User Journey Mapping: AI Workflow Editor (Textual)

Persona: Ahmed, Workflow Manager at a large regional bank.
Scenario: Ahmed needs to create a new workflow that automatically categorizes high-value transaction alerts and assigns them to the correct compliance officer.

Phase 1: Access and Discovery (Goal: Find the AI tool)

- **Step:** Ahmed logs into the NexaCore platform.
- **Thought:** *I know the platform can do smarter things than just 'If/Then.' Where's the intelligence?*
- **Emotion: Curiosity.**
- **Pain Point:** The new AI blocks are named generically ('Classifier', 'Summerizer') and are not clearly marked as AI features.

Phase 2: Workflow Creation (Goal: Integrate the AI model)

- **Step:** Ahmed drags the 'Classifier' block onto the canvas.
- **Thought:** *Which model does this use? Is it secure? I need to know it's using the regional compliance model, not the general one.*
- **Emotion: Slight Hesitation.**
- **Pain Point:** The model selection interface is hidden behind a secondary tab, and there is no visible trust/compliance badge associated with the compliance model.

Phase 3: Configuration and Training (Goal: Set rules)

- **Step:** Ahmed tries to configure the 'Classifier' to recognize 'High-Risk Transfer' vs. 'Standard Transaction.'
- **Thought:** *The training data input box is confusing. Can I paste a spreadsheet here, or do I need to use the API?*
- **Emotion: Frustration.**
- **Pain Point:** The UI is API-centric; it assumes the user knows how to structure the training payload, not how to upload simple data for quick training.

Phase 4: Testing and Deployment (Goal: Launch the workflow)

- **Step:** Ahmed runs the built-in diagnostic test.
- **Thought:** *The test says "Success," but it only ran 10 entries. I need to run 1,000 entries to feel safe.*

- **Emotion: Anxiety.**
- **Pain Point:** The test environment is too simplistic; it doesn't allow testing against a real-world data set (e.g., last 24 hours of live transaction logs).

Improvement Opportunity:

Integrate a **"Trust and Transparency"** badge directly onto AI blocks, linked to the model's version and compliance certifications. Improve the Configuration UI to accept simple data input methods (like CSV upload) for non-technical managers.