

Human-Agent Workflow Design Canvas

Map how people, AI tools, automation, and agents interact across a workflow — including where human review and governance controls apply.

WORKFLOW NAME

DEPARTMENT / TEAM

DATE · VERSION

Visual Canvas

Operations & IT

Department Heads

COLUMN LEGEND

- Human Action — what a person does
- AI Task — what the AI generates, drafts, or analyses
- Automation — rule-based triggers, routing, system actions
- Review & Governance — human check, approval, or override point
- Output — final result, document, decision, or action taken

STEP 1

Name the workflow at the top. Break it into 4–6 sequential steps in the left column of the canvas on page 2.

STEP 2

For each step, fill in what the Human does — the task as it exists today and how it changes with AI.

STEP 3

Fill in AI Task and Automation columns — be specific about what the AI produces and what triggers automation.

STEP 4

Never leave Review empty. Define who reviews, what they verify, and what authority they have to override or escalate.

FOUR DESIGN PRINCIPLES FOR HUMAN-AI WORKFLOWS

1

Human Stays in the Loop

Every step where AI output influences a real decision must have a named human reviewer. AI proposes, human approves.

2

Match AI to Risk Level

Low-risk steps can tolerate faster AI action. High-risk steps require stricter review checkpoints before output is used.

3

Define the Override Path

Every workflow needs an explicit path for when the human disagrees with AI output — what happens, who decides, what is recorded.

4

Start Narrower Than You Think

Design for one specific trigger and one clear output first. Expand scope only after the first version runs successfully for 30 days.

GOVERNANCE & ACCOUNTABILITY — COMPLETE BEFORE BUILDING

WHO REVIEWS AI OUTPUT?

Name the role responsible for verification at each step

WHAT IS THE OVERRIDE PROCESS?





If the reviewer disagrees — what exactly happens next?

WHAT IS MEASURED?

Define 2 metrics that show this workflow is working correctly

WORKFLOW CANVAS

Map each step across all five columns Trigger / Input: _____ Final Output: _____

WORKFLOW STEP	 HUMAN ACTION	 AI TASK	 AUTOMATION	 REVIEW & GOVERNANCE	 OUTPUT
Step 1	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>				
Step 2	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>				
Step 3	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>				
Step 4	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>				
Step 5	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>				
Step 6	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>				

DESIGN CHECKLIST — BEFORE YOU BUILD

- Every step with AI output has a named human reviewer
- Override and escalation path is documented
- Data required by each AI step is available and clean
- Risk level for each step has been assessed
- Success metrics are defined and measurable
- Pilot scope is specific — one trigger, one output

WANT EXPERT GUIDANCE ON THIS WORKFLOW?

Departmental AI Workflow Design & Integration

DEN Agentic AI maps your real departmental workflows, matches AI tools to specific tasks, and builds custom prompt libraries — so your teams execute with AI, not experiment with it.

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