

Analyzing and Specifying AI Agent Business Requirements

From Validated Opportunity to Engineering-Ready Specification



2 DAYS | 14 ENGAGEMENT HOURS | TEAM TRAINING AVAILABLE | ELEARNING COMING SOON | 1.4 CEUs / 14 IIBA PDUs OR CDUs

Course Overview

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 and 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 and 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.

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, design human-agent interactions, define exception and escalation protocols, assess data readiness, specify tool and integration requirements, and ground agents in authoritative domain knowledge.

Business Impact

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

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

You will learn

Professional capabilities you and your team can apply immediately.

- Decompose processes into agent-assignable work units and define precise agent specifications
- Document decision logic across deterministic, heuristic, and judgment categories using professional specification formats
- Create prompt specification packages that reduce engineering guesswork during implementation
- Design human-agent interactions, exceptions, escalation, memory, and context handoffs
- Assess data readiness, tool capabilities, integration architecture, and knowledge grounding
- Assemble a comprehensive Agent Requirements Package and prepare it for engineering handoff

Detailed Course Outline

A framework for translating validated AI agent opportunities into engineering-ready requirements

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

Specification Anti-Patterns and Practical Guidance

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

Who Should Attend

- Business and Systems Analysts
- Process Owners and Managers
- IT Leaders, Architects, Developers, and IT Professionals
- Business Functional Managers and Leadership
- Project, Program, and Transformation Managers
- Subject matter experts and business professionals supporting agent design

Course Includes

- 1.4 CEUs and 14 IIBA PDUs or CDUs
- Personalized digital badge
- Certificate of completion
- Comprehensive course manual
- Templates, frameworks, matrices, and worksheets

Live Team Training is available now.
Anytime eLearning is coming soon.

Prerequisites and Curriculum Alignment

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

- Pair with Discovering Agentic AI Opportunities to create a comprehensive 4-day AI Agent Business Analysis program
- Integrates with Business Process Modeling and Analysis and Business Process Reengineering to connect agent requirements with process analysis and transformation
- Programming, AI development, data science, and prompt engineering experience are not required