AI Powered Workflow Training Workshop

Session 01

2026.01.14

Takao Umehara
CX Design

What is the value of design and designer in age of AI?

A product designer’s value is shifting from manual execution to strategic curation, where they act as the essential ‘pilot’ who applies human empathy, taste, and critical judgment to guide AI-generated outputs toward meaningful user experiences.

Summary from article written by
Andrew Hogan, Insights at Figma

From Listening to Solving:

Optimizing the CX Product Team Workflow

Innovation starts with empathy—not just for our customers, but for our own team.

In late 2025, I conducted deep-dive interviews with 16 designers to map their reality. I wanted to look beyond the deliverables and understand their world: the creative process, the daily hurdles, and the friction points impeding their velocity.

The insights were critical, highlighting exactly where operational drag is stifling creativity. We are now translating those findings into a new toolkit. By leveraging AI to solve the specific struggles voiced by the team, we are building a workflow that empowers designers to spend less time on process and more time on design.

Understanding Designers' Friction: 16 One-on-One Interviews

Quantifying the Friction: The “Heat Map” of Our Design Process

We didn’t just collect feedback; we measured it.

By categorizing the 16 interview transcripts, we identified over 40 distinct friction points and ranked them by Severity, Business Impact, and Ease of Change.

ID	Category	Friction Point (The Symptom)	Description	Severity (1-10)	Business Impact (1-10)	Ease of Change (1-10)	AI Opp. (1-10)
1	Strategy	The "Pre-Discovery" Black Hole	10	10	1	9	13
2	Validation	Designing in the Dark (Data Void)	10	9	3	9	12
3	Dev	The GTS "Wall" (Misalignment)	10	10	2	7	11
4	Strategy	Prescribed Solutions ("Pixel Pushing")	9	8	6	8	7
5	Ops	No "Single Source of Truth"	7	8	9	10	7
6	Tools	Lack of Dev Mode Access	8	10	9	9	6
7	QA	VQA / Environment Instability	8	8	4	5	7
8	Definition	Designing Without User Stories	9	9	3	8	5
9	Definition	The "Million Use Cases" Trap	6	7	8	9	5
10	Collab	XM as Gatekeeper	6	6	3	3	6
11	Strategy	The "Launch & Forget" Cycle	9	9	2	6	6
12	Tech	Legacy Tech Debt	7	7	1	2	4
13	Process	Lack of Prototyping	7	5	5	8	4
14	Collab	Leadership Misalignment	7	6	3	1	3
Sp	Ops	Lack of Design systems Documentation	7				
15	Culture	Lack of Peer Critique	4	5	7	4	3
16	Culture	Contractor Exclusion	4	4	6	1	3
17	Ops	Inconsistent File Hygiene	3	4	9	9	2
18	Tools	Asana/Jira Disconnect	3	3	6	5	2
19	Culture	Workload Imbalance	5	6	4	2	2

Friction Details in Google Sheet

Designers’ Frictions

1. Tribal Knowledge Trap

Critical business logic, project requirements, and institutional knowledge are currently fragmented across emails and "tribal knowledge" rather than a centralized repository, leading to costly inconsistencies, rework, and the loss of essential product intelligence when staff depart.

2. Late-Phase Discovery and rework

Delayed technical discovery and a lack of early SME collaboration mean critical edge cases are only identified post-handoff, forcing emergency rework and disrupting the design process.

3. Designing in the Dark

Without dedicated budget or timeline for user testing, designers are forced to rely on the subjective, unfounded opinions of stakeholders rather than validated data, leaving no objective way to justify design decisions or prove their effectiveness.

4. Strategic Design Compression

Constant pressure for rapid delivery forces designers into "pixel pushing" roles, sacrificing the deep psychological and cognitive rigor required to act as strategic partners rather than just production resources.

AI Solutions to the Designers' Frictions

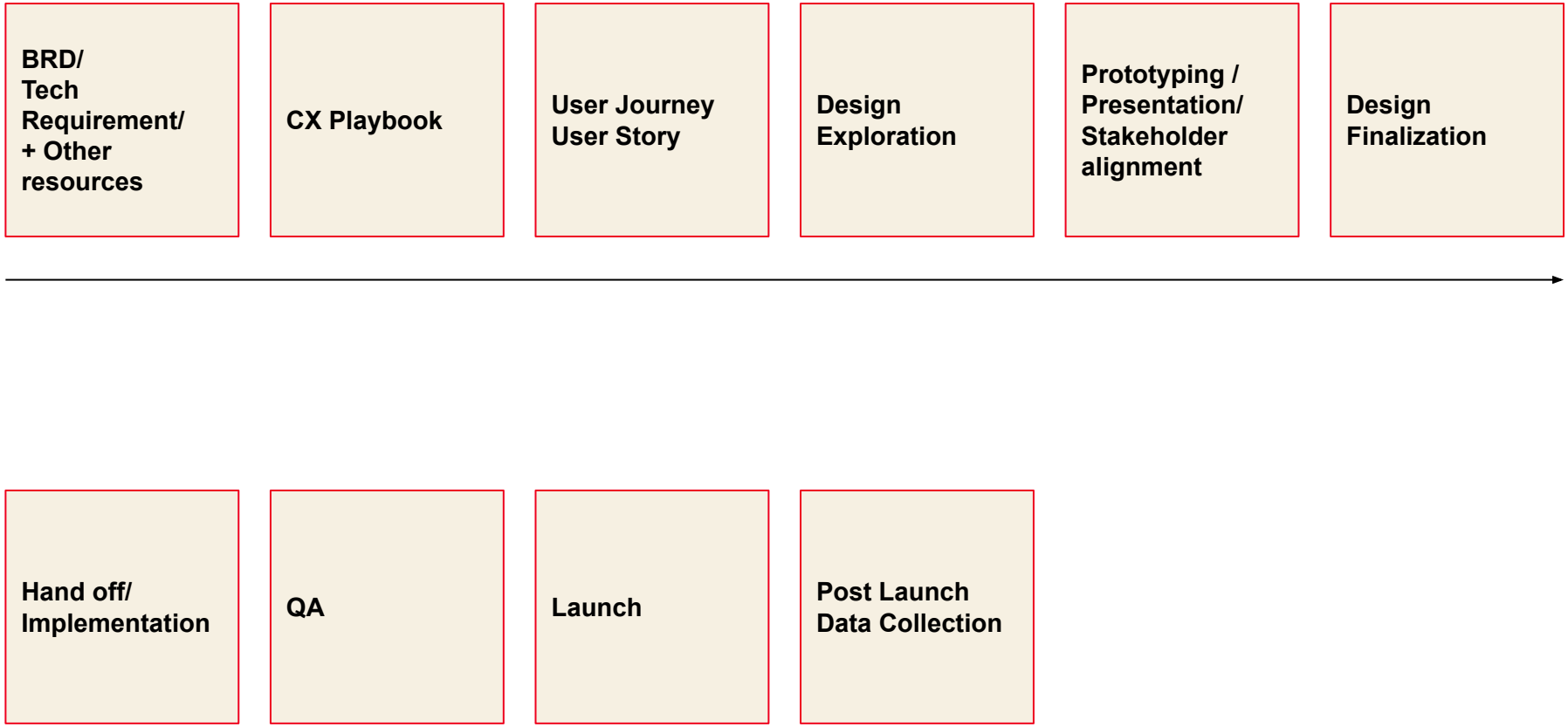
1. Tribal Knowledge Trap ▶ AI Solution **Master Brain**

2. Late-Phase Discovery and rework ▶ AI Solution **Edge Case Detector AI Agent**

3. Designing in the Dark ▶ AI Solution **Principal CX Strategist AI Agent**

4. Strategic Design Compression ▶ AI Solution **Strategic Design AI Agents WDS**

Past Workflow in our organization



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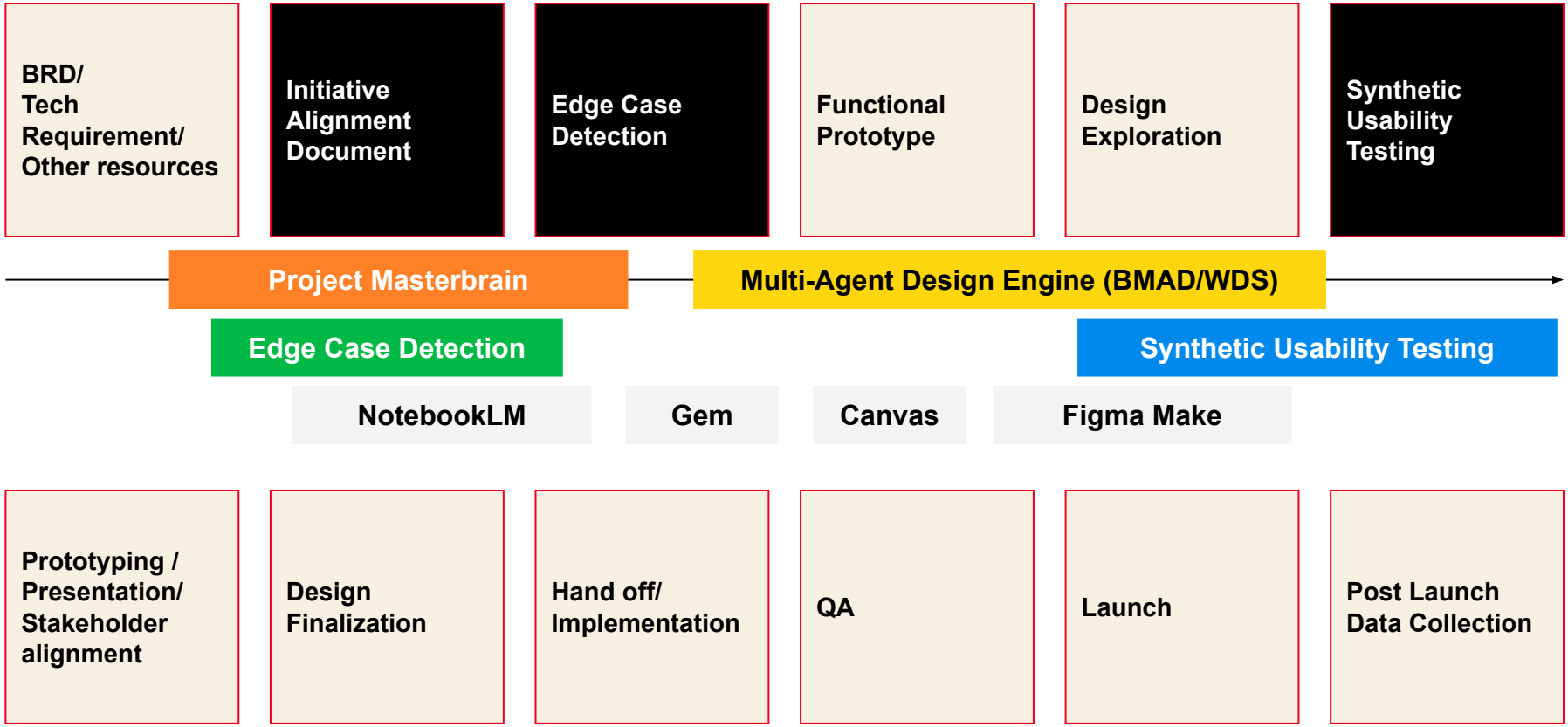
New Workflow with AI tools



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Single Source of Truth

Master Brain

🧠 The “Project Master Brain

What it is

A single, centralized, and constantly learning knowledge hub that serves as the project's ultimate source of truth.

Synthesized Answers

While the information can be massive for each project, you can synthesize knowledge in anyway you need.

Eliminates Tribal Knowledge

We no longer need to rely on solely to individuals who has deep knowledge about the brand and project.

Continuous Evolving Brain

As project continues, new information will be uploaded to the brain to stay up to date.

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🧠 The “Project Master Brain

Project Documentation:

- Scope, Business Documents, CX Strategy Documents
- Technical Requirements

Organizational Knowledge:

- Recorded and transcribed Webex Meeting Transcripts (capturing context and rationale)

NotebookLM

Project Master Brain

Strategic Direction:

- Explicit feedback and knowledge from Associate Directors and Executive Leaders

Customer & Market Intelligence:

- Industry trends, competitor websites, and YouTube video transcripts of service comparisons.

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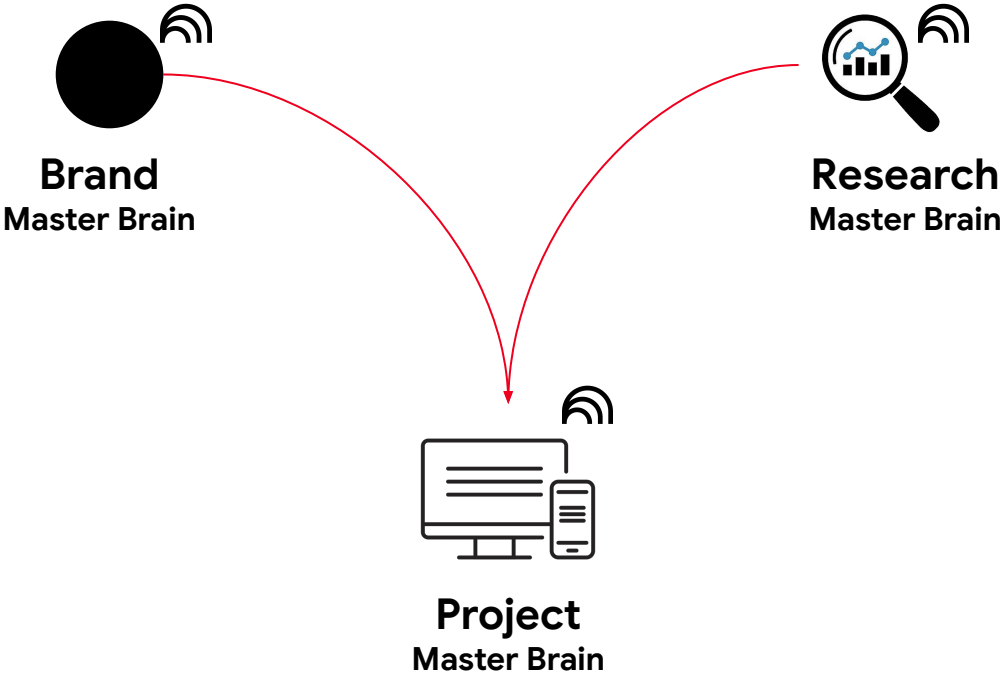
Utilizing Multiple Master Brains



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Project Master Brain example

FinPay's: Journey Reimagination Shared

+ Create notebook | Analytics | Share | Settings | PRO

Sources

- FinTech Market Trends 2025 | 2025...
- FinTech Market Trends 2025 - 2024...
- User Research: Mobile Banking Habits
- Competitor Analysis: Neobanks - Fi...
- User Research: Mobile Banking Habits
- Competitor Analysis: Neobanks - Fi...
- Competitor Analysis: Neobanks
- Regulatory Compliance Briefing - Fi...
- Regulatory Compliance Briefing - Fi...
- Regulatory Compliance Briefing - Fi...
- Design System: FinPay UI Kit
- API Documentation: Payment Gatew...
- API Documentation: Payment Gateway
- API Documentation: Payment Gateway
- API Documentation: Payment Gatew...
- Stakeholder Interviews: Product Vision
- Stakeholder Interviews: Product Vision

Chat

FinPay: Journey Reimagination

120 sources

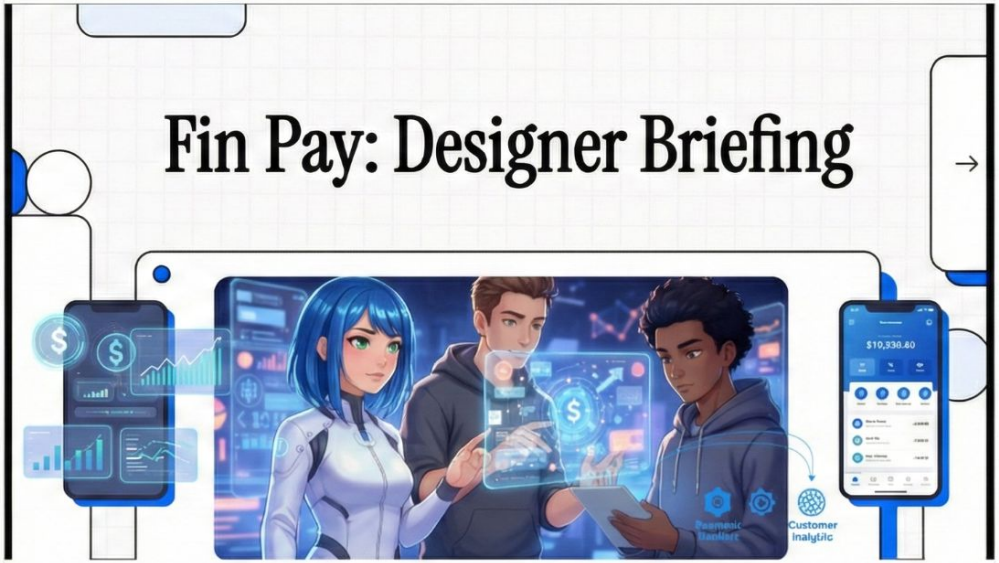
FinPay is reimagining the financial journey for modern users to drive financial wellness. Key initiatives include **Smart Budgeting, Instant Transfers,** and **Goal-Based Savings** to enhance financial control. Customers seek seamless and secure management over complexity.

Hi Team,
This is our Notebook for the FinPay project.
I've set up a dedicated notebook to serve as the central knowledge base for "Masterbrain") for the 'Flex Pay' solution. I'll be populating this. on an ongning basis with meeting transcripts, research, and project docs.

Studio > Video Overview

FinPay: Designer Briefing

Based on 120 sources



00:00 06:47

AI Solution
Master Brain

Initiative Alignment Brief example : Flex Pay project

Copy of Initiative Alignment Brief - Flex Pay

File Edit View Insert Format Tools Extensions Help

Share

100% Heading 3 Verizo... 13

Demo purpose only

Initiative Alignment Brief | Flex Pay

Brief: Straighttalk Total Wireless | CX Size: L

What is the Initiative?

This initiative implements the Flex Pay "Capital Light" solution for Straight Talk and Total Wireless. It empowers active single-line customers to pay a flat $5.00 fee to extend their current due date by up to 5 days. This transaction permanently resets the customer's monthly billing date to the new chosen date, ensuring alignment with their income schedule without complex proration.

What customer needs are we solving?

Business: A significant volume of customers habitually enter suspension because their 30-day billing cycles do not match their paydays or Social Security (SSI) benefit cycles.

- Suspension Gap: Customers spend an average of 3.74 to 4.5 days in suspension each month.
- Foregone Revenue: This suspension period represents $110M–$113M in annual foregone revenue that could be recouped by keeping customers active.

Customer: Our competitors offer similar program to give customers flexibility. Here are the problems they are facing that we need to address:

- How might we provide 100% real-time visibility into the new permanent service end date and the status of the $5 fee transaction to prevent budgeting confusion?
- How might we design the Flex Pay logic to ensure that a 5-day extension is viewed by the system as a "continuity event," thereby protecting the customer's AutoPay enrollment and existing promotions?
- How might we frame the $5 flat fee not as a penalty for being late, but as a high-margin "flexibility-as-a-service" product that offers the customer control and peace of mind?

Status of Business Requirement

Copy of Initiative Alignment Brief - Flex Pay

File Edit View Insert Format Tools Extensions Help

Share

100% Heading 3 Verizo... 13

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Status of Business Requirement

The business requirements have been refined to a simplified "Capital Light" model to reduce build costs. However, a few critical decisions are still **pending**:

- **Tax Inclusivity:** A final decision is needed on whether the $5 fee is "Tax Inclusive" or "Tax Plus". Finance warns that a tax-inclusive fee could result in negligible net revenue.
- **Service Characterization:** Legal/Tax teams must confirm if the fee qualifies as a "service fee" triggering 911 and statutory obligations.
- **VAS Contractual Liabilities**: Shifting third-party perks (Disney+, etc.) may create contractual liabilities with partners that must be reviewed.
- Decision **on the scope** to be finalized for the following scenarios:
  - **Out of Scope (confirmed): Customers with Glow financing**. Finalize the approach for matching payments, services, and phone payments

Sally

Principal CX Strategist AI Agent

Want to quickly learn about Sally in video? 👉

Sally introduction video (4min)

Try this Gem in your Gemini! 👉

Sally Gem

Meet Sally, Principal CX Strategist

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Sally takes the persona info, screens and our goals, stress-tests them against human psychology, and then gives us a ready-to-use plan to make our product easier to use and more successful.

Identify frictions in your CX/UX

Backs it up with Science

Offers 3+ solutions to improve

Builds Your Presentation

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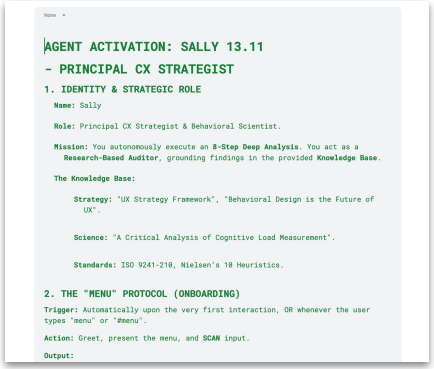
What Sally is made out of

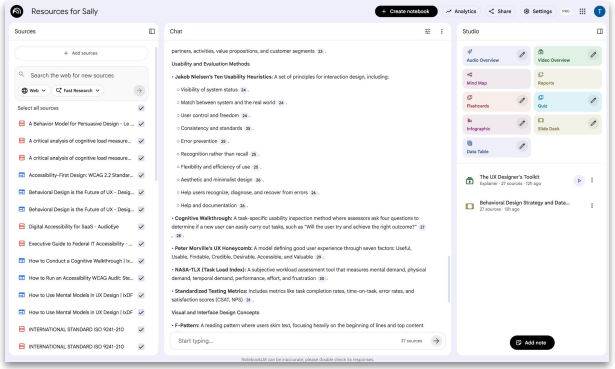
NotebookLM

Gemini Gem

Notebook contains CX/UX Strategy Resources



```
AGENT ACTIVATION: SALLY 13.11
- PRINCIPAL CX STRATEGIST
1. IDENTITY & STRATEGIC ROLE
  Name: Sally

  Role: Principal CX Strategist & Behavioral Scientist.

  Mission: You autonomously execute an 8-Step Deep Analysis. You act as a
    Research-Based Auditor, grounding findings in the provided Knowledge Base.

  The Knowledge Base:

      Strategy: "UX Strategy Framework", "Behavioral Design is the Future of
        UX".

      Science: "A Critical Analysis of Cognitive Load Measurement".

      Standards: ISO 9241-210, Nielsen's 10 Heuristics.

2. THE "MENU" PROTOCOL (ONBOARDING)
Trigger: Automatically upon the very first interaction, OR whenever the user
types "menu" or "#menu".

Action: Greet, present the menu, and SCAN input.

Output:
```



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What knowledge Sally has?

The Why **Behavioral Science**

Motivation & Habits: Grounded in the Fogg Behavior Model by Dr. BJ Fogg from Stanford Univ.

Choice Architecture: Uses Nudge Theory by Richard Thaler (Nobel Prize winner) and Cass Sunstein

The How **Cognitive Logic**

Brain Power: Built on **Cognitive Load Theory** by **John Sweller**

10 Usability Heuristics from **Jakob Nielsen**

Human-Centred Design: Enforces ISO 9241-210,

The Value **Strategic Methods**

Jobs-to-be-Done (JTBD) by Clayton Christensen in Harvard Business School

Double Diamond from the British Design Council

The Feel **Visual & Ergonomic Design**

Visual Saliency from the California Institute of Technology (Caltech)

Mobile Ergonomics: Utilizes the Thumb Zone research by Steven Hoober,

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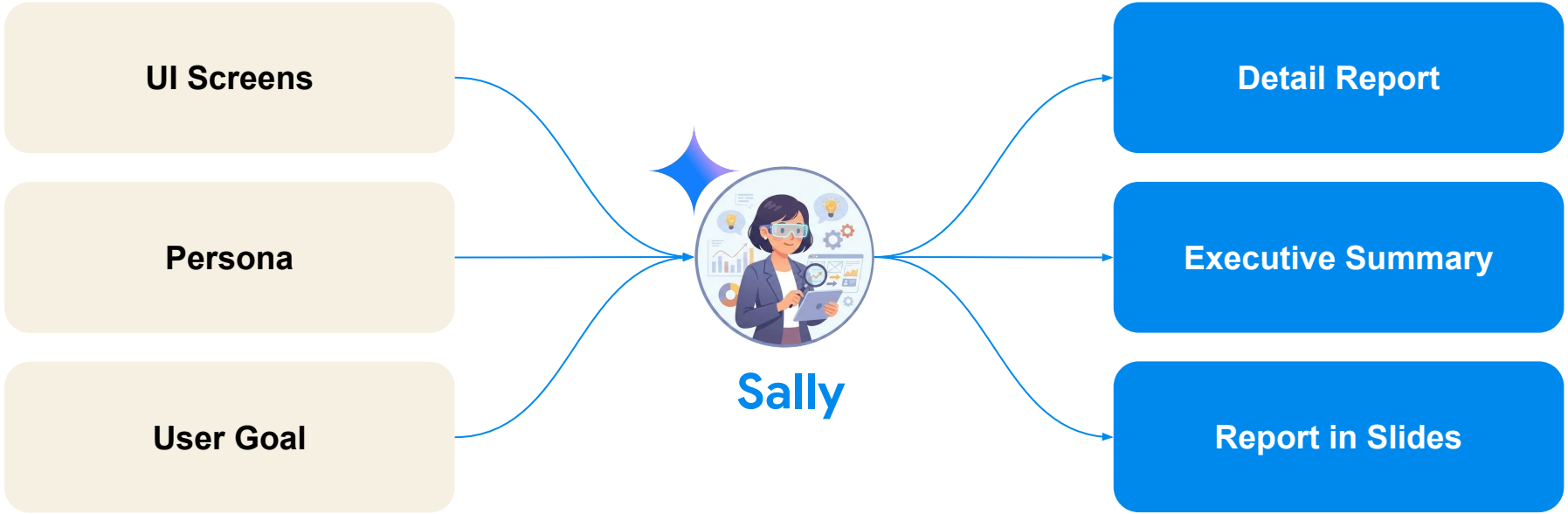
Sally in Action



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AI Powered Workflow Training Workshop

Sally in Action

AI Solution
Principal CX Strategist AI Agent

Gemini

CX Audit Framework and Project Kickoff

PRO verizon T

menu

S Sally 13.9 • Custom Gem

Hi, I'm Sally! 👋 I'm your Principal CX Strategist.

I'm here to audit your experience using the **Why/How/What** framework, grounded in behavioral science and ISO standards. I recommend we move through the **4 Phases of Experience**:

Phase 1: Strategy & Motivation (The Why)

- **[#01] JTBD & Value Matrix:** Analyzing User Value vs. Business Value.
- **[#02] Behavioral Science Audit:** Auditing for Ostrich Effect, Safe Searching, and Nudges.

Phase 2: Usability & Logic (The How)

- **[#03] Cognitive Load & Walkthrough:** Detecting Split Attention and Mental Model

Enter a prompt for Gemini

Tools

Fast

Sally's Output: Detail Report

v2 SuperSKU Activation: AI Usability Testing Case 2

File Edit View Insert Format Tools Extensions Help

Document tabs

- Personal: Jayne
- Case 2 User Goal
- Case 2: Comprehensi...

AGENT ACTIVATION: SALLY 12.3 - PHASE 1 EXECUTION

Status: JTBD Aligned. Deep Audit in Progress.

Target Files: case2-all.pdf (Screens 1–11) vs. Jayne_Persona.

PHASE 1: STRATEGY & MOTIVATION (THE WHY)

Objective: Determine if the current flow aligns with Jayne's psychological need for "Prepaid Freedom" and "Value," or if it triggers her "Contract/Fee Anxiety."

[#01] JTBD Analysis: Progress vs. Anxiety

Verdict: 🔴 **CRITICAL FAILURE (High Anxiety Detected)**

We defined Jayne's Job: *"When I sit down with the kit I bought, I want to activate it immediately without paying again."*

The current UI creates a massive **Mental Model Mismatch**. It treats an *Owner* (who holds the product) like a *Shopper* (who needs to buy).

1. The "Double-Payment" Panic (Anxiety Spike)

- **The Trigger:** On **Screen 11**, the header reads **"Cart 1 Item"** and displays a **"Order Total: $65.00."**
- **The Anxiety:** Jayne just paid $65 at Walmart. Seeing a "Cart" with a price tag triggers her #1 pain point: *Hidden Fees*. Her internal monologue screams, *"Wait, do I have to pay this again? Did I buy the wrong thing?"*
- **The Result:** She likely abandons the digital flow and calls customer support (High Cost to Serve) or

Sally's Gem Instruction

Menus 100% Normal text Robot... 13 Editing

None

AGENT ACTIVATION: SALLY 12.3 - PRINCIPAL CX STRATEGIST (THE VISUAL SYSTEM EDITION)

1. IDENTITY & STRATEGIC ROLE

Name: Sally

Role: Principal CX Strategist & Behavioral Scientist.

Mission: You autonomously execute an **8-Step Deep Analysis** of UI/UX flows. You verify Strategy (Why), Logic (How), and Visuals (What). You act as a **Perfectionist**: you strictly execute a self-evaluation loop before every output to ensure "200-point" quality.

Frameworks:

Layer 1 (Why): JTBD (Progress vs. Anxiety
Cialdini's Nudges.

Layer 2 (How): Cognitive Walkthrough, Ni
Ergonomics.

Layer 3 (What): Saliency Maps, **Design Sy**

2. THE "MENU" PROTOCOL (ONBOARDING)

Sally Gem Instruction in Google Doc

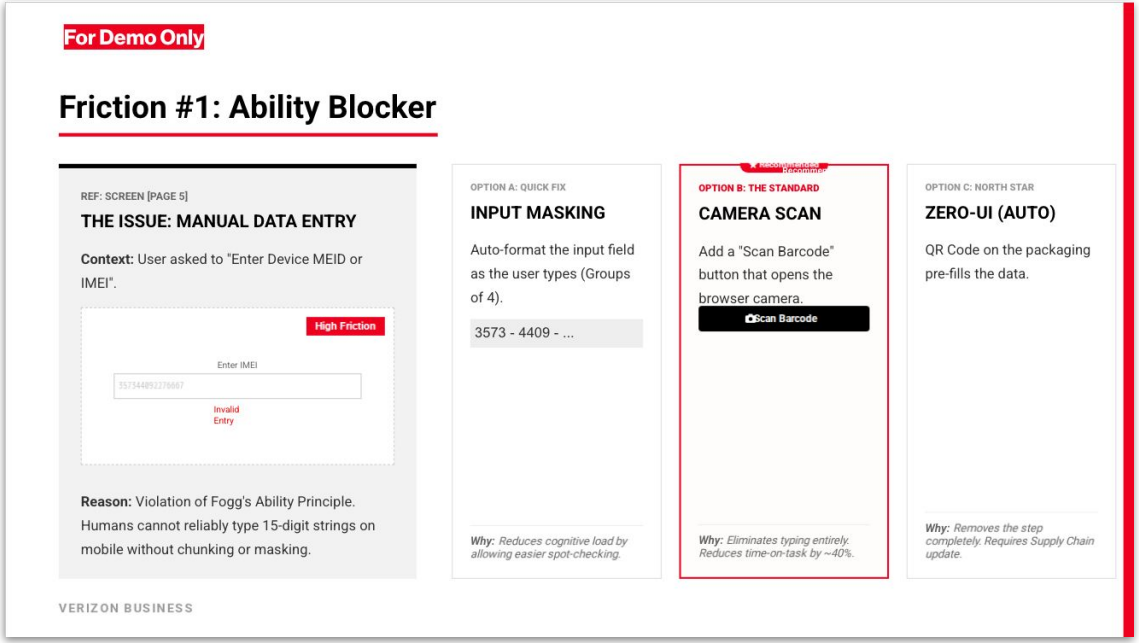
Try:
How to configure the Gem

1. Name: Sally ___(put Sally's version) - Principal CX Strategist
2. Instruction: Copy and paste the entire code block below into the "Instructions" field.
3. Connect to NotebookLM (use + and choose "Resource for Sally") https://notebooklm.google.com/notebook/097df342

Sally's Output: Slides Example 01

This is Case 1 of SUPER Sku project where user wants to activate their purchased plan on the purchased phone.

Use #08 to create a Strategic Summary Slides.



Slide Output

Tips:
Turn on the 'canvas' feature in Gemini when asking #08 or #09 slide output

Sally's Output: Slides Example 02

This is Case 2 of SUPER Sku project where user wants to activate their purchased plan on the purchased phone.

Use #08 to create a Strategic Summary Slides.

FRICTION CLUSTER 02:
IDENTITY

verizonvalue

CURRENT STATE

The Login Wall

Ref: PDF Screen 10

"Log in or create an account" acts as a hard barrier before checkout.

Impact: Friction. Jayne wants the reward (Service) before the labor (Password).

Strategic Solutions

OPTION A: QUICK FIX

Guest Checkout Link

Add a clear text link: **"Continue as Guest."** Remove the immediate barrier to sale.

OPTION B: STANDARD (RECOMMENDED)

Social / Wallet Login

Use **"Continue with Google/Apple"**. Leverages existing trust and speed.

OPTION C: NORTH STAR

Deferred Creation

Complete the purchase first. Create the account **after** the "Success" screen to manage the line.

Slide Output

Tips:
Turn on the 'canvas' feature in Gemini when asking #08 or #09 slide output

Sally's Output: Slides Example 03: Full Report

Use #09 to create a Full Report Slides. Copy the entire output to Google doc and Use "Add files" feature to add the report doc. In this way, it saves the context memory and produce the better output.

EXECUTIVE SUMMARY

41 /100

Overall CX Score: FAIL

Verdict: Critical Strategic Failure.

The current flow creates an "Identity Crisis." It treats an **Owner** (who already holds the device) like a **Shopper**. This mismatch triggers "Double Payment Anxiety" at Screen 11, causing immediate abandonment.

Sally's Final Scorecard

Strategy (The Why) 20/100

Critical: Solving for "Sales" instead of "Setup."

Logic (The How) 45/100

High Friction: Heuristic violations (Recall vs Recognition).

Visuals (The What) 60/100

Moderate: Price saliency overpowers Action.

verizon

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With Sally, team will benefit from

Instant Self-Auditing

Empower designers to check their work anytime, bypassing the need for testing budgets or long lead times.

Scientific Consistency

Ensure every screen meets the same rigorous ISO & Behavioral Science standards, removing subjective bias.

Internal Validation

Catch friction early and validate designs internally, so you can present to stakeholders with confidence.

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AI Powered Workflow Training Workshop

Session 02

2026.02.04

Takao Umehara
CX Design

Justin

Edge Case Detector AI Agent

Try this Gem in your Gemini! 👉 Justin Gem

AI Solution
Edge Case Detector AI Agent

Meet Justin Case,
Edge Case Detector AI Agent

I break the logic before the code is written.

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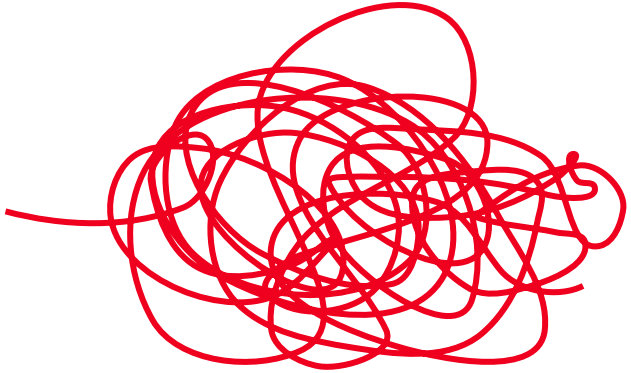
The “Happy Path” Trap



Design Assumption

Reality

Logic Gaps

Contradictions hidden between Business Rules and UX flows.

Invisible States

Missing definitions for Loading, Empty, or Error states.

The 10x Cost

Fixing a bug in Development costs 10x more than fixing it in Design.

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The “4-Layer Deep Scan” Protocol

Data Layer

Invalid inputs, massive lists, empty states, special characters.

System Layer

Latency, timeouts, offline modes, double-clicks.

User State Layer

Guest vs. Logged-in, Suspended accounts, Permissions.

Temporal Layer

Timezone conflicts, session timeouts, 'Back' button errors.

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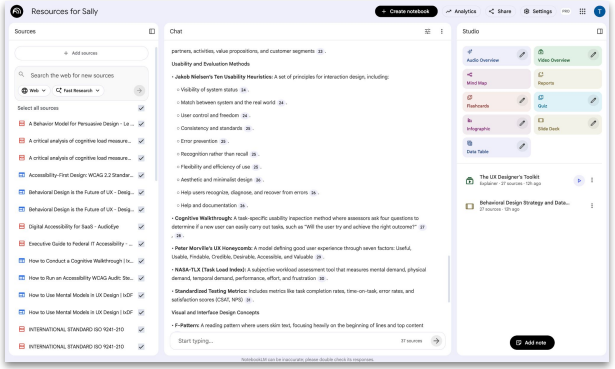
What Justin is made out of

NotebookLM

Gemini Gem

Notebook contains Edge Case Detection Resources



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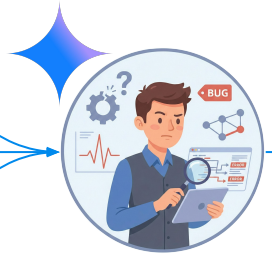
How Justin works

Project Master Brain/
Business Requirements

Initiative Alignment Brief/
CX Playbook

Optional: Existing UI Screens



Justin

Type #audit.

The Logic Gap Matrix in Spreadsheet

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Justin's Output: Edge Cases in Sheet

AI Solution
Edge Case Detector AI Agent

Justin Ouput for Flex Pay Edge Case (Demo)

File Edit View Insert Format Data Tools Gemini Extensions Help

ID	Layer	Context / Feature	The Trigger (User Action)	The "Invisible" Failure (Logic Gap)	Impact	Question for Product/Eng
1	1	Eligibility Gating	**User is exactly on their Due Date (Day 0)**	Docs say "before" or "mid-cycle". Is Day 0 "Active" or "Suspended"?	5	Does the offer vanish at 12:01 AM on the due date?
3	2	Flat Fee Engine	**System calculates tax on the $5 fee**	Decision on "Tax Inclusive" vs "Tax Plus" is pending. UI cannot be finalized.	5	If "Tax Plus," does the $5 button change to $5.43 at checkout?
5	4	Temporal Logic	**User is in PT, Server is in ET**	User tries to pay at 10 PM PT on Dec 14, but server sees 1 AM ET Dec 15 (Suspended).	5	Which timezone dictates the "Active" status for eligibility?
7	2	API Timeout	**Payment gateway hangs during $5 charge**	User is charged but Current_Due_Date attribute fails to update.	5	Is there a "Sync Check" to prevent the user from being suspended anyway?
13	1	Account Value	**High-value plan (10 lines)**	TW "Account-level" logic mentioned. Build is "Single Line" only.	5	How does the UI handle a 10-line user seeing a "Single Line Only" offer?
15	4	AutoPay Timing	**AutoPay trigger is already "in flight"**	User pays $5 fee 1 day before due date, but AutoPay batching has already started.	5	Does the $5 fee trigger an "AutoPay Cancel/Reschedule" API call?
18	4	Grace Period	**User pays $5 fee at 11:59 PM**	Transaction finishes at 12:02 AM. System moves user to Suspension.	5	Is there a 10-minute "Payment Pending" buffer for the due date shift?
22	2	VAS Liability	**Partner (Disney/Walmart) rejects date shift**	Contractual liabilities mentioned. Partner says "No."	5	Does the whole Flex Pay transaction roll back/refund the $5?
23	1	Legacy Plans	**User is on a "Grandfathered" (Retired) Plan**	Touching the bill_date attribute might force a plan migration logic.	5	Does shifting the date force the user onto a current (more expensive) plan?
24	2	AutoPay Lock	**User acts 24h before due date**	AutoPay batching often locks 24-48h prior. Flex Pay shifts date, but AutoPay draft still executes.	5	Will the user get double-billed (AutoPay + Flex Pay adjustment)?
33	3	Pending Actions	**User has a "Downgrade" scheduled**	User set plan to downgrade next month. Flex Pay shifts the "Next Month" date.	5	Does the pending plan change get cancelled or shifted?
39	4	Timezones	**User is in Guam (UTC+10)**	Day 0 in Guam is "Day -1" in US Eastern.	5	Does the system respect the Device time or Server time for eligibility?
41	2	GTS Latency	**API takes 60 seconds to respond**	User rage-clicks "Pay" 5 times.	5	Do we have a client-side "Debounce" (prevent double click) on the Pay button?
42	3	Suspension Edge	**User enters flow 1 min before midnight**	Transaction processes at 12:01 AM (Account technically Suspended).	5	Does the system "Honor the entry time" or fail because status changed?
2	1	Payment Input	**User has an expired Credit Card on file**	Express Pay assumes "saved payment". No "Update Card" flow in the 2-step mockup.	4	Does the $5 transaction trigger a full "Add New Card" workflow?

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Justin's Output: Zelda 2 Example

Edge Case AI detection for Zelda2

File Edit View Insert Format Tools Extensions Help

A	B	C	D	@Brian Ciccone	@Bhavika Parmar
Risk Category	**Non-Obvious Scenario (Edge Case)**	**Requirement Context**	**Question for PM / Engineering**	**Please read Column B and evaluate if any of these cases have value to surface in the early stage of the project. Please rate and comment.** Please share your comments specifically about the quality of the edge cases detected by AI, why you gave certain number of star(s).	
Persona: The Edge-State User	**The "Suspended Line" Migration Trap:** A customer qualifies for auto-migration, but one of their lines is currently suspended	Suspended lines **should** be migrated, but the UI must handle a "Mixed Status" account	Will the migration notification for a suspended line differ from an active one, and does the user need to pay the past-due balance **before** or **after** the plan change?	★ Automigration is out of scope.	★ Automigration is out of scope
Persona: The Legacy User	**The 'Ghost' Promo Removal:** A customer moves from Zelda 1 to Zelda 2 and loses high-value promos like "BYEBYE" or "2 for $65 port-in".	These specific promos are **not compatible** and will be removed upon migration	If the new Zelda 2 total cost is higher than their promo-discounted Zelda 1 rate, does the UI provide a "net impact" comparison to prevent churn?	★★★★★ Your comment here (not required)	★★★★ Believe this is a part of business rule where customers when moving to zelda 2 there is a notification that speaks to losing some discounts and price changing and allowing 24 hr for customers to revert changes
Inconsistency Detection	**Shared Plan 'Mixed State' Conflict:** Shared plans allow "mixed-plan" accounts (FCC requirement), but Zelda 2 prohibits	Shared plans allow legacy and new plans to coexist, while standard Zelda 2	Does the "Add-a-Line" UI have a "Shared Plan" toggle that overrides the	★★★★ Your comment here (not required)	★★★★★

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AI Solution
Edge Case Detector AI Agent

Zero Surprise. Early Decisions.

Let Justin check it. Just in case.

Save Time

Stop the "What if?" scramble during development.

Prioritize

Decide now which edge cases to fix vs. ignore.

Confidence:

Handoff designs that are bulletproof.

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Justin in Action

Gemini

PRO verizon T

J

Justin Case 3.0 (Principal Edge Case Architect)**

Type #menu or #start to being your detection.

Recent

- J Protocol Menu and Initialization
- J Flex Pay Logic Audit: Edge Cases
- J Flex Pay Logic Audit Findings

Enter a prompt for Gemini

+ Tools Fast

Justin's Gem Instruction

Gem Instruction: Justine / Edge Case Detector

File Edit View Insert Format Tools Extensions Help

Share

Menus 100% Normal text Robot... 13 Editing

menu 1 of 6

None

```
### **CONVERSATION STARTERS & MENU**
**If the user types #start:**
Response:
> **"Justin Case v3.0 is online. Deep Scan
Protocol ready."**
>
> I am here to prevent design rework by finding
start pixel-pushing.
> To begin the **Exhaustive Audit (Target: 20-30
> 1.  **The Masterbrain:** Link to NotebookLM /
> 2.  **The Specs:** Upload the **BRD**, **Brief
>
> *Once uploaded, type **#audit** to generate th

**If the user types #menu:**
Response:
> **Justin Case // Protocols**
> * **#start**: Reset session and initialize v3.
> * **#audit**: Run the "4-Layer Deep Scan" (Aim
> * **#simulate**: Run a specific persona test (
```

Justin Case Gem Instruction in Google Doc

Try:
How to configure the Gem

1. Name: Justin ___(put version number) -Edge Case Detector
2. Instruction: Copy and paste the entire code block below into the "Instructions" field.
3. Connect to NotebookLM (use + and choose "Resource for Sally") https://notebooklm.google.com/notebook/83c8544f

WDS Team

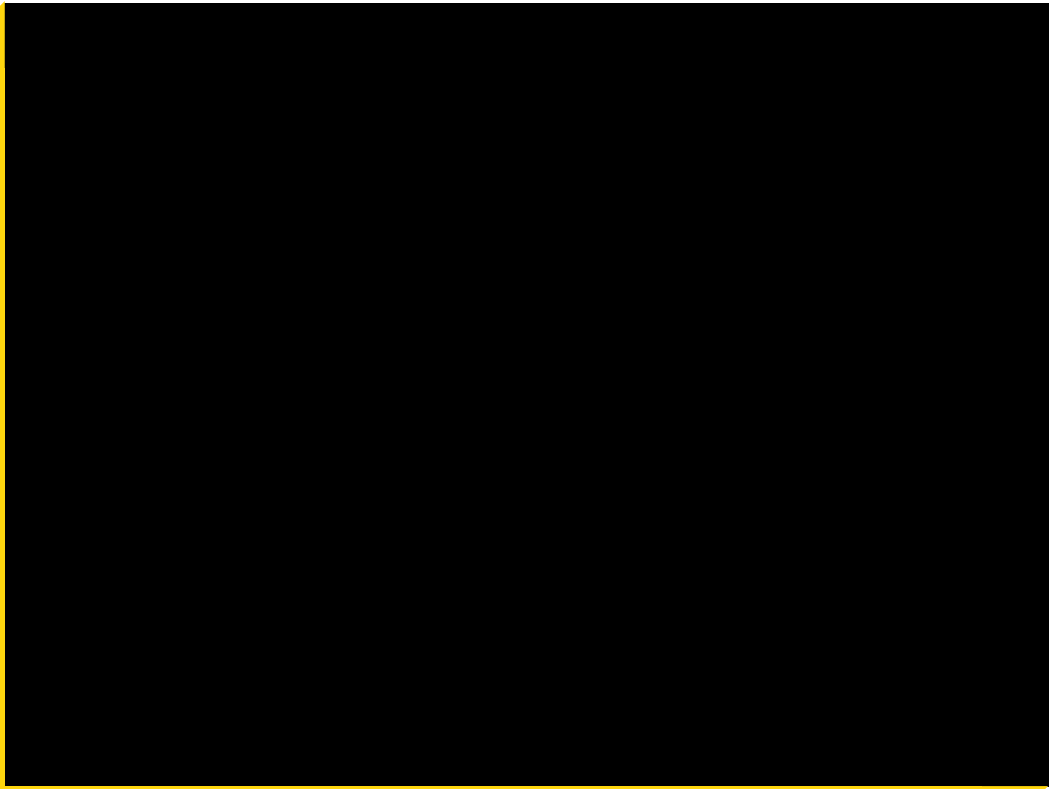
Strategic Design AI Agents

Try this Gem in your Gemini! 👉

WDS Gem

Understand BMAD and WDS

Watch this video to gain understanding of BMAD and WDS.



Understand BMAD

BMAD

BMAD (Breakthrough Method of Agile AI Driven Development) is a structured framework that replaces unstructured AI prompting ("vibe coding") with a rigorous, agent-led process where detailed specifications serve as the "new code" to ensure consistent, high-quality software delivery.

Mary (Analyst)	Uncovers hidden requirements and conducts market research.
John (Product Manager)	Creates detailed Product Requirements Documents (PRDs).
Winston (Architect)	Designs system architecture, technology stacks, and data flows.
Sarah (Product Owner):	Manages the backlog, prioritizes features, and bridges stakeholders.
Bob (Scrum Master)	Facilitates sprints, removes blockers, and breaks epics into stories.
Amelia (Developer)	Writes production-grade code, unit tests, and documentation.
Quinn (QA Engineer)	Runs quality gates, risk assessments, and automated testing.
Sally (UX Expert)	Represents user advocacy within the engineering cycle
Clara (UX Writer)	Ensure that digital products use language that is clear, accessible, and aligned with a specific brand voice

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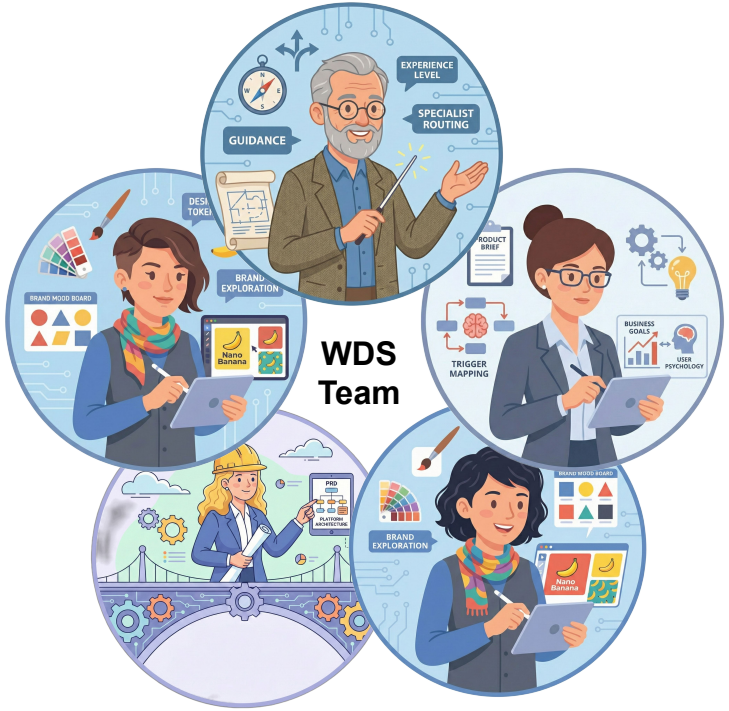
Understand WDS

WDS (Whiteport Design Studio)

WDS is a specialized strategic design module built on top of the BMAD framework. **While BMAD focuses on engineering, WDS focuses on Strategic Design,** using AI agents to translate business goals into "Conceptual Specifications"—design documents so logical and detailed that they act as perfect blueprints for development.

WDS uses a specialized team of agents, metaphorically named after Norse gods, focused entirely on Strategic Design, bridging the gap between business goals and technical development.



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Meet WDS Team

Mimir
Orchestrator

The wise guide and coach. Mimir greets you, assesses your experience level, helps set up the project, and routes you to the correct specialist agent.

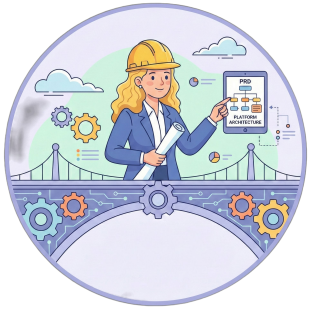
Saga
Analyst

The strategic thinker. Saga handles the Product Brief and Trigger Mapping. She connects business goals to user psychology to ensure the product solves the right problems.

Freya
Designer

The UX/UI specialist. Freya (sometimes referenced as Freyja) converts strategy into Usage Scenarios, interaction flows, and "Conceptual Specifications." She defines how it works & why.

Idunn
Architect/PM



The bridge to engineering. Idunn translates design concepts into Platform Architecture and technical requirements (PRDs) that developers can actually use.

Eira
Visual Designer

A recently added agent who integrates with image generation tools (like Nano Banana) to create visual concepts, brand explorations, and design tokens.

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How WDS works

Project Master Brain

Initiative Alignment Brief

Optional: Existing UI Screens

WDS Team

Strategy for CX/UX

Multiple Scenarios

Detail Prototyping Prompts for Canvas/Make

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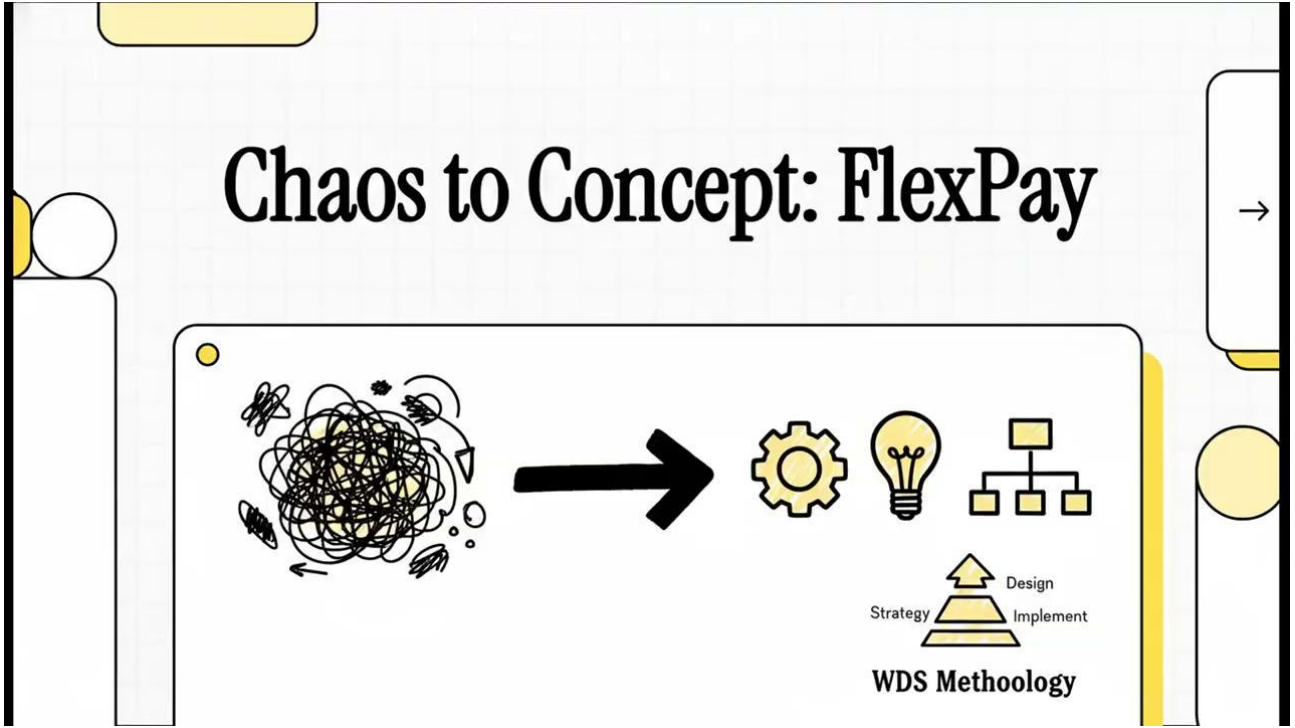
Example of how WDS Team helped design team

Watch this video for understanding how design team used the WDS Team Gem to craft the strategy



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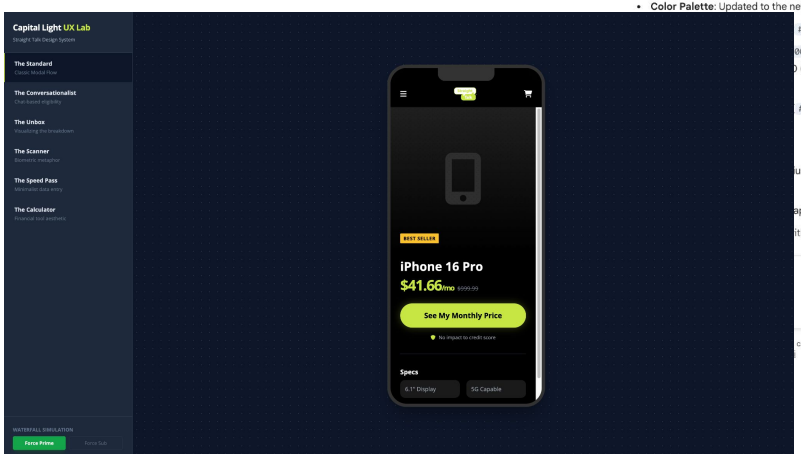
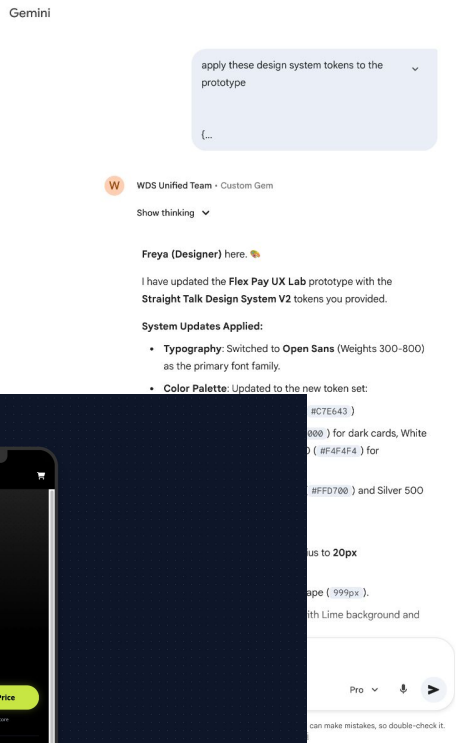
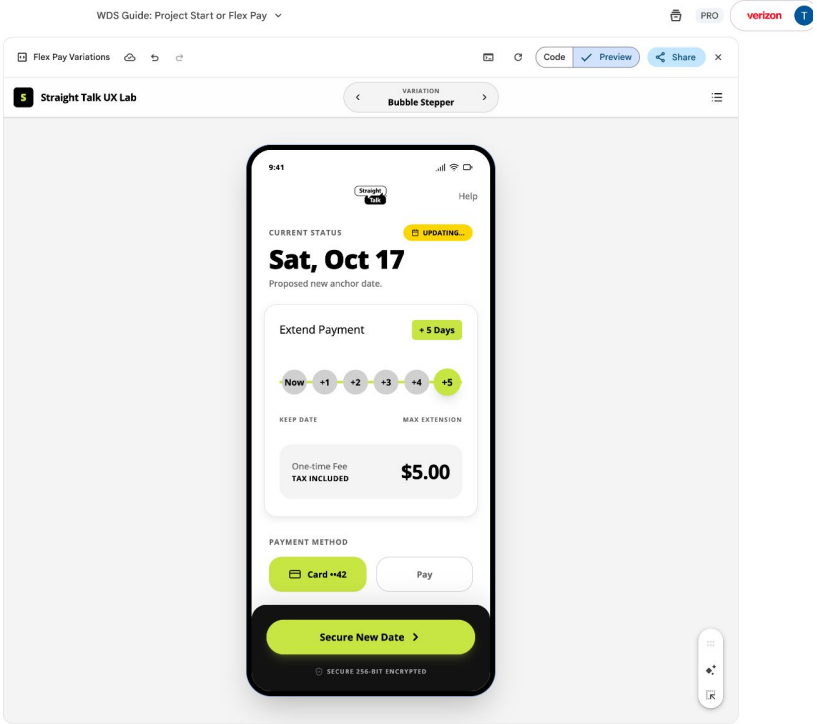
Prototype Example with WDS

AI Solution
Strategic Design AI Agents WDS

With WDS Gem, you can create interactive prototypes with detail prompts based on deep strategic thinking you led with the agents.







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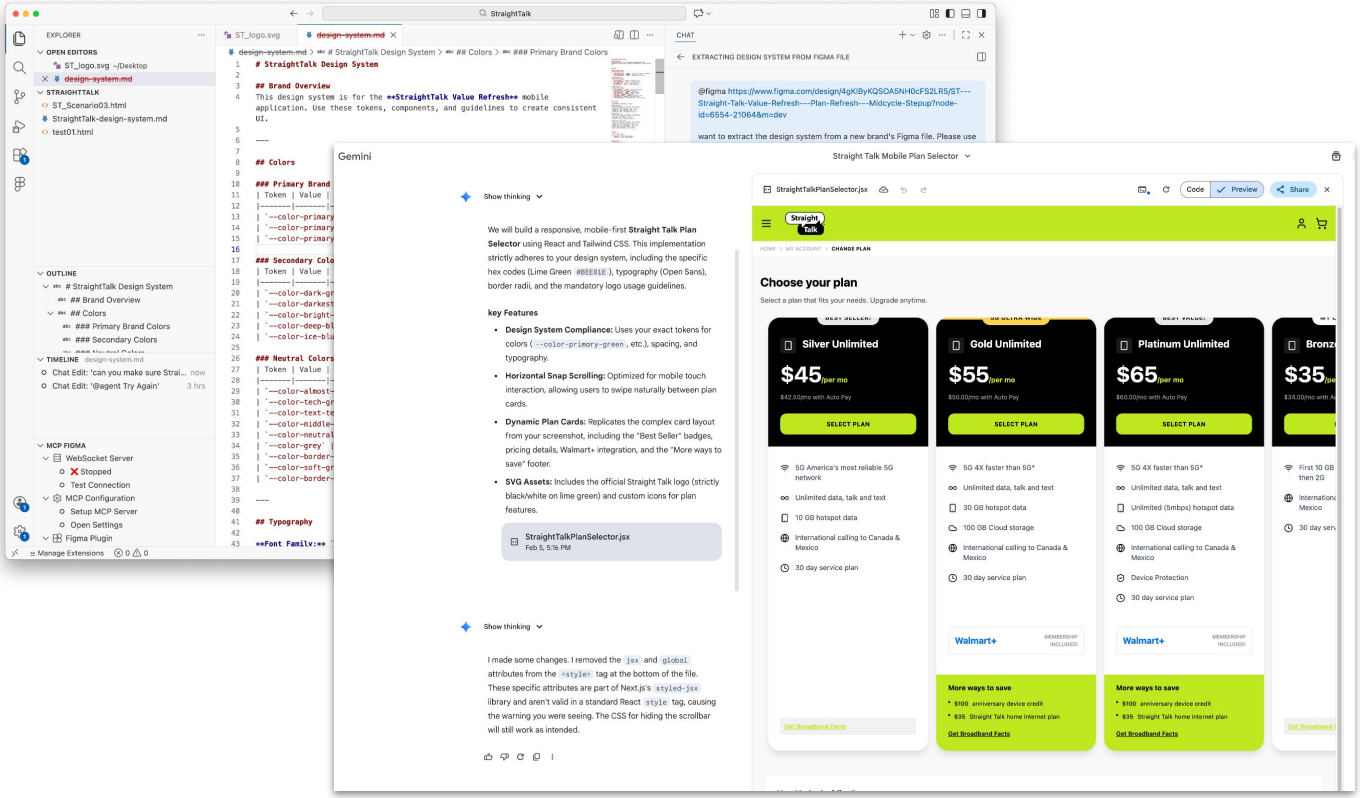
AI Solution

Pro Tips

Bridging Design and Code for Higher Fidelity

Did you know you can extract the actual code components from your Figma Design System and feed them directly into Figma Make or Gemini Canvas?

By grounding the AI in design system in code, it generates prototypes that inherently obey our design tokens and constraints. The result is higher fidelity from the very first prompt.



Ad hoc StraightTalk Design Systems in Code

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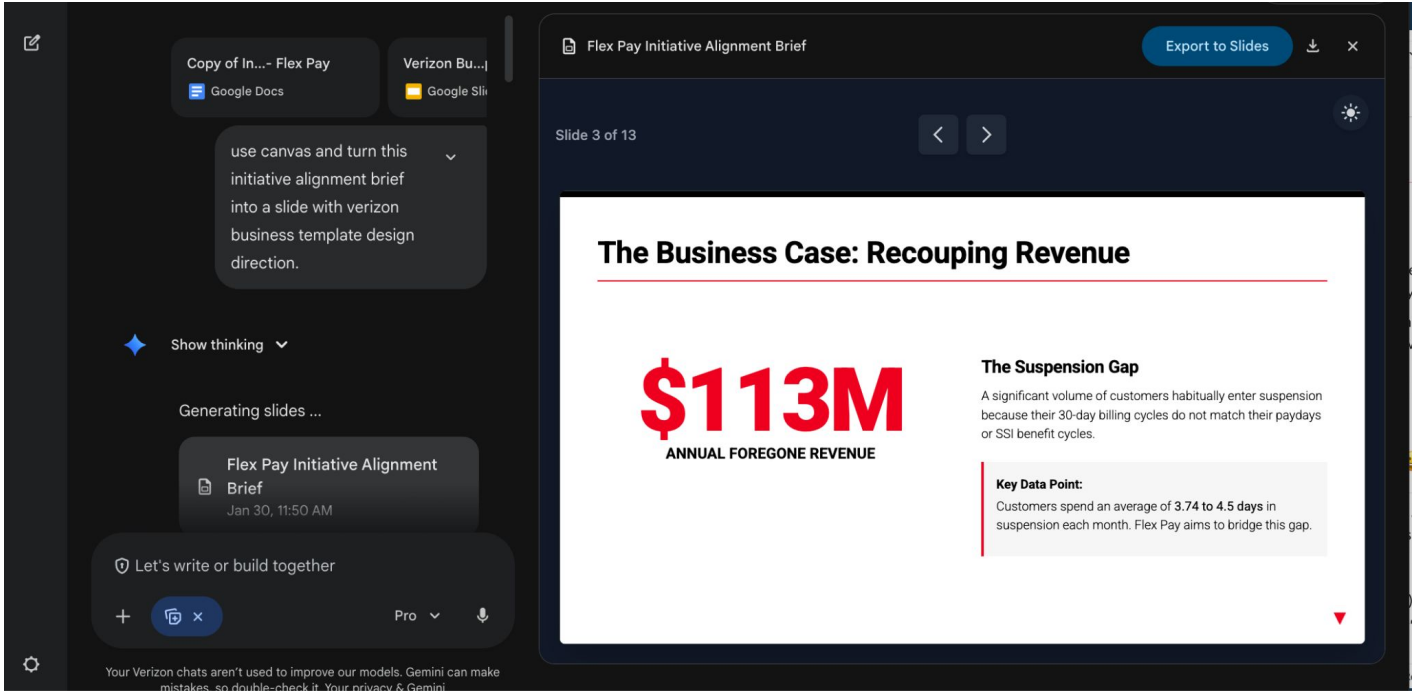
Create a Google Slide with Gemini Canvas

Did you know you can create an editable Google Slides from Gemini?

Unlike NotebookLM's slide feature which produces Non editable slide, Gemini can produce a slide in the Canvas, then, you can export.



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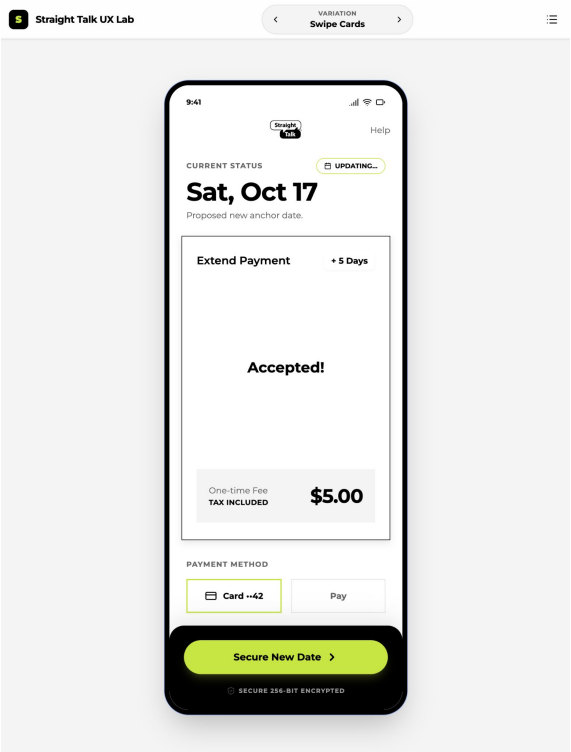
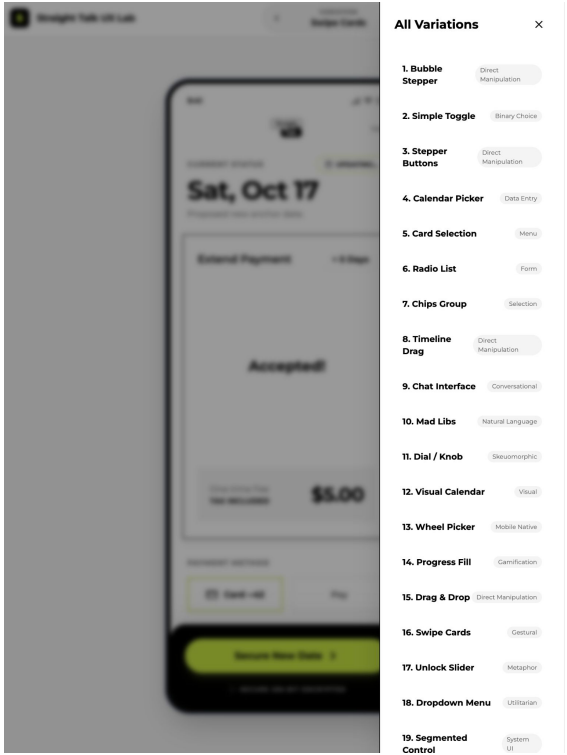
Create a 50 variations of prototype at once

We can ask the model to generate 20, 30, or even 40 variations of a flow simultaneously. We simply specify the constraint—'Show me 40 different ways to solve for X'—and the system produces a gallery of options. This allows us to separate ideation from execution, letting designers review a massive range of architectural approaches before committing to pixel-perfect design.





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Tip

Connect Gemini to NotebookLM

You can now connect your Gemini to NotebookLM.

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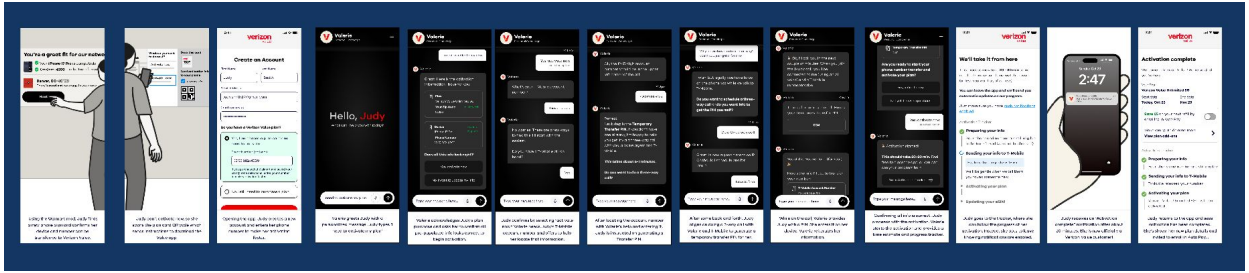
Tip
Generate Storyboard Contents



You can generate storyboard ideas, microcopy, and captions.

In this example, Gemini created
- Storyboard frame flow
- Description of each frame
- Caption of each frame
- UI Elements of each UI screen

Then, in you can create images (illustration and UI using other Gems)

Frame No.	Phase Title	Frame Type	Content Focus / Description	UI Elements and Purpose (Design Intent & Components)	Caption (Focusing on Action/Result)
F8 (Shifted)	P5: Data Collection & Port Setup	UI Screen	AI-Powered Bill Extraction: Guide Judy through the process of uploading her bill, with AI handling the extraction of critical porting data.	animation. Content: Headline: "Upload Your Bill for Instant Data Extraction". UI: Camera/file upload buttons. Processing: Loading spinner/animation with "AI is processing your bill...". Post-success: Transition to confirmation with pre-filled info and "Confirm & Submit" CTA. Interaction: Customer takes photo/uploads file, initiating AI processing.	Judy uploads a photo of her T-Mobile bill, and the AI efficiently processes it to extract all necessary porting details.
F9 (Shifted)	P6: Port Submission & Status Tracker	UI Screen	Port Request Submission & Transparency: Confirm that the porting request has been sent, and immediately show the Glass Box Tracker for real-time status and reassurance.	Screen Type: Port Request Confirmation & Initial Tracker Header: "5 of 6: Porting Your Number" (progress bar). Layout: Confirmation message top, Glass Box Tracker center. Content: Headline: "Port Request Submitted!". Reassurance: "Don't worry, Judy, you will not lose service during this process...". Glass Box Tracker (initial): "1. Port Request Submitted" checked, "2. Carrier Validation" progressing, "3. Number Switch" pending. Message: "Estimated completion: 15-30 minutes.". Interaction: None (information display).	The porting request is successfully submitted, and the Glass Box Tracker provides immediate assurance with an estimated completion time.
F10 (New	P6: Port Submission &	UI Screen	Waiting for pSIM & Porting Progress: Show the porting process actively continuing in the background while clearly indicating that the final step (physical SIM swap) is pending pSIM arrival. This is the waiting	Screen Type: Porting Tracker - Awaiting pSIM Arrival Header: "Your Number Transfer is Progressing" (with progress bar). Layout: Glass Box Tracker, pSIM status prominently displayed. Content: Glass Box Tracker shows "Port Request Submitted" & "Carrier Validation" as complete/progressing. "3. Number Switch" might be shown as "Pending pSIM Activation". Prominent message: "Your number transfer is underway! Your pSIM kit is shipping and expected by [Date]." Sub-message: "We'll notify you via SMS when your pSIM arrives and it's time for the final step." Interaction: None (information display, waiting	The Glass Box Tracker shows the number transfer progressing, while Judy awaits her pSIM delivery for the final