Design better UX with AI

RASIKA MAHINDASIRI

Director HCI, 99x

Author of Tier 1 User Experience Designer Book

Wear your user hat and
think deeper
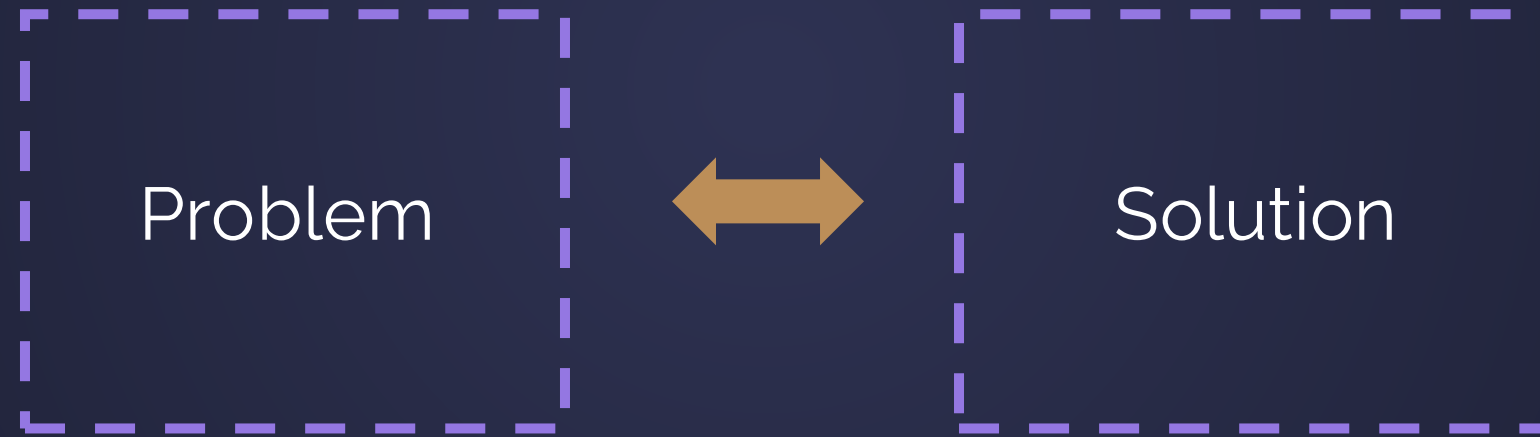
Do we need AI or **better solutions** to get things done?

Ultimatum of product experience

Less pain
&
More gain

Base of any user experience design architecture

Problem ⟷ Solution

UX

is

misunderstood

User experience

Product experience

UI design

Usability

Customer experience

Coding

User journeys

UI/UX design

Solution design layer

Quality attributes layer

Implementation layer

User experience

Product experience

Customer experience

Solution design layer

User journeys

Quality attributes layer

Usability

Other quality attributes

Implementation layer

UI Design

UI/UX design

Coding

User journey

Humans

Both structured and
unstructured data

Computer systems

Structured data

Advantage in the AI era
User journeys could be dynamic

I want to go to a trip to Rome. Find me a suitable hotel option for $200 - $300 budget/night. Also give me a full-fledged itinerary for what to do.

BS

Based on your budget, here are some great hotel options in Rome:

1. Albergo del Senato: This hotel is popular and was recently renovated [1].

2. Santa Chiara: It's in high demand as well [2].

3. Best Western Plus Hotel Universo: Another hotel listed with competitive prices [3].

4. Hotel Touring: A 2-star hotel with a price of $56 per night [4].

5. The RomeHello: With a rating of 9.3 and price starting from $35, it's an affordable option that doesn't compromise on quality [5].

6. Guest House Al Conservatorio: This hotel starts from $101 per night and seems to have good reviews [5].

Based on the information provided, I would recommend the Albergo del Senato

| 88 | 🌐 Internet ✕ | What can I do for you? | 🎤 | ➔ |

Show chat settings ⌄

13
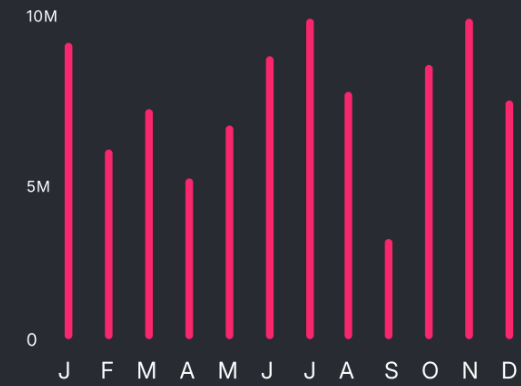
Think of a call center
Please press 1 for this and 2 for that....

User Interface is always how you visualize some steps in the user journey

It is time consuming to create interfaces and prototypes

Galileo ai
www.usegalileo.ai/

Figma ai
You know the link.. Don't you?

Motiff ai
www.motiff.com

UX Bootcamp 9

File   Edit   View   Insert   Format   Data   Tools   Extensions   Help

D7 | A user could successfully map the relevant mc

	A	B	C	D	E
1	**Flow**	**Select the Language**	**Quick Sign up**	**Map the Municipality**	**Landing page**
2	**How the user would do it**	I'll show three buttons to select the preferred language. and get the confirmation before I proceed	I'll take the phone number (validate with OTP) and the name and create the account.	Let them type in a searchable box. And get the house location as well	Show the schedule for next two weeks. each item could have a bit of details like date, time, garbage type and status.
3	**Why the user would do it**	This is a compliance which we need to adhered to. I get the confirmation in order to prevent accidental selections	So we can identify each and every user in the system uniquely	Most people know their municipality so they could type it in	So that the user could plan the dumping process in advance
4	**Technical Delight**		Facebook logins and gmail logins can be enabled	Make the filtration fast	Highlight the upcoming one
5	**Prerequisites**	App has to be created in all three languages		We need a list of all municipalities	MC Admin has to create these schedules
6	**Sub journeys**				Make a complaint, view past trips, make a custom request
7	**Expected outcome**	A user could successfully select the preferred language	A user can successfully register in the app	A user could successfully map the relevant mc	user could see details about upcoming trips and could use other fea...

Convert to table

To Be Solved List   ▾   hotel booking app   ▾   **User Journey - Garbage disposer on-boarding**   ▾   User Journey - Garbage disposer Key-User Journey

18

Cursor ai

www.cursor.com

User interfaces are consisting of design patterns

IA and IxD

SW
New customer

★☆☆☆☆

Pizza Napolitana

Cold or melted

👎 1 item

Reviewed
Total LKR

Vie

✔ Replied

CN
New customer

★★★★☆

Pizza Napolitana

Unsustainable packaging

👍 2 items

Reviewed
Total LKR

Vie

✔ Replied

Create auto replies

Select store/s

[▾]

Rating

★ ★ ★ ★ ★

The exact rating customers must give to receive this reply

Customer type

[New] [Return]

Sentiment type

[Positive] [Negative] [Neutral]

This is decided by reading through the comments individually

Possible issue type   Add new

[Delivery] [Quality] [Service]

Message

[   ]

Offer to be sent (Optional)

[None] [5$] [10$]

[Save]

Cancel

Mask the **technical jargon**
from **users**
They don't care it's AI or not

Thank you!

RASIKA MAHINDASIRI