

REFLECT • BEFORE WE BUILD

**Chat is a feature.
Not the interface.**

× **BOLT-ON CHAT**

Legacy form + chat bubble → same errors, same load



✓ **AI-NATIVE WORKFLOW**

Goal → assembled steps → human confirms → record

Reflect: What if AI built the screen around the goal, instead of answering beside it?

RAPTORS CONFERENCE • ONLINE • OCT 21, 2026

Beyond Chatbots

Designing AI-Native Frontend Experiences
for Enterprise Applications

Intent-first

UI assembles around goal

Trust visible

Confidence + sources inline

Accessible by design

WCAG / 508 in every AI state

Gopi Chand Vegineni • Senior UI/UX Designer / Frontend Developer

Enterprise workflows • Benefits • Eligibility • Case management

A chat box on a legacy screen changes very little

Users don't need more conversation. They need fewer steps, fewer errors, and a flow that works for everyone.

LEGACY SCREEN + BOLT-ON CHAT

Eligibility form

Evidence upload [Choose file]

Household details

Review & submit

Chat

"How can I help?"

→ Same form behind it

Result: chat answers, but the work stays hard.

High cognitive load

Dense screens, program rules change by case. Users re-type what the system already knows.

Errors don't drop

No pre-fill, no confirmation moment. AI suggestion has nowhere reviewable to land.

Accessibility breaks

Focus jumps, async updates not announced, keyboard flow incomplete. 508/WCAG fails at AI states.

Reflect: If we removed the chat bubble tomorrow, would completion time or error rate actually change?

Intent-first screens: the UI assembles around the goal

Human confirms and corrects — instead of typing from scratch. Every decision has a clear, recordable moment.



EXAMPLE UI • INTENT-FIRST CARD

Goal: Renew benefits → Step 2 of 3: Confirm household

Pre-filled from your case • [Review draft] [Edit] [Confirm ✓] Undo available after confirm

Focus lands on heading • aria-live announces "Draft ready" • Full keyboard flow

WHY IT HELPS

- Less re-typing, fewer errors
- Person stays in control
- Clear audit moment

Reflect: Who decides — model or human?

Progressive trust + accessibility, built into every AI state

Trust isn't a badge at the end. It's shown inline, at the moment of work — and it's usable by keyboard, screen reader, and sight.

MAKE TRUST VISIBLE • INLINE, NOT BOLTED ON

AI suggestion



Confidence: High • Sources: Case §2.1, Policy 2026 • [View sources]

Review before commit

✓ Confirm

↶ Undo (1-click)

Rule: No AI output commits silently. Every suggestion is reviewable, source-linked, and reversible.

Reflect: If a user can't see why the AI suggested it, or can't undo it, would you trust it with a benefits case?

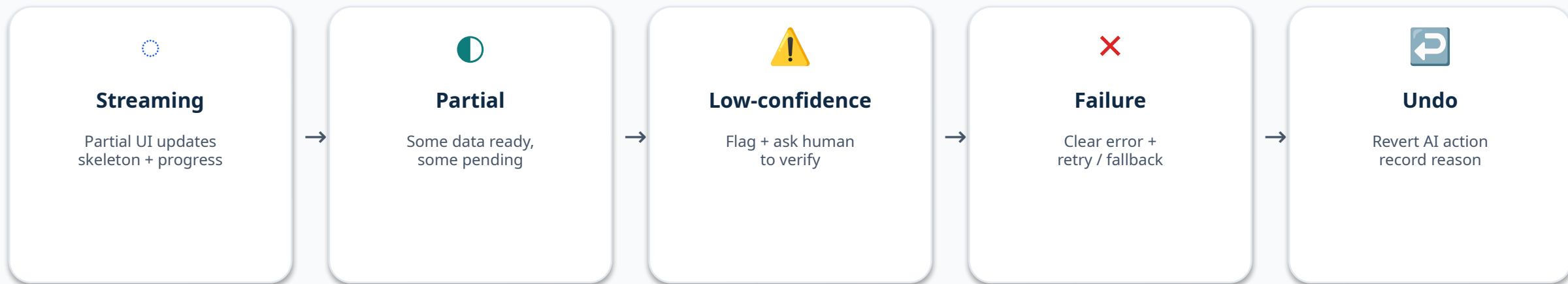
ACCESSIBILITY IS THE AI DESIGN

Section 508 / WCAG for AI states

- ✓ **Focus management**
Predictable focus when AI updates the screen — never lost.
- ✓ **aria-live announcements**
Async AI results announced, not just shown.
- ✓ **Keyboard-complete**
Every AI action reachable and operable by keyboard.
- ✓ **Visible + labelled**
Confidence and status have text labels, not color alone.

AI states are first-class design-system components

Design for latency and failure the way you design for empty states — and learn from real work, not surveys.



DESIGN SYSTEM SHIFT

Before: buttons, inputs, modals

Now: + streaming, confidence, undo, failure as reusable components

Tokens for AI states, not one-off screens.

EVALUATION WHERE WORK HAPPENS

Capture: Accepted • Edited • Rejected — inside the workflow.
That becomes your real evaluation data.

Reflect: Are we designing AI states, or just AI answers?

Three rules to take with you

If these hold, AI makes enterprise interfaces faster to complete — and easier to trust, for every user.

01

Design the workflow, not the chat

Start from the goal and the record,
not from a conversation bubble.

02

Make trust visible

Confidence, sources, review, undo —
inline at the moment of work.

03

Never let AI bypass the accessibility tree

Focus, announcements, keyboard,
labels — in every AI state.

REFLECT BEFORE YOU LEAVE

Pick one workflow you own. What would its intent-first, trust-visible, accessible version look like?

Thank you

Gopi Chand Vegineni
Senior UI/UX Designer / Frontend Developer