

The non-disclosure agreements (NDAs) associated with this proof-of-concept (POC) project have long since expired, allowing me to finally share these designs. While they offer a glimpse into the complexity of the UI and technology, they represent only a small portion of the extensive research, documentation, and design work undertaken. Unfortunately, due to these NDAs and the nature of the project, I wasn't able to retain most of these assets after my departure.

AGENT TRAINING THROUGH AI

1. The Objective:

- Problem: Traditional agent training lacks flexibility and engagement, leading to knowledge gaps and inconsistent performance.
- Opportunity: Develop an AI-powered trainer that personalizes learning, improves accessibility, and assesses agent skills through simulated interactions.
- Key Functionalities:
 - User-friendly interface for agent login and navigation.
 - Personalized home page with training recommendations and performance insights.
 - Voice-enabled simulator for realistic conversation practice with virtual trainers.
 - Skill learning modules with best practices and recorded examples.
 - Comprehensive statistics dashboard for performance tracking and benchmarking.

2. Plan and Scope:

- Resources:
 - Time: 2-week design sprint.
 - Budget: Internal resources utilized (mockups, basic wireframe prototype, interviews, reviews).
 - People: 1 UI/UX designer, 1 PM, AI Development team for questions and reviews
- Focus:
 - Core functionalities for user interaction and core training experience.
 - Prototype will not include AI voice recognition or advanced scoring algorithms.

3. Design and Prototyping:

- Designed wireframes and mockups for the following:
 - Login screen and user interface.
 - Home page with personalized recommendations and visualizations.
 - Simulator interface for selecting scenarios, microphone access, and displaying voice-to-text conversation.
 - Skill learning modules with categorized questions and answer examples.
 - Statistics dashboard showcasing performance graphs and historic recording replays (simulated data).
- Built a basic wireframe prototype with interactive elements for user flow demonstration.

4. Testing and Evaluation:

- Conducted user testing with PacterEdge dev team, PM, other PacterEdge staff.
- Gathered feedback on user experience, intuitiveness of the interface, and perceived value of the training features.
- Analyzed feedback to identify strengths and areas for improvement (e.g., clarity of instructions, ease of navigation).

5. Decision Making:

- The POC demonstrated strong potential for improving agent training effectiveness and engagement. User feedback highlighted the value of personalized learning and realistic conversation simulations.
- Based on positive results, next steps include:
 - Securing funding for full design and development with AI voice capabilities and advanced scoring algorithms.
 - Refining the design based on user feedback and iterating the prototype.

Benefits of this POC approach:

- Identified potential challenges early (e.g., user interface complexity) and ensured development resources are used optimally.
- Provided concrete data (user feedback) to support the investment in a full-fledged AI trainer platform.
- Allowed for early iteration and improvement of the design based on user needs.

This POC successfully validated the core concept of the PacterEdge AI trainer. By moving forward with full development, we can create a valuable tool for improving agent training efficiency and overall customer service excellence.

09:52 AM

AI Training System

User Name

Password

ID User Name

Login

09:52 AM

Company 🔔² 👤

Current Level: 2 **SCORE 79%** Tests Remaining: 3

Class	Score	Status
Class 4	75%	Pass
Class 5	86%	Star
Class 6	95%	Trophy
Class 7	73%	Pass
Class 8	64%	Fail

LEVEL 2

NOTIFICATIONS

🙄 Oops! You didn't pass your "Class 8" test!

No worries! You can retake this class when you are ready! Feel free to practice up if you need to!

Practice Retake

🏆 You passed your "Class 7"!

Congratulations! You got a 73% on you "Class 7" test! Go for STAR or even TORPHY status by retaking your test!

Practice Retake

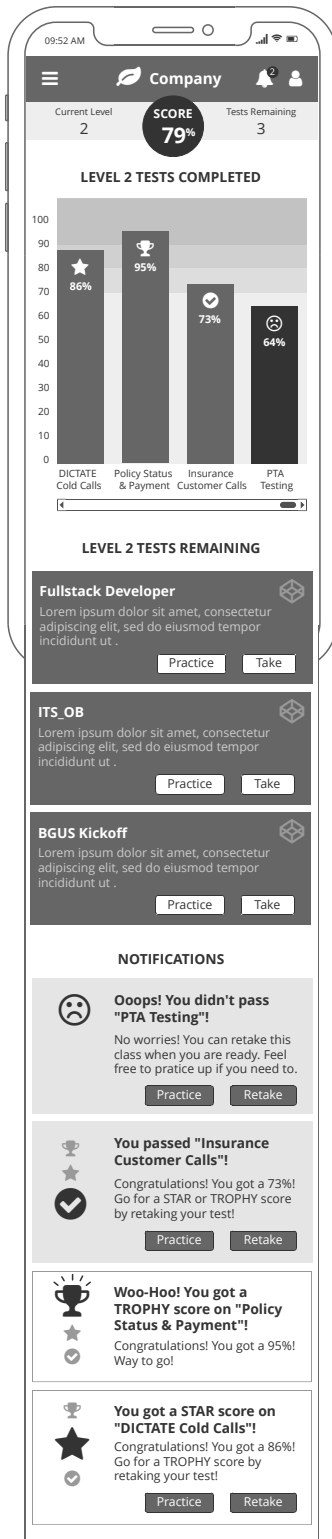
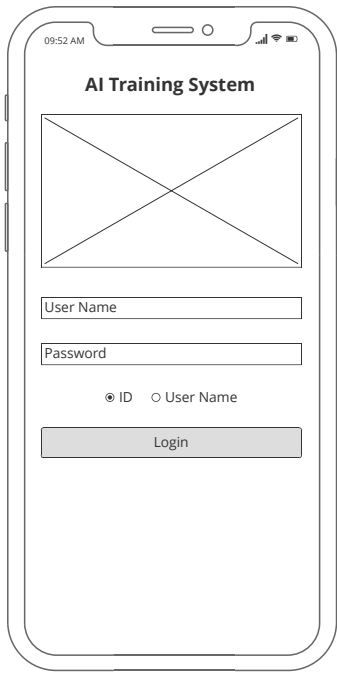
🏆 Woo-Hoo! You made TROPHY status on your "Class 6" test!

Congratulations! You got a 95% on you "Class 6" test! Way to go!

🏆 You made STAR status on your "Class 5" test!

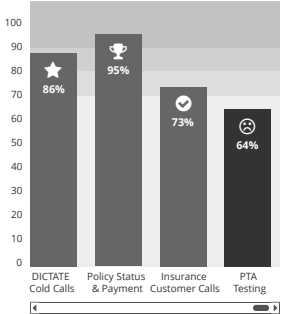
Congratulations! You got a 86% on you "Class 5" test! Go for TORPHY status by retaking your test!

Practice Retake



Current Level **SCORE** Tests Remaining
 2 **79%** 3

LEVEL 2 TESTS COMPLETED



LEVEL 2 TESTS REMAINING

Fullstack Developer

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Practice Take

ITS_OB

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Practice Take

BGUS Kickoff

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Practice Take

NOTIFICATIONS

Oops! You didn't pass "PTA Testing"!

No worries! You can retake this class when you are ready. Feel free to practice up if you need to.

Practice Retake

You passed "Insurance Customer Calls"!

Congratulations! You got a 73%! Go for a STAR or TROPHY score by retaking your test!

Practice Retake

Woo-Hoo! You got a TROPHY score on "Policy Status & Payment"!

Congratulations! You got a 95%! Way to go!

You got a STAR score on "DICTATE Cold Calls"!

Congratulations! You got a 86%! Go for a TROPHY score by retaking your test!

Practice Retake

