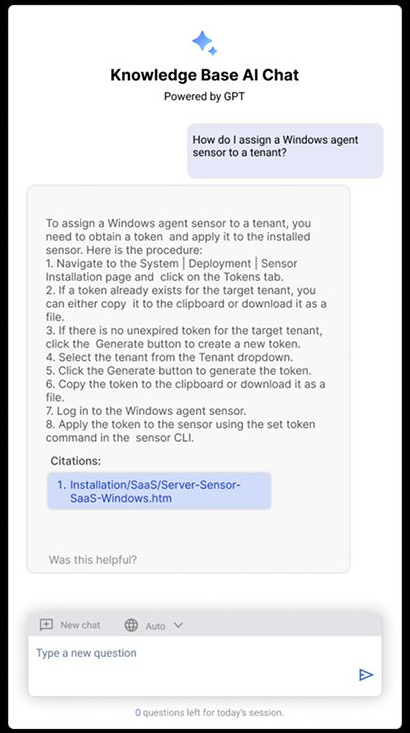
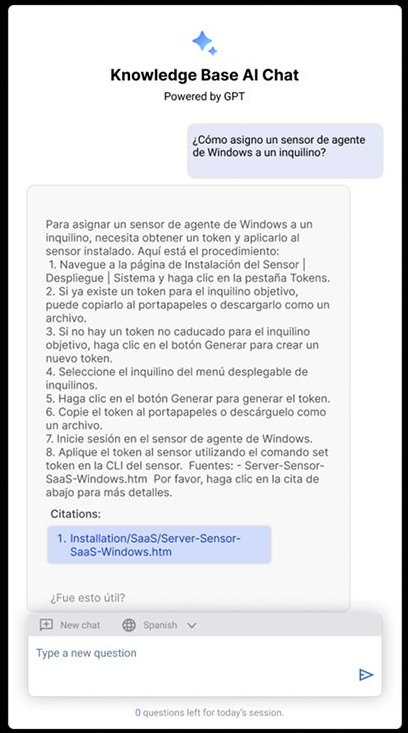
Case Study 1: AI Investigator - The Foundation 2023

- Proactive AI Vision: My 'Zero to One' Initiative
- Foundational Step: KB Chat's Immediate Value
- Enabling Complex AI: Proving Concept & Tech



Auto-detected Language



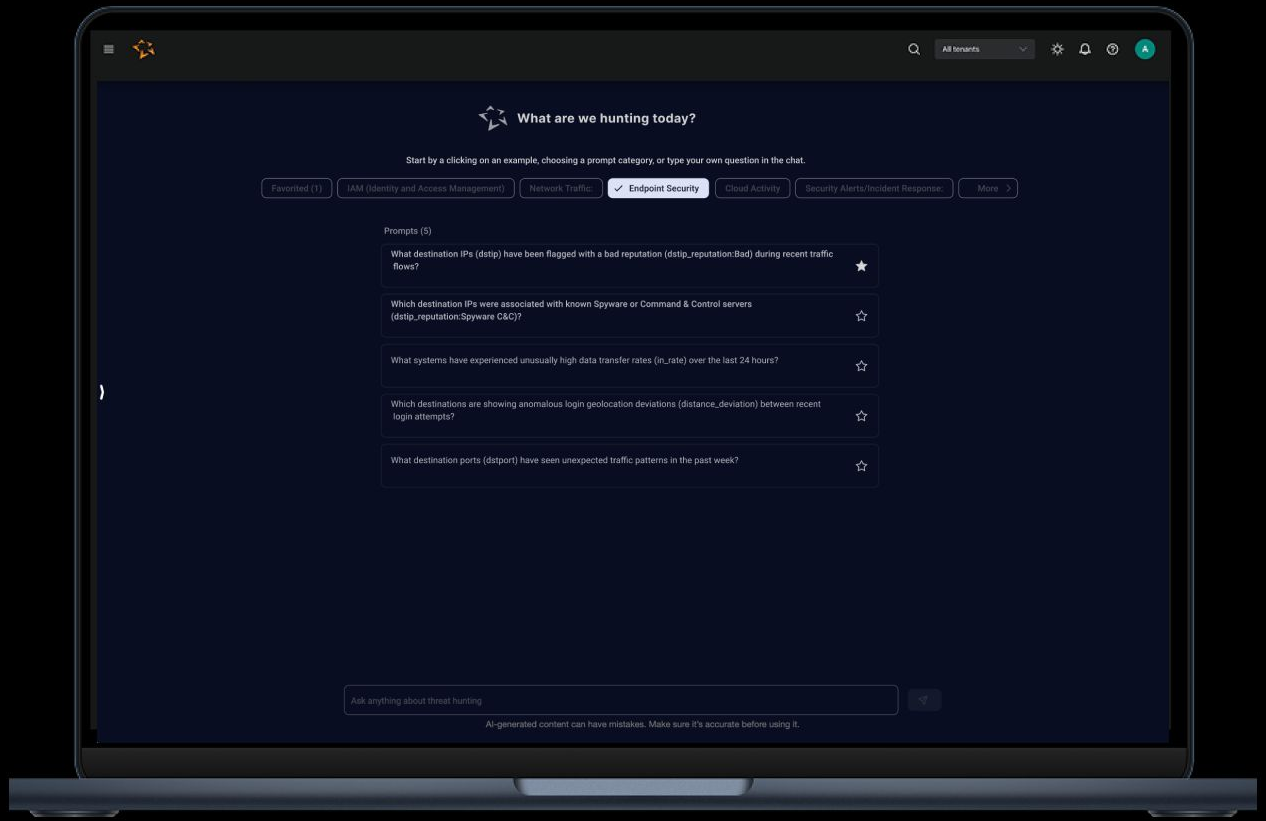
Manual Selected Language

The Core Problem: Overwhelmed Analysts, Hindered Investigations

- Data Overload: Alert Fatigue & Cognitive Strain
- Complex Tools: Slow Investigations & Missed Threats
- Business Risk: Prioritizing AI for Critical Needs

AI Investigator - My Role & Team

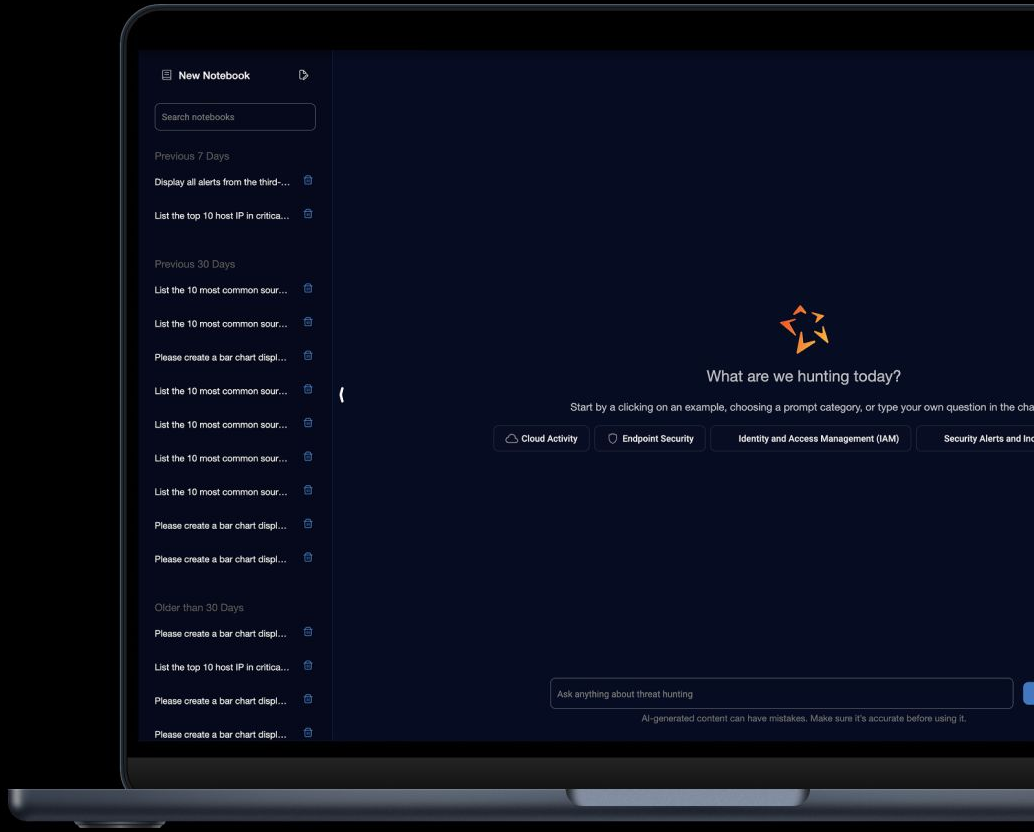
- Lead 0→1 designer
- Partnered with 1 UI developer + 1 PM + ML lead
- Time-boxed to 3 months MVP



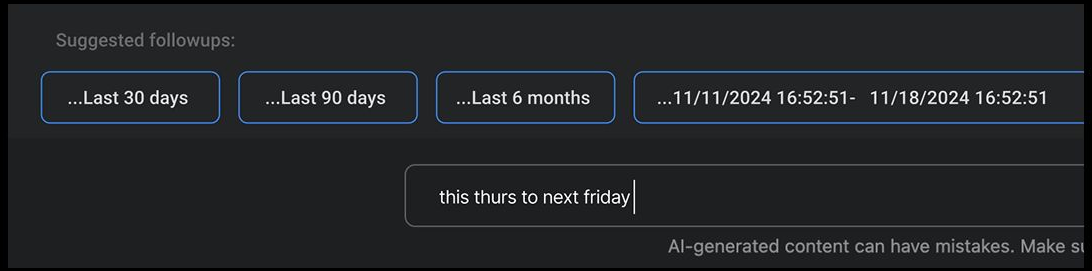
The Solution: Conversational Investigation

Conversational Interface:

- AI-powered conversational investigations with natural language.
- Notebook functionality for persistent interaction history.
- Predefined question categories for guided exploration.

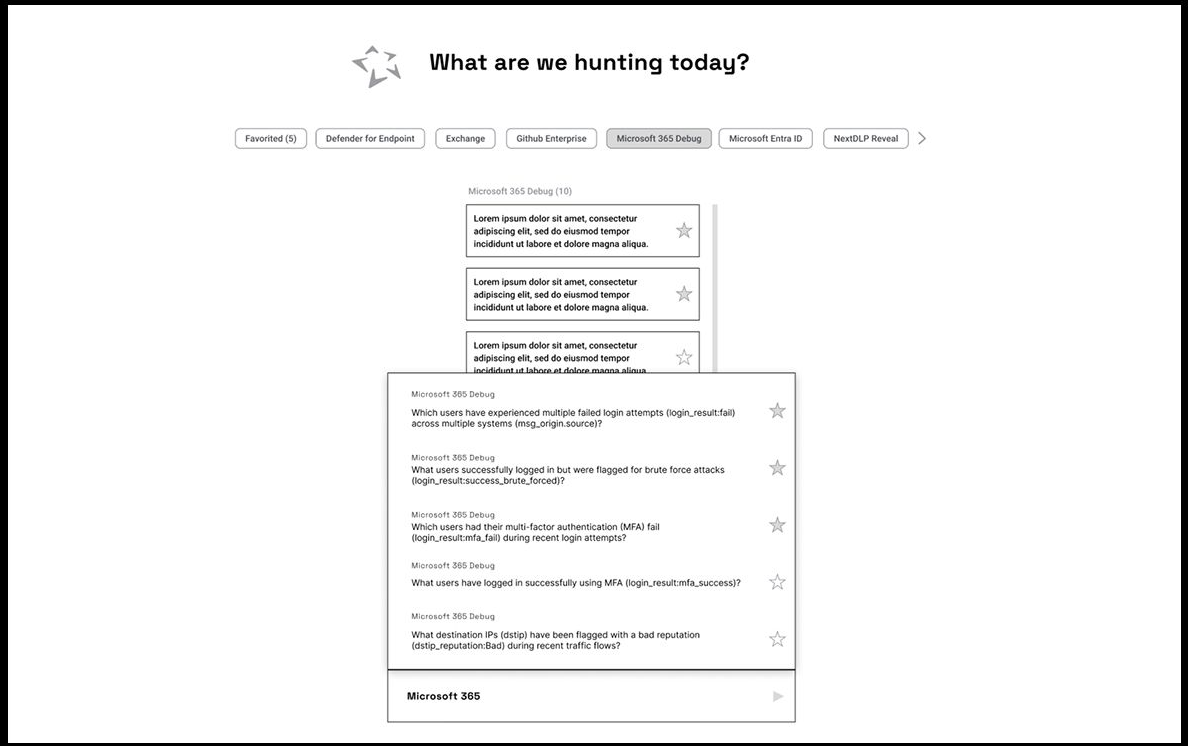


Observation to Innovation: Mastering Conversational Context



- User Behavior Observed: Ignoring UI Date Pickers
- User Intent: Maintaining Records, Prompting New Ranges
- My Design Response: Proposing Conversational Context & Natural Language

Design Principles: Building Trust and Transparency



Wireframe for categorized prompts and auto compelete

- **Transparency:** Explain AI reasoning.
- **Explainability:** Provide clear insight explanations.
- **Control:** Allow analysts to refine AI results.
- **Context:** Integrate AI insights into workflow.

Impact: Amplifying Human Expertise

- Reduced investigation time
- Increased analyst confidence
- Improved threat detection

30%

Reduction in average investigation time for high-priority incidents.

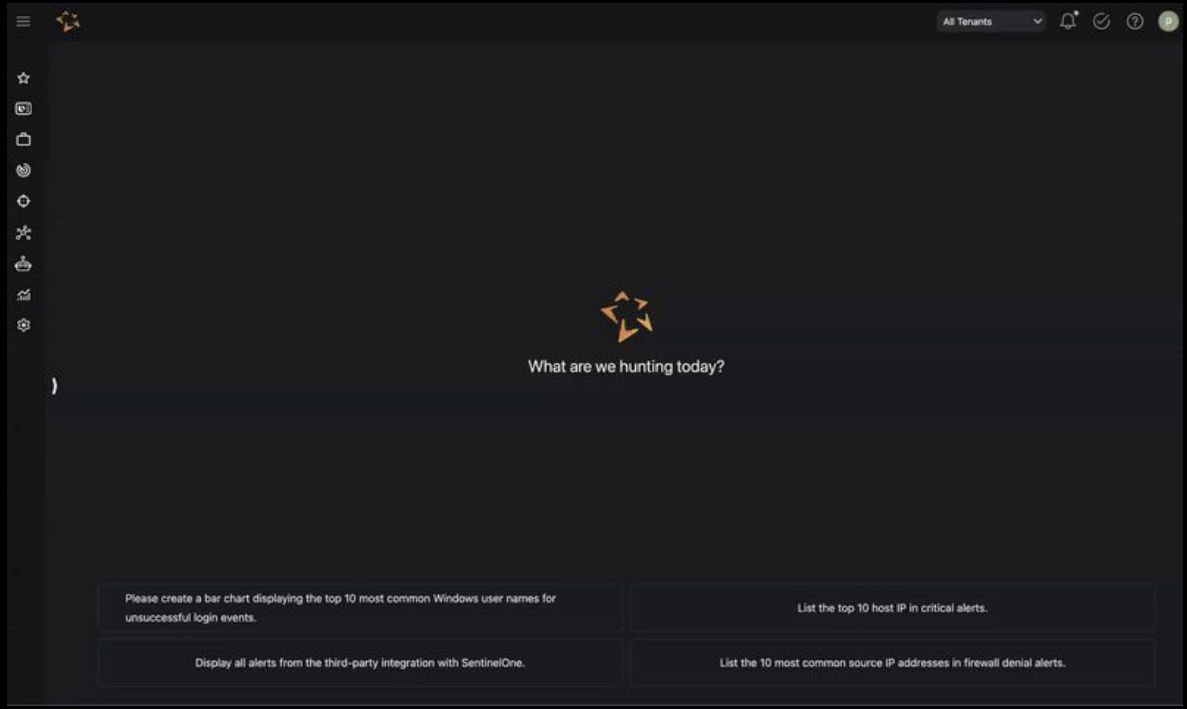
15%

Increase in the number of previously undetected threats identified.

40%

Increase in analysts reporting they feel "confident" or "very confident" in their conclusions.

SIMPLIFYING THE COMPLEX. POWERING THE FUTURE.



- User-Centered AI Innovation
- Tackling Complex Enterprise Challenges
- Driving Tangible Business Impact