

# Emergency Dispatcher Training Simulation

## Project Submission Slide Deck

### Overview

This project provides a conversational AI simulation where a distressed caller (AI) interacts with a dispatcher (user). The system simulates real emergency calls and provides performance feedback based on dispatcher protocols.

### Key Functionalities

- Generate realistic emergency scenarios
- Simulate distressed callers with human-like behavior
- Provide actionable feedback on dispatcher performance
- Adapt training based on past mistakes

### Project Architecture

The architecture consists of three main agents: 1. TrainerAgent – Generates new emergency scenarios. 2. HumanBotAgent – Simulates the distressed caller. 3. FeedbackReportGenerator – Analyzes conversations and provides feedback.

### Workflow Summary

- TrainerAgent generates scenarios.
- HumanBotAgent simulates distressed caller.
- Dispatcher (user) handles the call.
- FeedbackReportGenerator analyzes logs and generates a report.

### Advanced Features & Future Enhancements

- Multi-lingual support
- Gamification and scoring
- Protocol library integration
- Dashboard & analytics
- Role-based access control

### How GPT-5 Capabilities Are Utilized

- Advanced reasoning and multi-step problem solving
- Contextual understanding and natural caller simulation
- Adaptive feedback generation
- Creative scenario generation
- Scalable and extensible architecture

## **Contact & Contributions**

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