

ContraMind User Interface Journey



This document presents three detailed user stories that illustrate how ContraMind's interface supports contract analysis tailored to the specific legal and business contexts of Saudi Arabia. Each story highlights a distinct persona with specific needs for uploading contracts, configuring analysis parameters, and receiving jurisdiction-specific AI-driven insights with feedback mechanisms.

Executive summary

Three personas drive the scope: the enterprise legal team (Second Party), the consulting provider (First Party), and public-sector compliance (Neutral). **All require a strict 3-step UX** (Upload → Configure → Results).

The core engine outputs findings in four categories (Legal, Business, Technical, and Shariah) and must support Arabic, English, and bilingual documents.

Configuration biases analysis: **Party** = (First / Second/ Neutral), **Language** = English and Arabic, **Jurisdiction** = KSA. Recommendations must be actionable and KSA-aligned.

Results must capture per-suggestion feedback (thumbs/stars) to tune models.

User Story 1: The Corporate Legal Advisor for a Saudi Enterprise

Title: Protecting a Saudi Company's Interests in a Technology Outsourcing Agreement

Persona: Legal advisor for a large Saudi corporation in **Riyadh**, contracting with an international technology service provider.

As a legal advisor representing a Saudi corporation (the "Second Party"), **I want to:**

- Upload an **English-language Master Services Agreement** via a Private (<https://app.clickup.com/90181831528/docs/2kzm32v8-9358/2kzm32v8-8618>)
- Private (<https://app.clickup.com/90181831528/docs/2kzm32v8-9358/2kzm32v8-8658>)

So that, I can receive a comprehensive, jurisdiction-specific analysis that identifies all legal, business, technical, and Shariah-related risks, and provide direct feedback on the AI's suggestions to improve future results.

Acceptance Criteria:

1. **Screen Separation:**
 - **Screen 1 (Upload):** Dedicated interface for uploading the contract document.
 - **Screen 2 (Configuration):** After upload, a new screen for analysis parameters (Party, Language, Jurisdiction, Type).
2. **Party Representation:** Ability to select "Second Party" to bias AI recommendations in my client's favor.
3. **Language & Jurisdiction:** Dropdown menus for "Language" (English) and "Jurisdiction" (KSA).

4. **Categorized Analysis:** The results screen is organized into four sections: Legal, Business, Technical, and Shariah Analysis.
5. **Actionable Recommendations:** Each risk includes specific, actionable suggestions with alternative wording compliant with KSA law and Shariah principles.
6. **Feedback Mechanism:** Each AI suggestion includes thumbs-up/down icons; feedback is captured to improve AI accuracy.

User Story 2: The Saudi Service Provider Protecting Business Interests

Title: Minimizing Liability & Defining Scope of a Saudi Consulting Firm's Interests in Consulting Agreement

Persona: Managing partner of a Saudi-based management consulting firm in **Jeddah**.

As a managing partner of a Saudi consulting firm (the "First Party"), **I want to:**

- Upload our standard Arabic-language consulting agreement. (Check Private (<https://app.clickup.com/90181831528/docs/2kzm32v8-9358/2kzm32v8-8618>))
- Proceed to a separate parameter screen to define the analysis by selecting "First Party" as my role, "Arabic" as the language, and "KSA" as the Jurisdiction. (check Private (<https://app.clickup.com/90181831528/docs/2kzm32v8-9358/2kzm32v8-8658>))

So that, I can receive a detailed analysis from a provider's perspective to mitigate risks, and rate the usefulness of each AI suggestion to fine-tune the system to my firm's needs.

Acceptance Criteria:

1. **Distinct Workflow Steps:** Clear separation into Upload and Configuration steps.
2. **Provider Perspective:** Selecting "First Party" tailors analysis to provider risks (e.g., liability, scope creep, IP protection).
3. **Arabic & KSA:** Configuration allows for "Arabic" and "KSA" as native language options for processing and adhering to local laws.
4. **Provider-Focused Analysis:** Results categorized from a provider's viewpoint across Legal, Business, Technical, and Shariah.
5. **Risk Mitigation Suggestions:** AI provides recommendations and alternative clauses to strengthen the provider's position while maintaining compliance.
6. **Feedback Tool:** The results interface includes thumbs up/down for every AI suggestion, allowing the system to record input for AI learning.

User Story 3: The Neutral Compliance Officer for a Saudi Government Entity

Title: Impartial Compliance Review for a Public-Private Partnership Agreement (PPP)

Persona: Compliance officer at a Saudi government ministry reviewing a major infrastructure PPP agreement.

As a compliance officer at a Saudi government entity, **I want to:**

- Upload a bilingual (Arabic and English) PPP agreement. (Check Private (<https://app.clickup.com/90181831528/docs/2kzm32v8-9358/2kzm32v8-8618>))

- On a subsequent analysis setup screen, select the "Neutral" perspective and confirm "KSA" as the Jurisdiction. (check Private (<https://app.clickup.com/90181831528/docs/2kzm32v8-9358/2kzm32v8-8658>))

So that, I can obtain an unbiased assessment against Saudi laws and regulations, and provide feedback on the clarity and accuracy of the AI's findings.

Acceptance Criteria:

1. **Clear Workflow:** Multi-screen process: Upload Screen → Configuration Screen → Results Screen.
 2. **Neutral Perspective & Jurisdiction:** Select "Neutral" for unbiased analysis and "KSA" for public sector law review.
 3. **Bilingual Processing:** The System identifies and analyzes both Arabic and English content.
 4. **Comprehensive Categorization:** Results present a balanced assessment across Legal, Business, Technical, and Shariah, highlighting risks for both government and private partners.
 5. **Public Interest Safeguards:** AI highlights terms that compromise public interest or Vision 2030 objectives, providing balanced recommendations.
 6. **AI Model Tuning:** The Results screen allows users to rate each AI insight (using a star rating or thumbs up/down) to fine-tune the AI for PPP contracts in the KSA public sector.
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Simple drag-and-drop interface.

Simple Drag-and-Drop Interface Screen

This screen is designed as the first step in the ContraMind contract analysis workflow. It provides users with an intuitive way to upload contract documents for analysis.

Key Features

- **Central Drag-and-Drop Area:**
 - Users can drag and drop their contract file (PDF, DOCX, etc.) into a clearly marked area.
 - Alternatively, users can click to browse and select a file from their device.
- **Supported File Types:**
 - Accepts common contract formats: PDF, DOCX, DOC, and TXT.
- **Visual Feedback:**
 - Shows a progress bar or spinner while uploading.
 - Displays file name and size after upload.
 - Error messages for unsupported file types or upload failures.
- **Navigation:**
 - "Next" button becomes active after a successful upload, guiding users to the configuration screen.

Example Layout

Upload Your Contract Document

[Drag & Drop file here] or [Browse]

Supported formats: PDF, DOCX, DOC, TXT

[File name.pdf] [✓]

[Next]

User Flow

1. User lands on the Upload screen.

2. User drags and drops a file or clicks "Browse" to select a file.
 3. The system validates the file type and uploads it.
 4. On success, the "Next" button is enabled.
 5. User clicks "Next" to proceed to the configuration screen.
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This interface ensures a smooth and user-friendly start to the contract analysis process, reducing friction and supporting a wide range of users.

Configuration Screen – Choose Party, English, Saudi Arabia

Configuration Screen – Second Party, English, KSA

This screen is the second step in the ContraMind contract analysis workflow. It allows users to define key analysis parameters after uploading their contract document.

Key Features

- **Party Representation Selection:**
 - Dropdown or radio buttons to select the user's role:
 - First Party
 - Second Party (default selection for this scenario)
 - Neutral
- **Language Selection:**
 - Dropdown menu to choose the contract language:
 - English (default selection for this scenario)
 - Arabic
 - Bilingual
- **Jurisdiction Selection:**
 - Dropdown menu to select the jurisdiction:
 - KSA (Kingdom of Saudi Arabia) (default selection for this scenario)
 - Other jurisdictions (if supported)
- **Contract Type (Optional):**
 - Dropdown to specify contract type (e.g., MSA, NDA, Consulting Agreement)
- **Navigation:**
 - "Back" button to return to the upload screen
 - "Analyze" button to proceed to results after configuration

Example Layout

+-----+-----+		
	Configure Analysis Parameters	

Party Representation:	[Second Party ▼]
Language:	[English ▼]
Jurisdiction:	[KSA ▼]
Contract Type:	[Select Type ▼]
[Back]	[Analyze]

User Flow

1. User lands on the Configuration screen after uploading a contract.
2. User selects their party representation (Second Party), language (English), and jurisdiction (Saudi Arabia).
3. Optionally, the user selects the contract type.
4. User clicks "Analyze" to start the AI-driven contract analysis.

This configuration screen ensures that the analysis is tailored to the user's specific context, providing relevant and actionable insights.

Enhanced from User Stories

Date: 2025-11-07

1. Scope & personas (from source)

- Enterprise legal advisor in Riyadh; analyzes English MSA, Second Party bias.
- Managing partner at Saudi consulting firm; analyzes Arabic agreement, First Party bias.
- Government compliance officer; bilingual PPP, Neutral perspective with public-interest checks.

2. Required UX flow & configuration (from source)

Flow: Screen 1 Upload → Screen 2 Configuration → Screen 3 Results. No mixing of steps.

Configuration fields

- Party: First | Second | Neutral (bias analysis)
- Language: Arabic | English | Bilingual
- Jurisdiction: Saudi Arabia
- Contract Type: e.g. only; MSA/Consulting/PPP (implied by stories; exact list TBD)

Results

- Categories Analysis: Legal, Business, Technical, Shariah
- Display actionable recommendations and capture feedback for each suggestion.

3. Functional requirements (from source)

- Document handling: Arabic, English, and mixed bilingual content in one file.
- Perspective biasing: adjust findings to First/Second/Neutral.
- Feedback: thumbs/stars; persist signals.

A feedback system that utilizes thumbs (such as thumbs up or thumbs down) or stars (like a rating out of 5 stars) to gather opinions or evaluations. "Persist signals" means that these feedback indicators (thumbs or stars) are saved or recorded for future reference.

4. Proposed system design (for clarity)

Services

- Ingestion: upload, virus scan, OCR if needed, language detection, clause segmentation.
- Analysis: apply rulepacks and models with perspective biasing; emit categorized findings.

- Feedback: store per-suggestion signals; aggregate for offline model updates.

Data model (proposed minimal)

```
{
  "Upload": {"id": "uuid", "filename": "string", "mime": "string", "size": "int"},
  "AnalysisConfig": {
    "upload_id": "uuid",
    "party": "First|Second|Neutral",
    "language": "Arabic|English|Bilingual",
    "jurisdiction": "KSA",
    "contract_type": "string"
  },
  "Finding": {
    "id": "uuid",
    "category": "Legal|Business|Technical|Shariah",
    "clause_ref": "string",
    "title": "string",
    "risk_level": "Low|Medium|High",
    "rationale": "string",
    "suggestion": "string",
    "alt_clause": "string"
  },
  "Feedback": {"finding_id": "uuid", "signal": "up|down|1..5", "user_id": "uuid", "ts": "ISO-8601"}
}
```

APIs (sketch)

- `POST /uploads` → `{id}`
- `POST /analyses` body=`AnalysisConfig` → `{analysis_id, status}`
- `GET /analyses/{id}/results` → `{summary, findings[]}`
- `POST /findings/{id}/feedback` → `{ok}`

Sequence

1. Upload file → 2) Configure analysis → 3) Run analysis → 4) Stream results by category → 5) Capture feedback.

5. Acceptance tests (Gherkin-style)

Story 1 – Second Party, English MSA

```
Given I uploaded an English MSA
And I selected party=Second, language=English, jurisdiction=KSA
When I start analysis
Then I see results grouped by Legal|Business|Technical|Shariah
And each finding includes an actionable recommendation
And I can give thumbs up/down per suggestion
```

Story 2 – First Party, Arabic consulting

Given I uploaded an Arabic consulting agreement
And I selected party=First, language=Arabic, jurisdiction=KSA
When I start analysis
Then risks emphasize provider concerns (liability, scope, IP)
And recommendations strengthen provider position while KSA-compliant
And I can give thumbs up/down per suggestion

Story 3 – Neutral, bilingual PPP

Given I uploaded a bilingual PPP agreement
And I selected party=Neutral, jurisdiction=KSA
When I start analysis
Then results cover both sides' obligations
And public-interest flags are highlighted
And I can rate suggestions (thumbs or stars)

6. Non-functional (proposed)

- **Performance:** Return a summary in 15 seconds or less; full results should be available within the 25th percentile, taking no more than 90 seconds for up to 30 pages.
- **Observability:** Trace configuration, model/rulepack version, and latency per category; audit feedback events.
- **Security:** Per-tenant isolation, PII protection, configurable data retention, and an option for data residency in Saudi Arabia.
- **Accessibility/i18n:** Right-to-left (RTL) support, mixed-script rendering, and Unicode normalization.

7. Risks & Open Questions

Risks

1. Rulepack Coverage & Legal Validation

Ensuring comprehensive rulepack coverage for Saudi Arabia's legal landscape is critical. Inadequate validation could lead to inaccurate or non-compliant recommendations.

2. OCR and Clause Detection Challenges

Scanned PDFs, especially those in Arabic or bilingual formats, may suffer from poor OCR quality. This can impact clause segmentation and the accuracy of analysis, particularly for documents with low structural complexity.

3. Feedback Signal Integrity

The use of feedback signals (such as thumbs or stars) for online or offline learning introduces potential risks of bias. Without proper guardrails, these signals could skew model updates or recommendations.

4. Performance Under Load

Handling large, complex documents (e.g., 30+ pages) within the proposed performance benchmarks (15 seconds for summary, 90 seconds for full results) may strain system resources, especially with mixed-language content.

5. **Data Security & Residency**

Ensuring per-tenant data isolation, protecting personally identifiable information (PII), and adhering to Saudi Arabia's data residency requirements pose significant operational and compliance risks.

6. **Accessibility Gaps**

Right-to-left (RTL) support, mixed-script rendering, and Unicode normalization are essential for usability. Any gaps in these areas could hinder adoption, particularly for Arabic-first users.

Open Questions

1. **Rulepack Customization**

How can we efficiently update and validate rulepacks to reflect evolving Saudi regulations and industry-specific nuances?

2. **OCR Enhancement**

What technologies or partnerships can improve OCR accuracy for Arabic and bilingual documents, especially for handwritten or low-quality scans?

3. **Feedback Utilization**

Should feedback signals be weighted differently based on user roles (e.g., legal advisors vs. compliance officers)? How can we prevent malicious or uninformed feedback from degrading model performance?

4. **Public-Interest Checks**

For Neutral perspectives, what criteria should define public-interest flags? How do we ensure these flags are both comprehensive and actionable?

5. **Scalability**

What infrastructure adjustments are needed to ensure the system scales effectively for enterprise clients with high document volumes?

6. **User Experience in Mixed-Language Contexts**

How can we optimize the UX flow for users working with bilingual documents, ensuring seamless navigation and clarity in results?

7. **Retention Policy Flexibility**

What level of configurability should be offered for data retention policies, and how do we strike a balance between flexibility and compliance requirements?