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Drag-and-drop workflow/rule builder, simulation mode, custom user roles

Here's a fully-researched, advanced, and original user story and implementation brief for **Self-Service Customization: drag-and-drop workflow/rule builder, simulation mode, custom user roles**—with a focus on maximizing power for SMEs at the lowest cost of usage, without copying any competitor. [1] [2] [3] [4] [5] [6]

Self-Service Customization – Full-Fledged User Story & Design

Title

Universal No-Code Compliance Studio for SMEs

Description

As a compliance officer or business user (non-developer), I want a drag-and-drop workflow and rule builder—with simulation mode and fully custom user roles—so I can independently automate compliance processes, adapt to market/regulatory change, and keep integration/maintenance costs close to zero.

Functional Requirements (360-Degree Coverage)

1. Drag-and-Drop Workflow Builder

- Intuitive canvas for visualizing, editing, and creating multi-step workflows (e.g. "If order > $10K → escalate to manager; If partner flagged → auto-block").
- Pre-built template library for common compliance needs (sanctions, embargoes, license escalation), plus marketplace for sharing community templates.
- Advanced nodes: Start, Condition, Action (notify, block), Delay, Approval, Exception, Webhook/API, Document Generation, External Call, Audit Log.
- "Zoom out" process visualization for auditors and management to track how flows are architected.
- All flows versioned, with rollback and compare.

2. Low-Code/No-Code Rule Engine

- Logical and data-driven rules configurable for any entity (products, partners, orders, documents).
- If/then/else, regex, threshold, fuzzy match, scoring models—all available with no programming.
- Inline AI suggestions: "Most SMEs set X to Y based on your last 6 months' data. Apply now?"
- "Explain logic" mode shows users how their rules flow into real-world decisions, with clear sample outputs.

3. Real-Time Simulation/Sandbox Mode

- "What If" tester lets users try rules/workflows against both historical and staged data, showing stepwise outcomes before anything is published.
- Visual error flagging: simulation highlights bottlenecks, dead ends, or ambiguous logic.
- Built-in reporting on impact analysis: "This rule would auto-approve 98%, send 1.2% to review, block 0.8%. Click to drill down by product, partner, country."

4. Custom User Roles & Team Management

- RBAC/ABAC: Create, name, and assign permissions for new roles (e.g., "Vendor Manager: can override block, but not edit rules").
- Tiered approval and escalation ladders for high-risk changes—compliance-by-design.
- In-app, workflow-aware chat: users tag colleagues, leave comments, or summon "help me build logic" AI assistant.

5. Cost-Saving, SME-Friendly Features

- All customization is treated as a first-class, native feature—no "developer premium" or hidden platform/consultancy fees.
- Free tier covers all basic workflow/rule needs for companies up to N transactions; pay-as-you-go or flat "Pro" for advanced features like AI simulation and custom integrations.
- Bulk actions on rules and flows reduce time-to-edit by 90%; templated "clone/copy and tweak" for rapid adaptation.

6. Training, Help, and Community

- Embedded guided wizards, explainer videos, badges for mastering dev-free automation.
- Scenario-based certifications and community Q&A integrated right in the rule/workflow editor.

7. Audit, Export, Version Management

- One-click export of any flow/rule set (for sharing, audit, backup).
- Full version history with timestamp, actor, before/after diff, and "revert to previous" anytime.

- Change impact log—see what workflows, rules, or users would be affected by any proposed change, before it happens.

Acceptance Criteria

- 95% of routine compliance automation (e.g. block/review/approve/log/escalate) can be built without developer help and launched in <1 hour.

- Every published rule/workflow is simulation-tested and can be reviewed before causing any live action.

- All user roles, comments, and activity are audit-logged and exportable, permissioned by admin.

- Realized TCO (total cost of ownership) for 99% of SMEs is under $100/month on typical usage; Pro/Enterprise priced simply by user count or AI simulation credits, with no upcharges for workflow building.

Distinctives vs. Competitors

- Competing tools (e.g. large enterprise GRC platforms) are expensive, slow to customize, and demand IT support for every change. [3] [4]

- This proposal targets lowest per-seat or per-workflow cost model, all features available even to "smallest" SME customers.

- Leverages in-app AI and community to flatten learning curve and accelerate onboarding.

- Unique: simulation "impact analysis" and AI-recommended starters—speed + accuracy + transparency.

Subtasks for Product/Sprint Planning

- Build the canvas and rule designer UI.

- Engineer drag/drop + template + simulation core.

- Integrate AI explanation engine and community-driven Q&A.

- Validate access controls, audit, rollback, and export features.

- Run pilot with at least 3 SME beta users for usability/cost feedback.

With this approach, you deliver the most powerful, easy, and cost-effective compliance customization for SMEs—something even the biggest legacy players have not fully solved. [2] [4] [6] [1] [3]

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