The Agentic UX Playbook

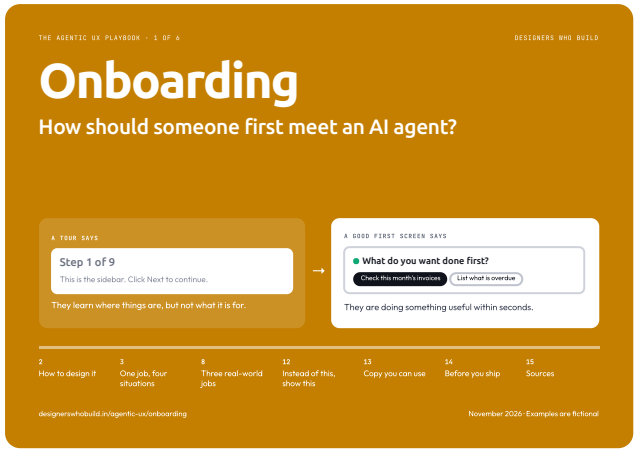
A free sample from six guides on the moments that decide whether people can trust an AI agent's work.

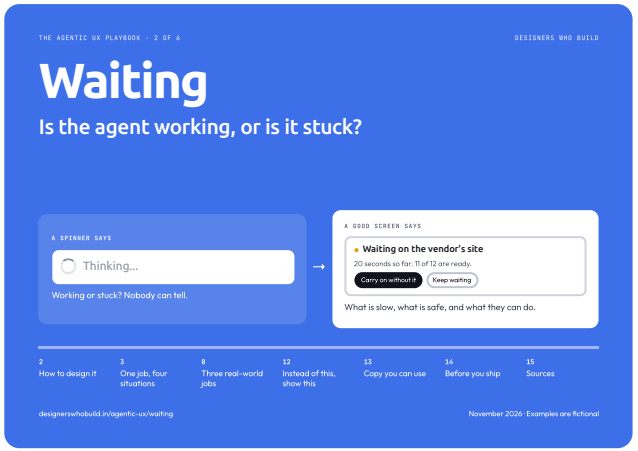
Onboarding **Waiting** **Discovering** **Approving** **Interrupting** **Recovering**

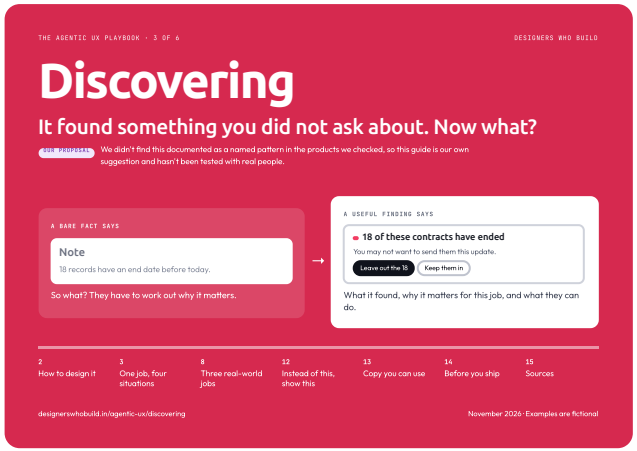
WHAT'S INSIDE

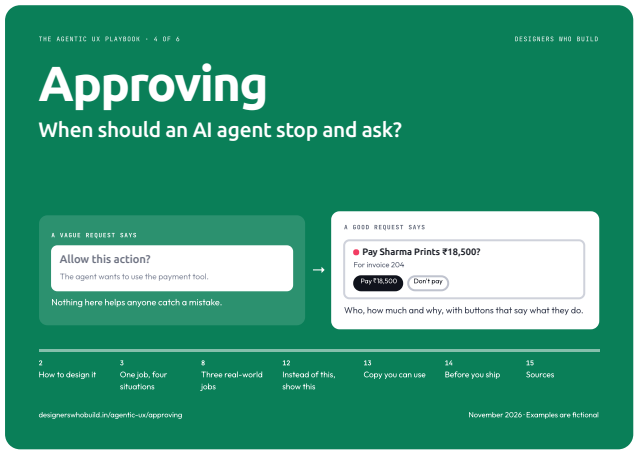
Six guides, one for each moment

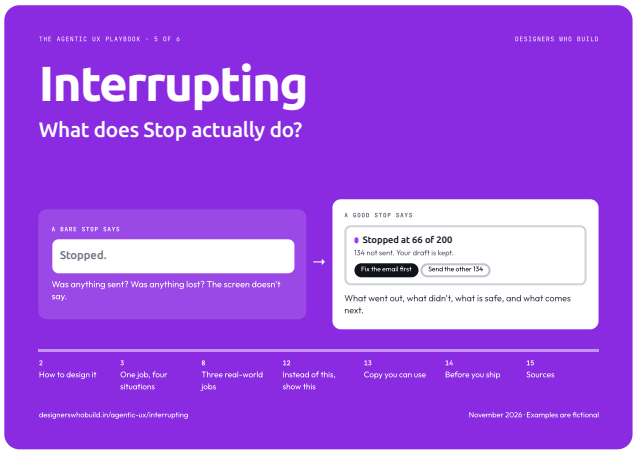
Each guide is 15 pages. The next five pages are taken from them.

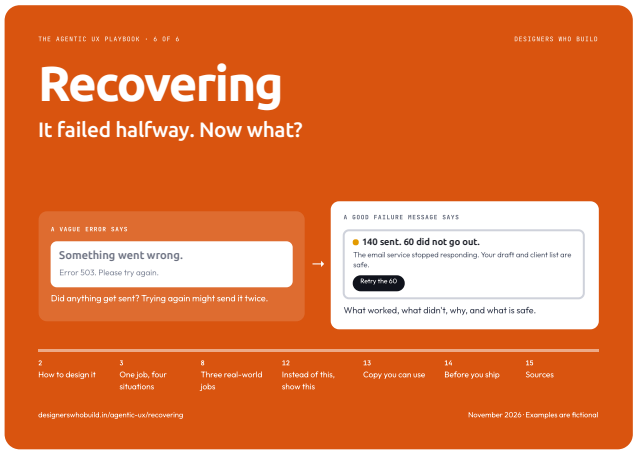












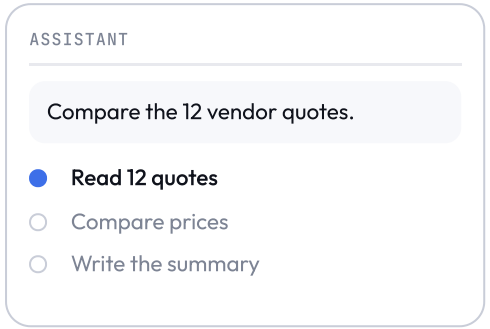
PART 1 · SAME JOB, SITUATION 1 OF 4

With a chat box

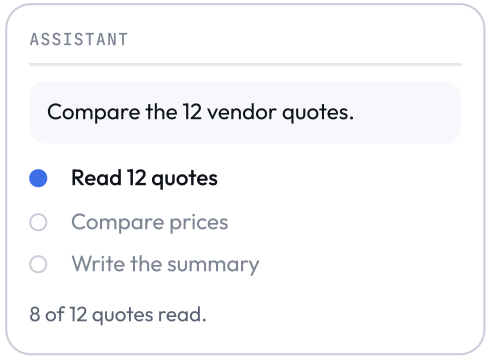
An agent compares 12 vendor quotes, inside a chat.

THE IDEA

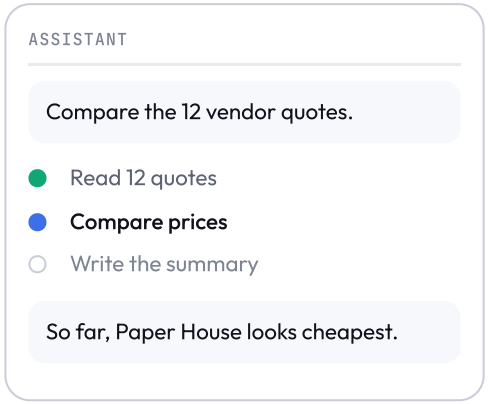
Named steps and useful early results give people something to read other than a spinner.



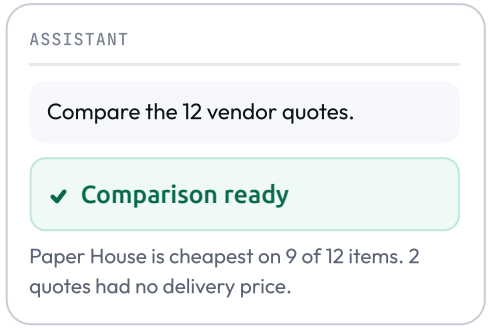
1 It shows named steps. Only the step happening now pulses.



2 The progress comes from real work: quotes read, not an invented percentage.



3 Something useful is ready early, so it shares that without waiting for the end.



4 The result arrives, including what it could not do.

USE THIS WHEN

The agent works inside a chat, and the job takes more than a few seconds.

TRY IT: ASK CLAUDE

```
"In my chat agent, replace the spinner with
named steps. Pulse only the current step, show
a real count, and share early results."
```

WATCH OUT FOR

A percentage that nothing really measures.

PART 2 · REAL-WORLD JOB · FINANCE

A possible duplicate payment

An accounts agent matching invoices spots what may be a duplicate payment.

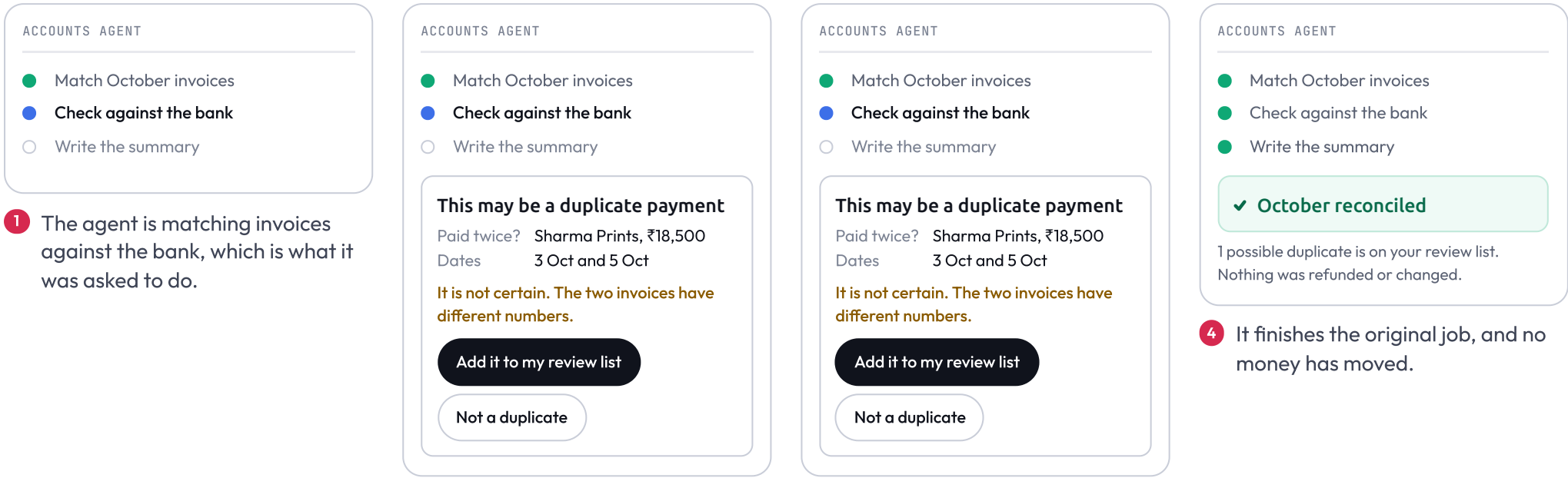
THE RISK

A costly finding gets buried, or a guess gets treated as a fact.

→

THE DESIGN MOVE

Surface it clearly, say how sure it is, and leave the decision to a person.



1. The agent is matching invoices against the bank, which is what it was asked to do.
2. It spots what looks like the same payment made twice.
3. It says what it isn't sure about, so nobody treats this as proof.
4. It finishes the original job, and no money has moved.

USE THIS WHEN

A finding is costly if missed, but might be wrong.

TRY IT: ASK CLAUDE

```
"When my agent finds a possible problem, say
how sure it is, add it to a review list, and
change nothing without asking."
```

WATCH OUT FOR

Treating a guess as a fact, or quietly acting on it.

A quick check before you ship

These examples are ours, not taken from any product.

× JUST SAY "STOPPED"

Stopped.

Was anything sent? Was anything lost? The screen doesn't say.

✓ REPORT WHAT HAPPENED

Stopped at 66 of 200

134 not sent. Your draft is kept.

They know exactly where things stand.

× ASK IF THEY ARE SURE

Are you sure you want to stop?

Emails keep sending while you decide.

The damage carries on while they answer.

✓ STOP RIGHT AWAY

Stop

One press, because someone pressing Stop may be in a hurry.

× PRETEND EVERYTHING STOPPED

All sending stopped

Later: 6 more emails arrive.

One surprise like this makes every later report hard to believe.

✓ BE HONEST ABOUT WHAT IS ON ITS WAY

Stopping

6 emails were already on their way.

A number going up after Stop now makes sense.

× MAKE THEM START OVER

Task cancelled

Start a new task to try again.

Everything done so far feels wasted.

✓ OFFER THE NEXT STEP

Fix the email first

Send the other 134

Stopping is a pause in the work, not the end of it.

Words for a failure

Swap the words in [brackets] for your own. Most lines come from the examples in this guide.

What worked

- [n] sent. [n] did not go out.
- [n] of [total] [contacts] added.
- The [n] are safe. Only the [n] need you.

Why

- The [email service] stopped responding.
- It tried [n] times over [time]. Trying again won't help yet.
- [n] need an email address. [n] may be duplicates.

What is safe

- Your [draft and client list] are safe.
- You paid [amount] once.
- Your last working version is safe.

Retrying

- Retry the [n]
- Will try again at [time].
- Only the [n] were retried. Nobody got it twice.

Undo

- Undo restores your [draft].
- It can't unsend the [n] [emails].
- A correction is drafted. Nothing is sent until you review it.

When money moved

- [Amount] was paid, but the [booking] didn't go through.
- If nothing else is done, [what happens by default].
- Booked. You paid [amount] once.

AVOID ~~Something went wrong.~~ ~~Error 503~~ ~~Start again~~ ~~Undo all changes~~ ~~Trying again... (attempt 14)~~

They hide what worked, risk doing things twice, or promise more than undo can do.

APPROVING · BEFORE YOU SHIP

Check your approval screen

Tick each one, or bring this page to a design review.

- [ ] Only actions that are hard to take back stop and ask.
- [ ] Safe steps happen without asking.
- [ ] The request shows exactly what will happen: who, how much and why.
- [ ] Anything unusual is pointed out. Routine requests stay plain.
- [ ] Every button says what it does, even when read on its own.
- [ ] The other button is a real alternative, not just Cancel.
- [ ] Many small steps are grouped into one decision.
- [ ] Away from the screen, a notification opens a review, never a one-tap yes.
- [ ] If nobody answers, it holds the step and never assumes yes.
- [ ] A late answer is checked against the current details before acting.
- [ ] The request becomes a record of who approved what.

BUILD YOUR OWN: PASTE THIS INTO CLAUDE CODE

```
Build one HTML page showing an approval card for paying a vendor ₹18,500 by UPI. Show who, how much and why. Highlight that the UPI ID is new. Use two buttons: "Pay ₹18,500" and "Check with vendor first". Animate the card rising in, and turn it into a short record of what happened when I press a button. Simulate everything. Explain each part in plain words.
```

THE FULL GUIDES

Get all six guides

Each guide is 15 pages: the design decisions, seven examples laid out frame by frame, instead of this show this, copy you can use, a checklist for design reviews, and sources.

- **Onboarding**
  How should someone first meet an AI agent?
- **Approving**
  When should an AI agent stop and ask?
- **Waiting**
  Is the agent working, or is it stuck?
- **Interrupting**
  What does Stop actually do?
- **Discovering**
  It found something you did not ask about. Now what?
- **Recovering**
  It failed halfway. Now what?

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