

Analyzing & Specifying AI Agent Business Requirements

From Validated Opportunity to Engineering-Ready Specification



Over 300,000
business and IT
professionals trained

Team Training: Onsite or Live Virtual
2 Days | 14 Hours

AI agents represent a fundamental shift in how organizations design and deploy intelligent systems. Unlike traditional automation, AI agents exercise delegated judgment, make context-dependent decisions, and interact dynamically with humans and enterprise systems.

Yet most organizations lack a structured approach and methodology for specifying what these agents should do, how they should decide, and how they should collaborate with human colleagues.

Inteq's Analyzing & Specifying AI Agent Business Requirements training course provides the disciplined, business-oriented approach and methods for translating validated AI agent opportunities into engineering-ready specification packages - the authoritative artifacts from which technical teams design, build, and deploy agents governance teams audit agents.

The course addresses the critical handoff gap that derails many agent initiatives: business teams that cannot specify requirements with sufficient precision, and engineering teams forced to make business decisions that should have been resolved during analysis.

When agents make autonomous decisions based on ambiguous specifications, the consequences range from costly inefficiency to compliance failure.

Participants learn to decompose business processes into agent-assignable work units, write comprehensive persona and role specifications, document decision logic across deterministic, heuristic, and judgment categories,

create structured prompt specifications for engineering teams, design human-agent interaction flows with trust calibration and override mechanisms, build exception handling and escalation protocols, assess data readiness, specify tool and integration requirements, and ground agents in authoritative domain knowledge with hallucination prevention frameworks.

Based on deep business analysis experience, Inteq has uncovered and refined the foundational patterns of AI agent specification. Participants utilize these patterns to rapidly discover, critically analyze, and precisely specify AI agent business requirements via comprehensive Agent Requirements Packages.

You will learn:

- A structured methodology for decomposing processes into agent-assignable work units and writing precise agent specifications
- To document decision logic across deterministic, heuristic, and judgment categories using professional specification formats
- Techniques for creating prompt specification packages that eliminate engineering guesswork during agent implementation
- How to design human-agent partnerships with trust calibration, override mechanisms, and escalation protocols
- To assess data readiness, tool capabilities, and integration architecture from a business requirements perspective
- ...and much more

Course Outline

Process Decomposition and Agent Specification

- Decomposition hierarchy and agent design units
- Agent Persona and Role Specification (7 dimensions)
- Decision authority matrices and constraint specification

Decision Logic and Business Rules

- Deterministic rules, heuristic rules, and emergent judgment
- Decision tables, trees, policy matrices, and scoring models
- Tacit knowledge extraction methodology
- Rule priority and conflict resolution

Prompt Specification and Communication Design

- BA role vs. Prompt Engineer role boundaries
- Seven-component Prompt Specification Package
- Domain terminology glossaries and example libraries

Human-Agent Interaction Design (HAID)

- Six HAID dimensions and interaction mapping
- Transparency spectrum and trust calibration toolkit
- Override hierarchy and intervention design
- Handoff protocols (agent-to-human, human-to-agent)

Exception, Escalation, and Context Management

- Six exception categories and five handling strategies
- Escalation context package design (14 elements)
- Four-tier memory specification (ephemeral to shared)
- Context handoff protocols and memory governance

Data Readiness and Tool Capability Assessment

- Eight dimensions of data readiness with scoring rubrics
- Data remediation prioritization
- Tool specification and capability gap analysis
- Fallback strategy design for tool failures

Integration Architecture and Knowledge Grounding

- Five integration patterns and touchpoint specifications
- Integration risk assessment and resilience design
- Knowledge categories and source authority hierarchies
- Hallucination prevention framework

Case Study Work and Applied Frameworks

Participants carry a single AI agent opportunity through the complete specification lifecycle - from process decomposition through engineering handoff - producing a comprehensive Agent Requirements Package.

Specification Anti-Patterns and Practical Guidance

- Common specification failures across all domains
- Engineering handoff best practices
- Post-course implementation roadmap

Who should attend?

- Business & Systems Analysts
- Process Owners and Managers
- Solution Architects and Developers
- Data Architects and Professionals
- Prompt Engineers
- UX Designers working with AI systems
- IT Leaders and IT Professionals
- Business Functional Managers and Leadership
- Project and Program Managers
- Security and Compliance Officers
- Subject matter experts and business professionals focused on process improvement and Agentic AI opportunities.

Prerequisites:

Recommended (but not required) Inteq's 2-day Discovering Agentic AI Opportunities training course.

This course integrates seamlessly and can be combined with Inteq's Discovering Agentic AI Opportunities course to create a comprehensive 5-day AI Agent Business Analysis program.

This course also seamlessly integrates with Inteq's 2-day Business Process Modeling & Analysis and Inteq's 2-day Business Process Reengineering training courses to deeply integrate business process analysis and improvement concepts into transforming business processes to fully leverage AI agents.

What's included:

- Digital badge and personalized certificate of completion
- Continuing Education Units (CEUs)
- IIBA Professional Development Units (PDUs)
- Electronic comprehensive course manual
- Supplemental course materials including templates, frameworks, and scoring worksheets

TEAM TRAINING: (Onsite or Live Virtual): Inteq's Discovering Agentic AI Opportunities 2-day training course can be tailored to your organization's specific training needs and objectives and can be combined with other Inteq training courses to create 3, 4 and 5-day hybrid training programs.



What is the Next Step?

Let's start a conversation to discuss your objectives in more detail.
Contact Chandra Galloway: 800.719.4627 | cgalloway@inteqgroup.com
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