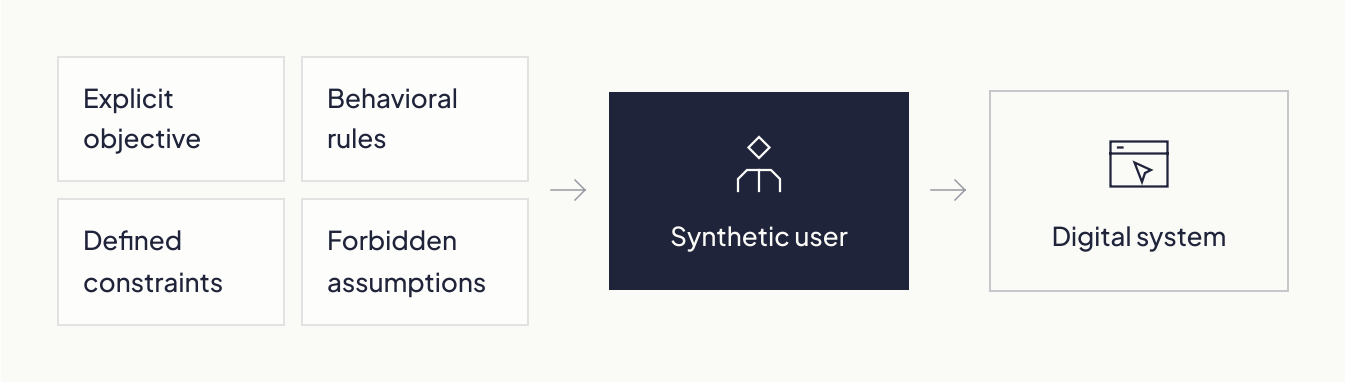
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00 DEFINITION

A synthetic user is an artificial decision agent constructed through an explicit objective, behavioral rules, defined constraints, and forbidden assumptions, designed to interact with a digital system under controlled conditions and without external compensation.



EACH COMPONENT IS ESSENTIAL

01 It has a concrete objective.

02 It operates within defined limits.

03 It follows explicit behavioral rules.

04 It cannot use knowledge external to the defined scenario.

05 It does not optimize the flow unless its profile explicitly allows it.

06 It does not compensate for design deficiencies through additional reasoning.

KEY INSIGHT

The quality of a synthetic user depends more on its *constraints* than on its profile.

Without explicit limits, the model optimizes automatically and the simulation loses value.

To use synthetic users effectively, you need four concrete components

 1 A clearly defined synthetic user	 2 A clearly bounded flow to evaluate
 3 An execution prompt	 4 A structured output format

Without these four elements, the method does not work.

Synthetic User *Template*

Use this to define a reusable synthetic user profile.



SYNTHETIC USER – TEMPLATE	
Functional Role:	
Domain Expertise Level:	
Technical Proficiency Level:	
Primary Motivation:	
Explicit Objective:	
Success Criteria:	
Constraints:	
Behavioral Rules:	
Abandonment Rules:	
Forbidden Assumptions:	
Flow Being Evaluated:	

You can store this as a reusable profile and activate it whenever needed.

Base Simulation *Prompt* Template

Use this when running a simulation with any LLM.



PROMPT – BASE SIMULATION

Act strictly as the synthetic user defined above.
You must follow all behavioral rules, constraints, and forbidden assumptions.

You are not allowed to:

- Add external knowledge.
- Compensate for UX gaps.
- Assume system logic that is not explicitly visible.
- Optimize the flow unless the profile explicitly allows it.

Evaluate the flow in the order presented.
Produce the result exclusively in the structured output format provided.

LLM *Context* Template

Use this block at the beginning of a session to frame the simulation properly.



LLM CONTEXT – SIMULATION FRAMEWORK

This exercise defines a controlled simulation using a synthetic user.
The synthetic user is not a real person and does not represent predictive behavior.
It is a constrained decision agent defined by explicit rules and limitations.

You must:

- Strictly adhere to the defined profile.
- Use only information visible in the provided flow.
- Avoid adding external reasoning.
- Avoid compensating for design gaps.
- Avoid optimizing the experience unless explicitly allowed.

Your task is to simulate decision-making, hesitation, friction, and possible abandonment within the defined workflow.

The output must follow the structured format exactly.

Structured *Output* Format Template

Use this as the required response format for every simulation.

SIMULATION OUTPUT FORMAT

Step 1		Step 2		...
Action Taken:		Action Taken:		
Clarity Level:	High / Medium / Low	Clarity Level:	High / Medium / Low	
Doubt Detected:	Yes / No	Doubt Detected:	Yes / No	
Reason:		Reason:		

Point of Highest Friction:	Brief description of the most critical friction point.
Final Decision:	Continue / Abandon
Main Reason:	
Risks Identified:	–
	–
Structural Insight:	Key observation derived from the behavior under constraints.

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Start with a conversation. Leave with clarity.

START A CONVERSATION

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