

Elevating **Agent Catalyst** to meet industry best practices

An in depth analysis on Workflows usability compared to leading AI products in the industry

Topics covered

- 01 Opening Summary
- 02 Onboarding
- 03 Workflow triggers
- 04 Building a Workflow
- 05 Agents
- 06 Testing agents
- 07 Closing Summary

Opening Summary

With the announcement of Agent Catalyst and the influx of new users this will bring, there have been concerns raised on the general usability of Workflows.

Workflows has become the parent product for Agent Catalyst, and has the potential to bring in many new customers. However, with the usability issues it currently has, this opportunity could be lost.

In the following slides we take a look at leading AI products including: Zapier, Lindy, n8n, AgentForce, Copilot, Glide and others. We then compare the current Workflows experience to the proposed experience we would like to provide our users.

The objective for these proposals is to reduce complexity for new and existing users who want to leverage AI and AI Agents in Workflows.

Onboarding

Delivering an intuitive onboarding experience is critical to driving a successful user experience.

Topics covered: Templates, help tutorials and AI Integration

- 01 Opening Summary
- 02 **Onboarding**
- 03 Workflow triggers
- 04 Building a Workflow
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- 07 Closing Summary

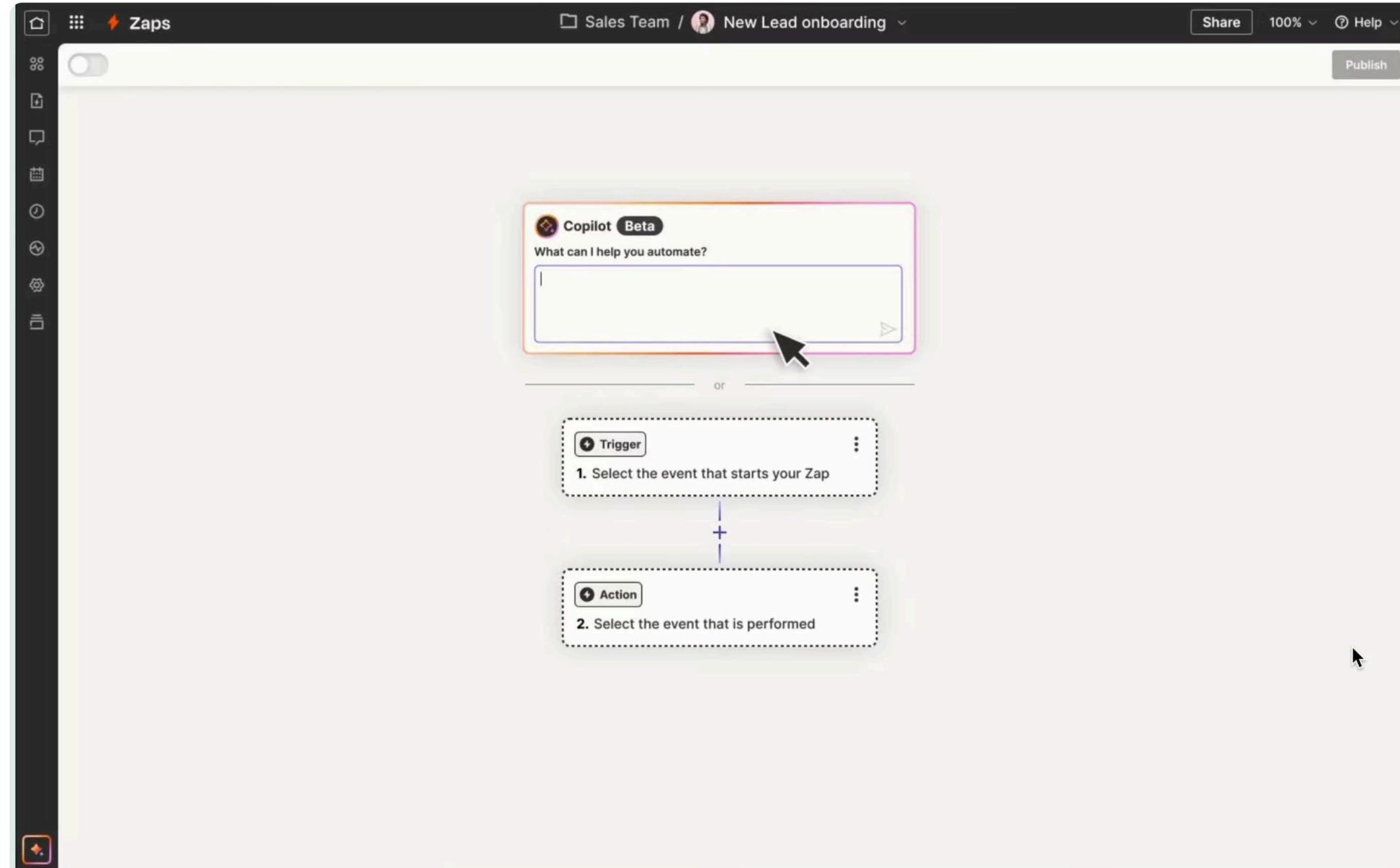
Starting from scratch



With Zapier, users can write in natural language what they want the workflow to accomplish. AI will then compile workflow steps for them. (Shown in video.)

Zapier also presents clear 'Add trigger' and 'Add action' steps. This quickly communicates to the user what they need to do first and introduces key concepts.

(Video)

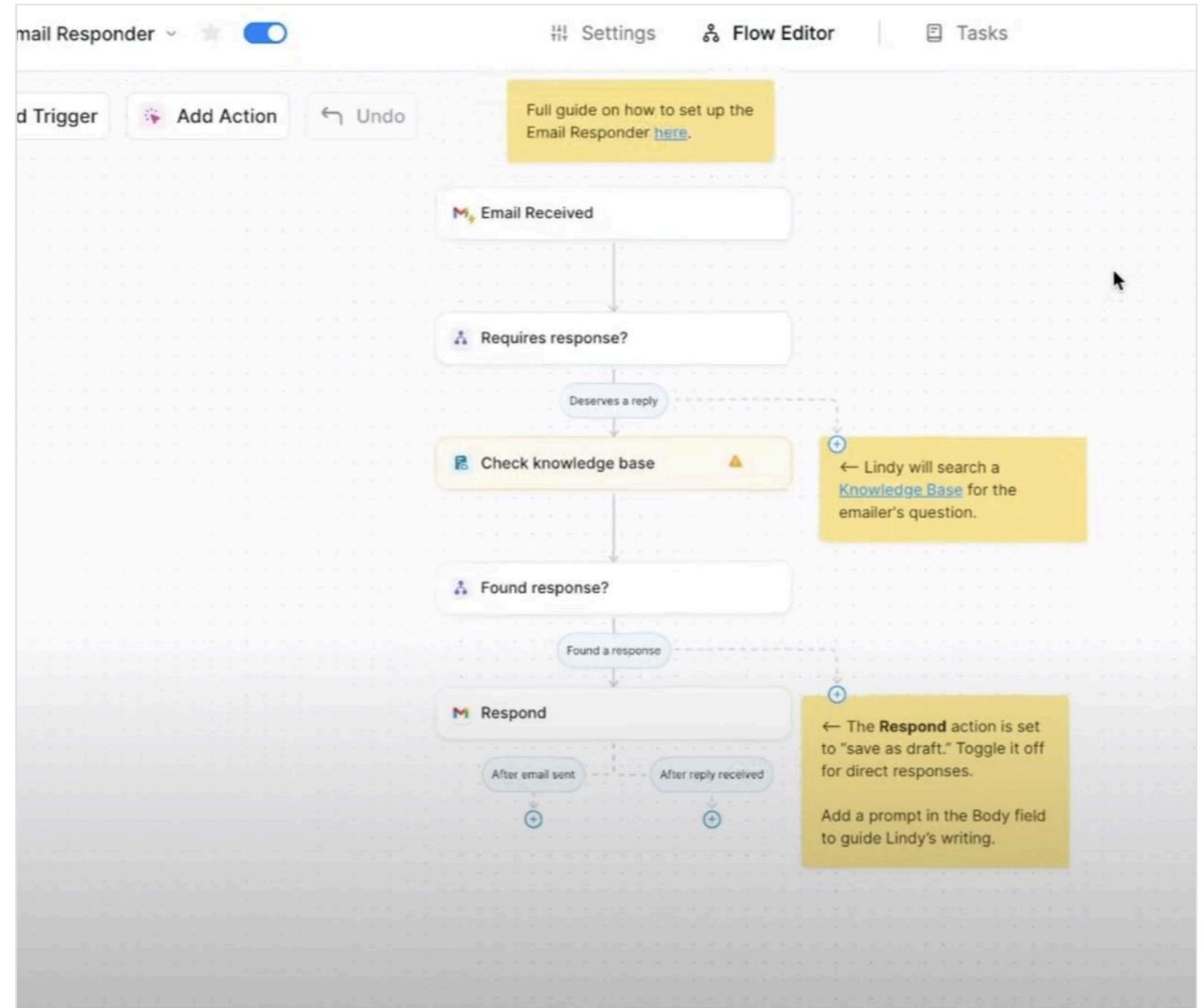
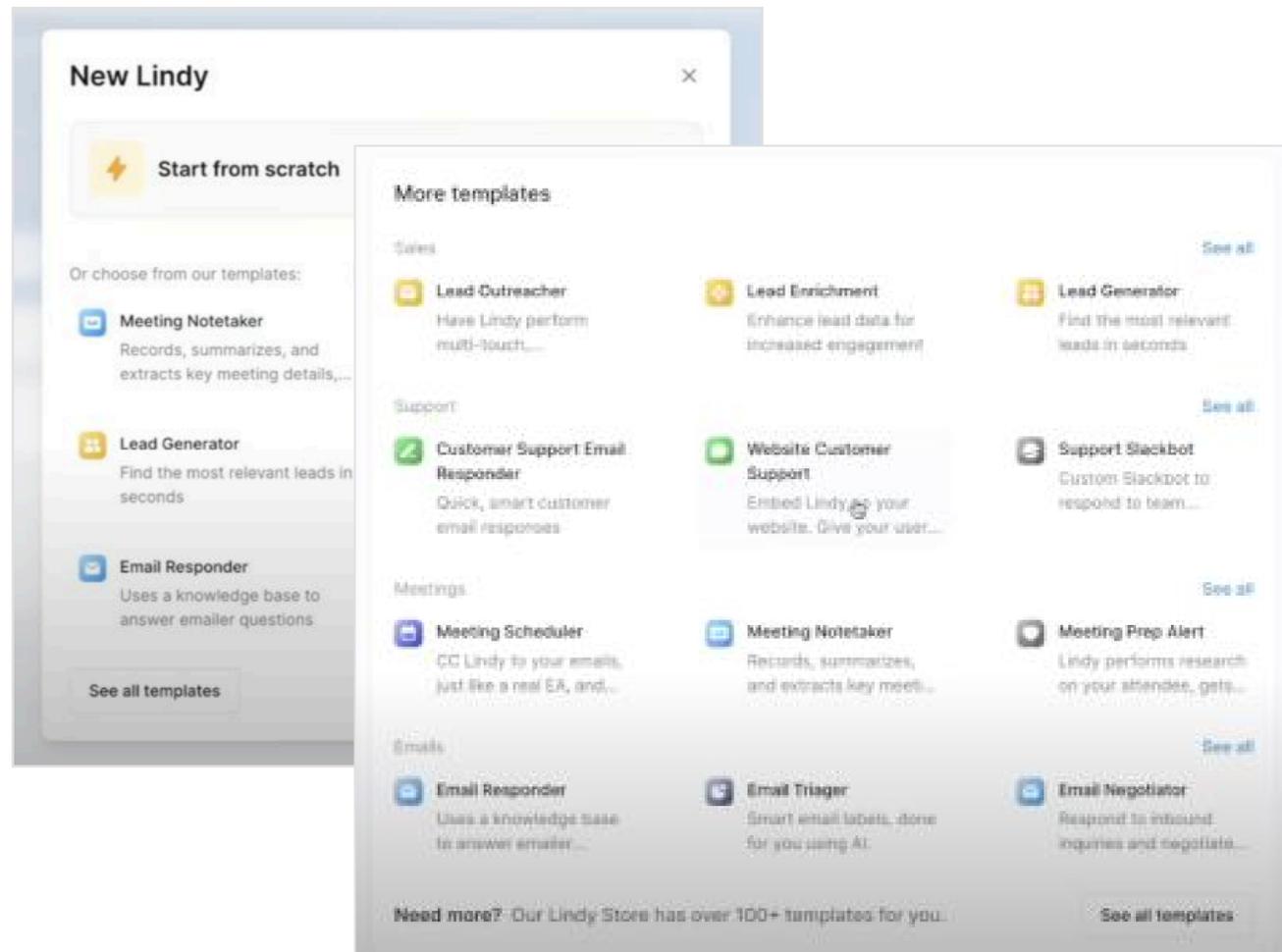


Onboarding | What is the competition doing

Starting from a template



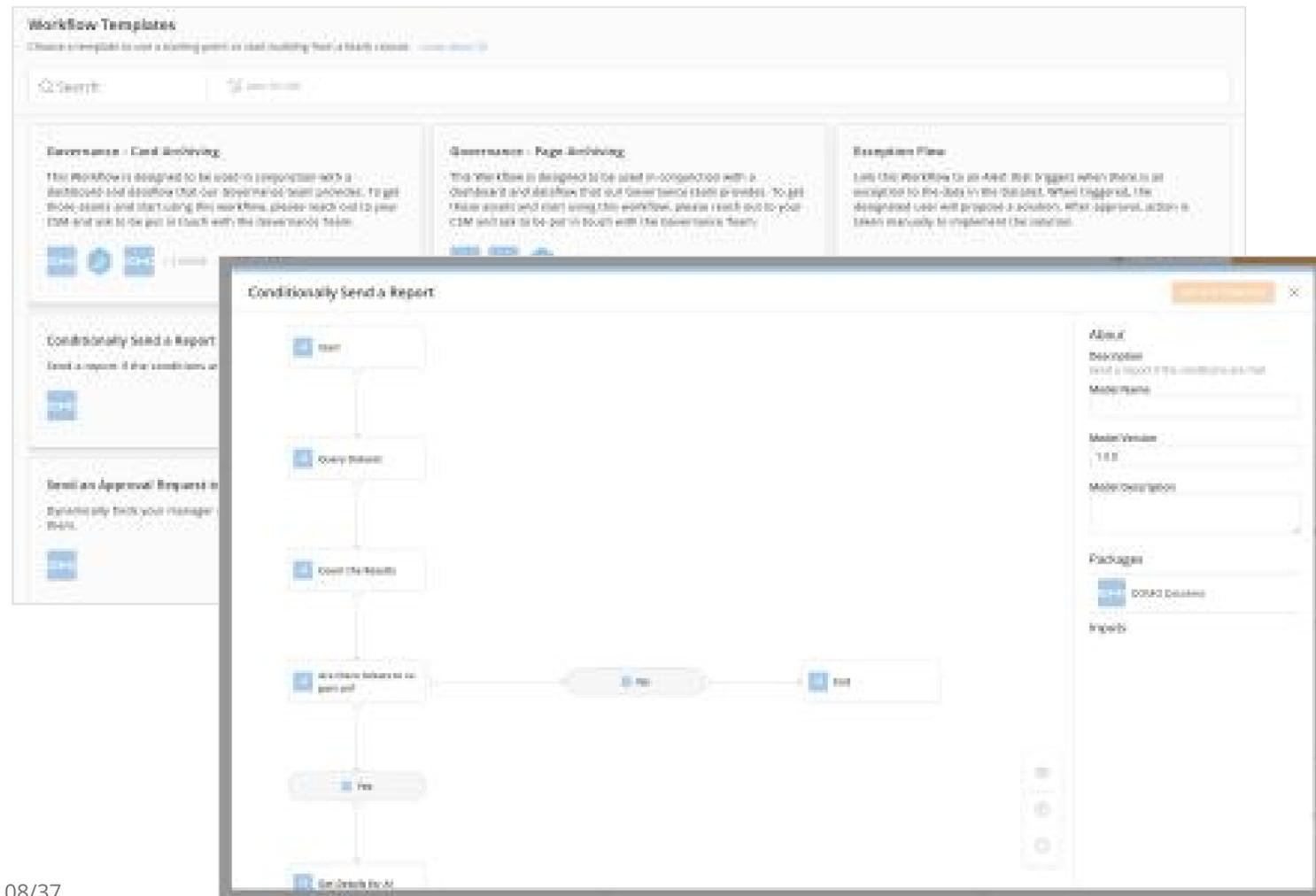
Lindy provides an extensive template library for users to choose from. Once a template is selected, users are directed to the areas they need to pay attention to, making the process to complete a personalized workflow much faster.



Starting from a Workflows templates takes significant effort 🥱

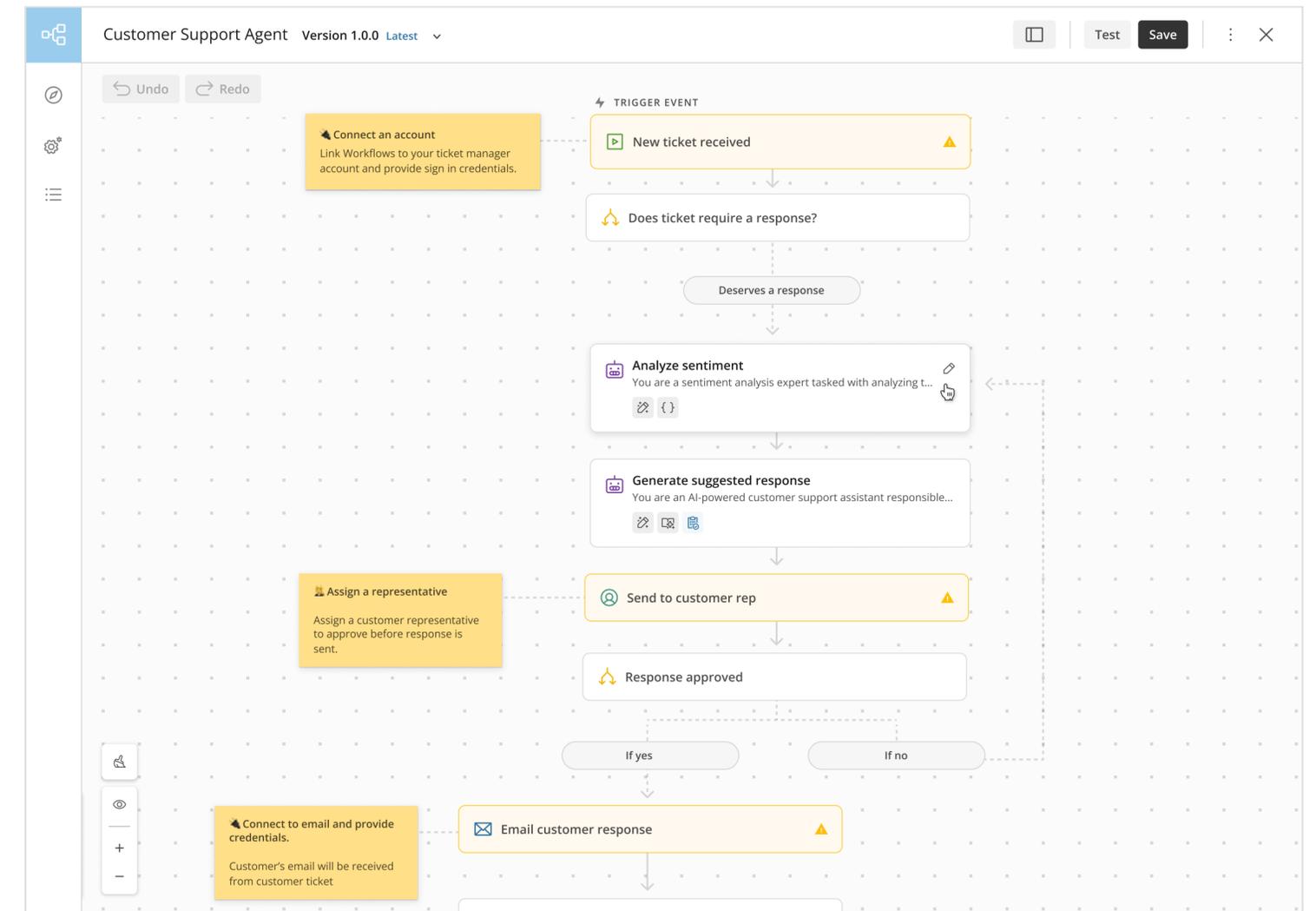
Current experience

- ✓ We provide a library of templates to choose from.
- ✗ Users have to click through every step to find what steps needs extra configuration.
- ✗ No explanations are provided, requiring the user to interpret each step on their own.



Proposed experience

- ✓ Templates are categorized into topics that make them easier to find.
- ✓ Shapes that need extra configuration are highlighted and explained.
- ✓ Users know the steps they need to configure to have a working Workflow.

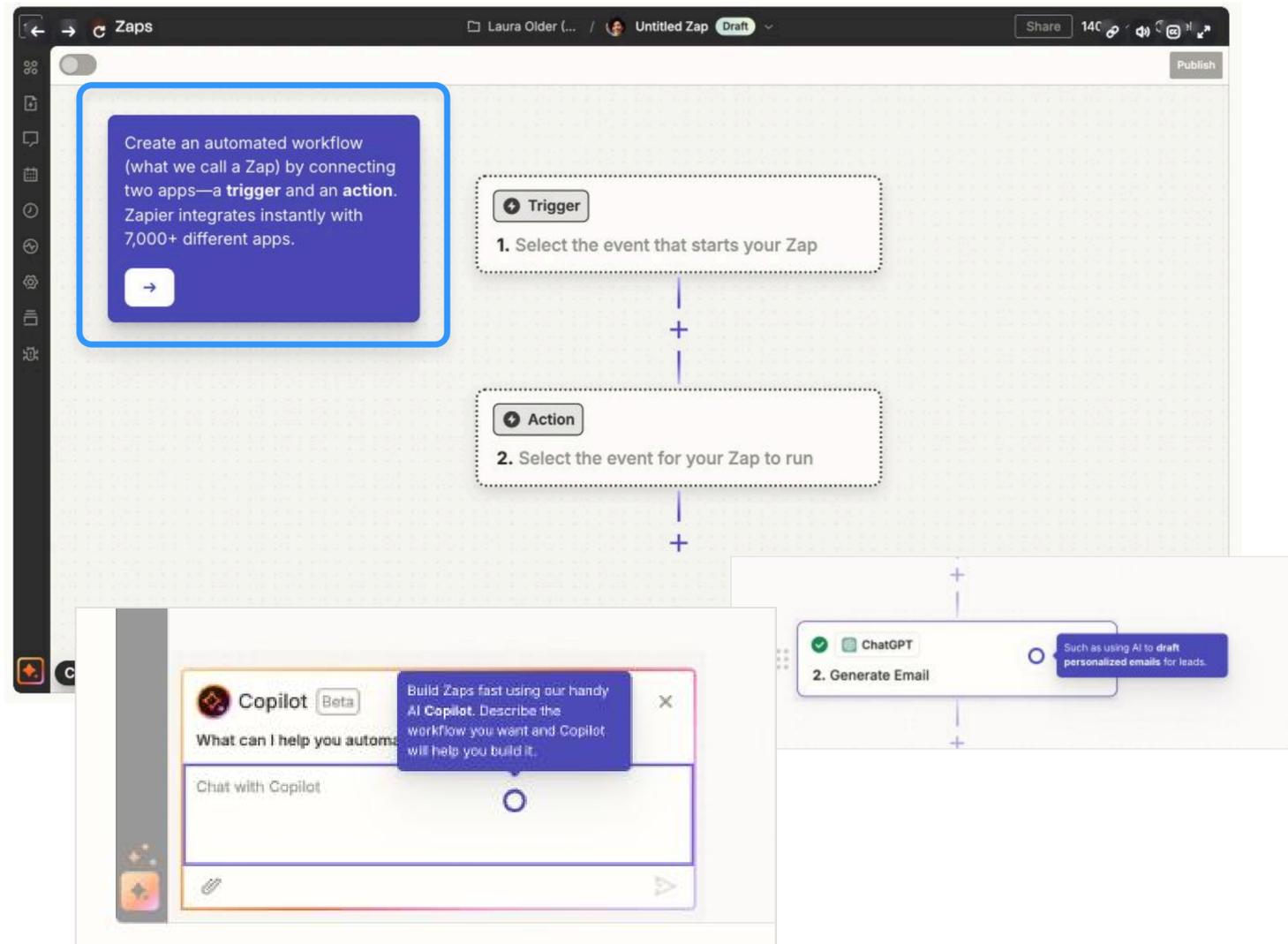


Onboarding | What is the competition doing

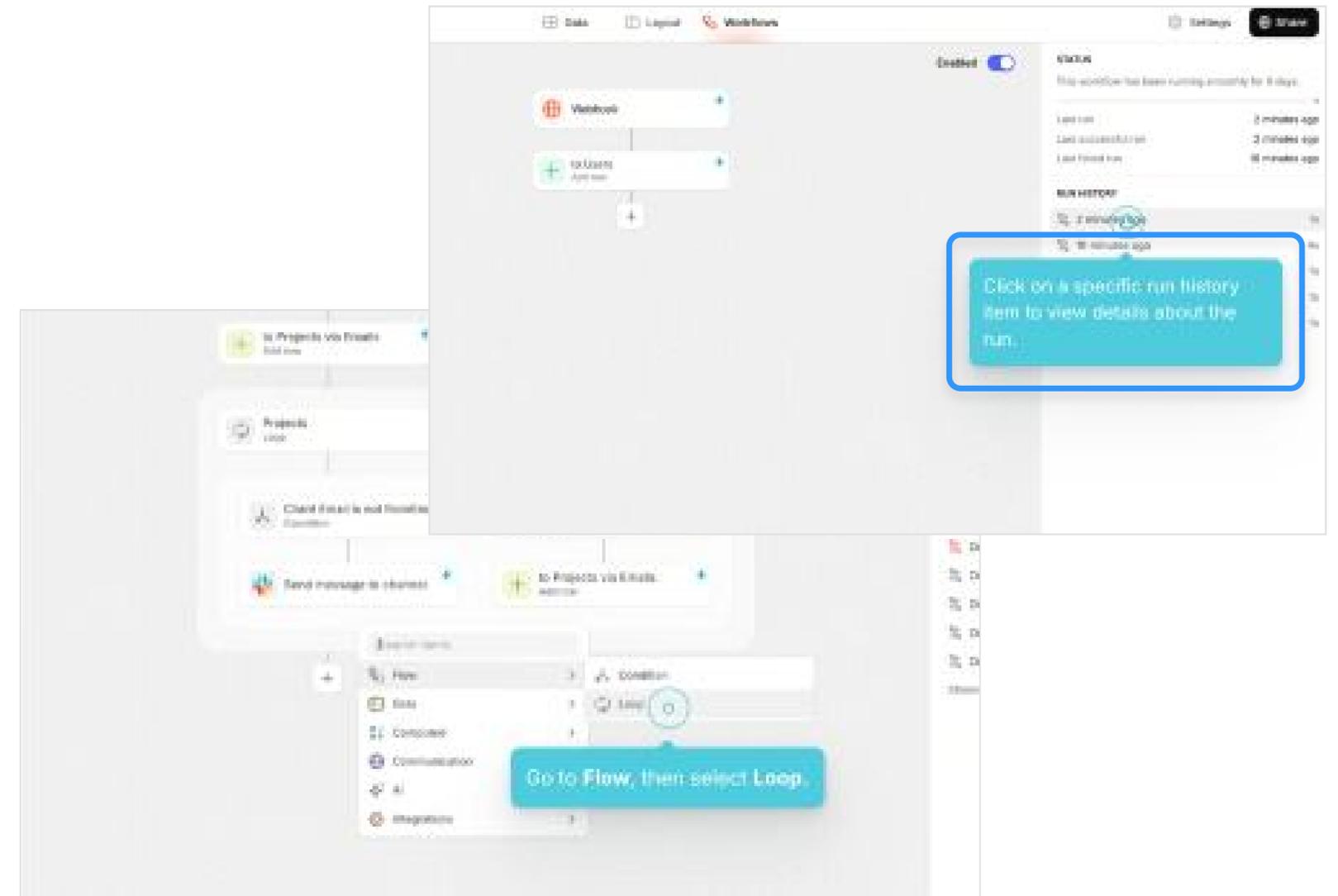
Guiding users to success



Help content helps familiarize users with the capability of the product as well as key concepts.



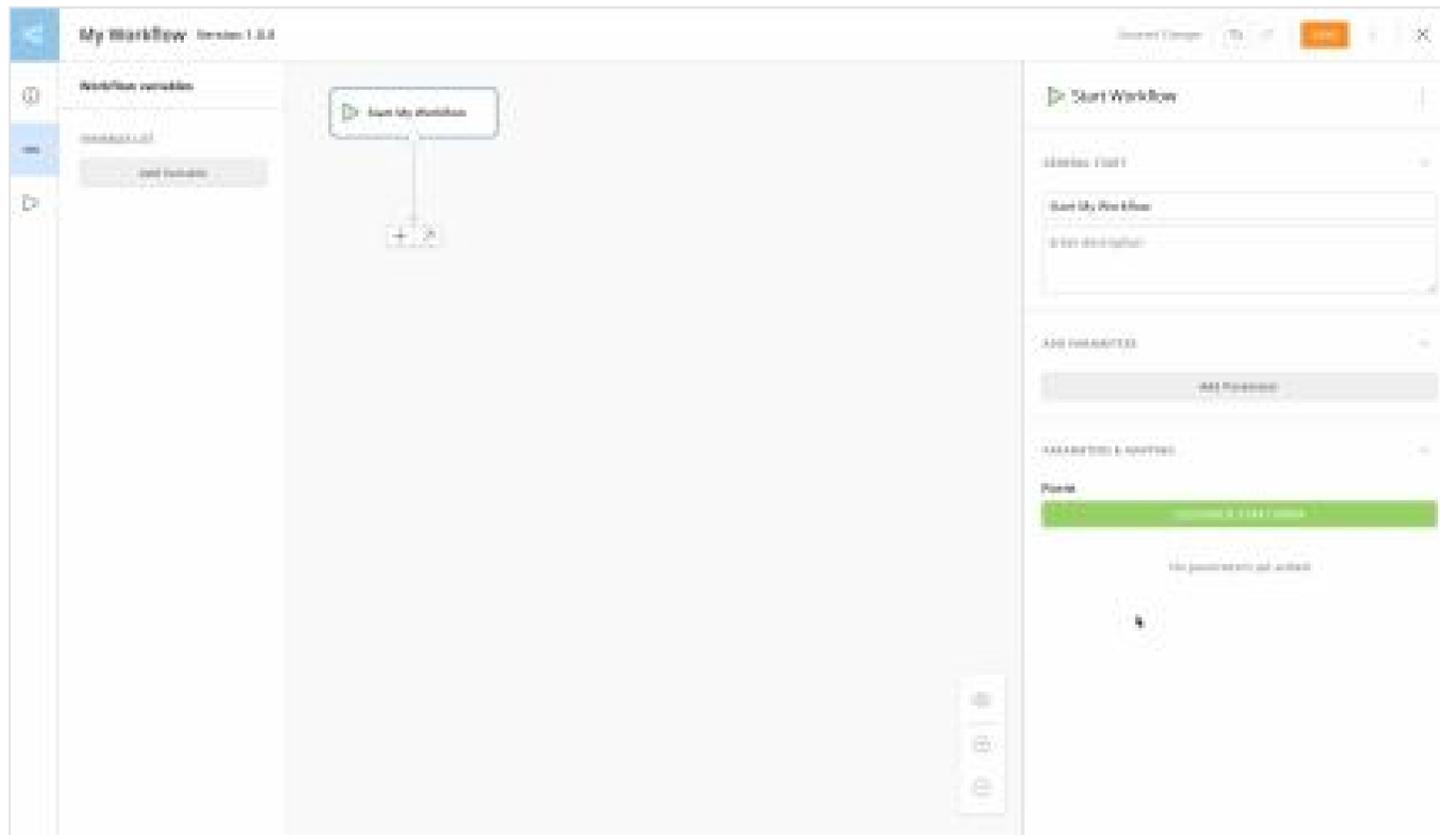
Glide provides a similar way to view and walk through the product.



No help content is provided in the Workflow canvas 🤨

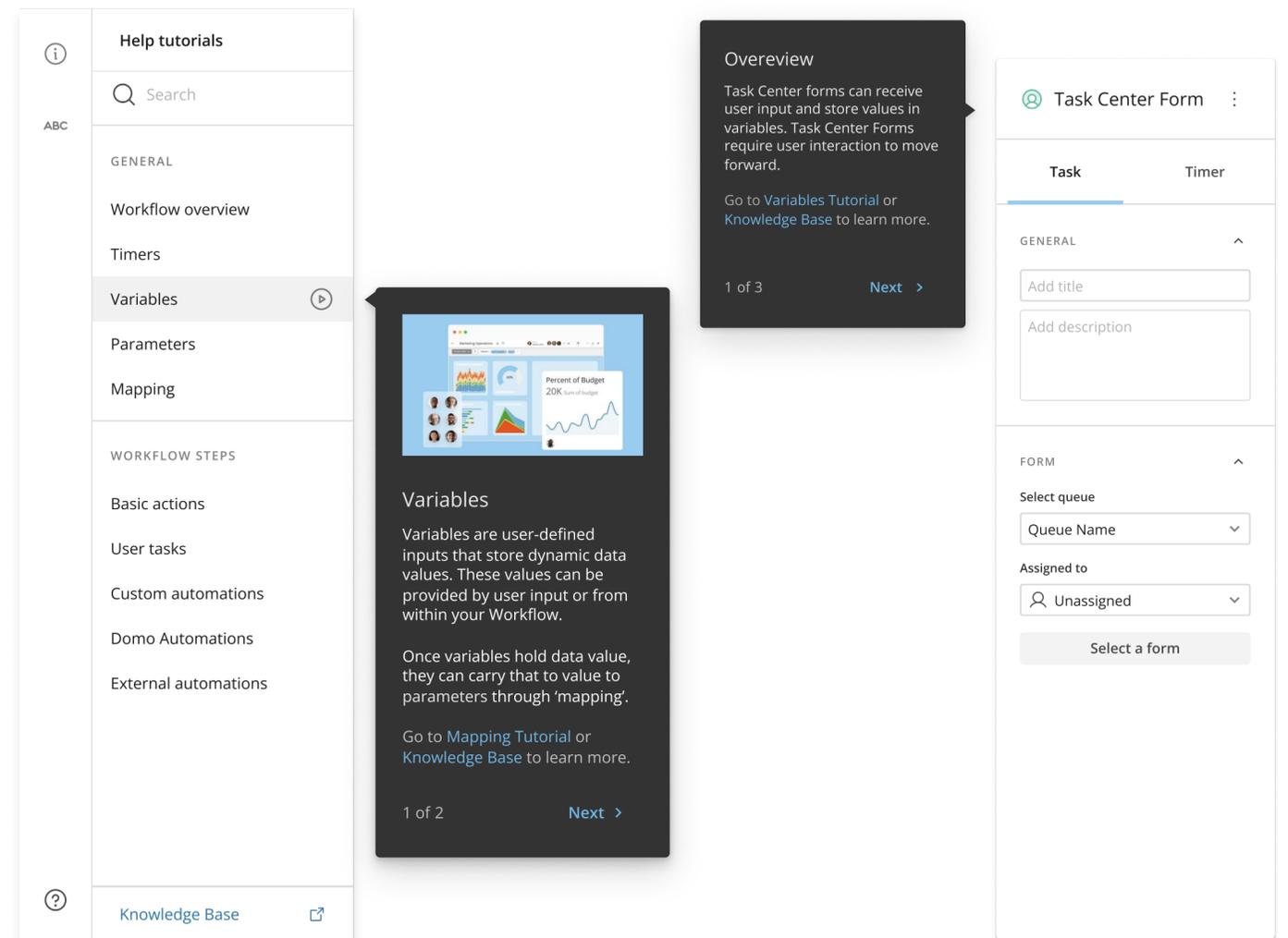
Current experience (Video)

- ✓ We provide links to help content and documentation in Domo Central.
- ✗ There is currently no help content provided in the canvas.



Proposed experience

- ✓ Step by step tutorials guide the users through the product on launch. (Using Chameleon.)
- ✓ Help tutorials are available at any time, covering topics on Workflow shapes and concepts.
- ✓ For in-depth questions, users can access documentation in Domo Central.



Workflow Triggers

Centralizing workflow configuration to enhance efficiency and reduce friction.

Topics covered: [Trigger configuration and location](#)

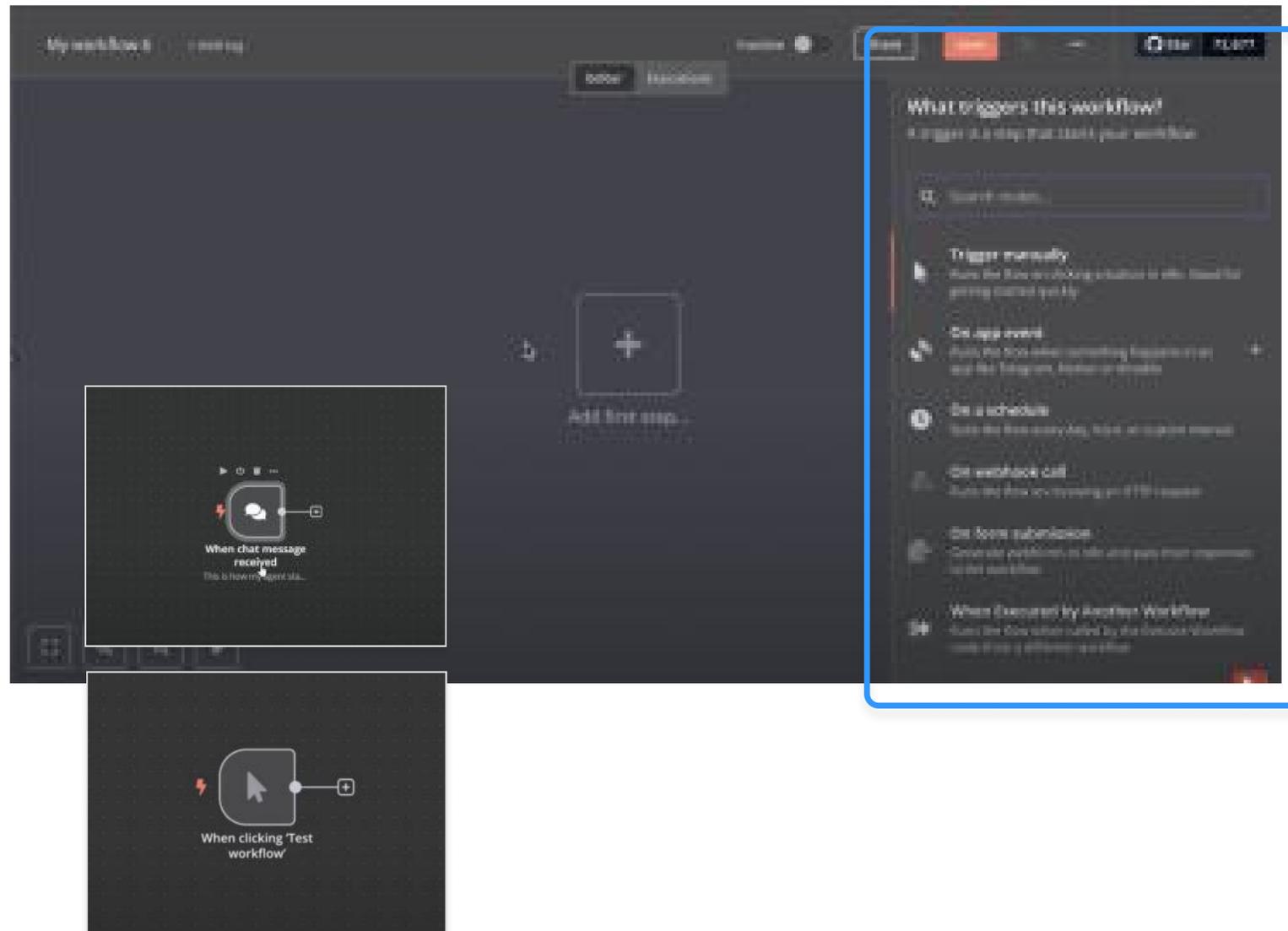
- 01 Opening Summary
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Workflow triggers | What is the competition doing

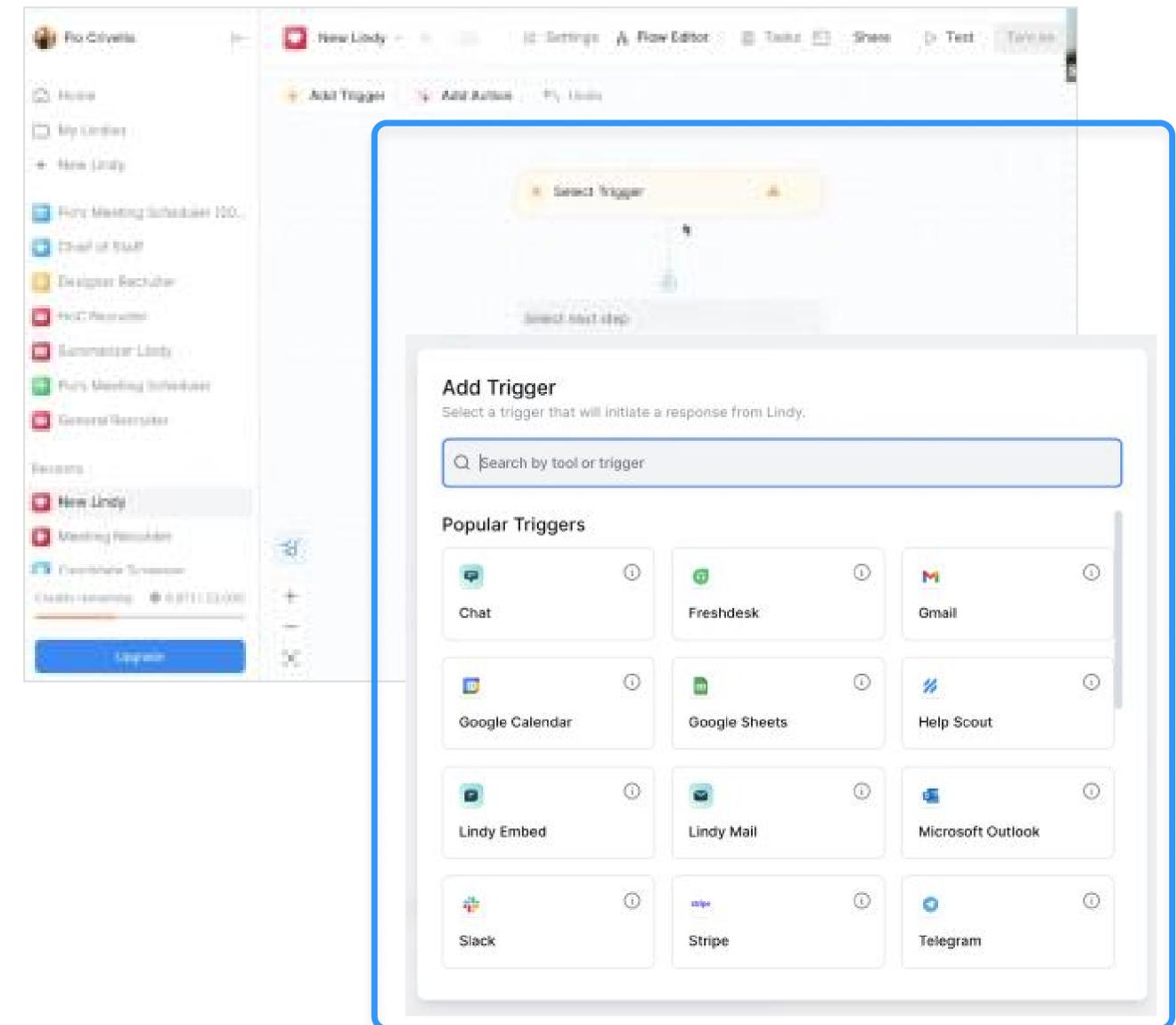
Starting a workflow with a Trigger



n8n provides a large selection of trigger options, all available and configured within the canvas.



Lindy offers a range of trigger options focusing on external integrations.

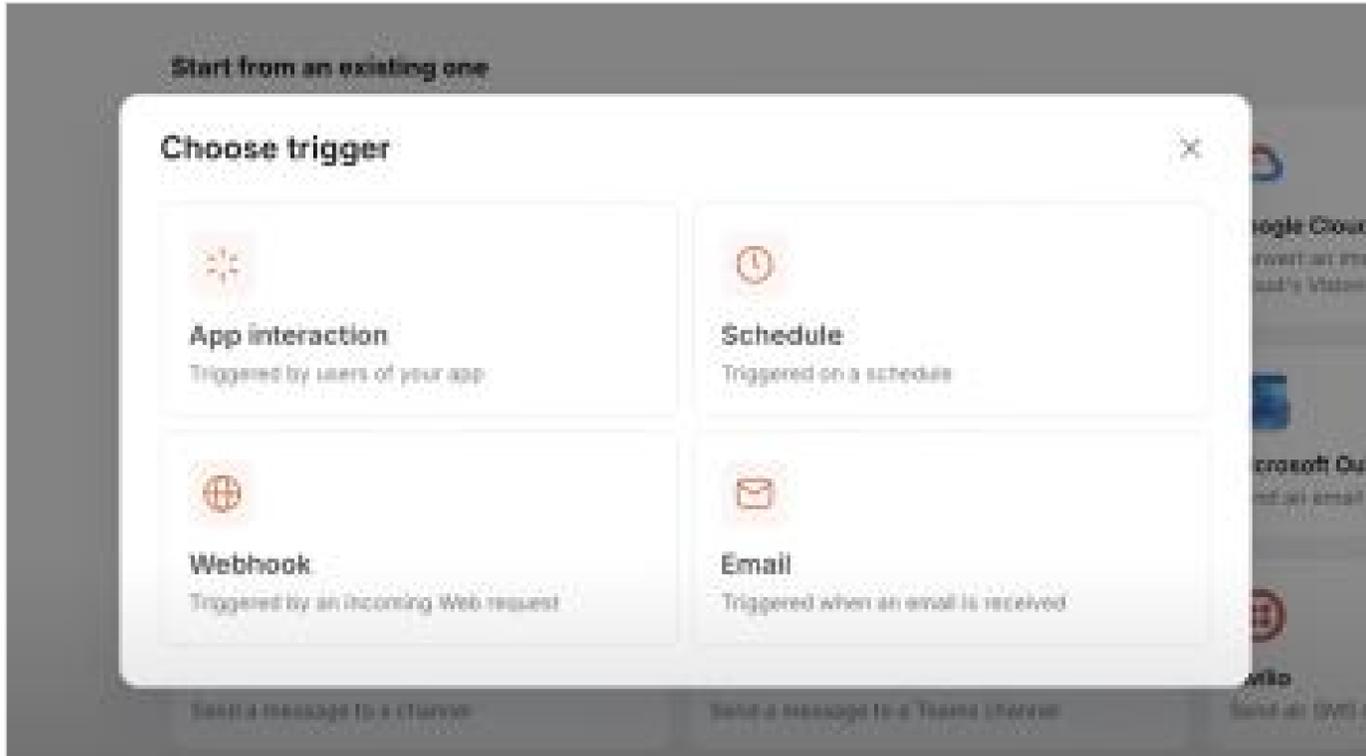


Workflow triggers | What is the competition doing

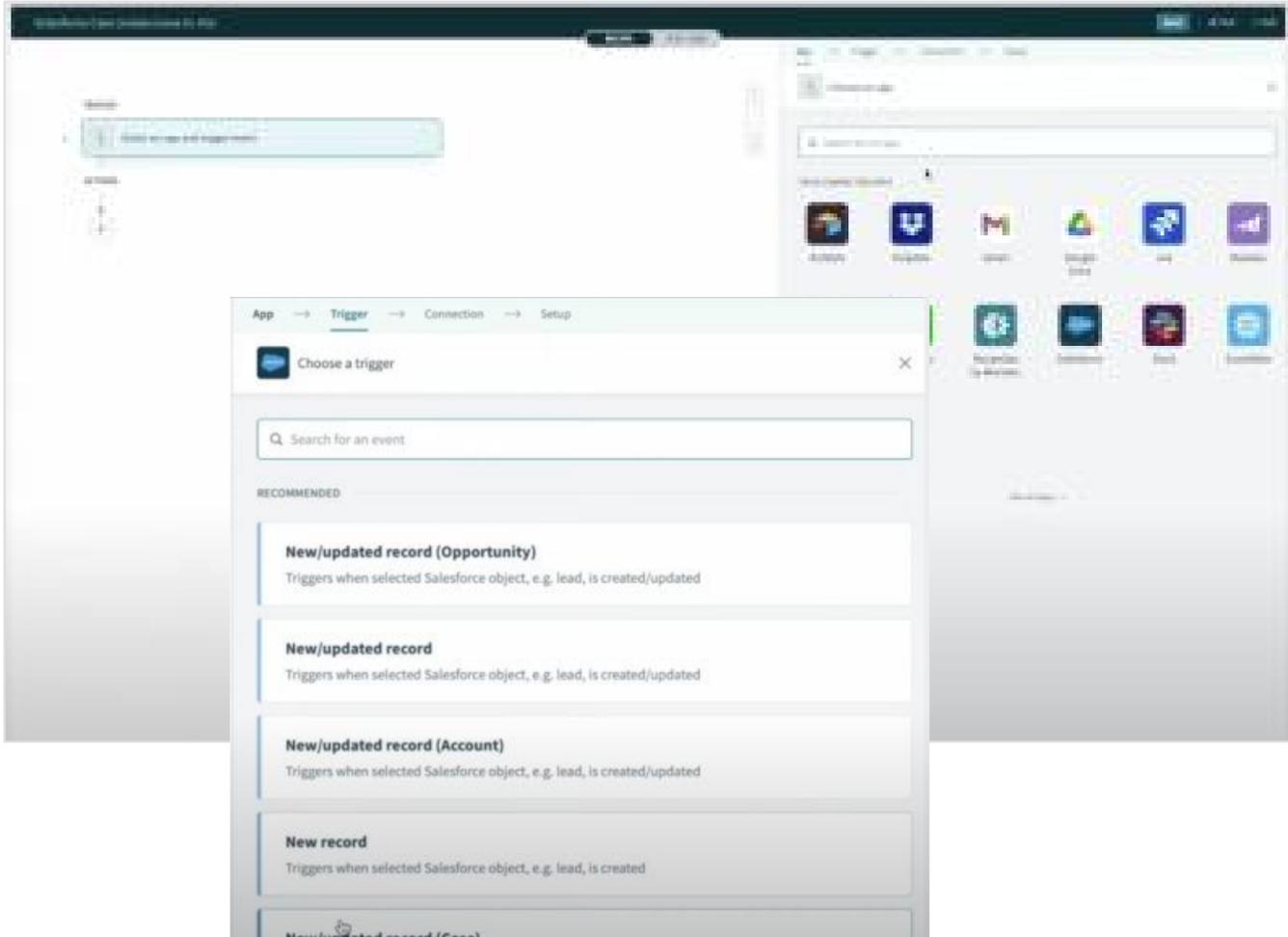
Starting a workflow with a Trigger



When creating a new Workflow, Glide presents the user with 4 key trigger options before they enter the canvas.



Workato recommends very specific triggers for common tasks their users have.

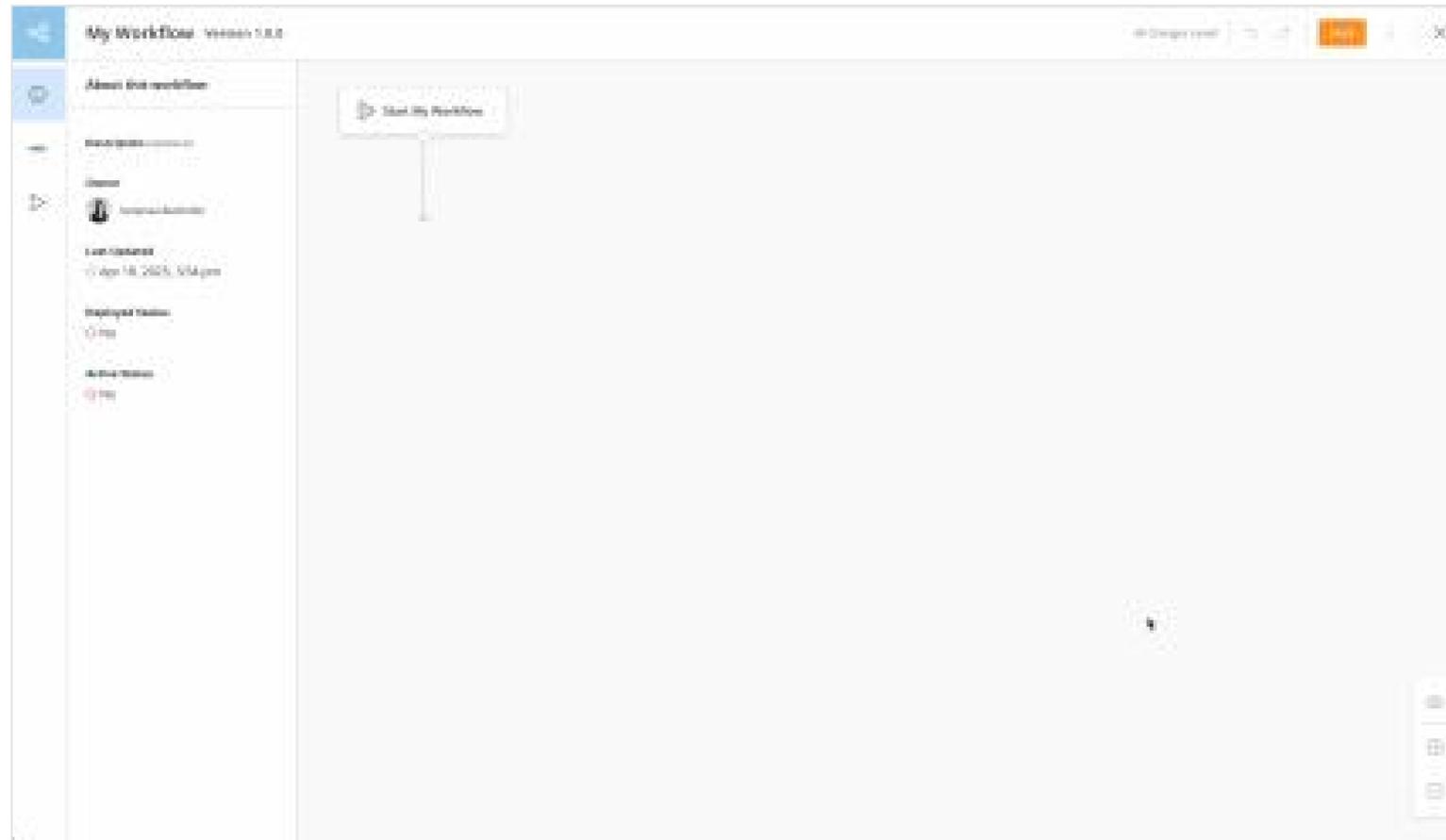


Workflow triggers are created outside of the canvas 🤔

Current experience

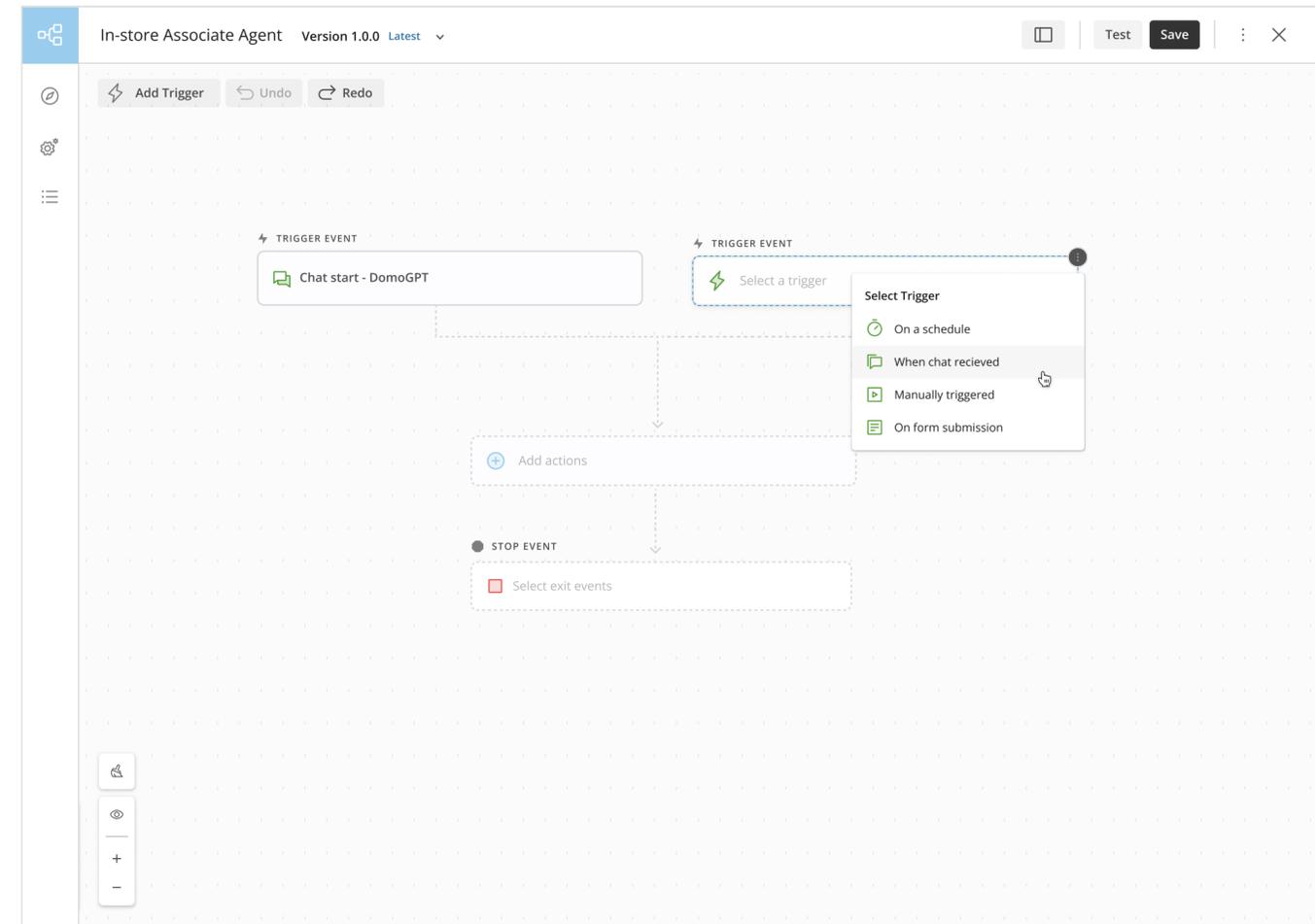
- ✓ Users can add more than one trigger to their Workflow.
- ✓ Triggers tab provided excellent overview of which versions are configured with which triggers.
- ✗ Triggers are disconnected from the rest of the Workflow building experience.

(Video)



Current experience

- ✓ Users can add more than one trigger to their Workflow, within the canvas.
- ✓ Trigger tab is still accessible to see Workflow trigger across versions
- ✓ Triggers are easy to find and configure within the workflow canvas.



Building a Workflow

Reducing barriers to accelerate user productivity and deliver faster time-to-value.

Topics covered: Adding shapes, configuring, and general canvas navigation

01 Opening Summary

02 Onboarding

03 Workflow triggers

04 **Building a Workflow**

05 Agents

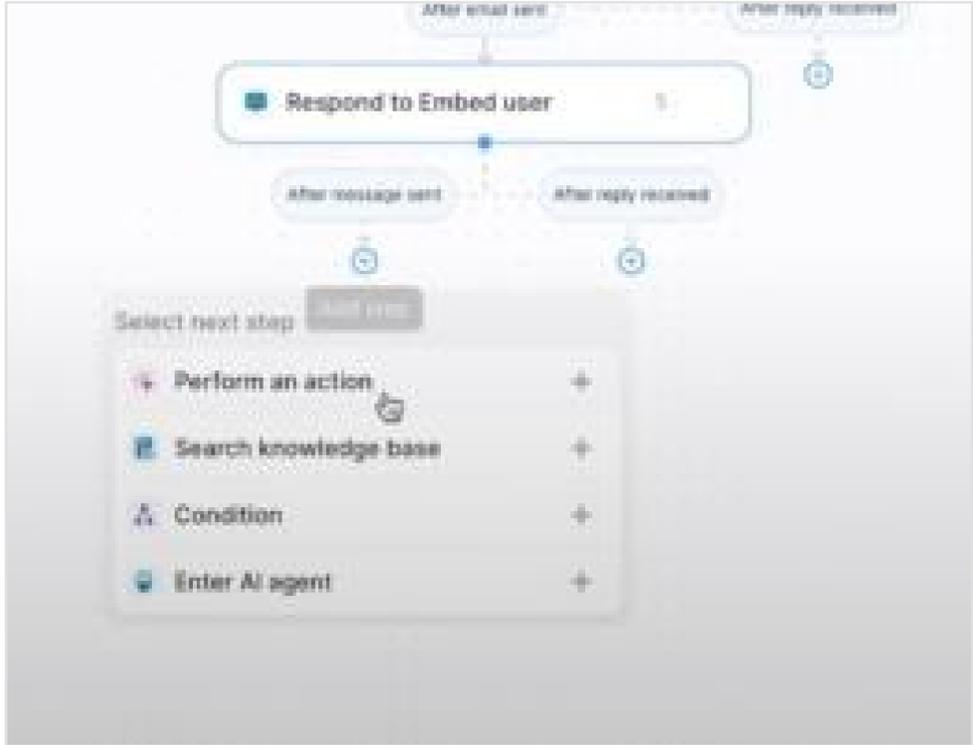
06 Testing agents

07 Closing Summary

Adding, deleting, and editing shapes in the canvas

Lindy

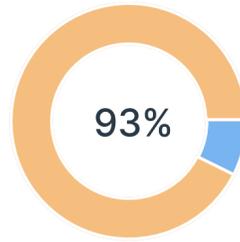
Plus icons to add a shape to the canvas is always viable.



Glide

Adding and deleting lines are clear, with instruction provided on how to drag to connect.





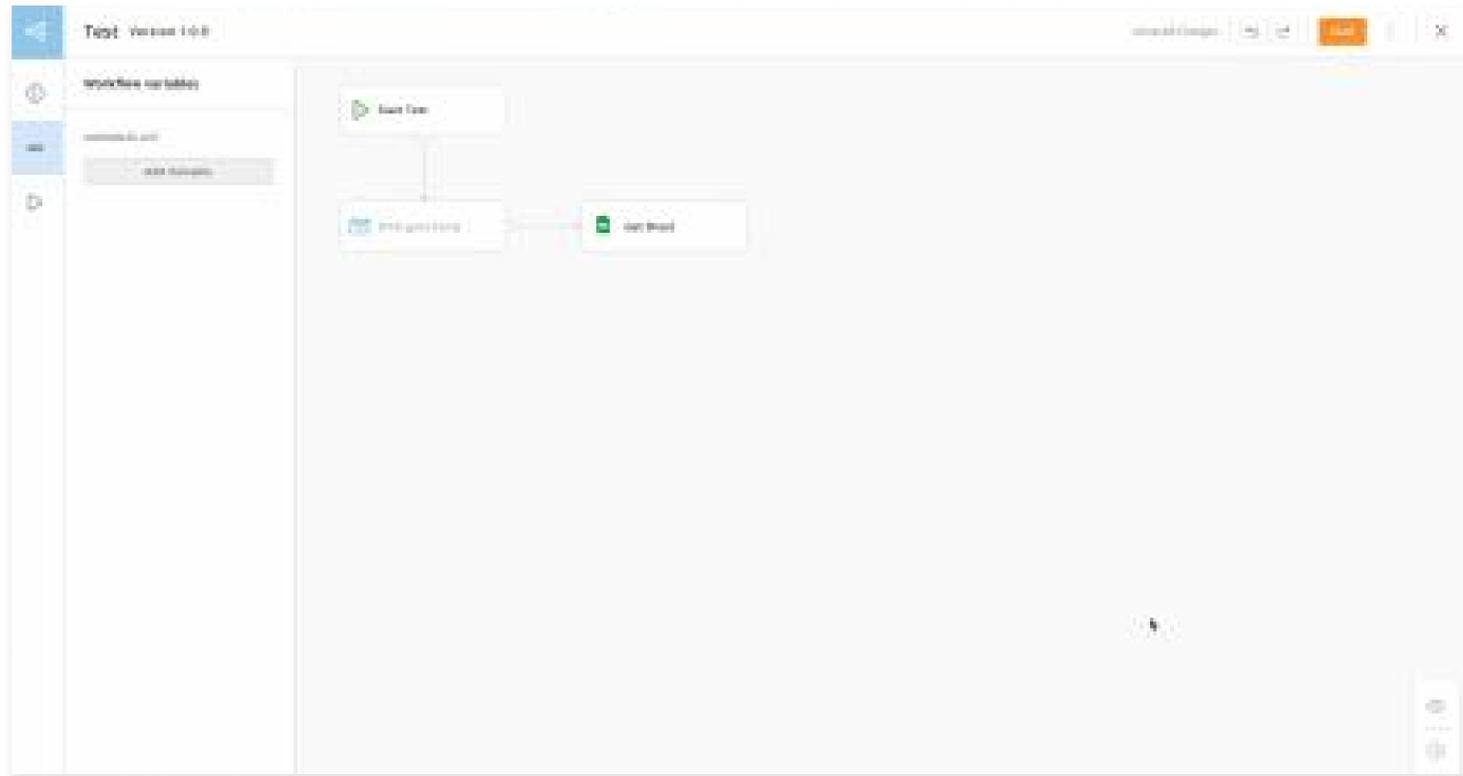
Basic Actions: Connecting shapes

⚠️ 12 out of 13 (93%) users failed to connect steps.

Link to [full test results](#)

Current experience

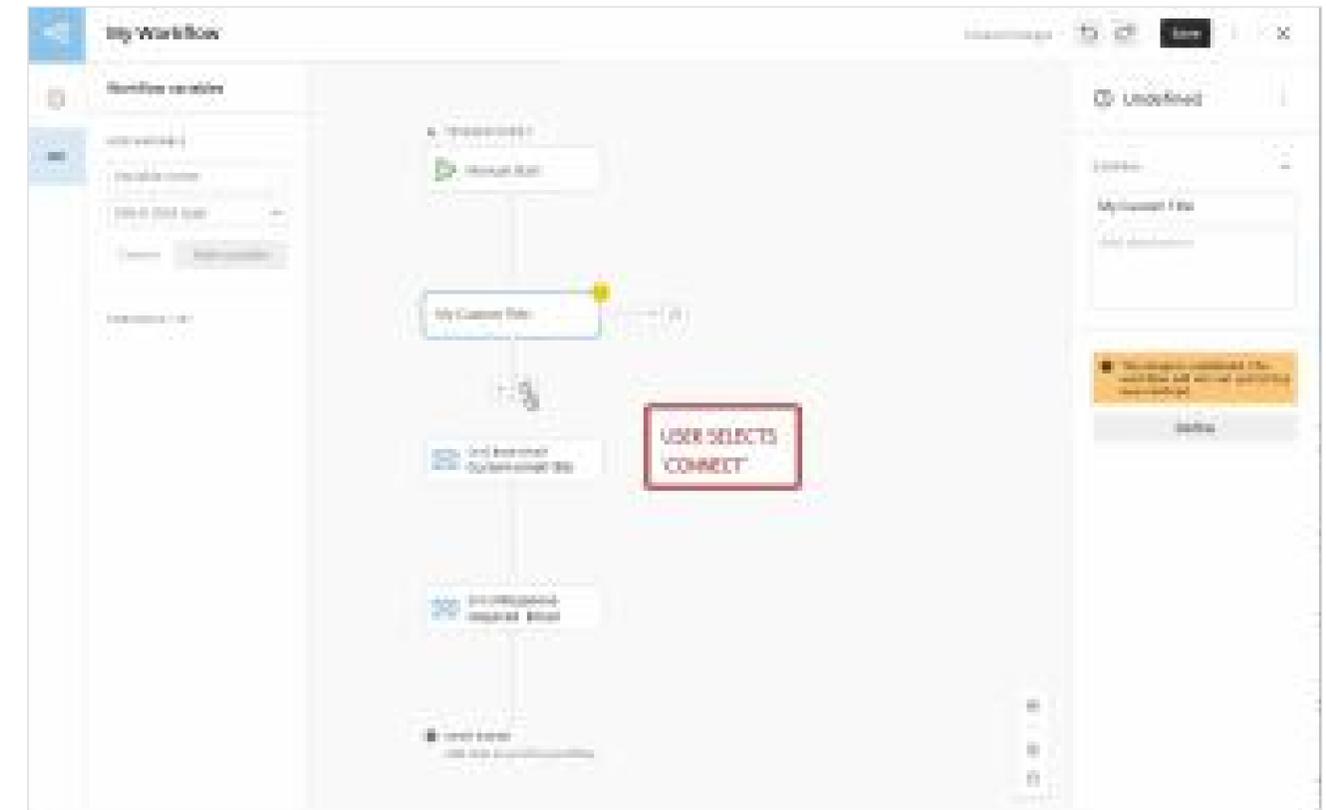
✗ In user testing, users struggled to connect a shape once they're disconnected. An orange outline appears around the canvas which is seemingly unrelated to re-connecting shapes.



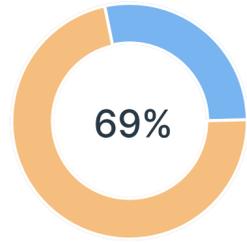
Note: This video is a recording of the current Workflows experience, not the user testing recording.

Proposed experience

✓ Once the user clicks 'connect' a dotted blue line will follow their cursor, intuitively informing the user that they are about to connect shape with the dotted line.



Note: Outdated interface. Designs made last year.



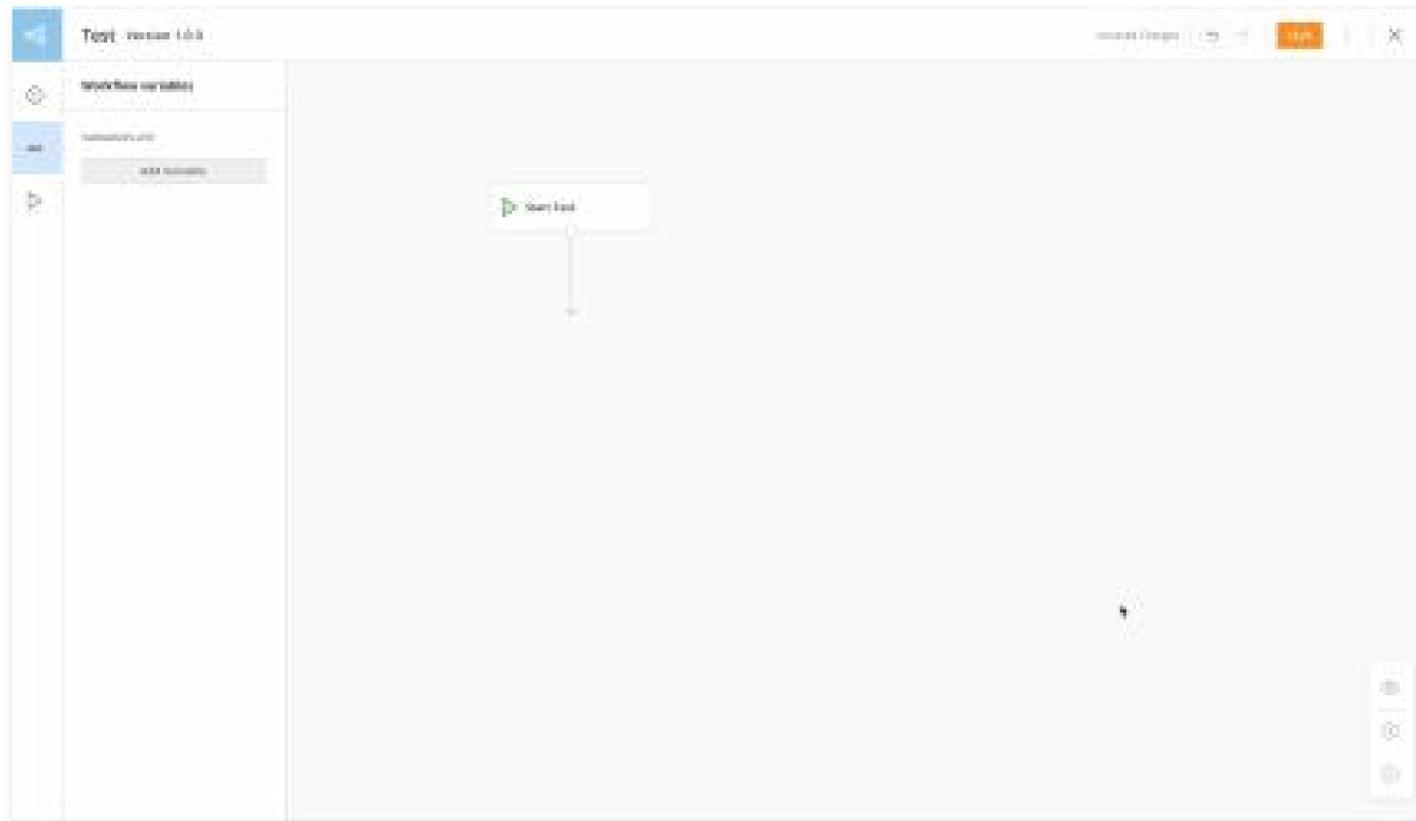
Basic actions: Adding a step

⚠️ 9 out of 13 (69%) users failed to add a step to the canvas

Link to [full test results](#)

Current experience

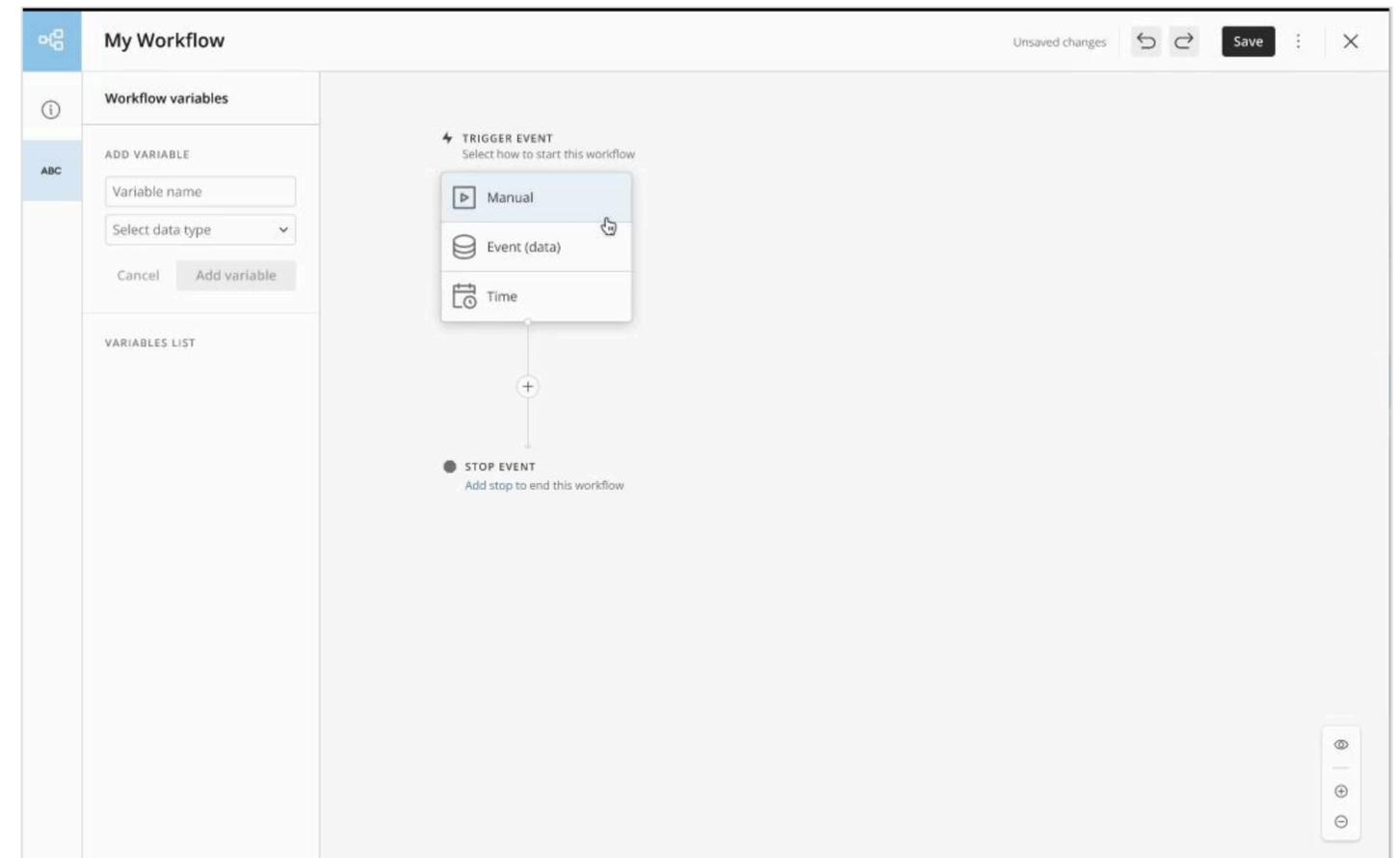
✗ During user testing, users struggled to find how to add the next step to their workflow. The add icon is only visible when the start shape is selected and active.



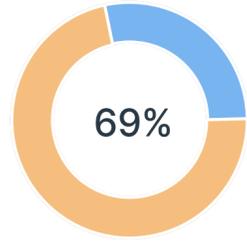
Note: This video is a recording of the current Workflows experience, not the user testing recording.

Proposed experience

✓ The option to add a shape is always visible, regardless of active shapes selected on the canvas.



Note: Outdated interface. Designs made last year.



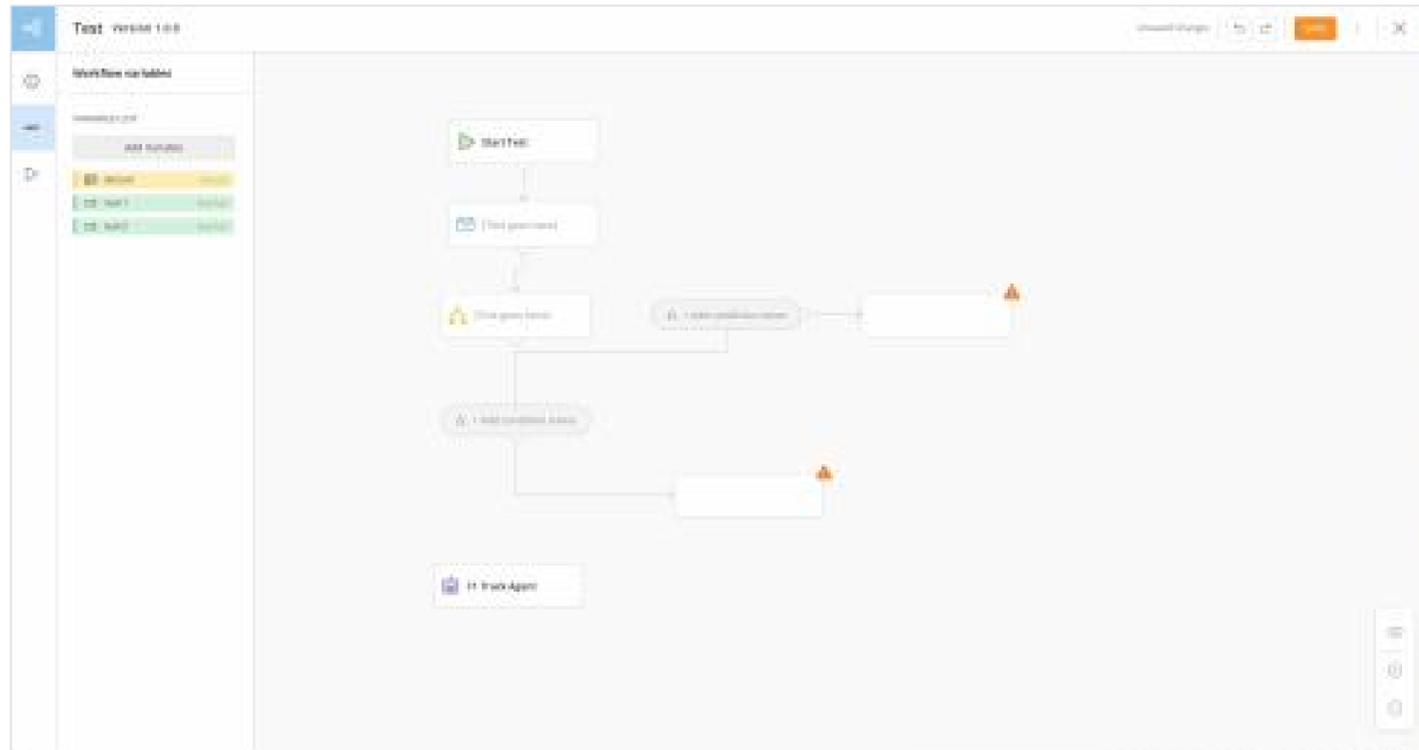
Basic Actions: Deleting a line

⚠️ 9 out of 13 (69%) users failed to successfully delete a connecting line

Link to [full test results](#)

Current experience

- ✗ Users struggled to delete a line. This may have been influenced by the fact that it's difficult to select a line on the canvas.



Note: This video is a recording of the current Workflows experience, not the user testing recording.

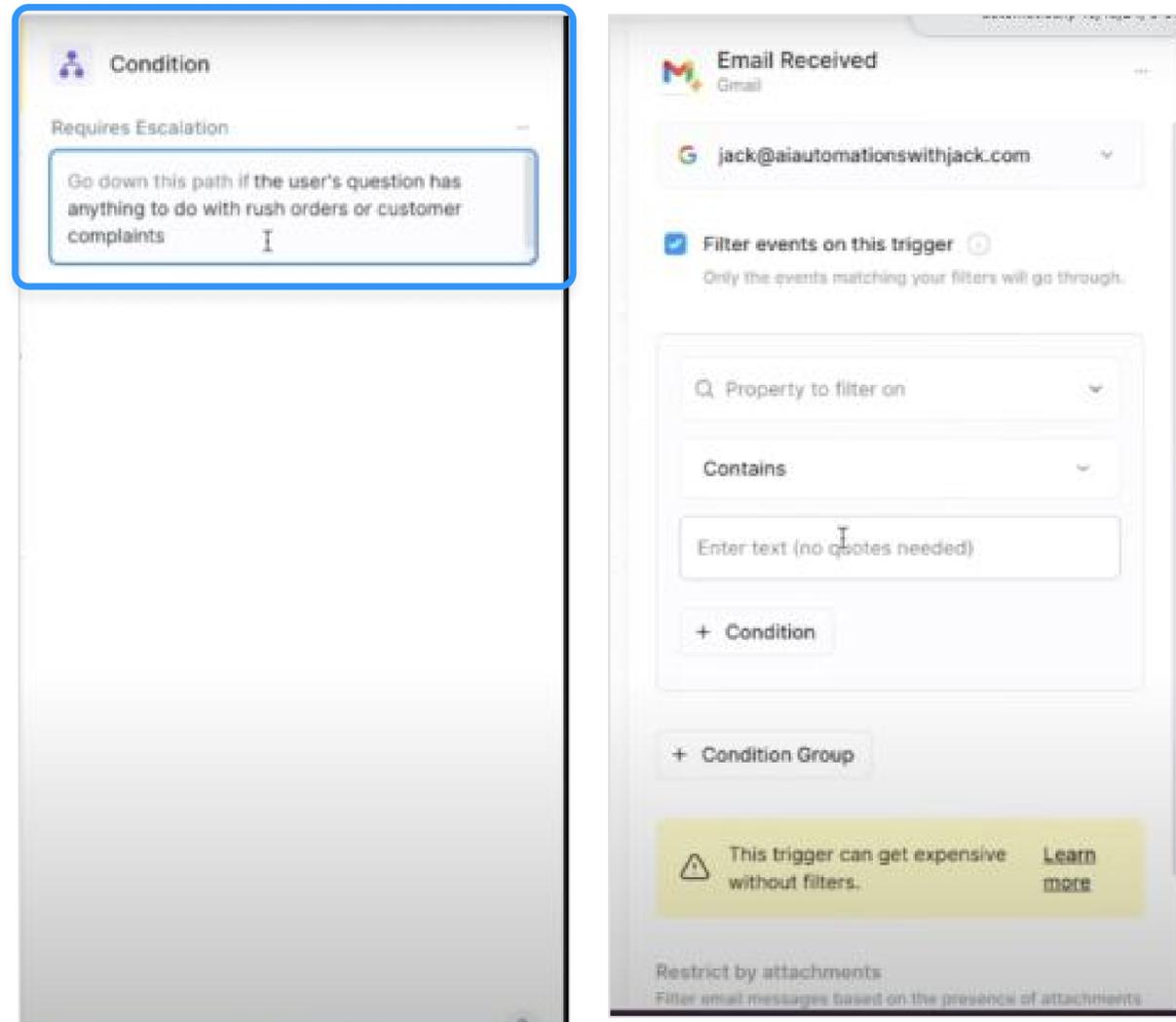
Proposed experience

- ✓ Increasing the click radius on the lines will make them easier to select.
- ✓ Making sure all lines behave the same will re-enforce a stronger mental model.

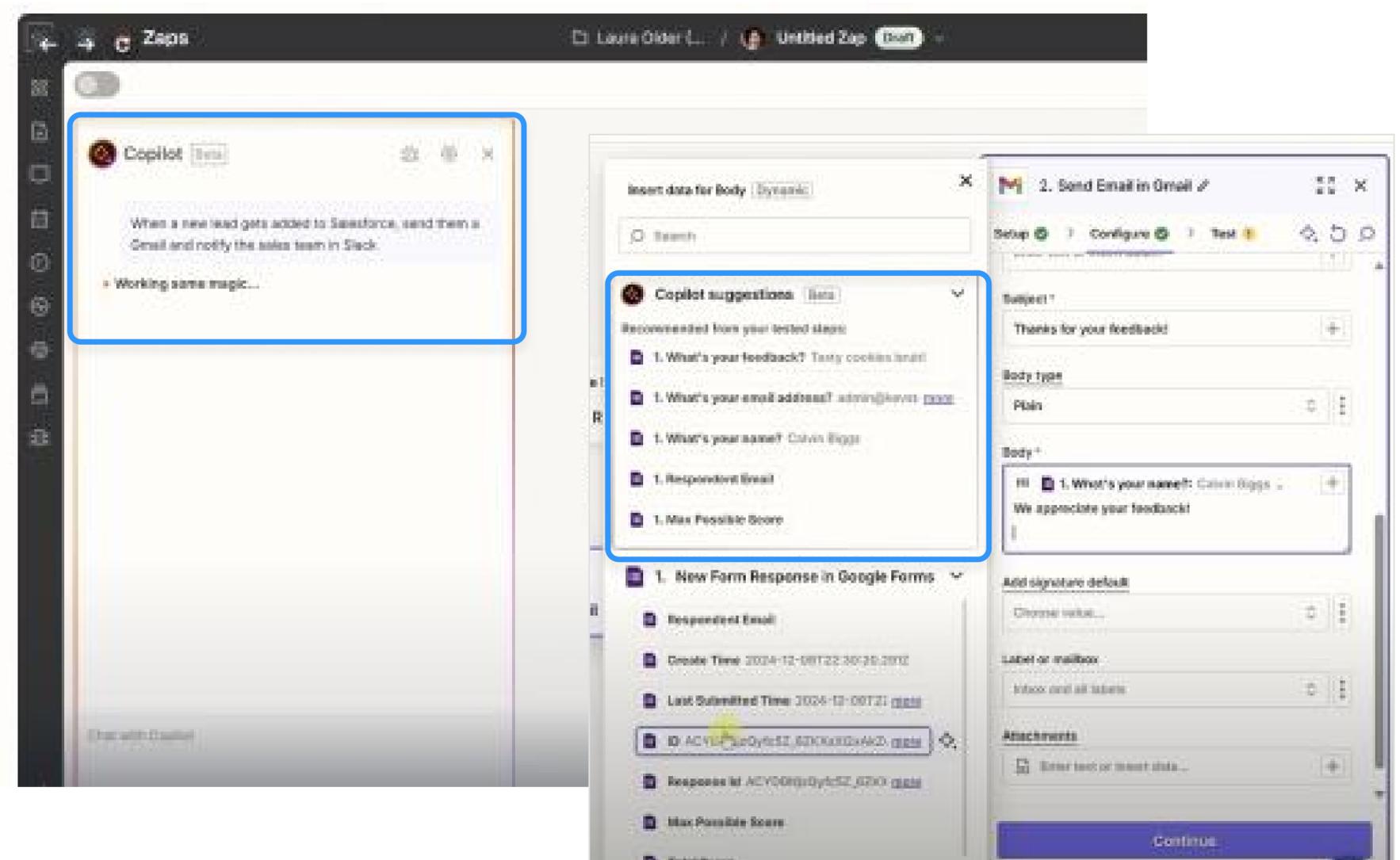
Providing an AI-powered experience



Using AI capability, users can write in plain text what they want a conditional pathway to do.



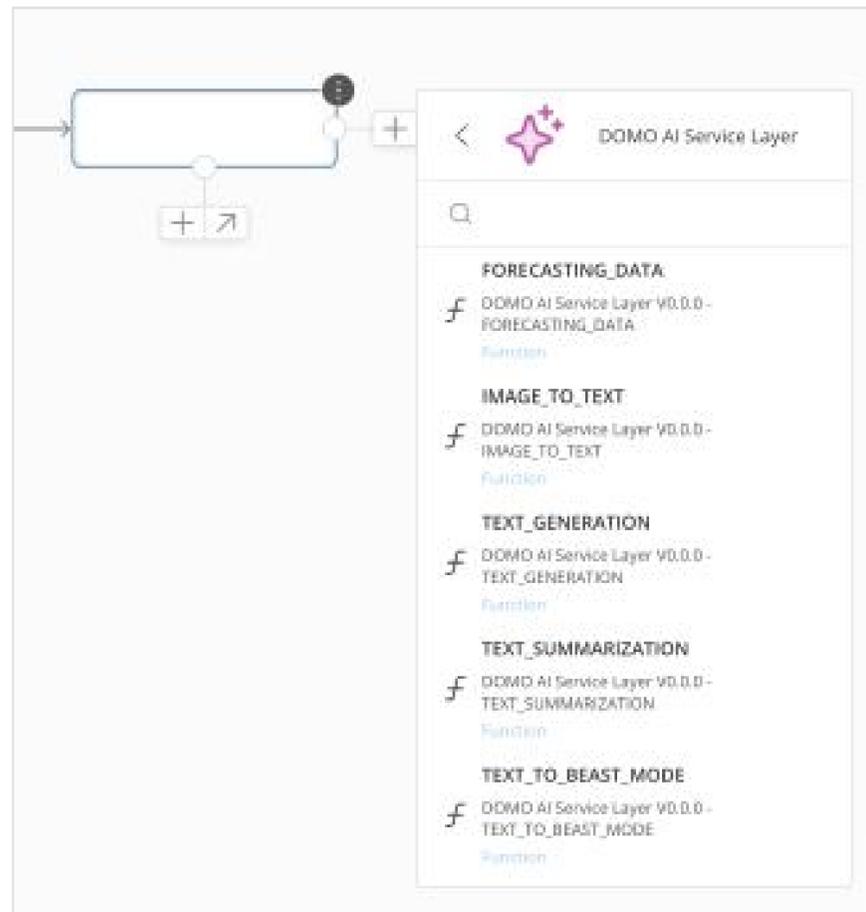
Using AI capability, users can write in plain text what they want a conditional pathway to do.



Workflows falls short of AI-powered potential 🙄

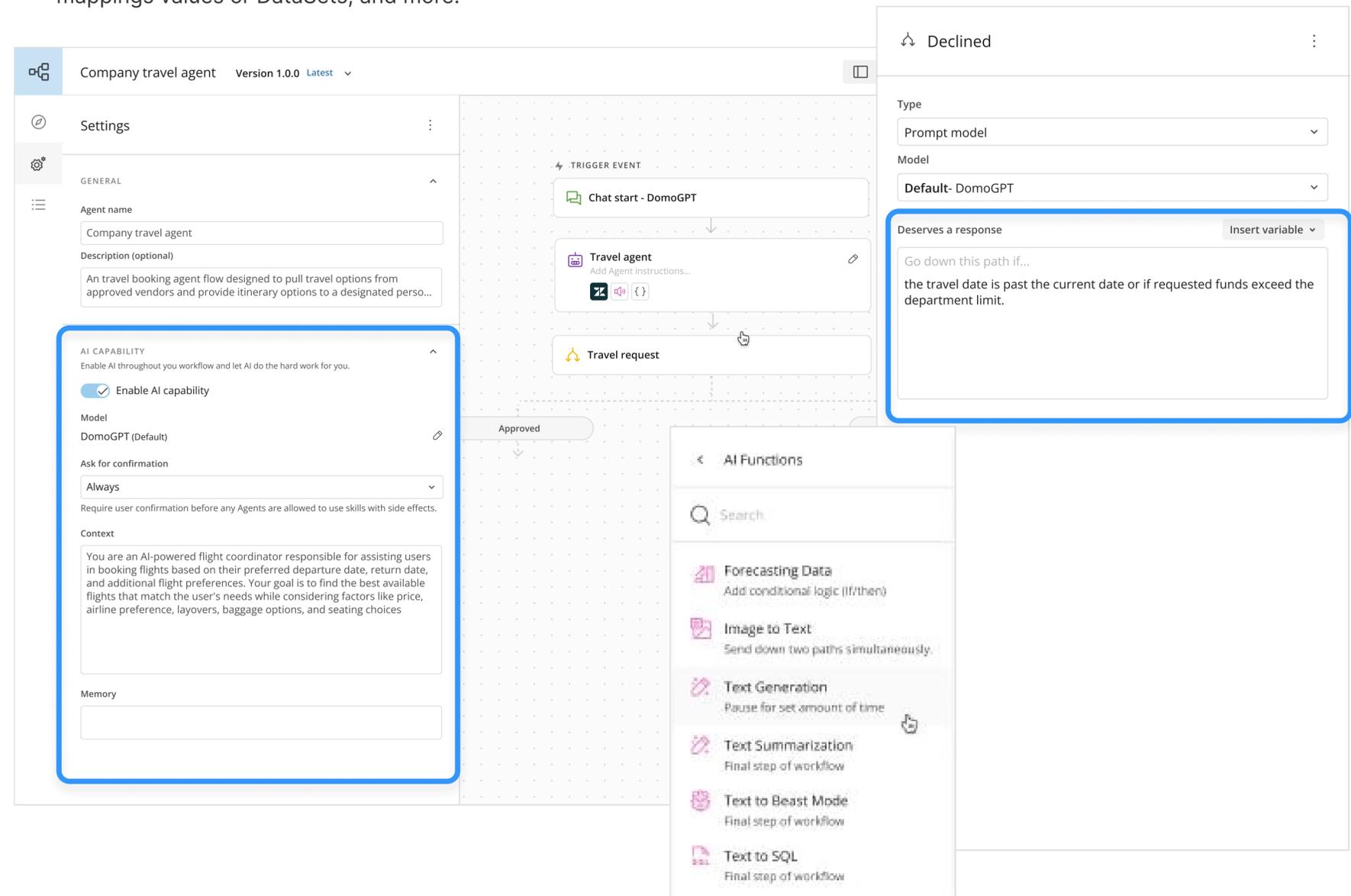
Current experience

- ✓ We have a library of AI-powered tools that can be used inside and outside of an agent.
- ✗ AI capability is limited to the agent shape and AI tools.



Proposed experience

- ✓ We still have a library of AI-powered tools that can be used inside and outside of an agent.
- ✓ AI is enabled at the workflow level, allowing other workflow shapes to take advantage of AI capability.
- ✓ Possible AI capability include: Using plain text to describe requirements, having AI generated suggestions for mappings values or DataSets, and more.

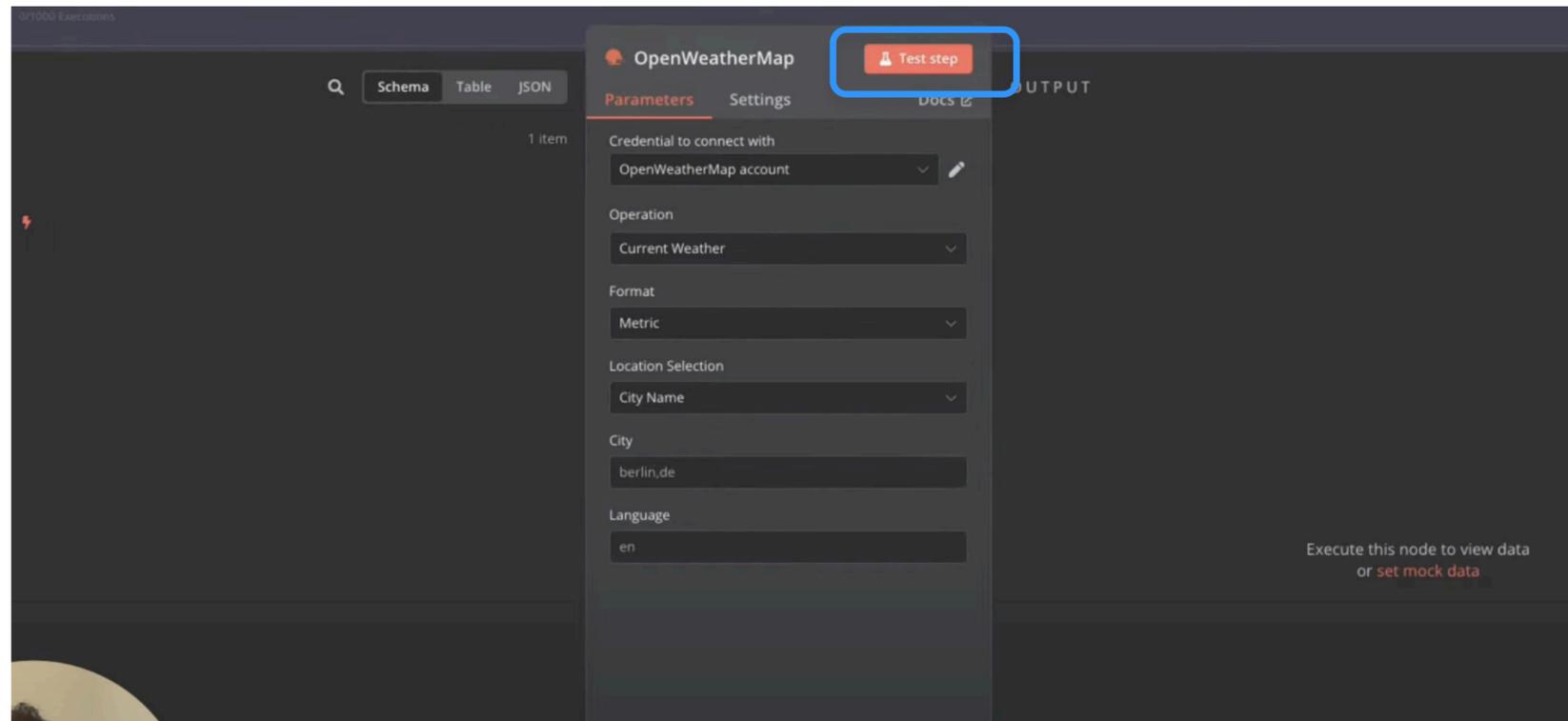


Building a Workflow | What is the competition doing

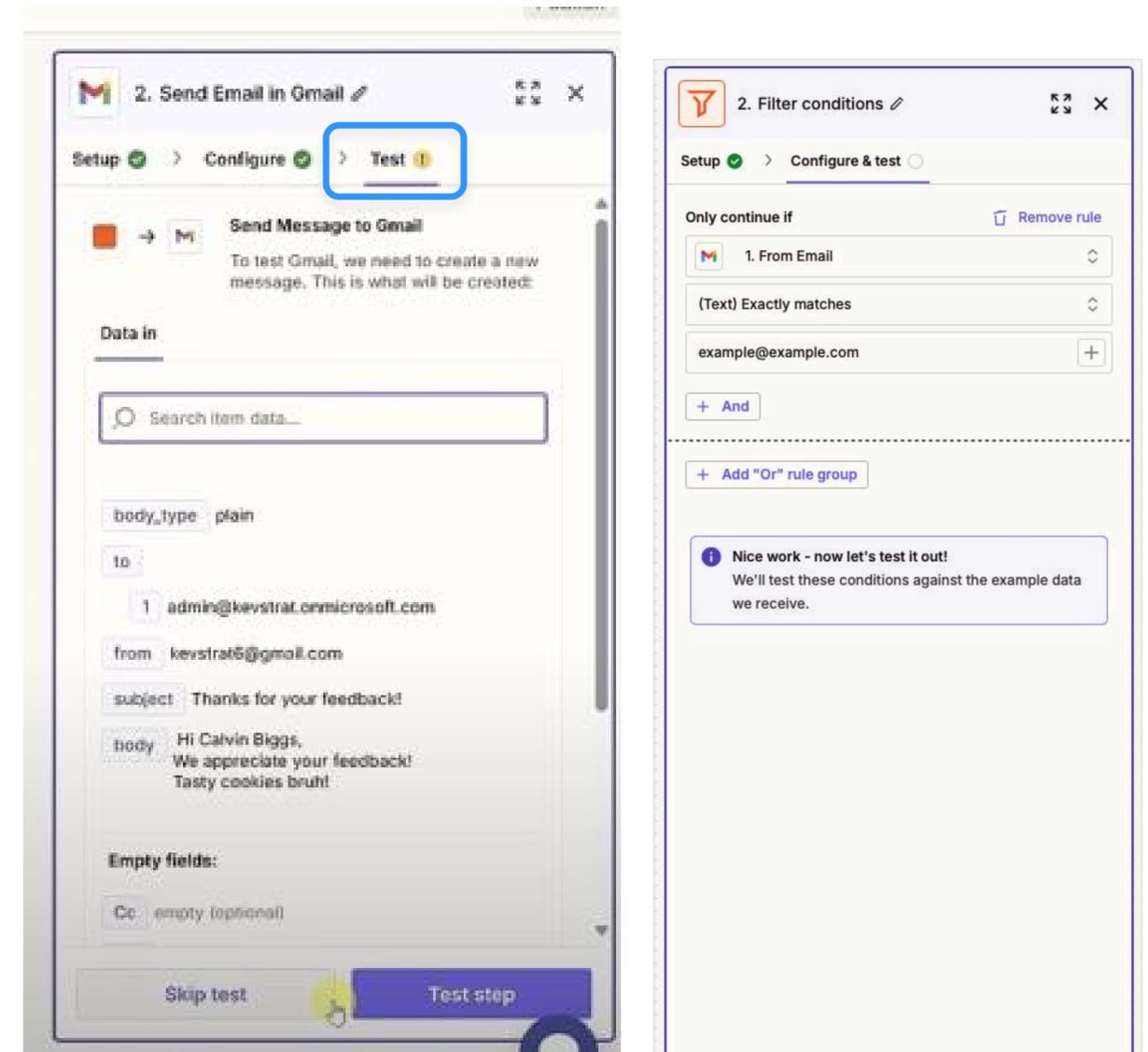
Testing on individual steps



Each step can be tested individually. Here inputs and outputs are shown on either side of the step configuration panel.



Testing is available on each workflow step. Here users can get an instant preview of the outputs/ data values each step provides.



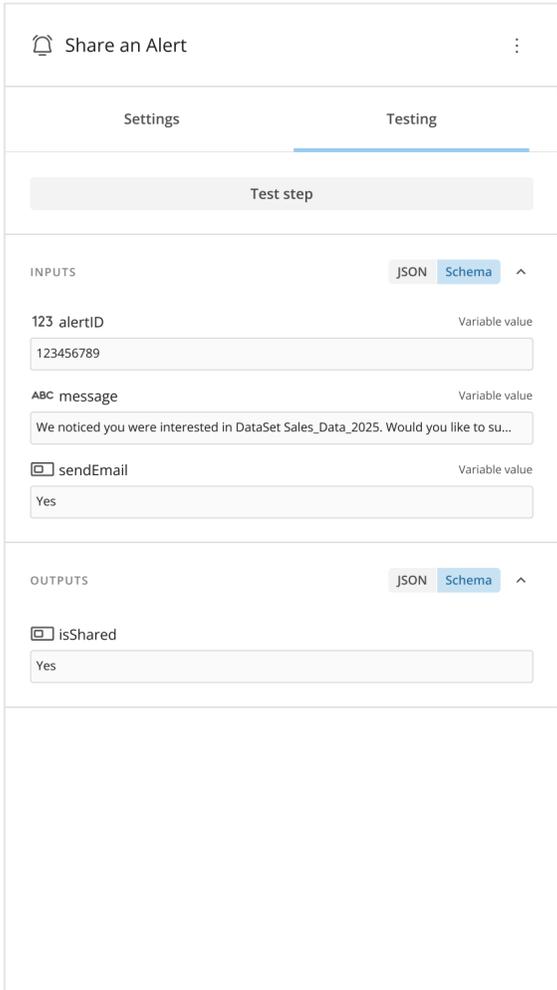
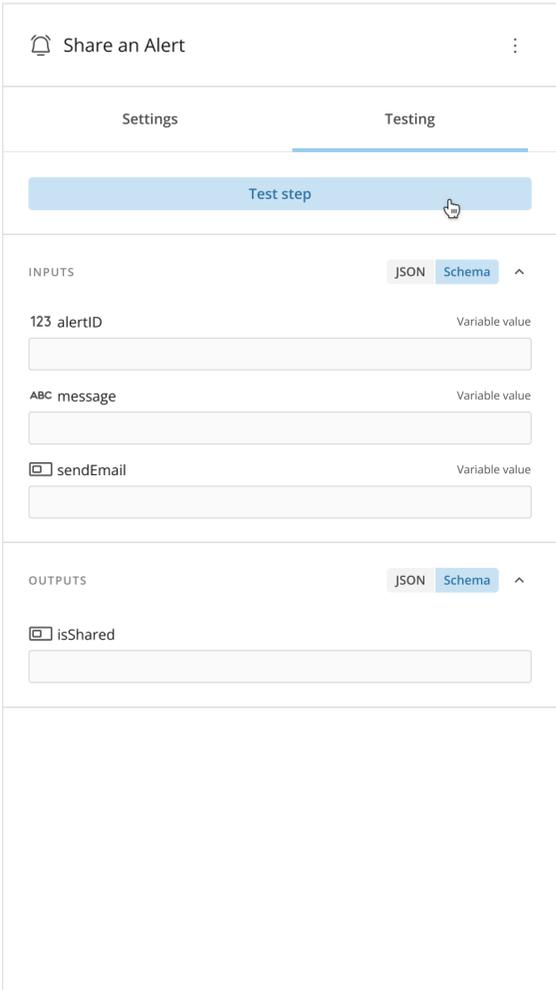
Testing individual steps

Current experience

✗ Workflows doesn't currently support testing on individual steps.

Proposed experience

- ✓ Individual steps can be tested to make sure they have the intended outcome.
- ✓ Values are provided and can be checked without test running the entire workflow.



Agents

Translating a complex concept into a guided, user-friendly building experience.

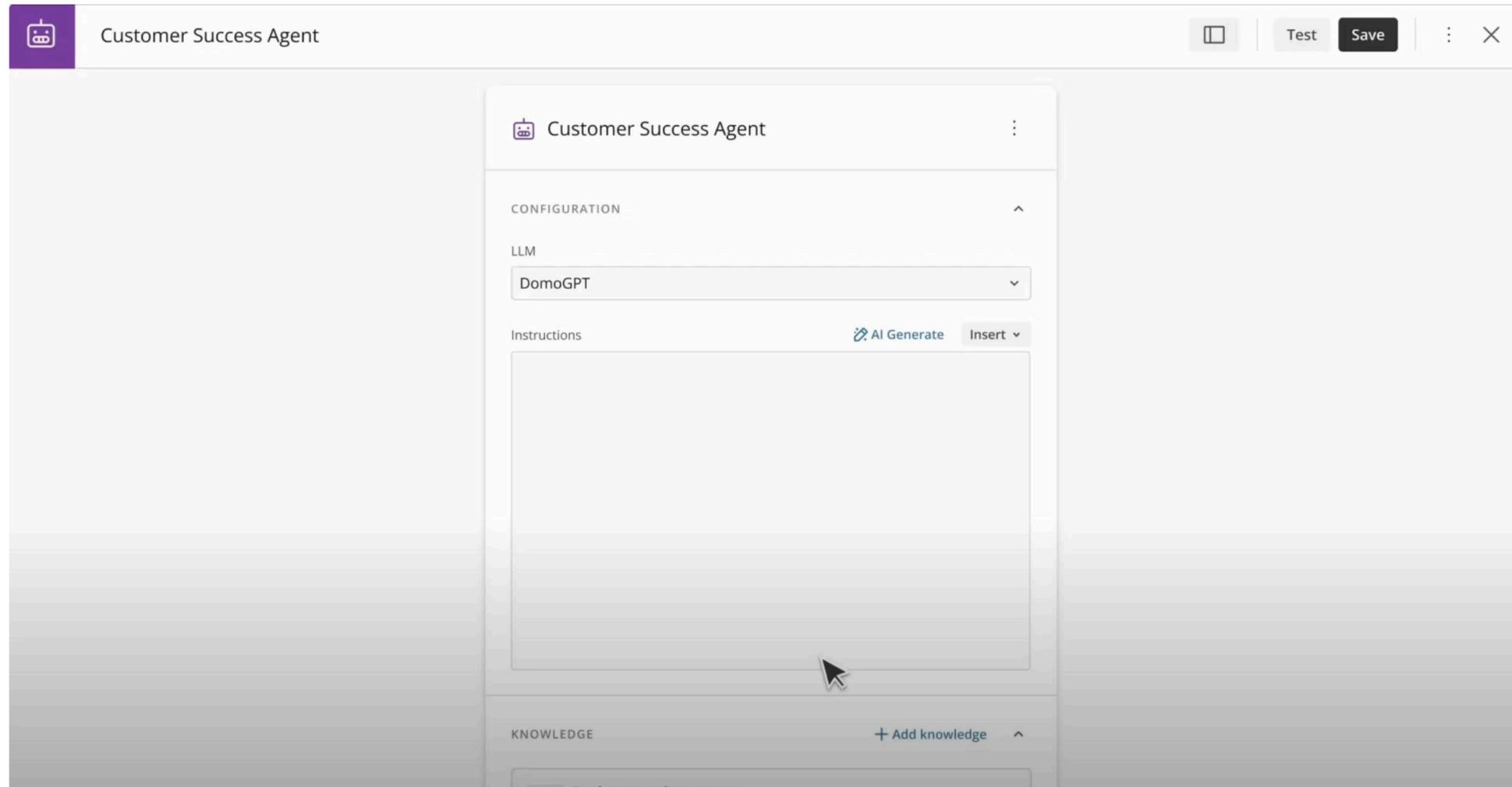
Topics covered: Key agent components including LLM, instructions, knowledge and tools

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What customers are expecting from Agent Catalyst



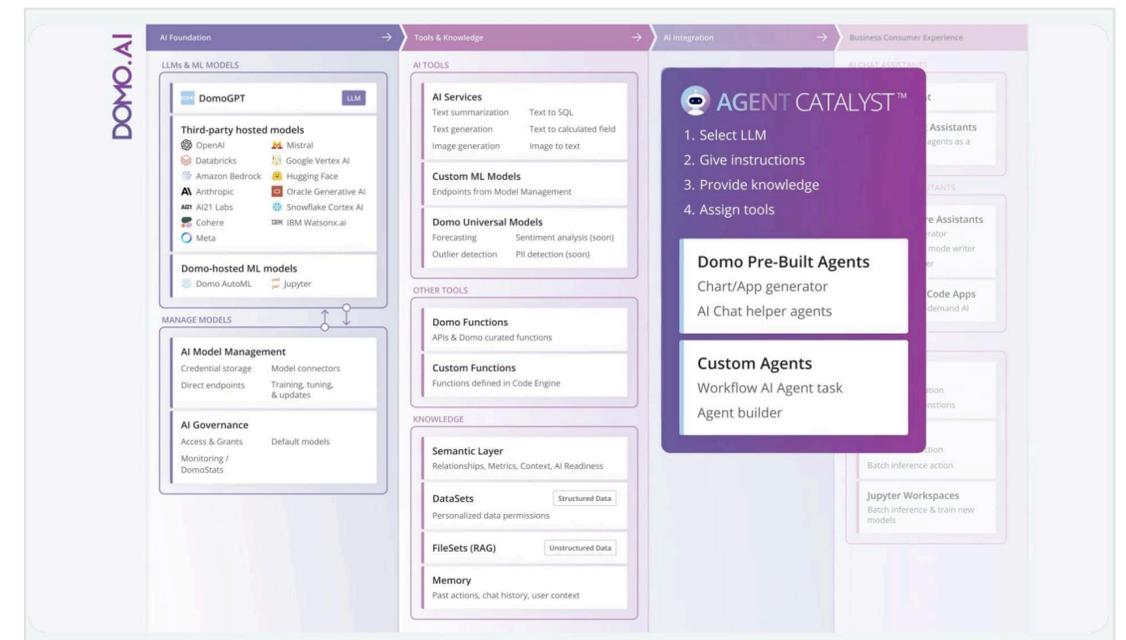
Our messaging promotes the idea of 4 easy steps to complete an Agent. We've also advertised for pre-built and custom agents.



AGENT CATALYST™

How to build in Agent Catalyst

- Choose your LLM**
Use Domo's LLM, integrate a third-party model of your choice, or build your own to power DomoGPT.
- Define instructions**
Give your agent clear and precise instructions to ensure it knows exactly what tasks to perform and how to execute them effectively.
- Provide knowledge**
Equip your agent with the right data, context, and insights it needs to perform accurately and efficiently.
- Select tools**
Assign tools like AI Services or universal models to enable your agent to gather information, take action in external systems, and collaborate effectively with other agents.



What Open AI has to say about Agents

Agent design foundations

In its most fundamental form, an agent consists of three core components:

01	Model	The LLM powering the agent's reasoning and decision-making
02	Tools	External functions or APIs the agent can use to take action
03	Instructions	Explicit guidelines and guardrails defining how the agent behaves

Agent components

Open AI recently released a document on AI agents. According to their document, 'core components' of an agent are having an LLM model, AI tools, and instructions. This is closely aligned with the messaging we've released on Workflows Agent Catalyst so far.

Link: [A practical guide to building agents](#)

Agents | What is the competition doing

Building an agent



Inputs are pre-mapped to reduce complexity for the user. Here the input from the previous shape is already mapped to receive input from the chat trigger shape.

The screenshot shows the n8n workflow editor. On the left, a workflow is visible with a 'Chat Input' node connected to an 'AI Agent' node. The 'AI Agent' node is highlighted with a blue box. On the right, the configuration panel for the 'AI Agent' node is open, also with a blue box around it. The configuration includes:

- Agent:** Tools Agent
- Source for Prompt (User Message):** Connected Chat Trigger Node
- Prompt (User Message):** {{ \$system, chatInput }}
- Require Specific Output Format:** (checked)
- Options:** System Message: You are a scheduling assistant working for a beauty salon. Your role is to help customers schedule an appointment in the beauty salon's calendar.



Instructions are visible in the configuration panel, along with LLM model and skills.

The screenshot shows the Lindy workflow editor. On the left, a workflow is visible with a 'Message Received' node connected to a 'Perform research' node. The 'Perform research' node is highlighted with a blue box. On the right, the configuration panel for the 'Perform research' node is open, also with a blue box around it. The configuration includes:

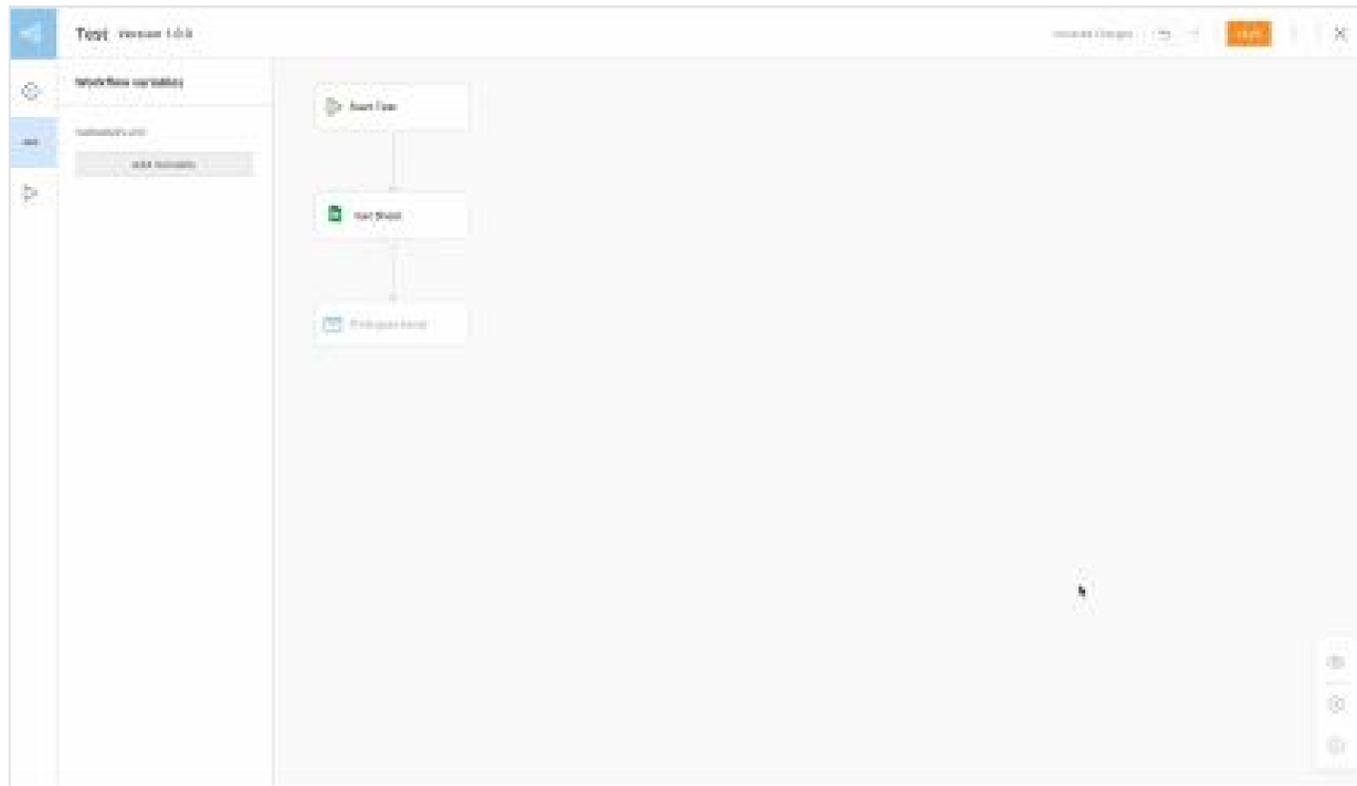
- Instructions:** When you're given a website URL, find the URL, and get its content. Get the contents of the provided website. Then summarize it. 1. Focus the summary on the most interesting or important parts. Include direct quotes from the content in the summary. 2. Structure the summary in bullet points and sub-bullet points. 3. Include any hard numbers given in the text -- e.g. 'around 1000 users, etc'. 4. If the user asks a follow-up question, continue to help them find answers. Don't answer if needed, perform additional web searches until the user has all information needed.
- Model:** Claude 3.5 Sonnet
- Skills:** Web browser (Fetch Website Text), Web browser (Open in the browser)

Workflows makes a simple process confusing and un-compelling 🤔

⚠️ This is the experience that **new users coming to try Agent Catalyst** will experience.

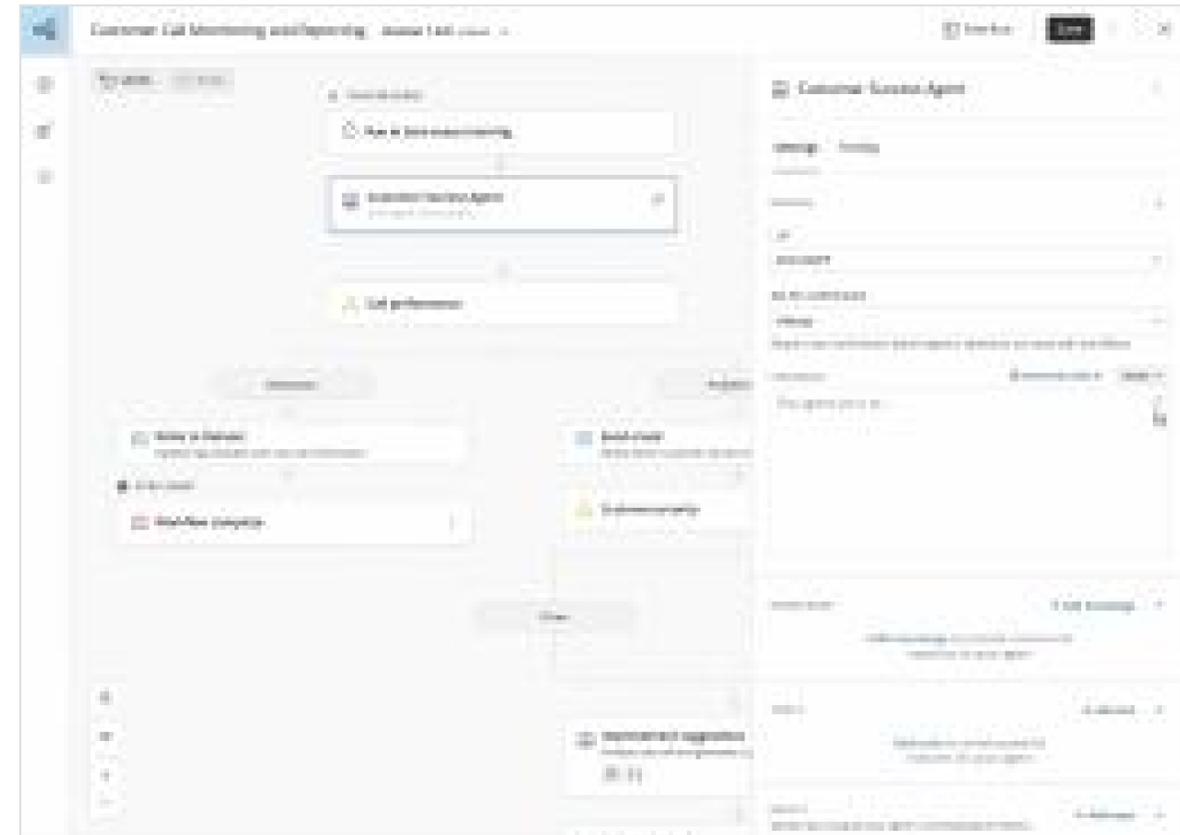
Current experience (Video)

- ✓ Users can add an AI agent (Agent Catalyst) in Workflows today.
- ✗ Basic components of an agent (LLM, instructions, and tools) are not immediately visible.
- ✗ Inputs/outputs are presented in a an unfamiliar way in an already unfamiliar concept.



Proposed experience

- ✓ The process of creating an agent is laid out clearly, step by step.
- ✓ Inputs/outputs, tools, and the configuration process is presented in a way users are familiar with.
- ✓ The fields that the user need to fill out are presented in a clearer order, informing the user about which steps are primary and which are secondary.



What Open AI has to say about Agent Tools

Defining tools

Tools extend your agent's capabilities by using APIs from underlying applications or systems. For legacy systems without APIs, agents can rely on computer-use models to interact directly with those applications and systems through web and application UIs—just as a human would.

Each tool should have a standardized definition, enabling flexible, many-to-many relationships between tools and agents. Well-documented, thoroughly tested, and reusable tools improve discoverability, simplify version management, and prevent redundant definitions.

Broadly speaking, agents need three types of tools:

Type	Description	Examples
Data	Enable agents to retrieve context and information necessary for executing the workflow.	Query transaction databases or systems like CRMs, read PDF documents, or search the web.
Action	Enable agents to interact with systems to take actions such as adding new information to databases, updating records, or sending messages.	Send emails and texts, update a CRM record, hand-off a customer service ticket to a human.
Orchestration	Agents themselves can serve as tools for other agents—see the Manager Pattern in the Orchestration section.	Refund agent, Research agent, Writing agent.

Agent tool types

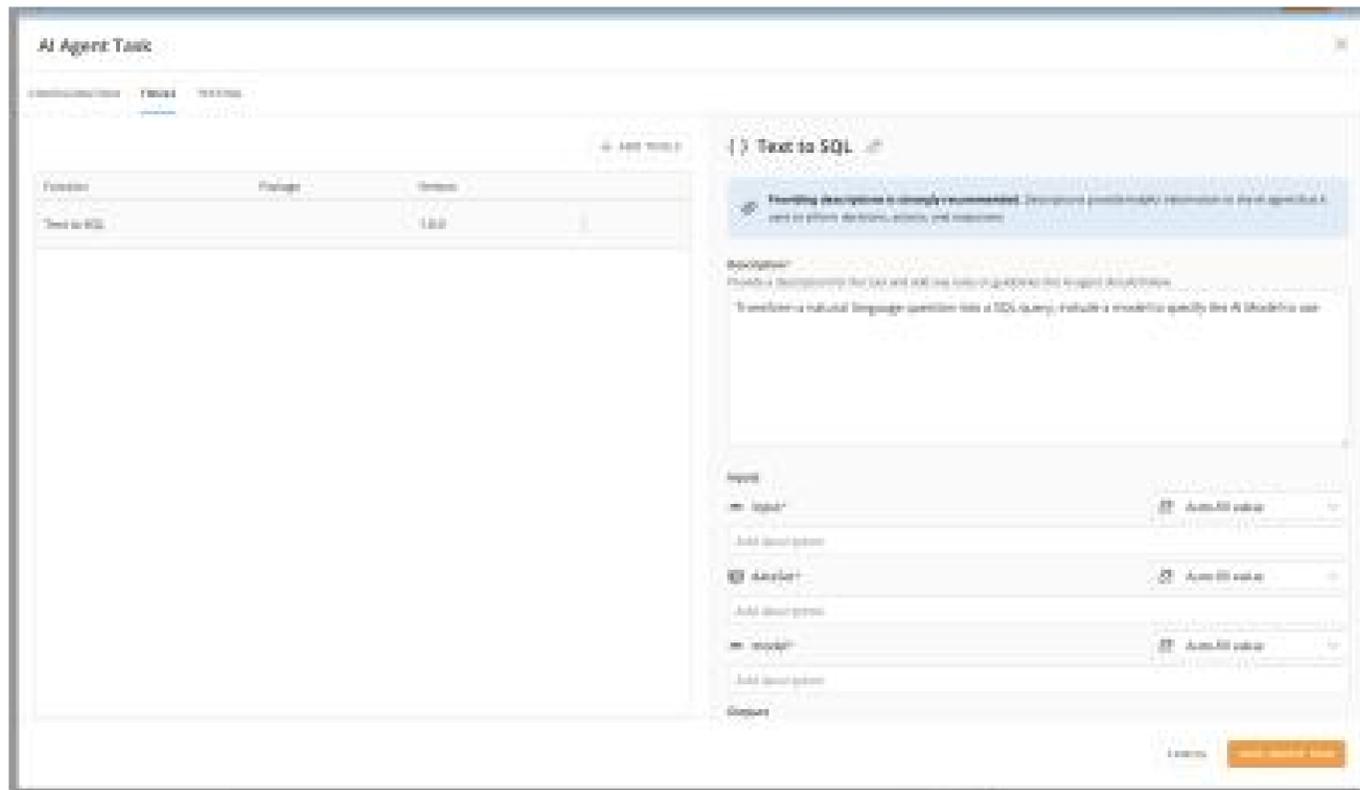
Tool types are also similar to what we hope to implement. The tool type 'Data' is our 'Knowledge' and the type 'Actions' is our 'Tools'. The tool type 'Orchestration' is similar to our concept of nested workflows/nested agents. We have plans to accommodate for all these things in Workflows.

Link: [A practical guide to building agents](#)

Adding tools requires high level of effort and understanding 🤨

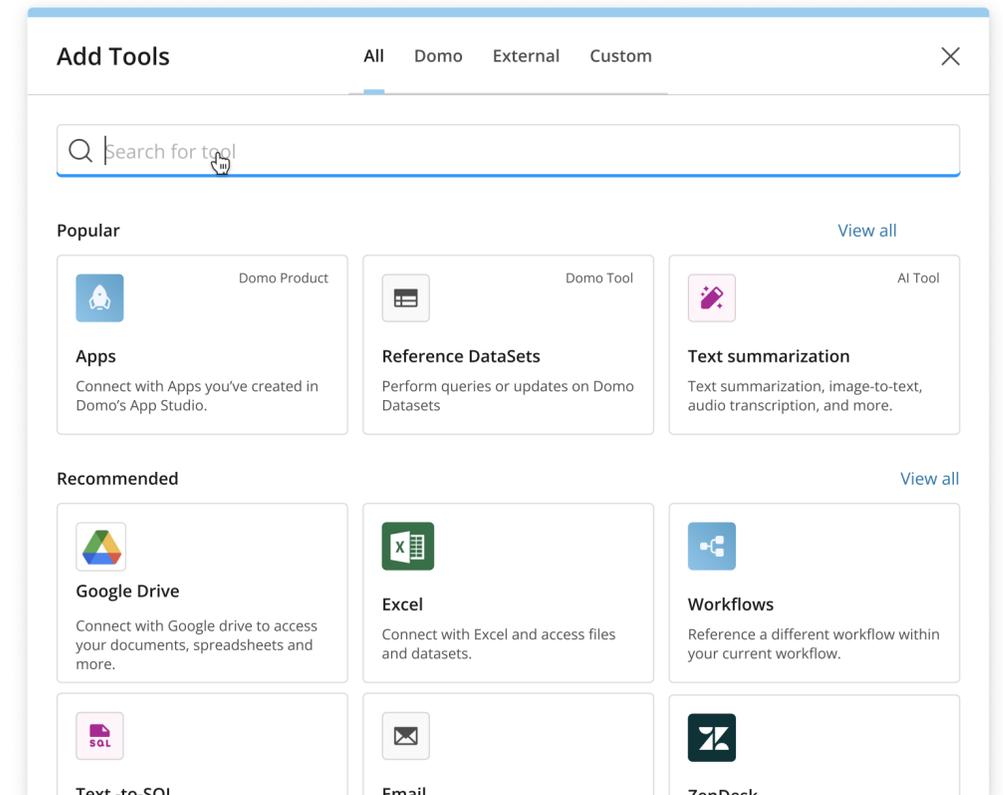
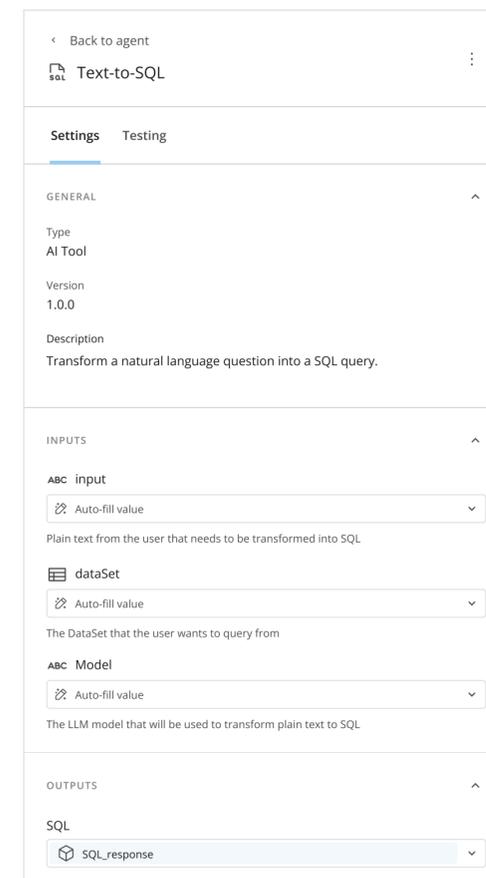
Current experience

- ✓ 'Action' tools can be added to AI agents in Workflows.
- ✗ The amount of additional input required from the user is intimidating. Extra work is put on the user to determine what fields needs to be filled and what to fill them with.
- ✗ Inputs and outputs are shown in a new way, unfamiliar to the user.



Proposed experience

- ✓ Knowledge (data) and tools (actions) are separate, and can both be added to AI agents.
- ✓ The burden of adding AI descriptions to every tool input is taken off the user when possible.
- ✓ Familiar design patterns such as drilling and Workflow mapping are maintained, allowing new concepts like AI powered 'Auto-fill' and AI descriptions to be more easily introduced.



Building complex agents



Flowise uses the idea of a supervisor agent that oversee worker agents to build larger, complex agents. This approach is comparable to our concept of nesting workflows within other workflows.

The image displays the FlowiseAI configuration interface for a complex agent. It is divided into three main sections:

- Left Panel (Supervisor Configuration):** Shows the 'Supervisor' agent settings. It includes a 'Connect Credential' dropdown set to 'OpenAI API', a 'Model Name' dropdown set to 'gpt-4o-mini (test)', a 'Temperature' slider set to 0.8, and an 'Allow Image Uploads' toggle. Below these are 'Additional Parameters' and an 'Output' section.
- Middle Panel (Worker Configuration):** Shows two 'Worker' agent configurations. Both have 'Worker Name' set to 'Software Developer' and a 'Worker Prompt' containing the role and tasks. The 'Supervisor' dropdown in the 'Inputs' section of both workers is set to the Supervisor agent.
- Right Panel (Worker Prompt Editor):** A detailed view of the 'Worker Prompt' configuration. It shows the following text:

```
# Role
You are an experienced developer with experience in React, Typescript, Nodejs, Shadcn, Tailwind, and other web technologies.

# Tasks
- Write clean and well commented code
- Make changes to the code based on the feedback from the code reviewer
```

Blue arrows indicate the flow of configuration: one arrow points from the 'Supervisor' dropdown in the first worker's 'Inputs' to the Supervisor agent configuration, and another arrow points from the 'Worker Prompt' text area to the 'Worker Prompt' configuration panel.

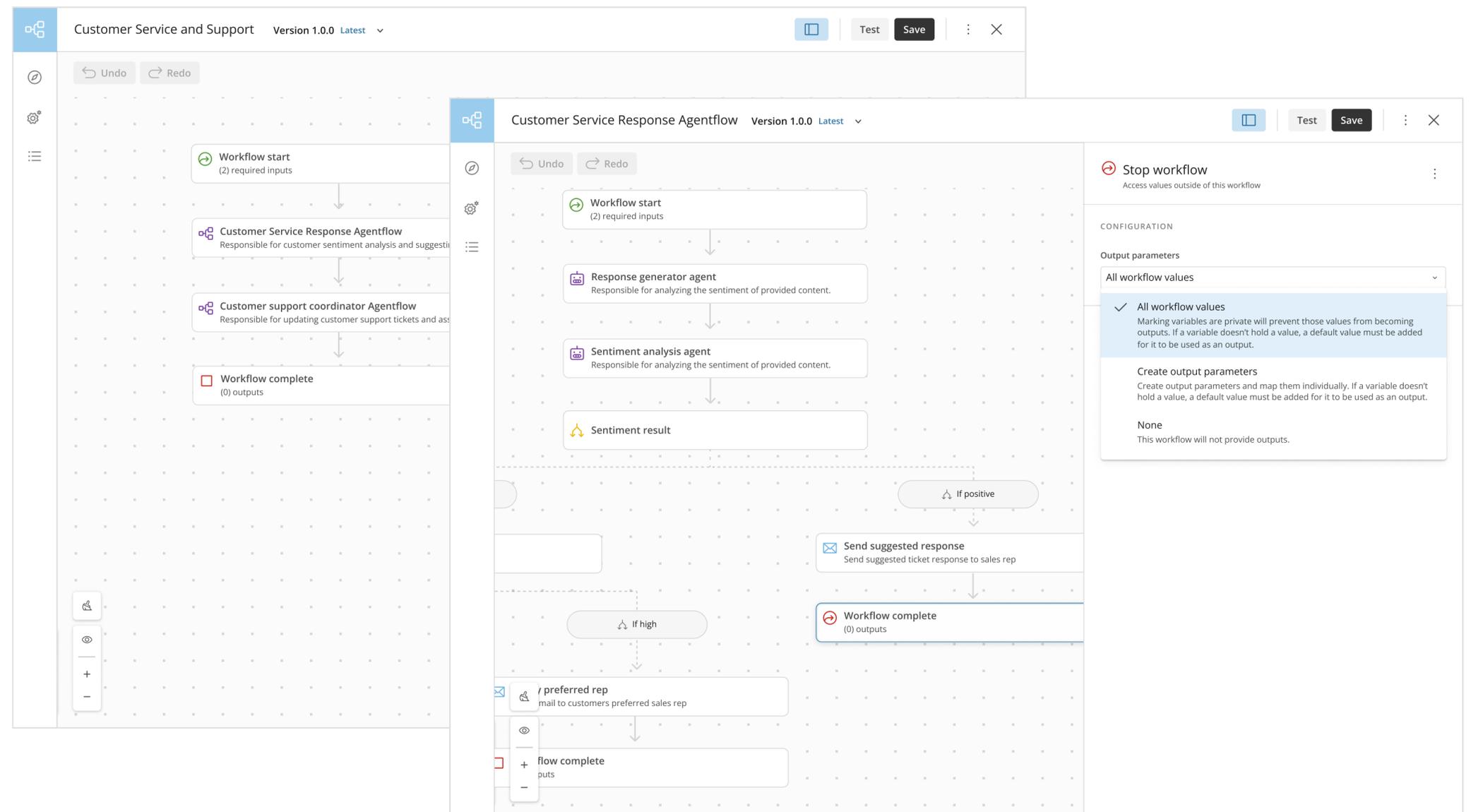
Building complex agents through nesting Workflows

Current experience

- ✗ Workflows doesn't currently support nesting Workflow, but it is something the team is aware of and wants to implement.

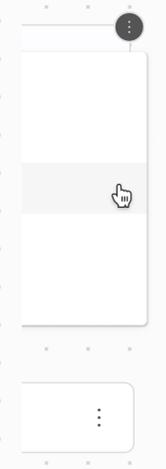
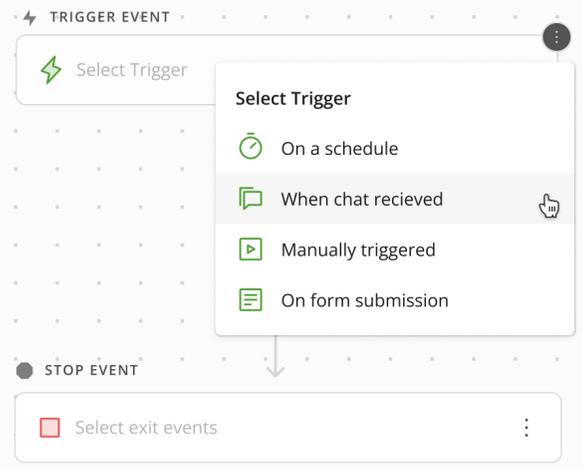
Proposed experience

- ✓ Workflows team is working on Workflow outputs to enable nested workflows and the building of more complex agents.





Undo Redo



Testing Agents

Enhancing user trust and confidence in agent behavior through agent testing.

Focusing on: Highlighting agent steps, tools and processes

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Testing Agents | What is the competition doing

Agent run history and testing



View 'History' of each agent to see its reasoning and thinking. This same view is available when building and testing agents.

The screenshot shows the Copilot Studio interface for an agent named 'Employee Onboarding'. The flowchart on the left includes steps: 'New hire detected', 'Flow Triggered', 'Send email with onboarding questionnaire', 'Send recommended training', 'Exceptions approval', 'Submit PO for paid training', and 'Flow Complete'. A blue box highlights the 'Exceptions approval' step in the flow. On the right, a 'Thought process' window is open, showing a list of instructions, a reasoning section, and action details for an email.

Thought process

Instructions

- New hire detected: create recommendations for training modules
- Email sent: to new hire
- New hire response: Training preference
- Approval process: Initiated
- Approval: Confirmed
- PO created: Enrolled in training
- Confirmation sent : To new hire and hiring manager

Reasoning

- New hire hardware approved and delivered in 4 weeks.

Action details

Input values:

Subject
Welcome to Contoso

To
sarahperez@contoso.com

Body



Agent responses are categorized into steps and collapsible sections.

The screenshot shows the Zapier interface for an agent. The response is categorized into steps and collapsible sections. A blue box highlights a section titled 'Step 1: Research New Assignments in AI' and 'Step 2: Compile a List of Potential Interview Topics'. Below this, there is a 'Test this scenario' button.

Step 1: Research New Assignments in AI

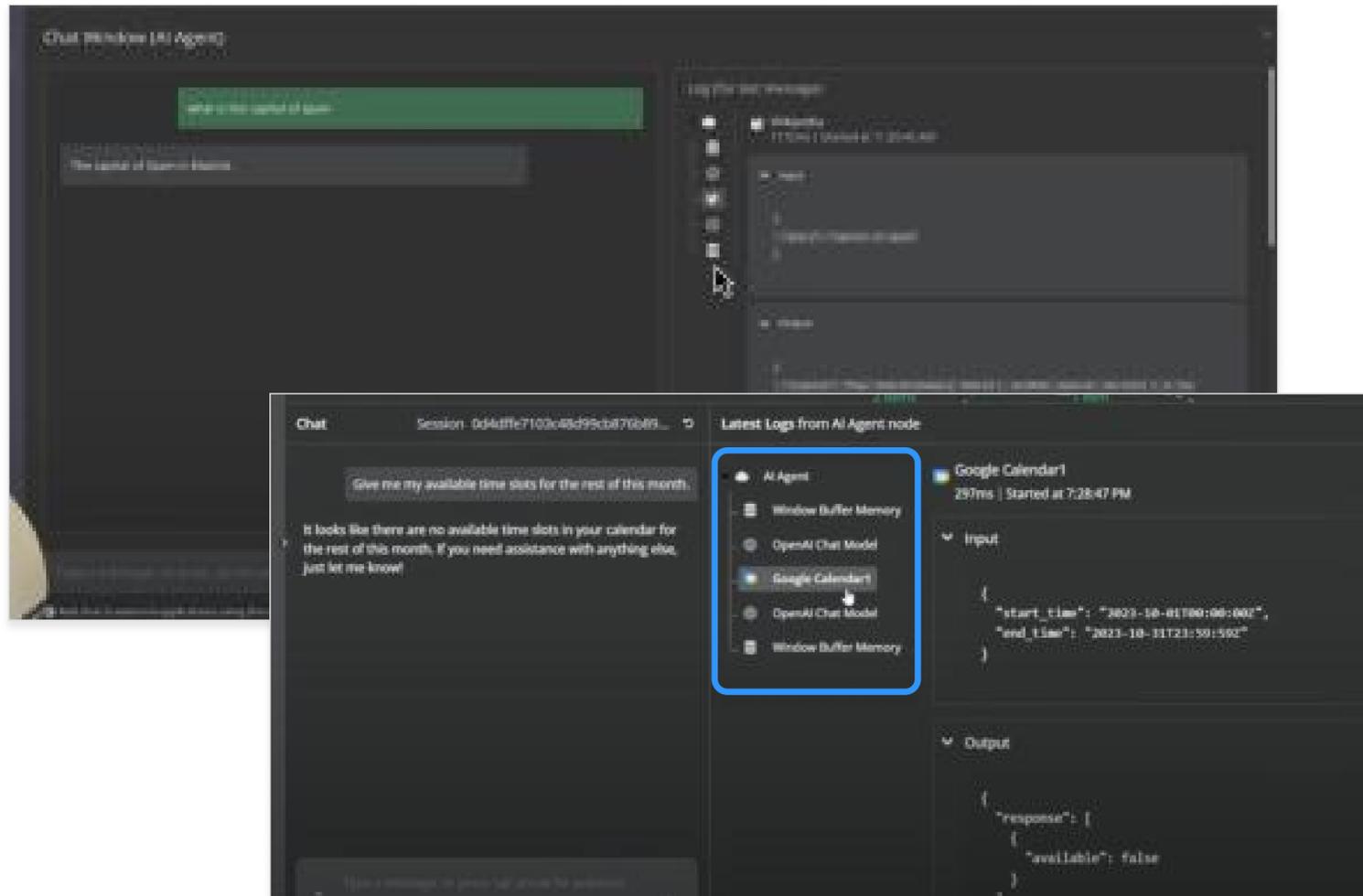
Step 2: Compile a List of Potential Interview Topics

Test this scenario

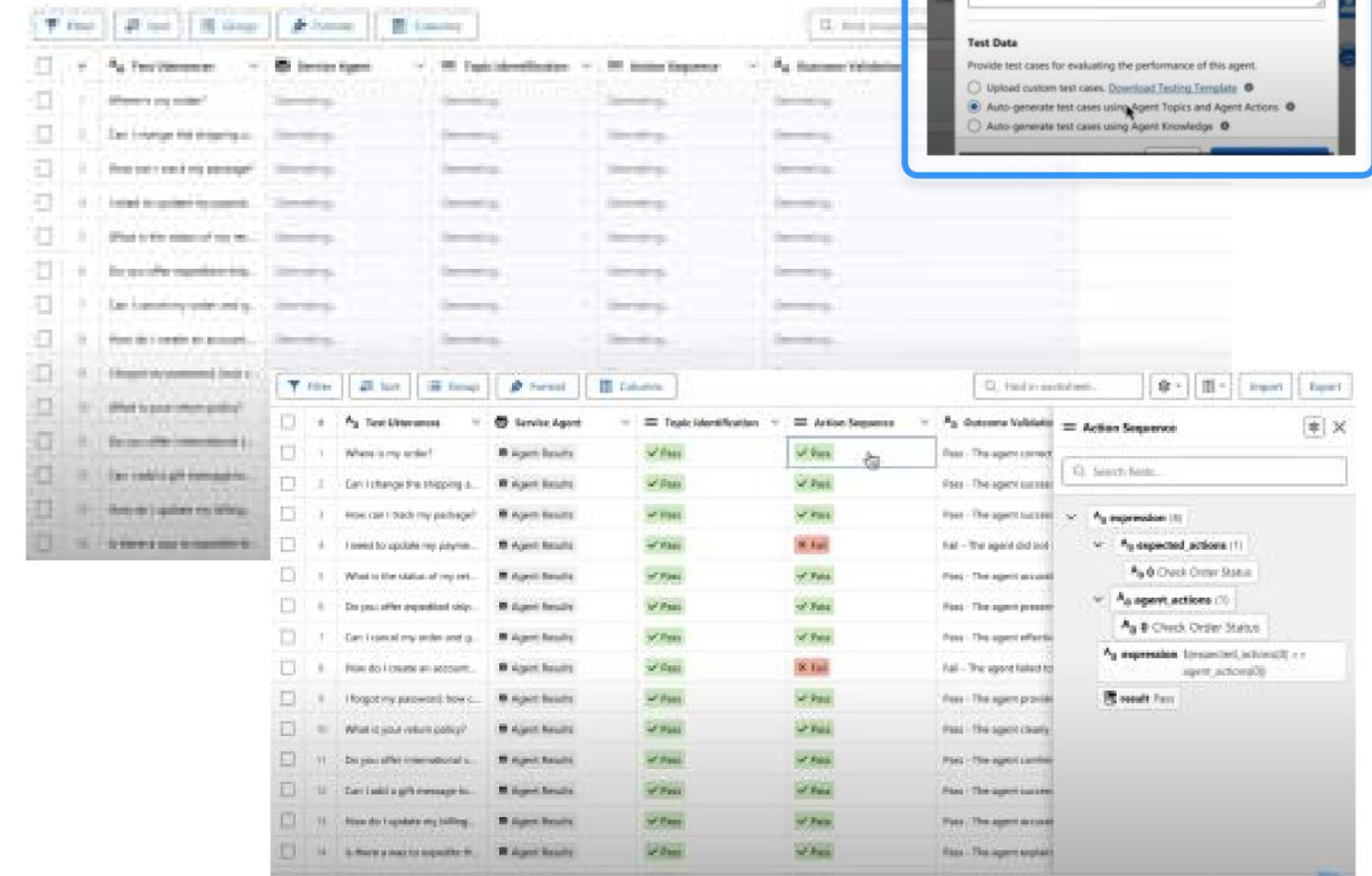
Agent testing



Users can test agent chat functionality. The agent response is separated out into tools so users can quickly see which tools the agent called and how it used them.



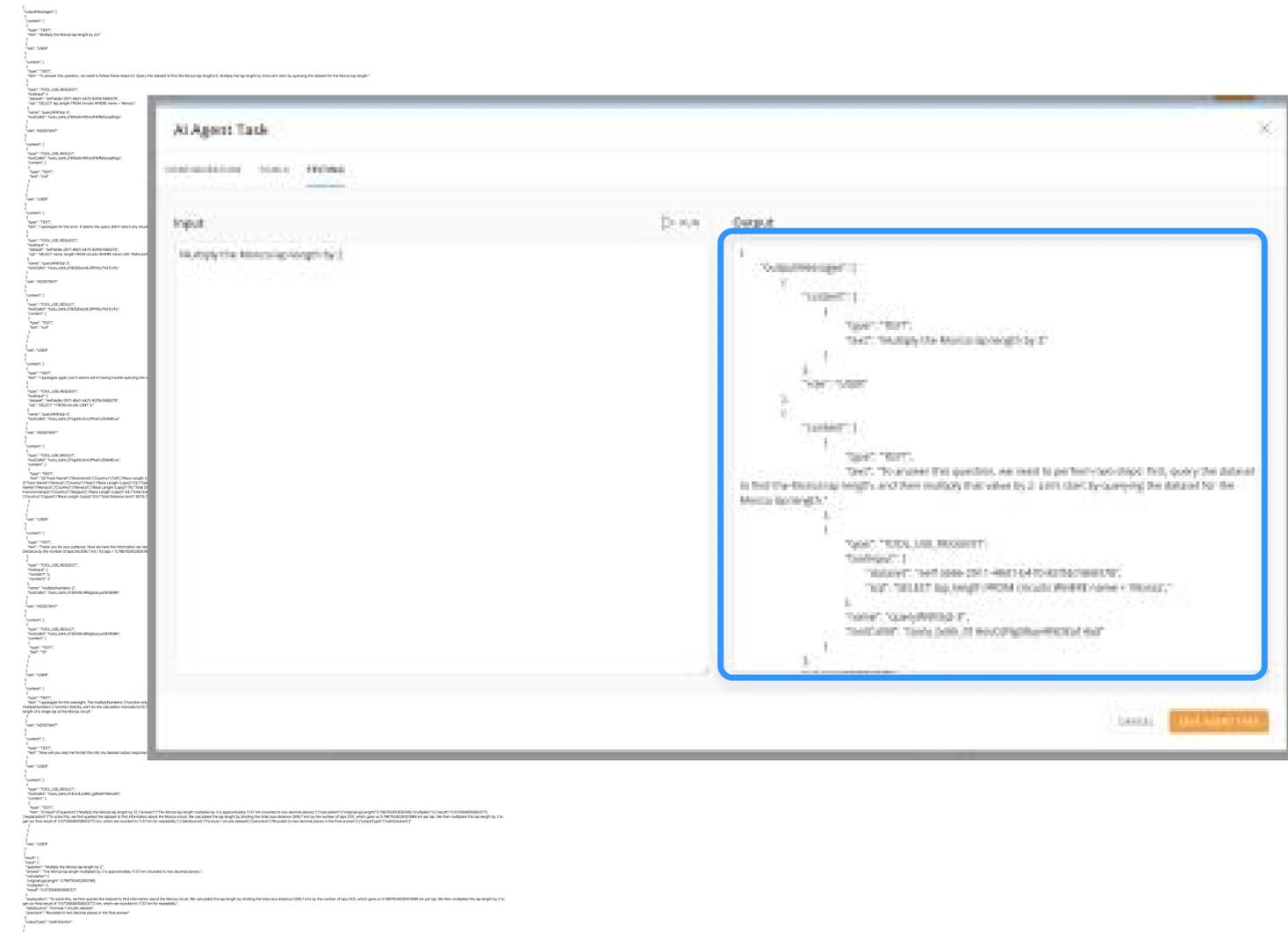
Co-pilot allows batch testing, which has AI automatically generate dozens of test topics and outputs the agents responses.



Testing requires sorting through long SQL responses 🤔

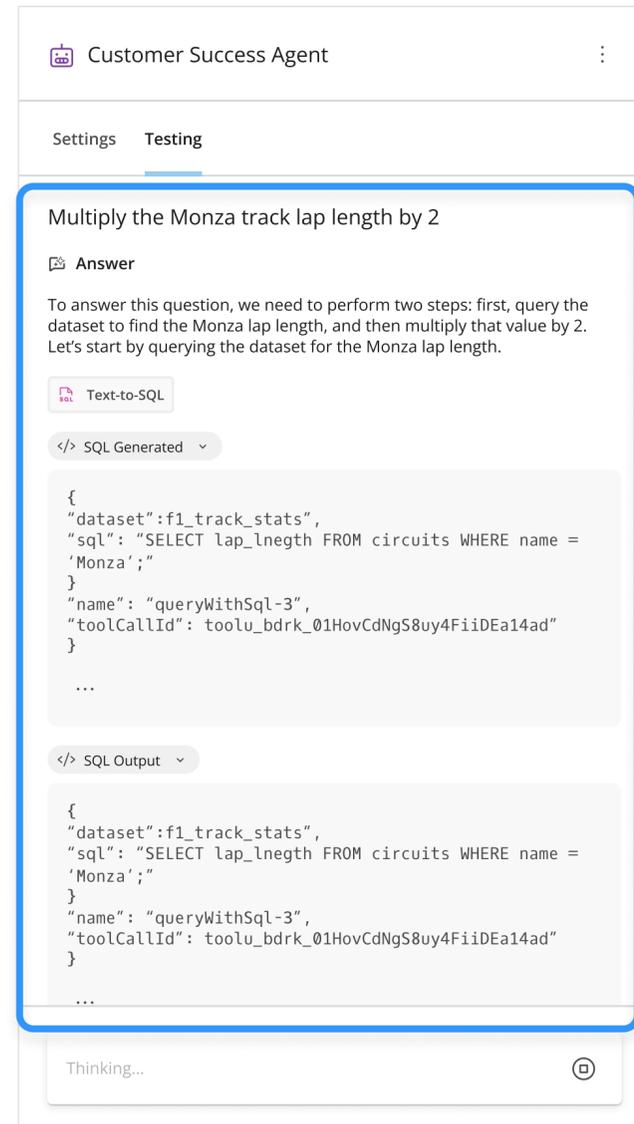
Current experience

- ✓ Agents can be tested to make sure they deliver intended results.
- ✗ Users must scan through one large SQL response. There is no easy way to see which tools the agent called.



Proposed experience

- ✓ Agents can be tested to make sure they provide the expected result.
- ✓ Response is separated out into sections. Tools are highlighted to see which tools were called and what the response was for each tool.



Closing Summary

If Workflows is to be the product for Agent Catalyst, non technical users need to become a top priority.

Workflows up to this point has been focused on becoming a feature-rich, highly technical product. The back-end functionality of Workflows is impressive, but without front-end attention, great work could be lost on users who find the product too challenging to use.

If non-technical users were to become the focus, teams could be empowered to focus the product on key concerns and use cases. This would also help teams identify success metrics moving forward, and strategize on how Workflows might be made a product success.

In addition to a defining a clear user base, support is needed to ensure the user-focused designs make it into the product and perform as intended. UX Design can suggest powerful, user-centric solutions, but engineering and PM stakeholders are the ultimate gatekeepers of implementation. If Agent Catalyst is to be made a priority, teams must also be aligned on one shared vision.