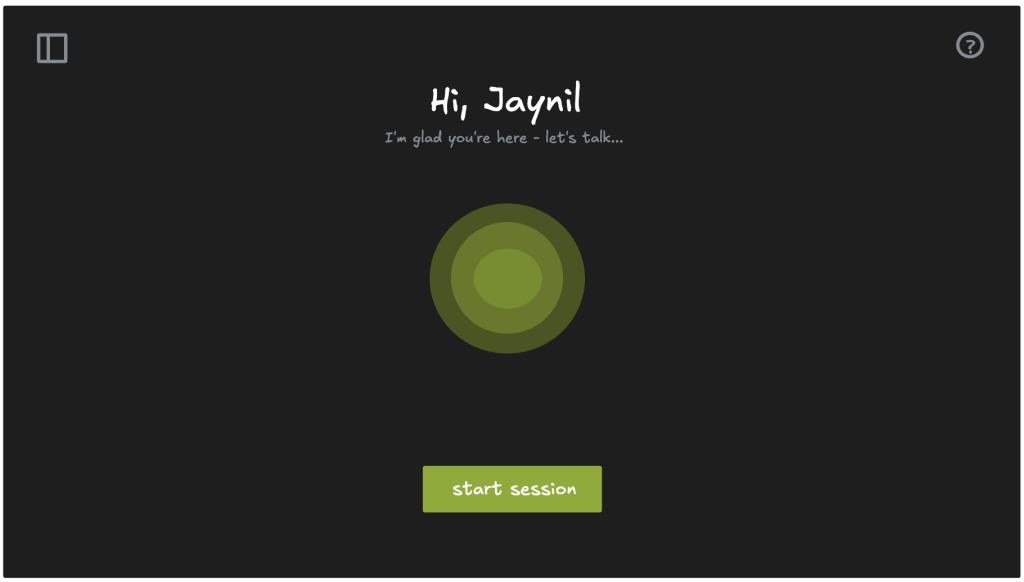
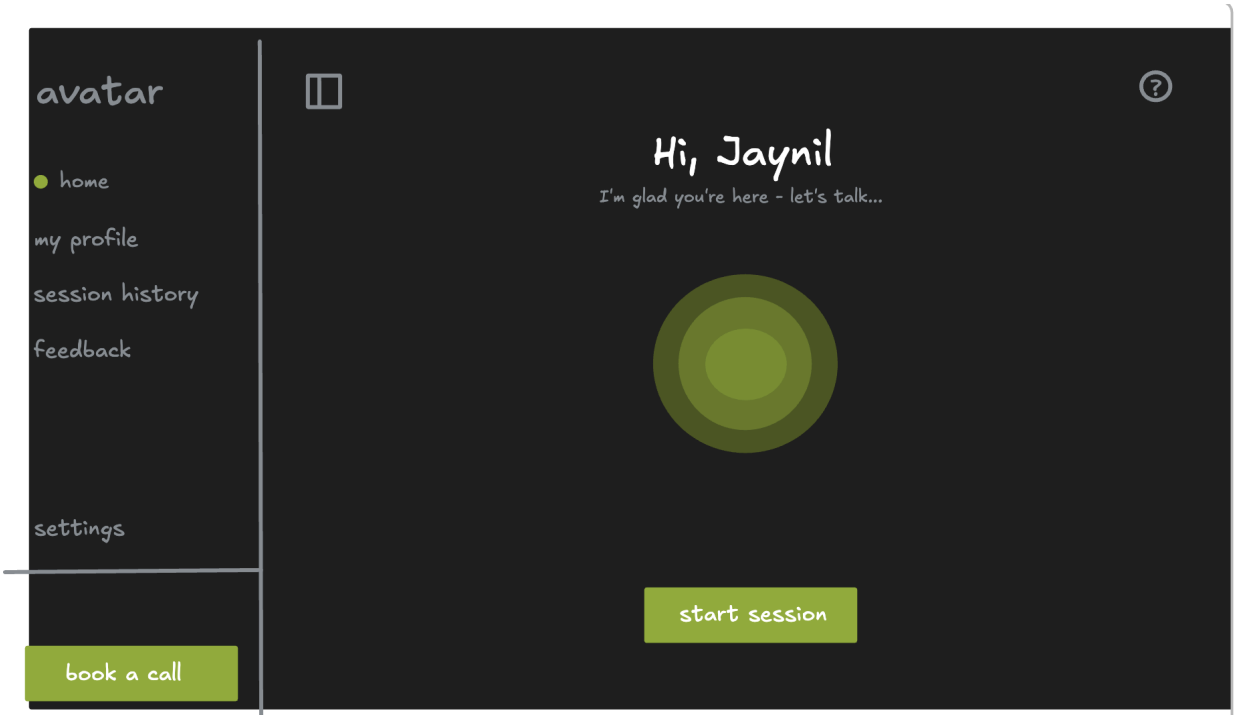
For all of these example designs I have given below, we will need to adapt the colour scheme/font to match national bonds

When the user clicks ‘speak to Nada’ - they will enter a conversation with our AI voice agent. This AI voice agent will help the National Bonds employee improve their customer interaction skills: it will generate ‘roleplaying’ scenarios as a customer, using the main strengths/weaknesses that we analysed for this individual employee during their real customer calls. It will then give improvement and appreciation feedback based on the employee’s performance.

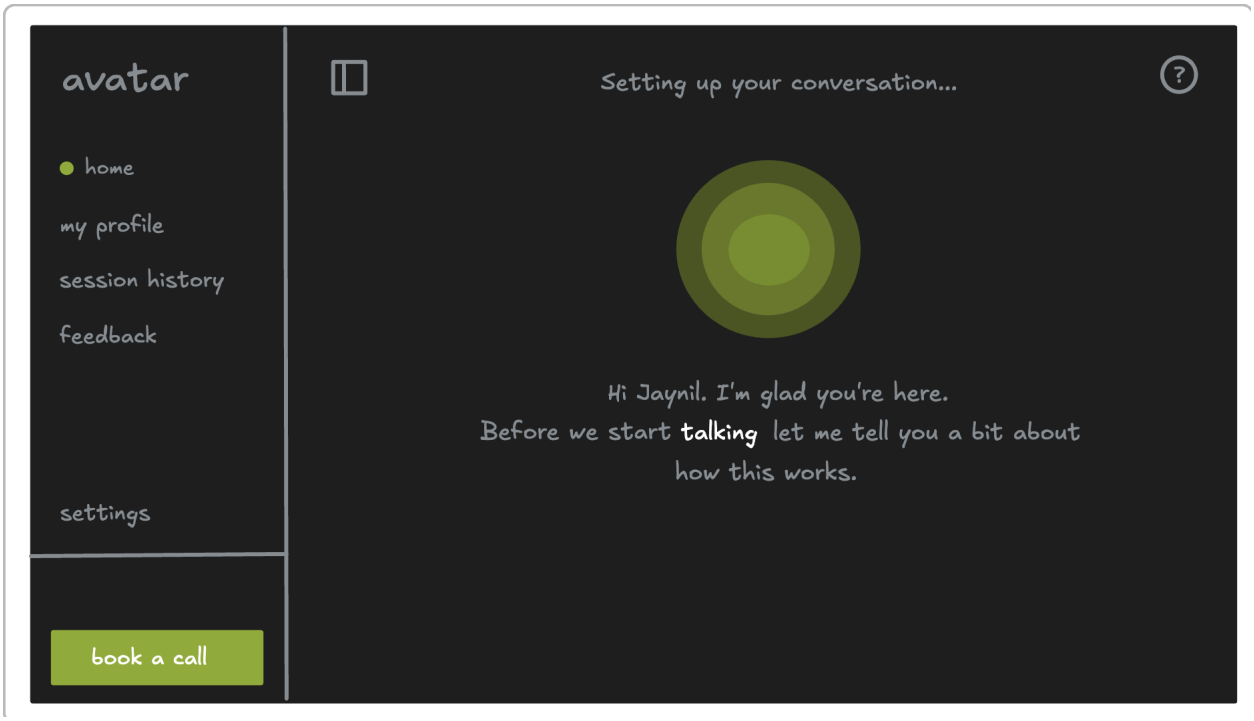
IMPORTANT: There are no AI agent implemented yet. Now use microphone to animate the circle in the center. Prepare also some hardcoded dialog .json files to show them on the screen.

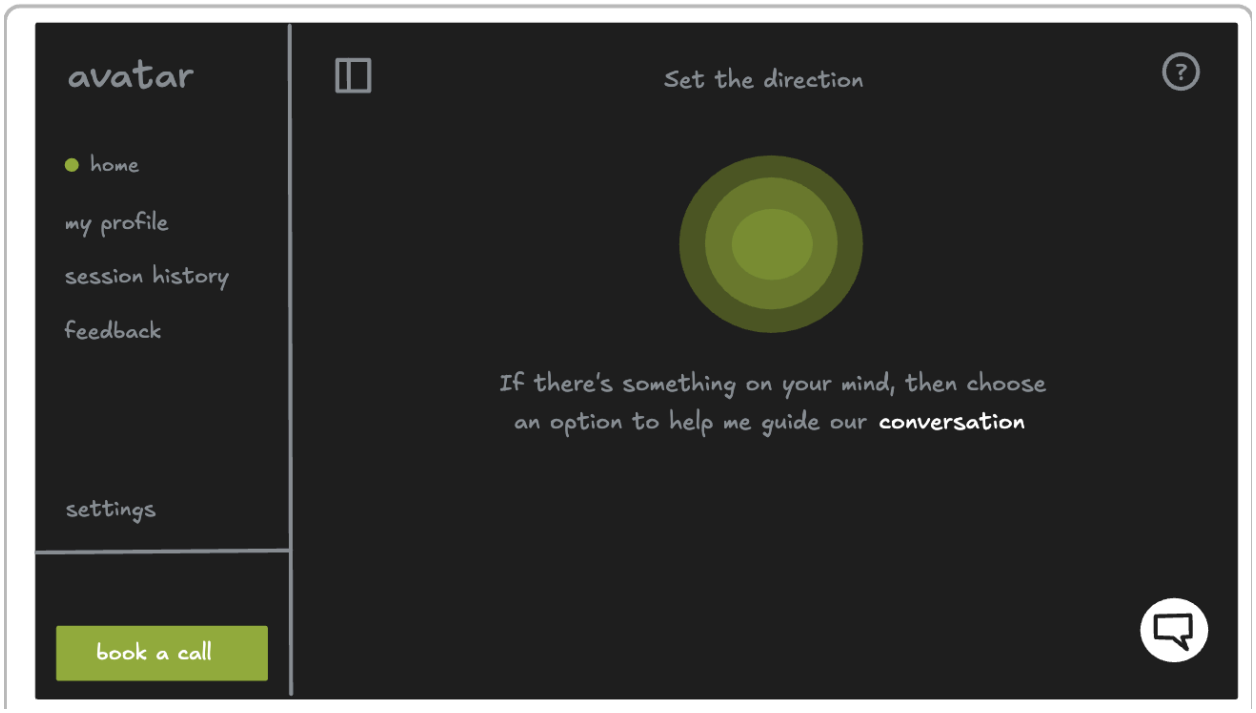
I have design some screens to help guide this:

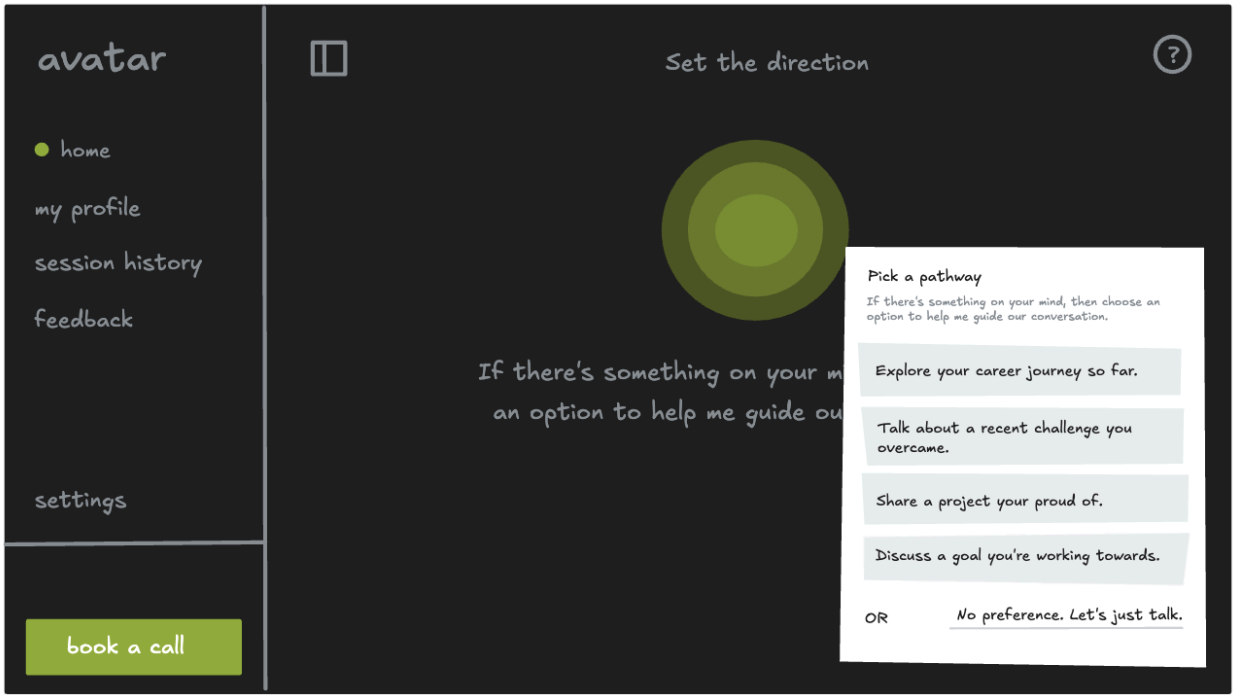




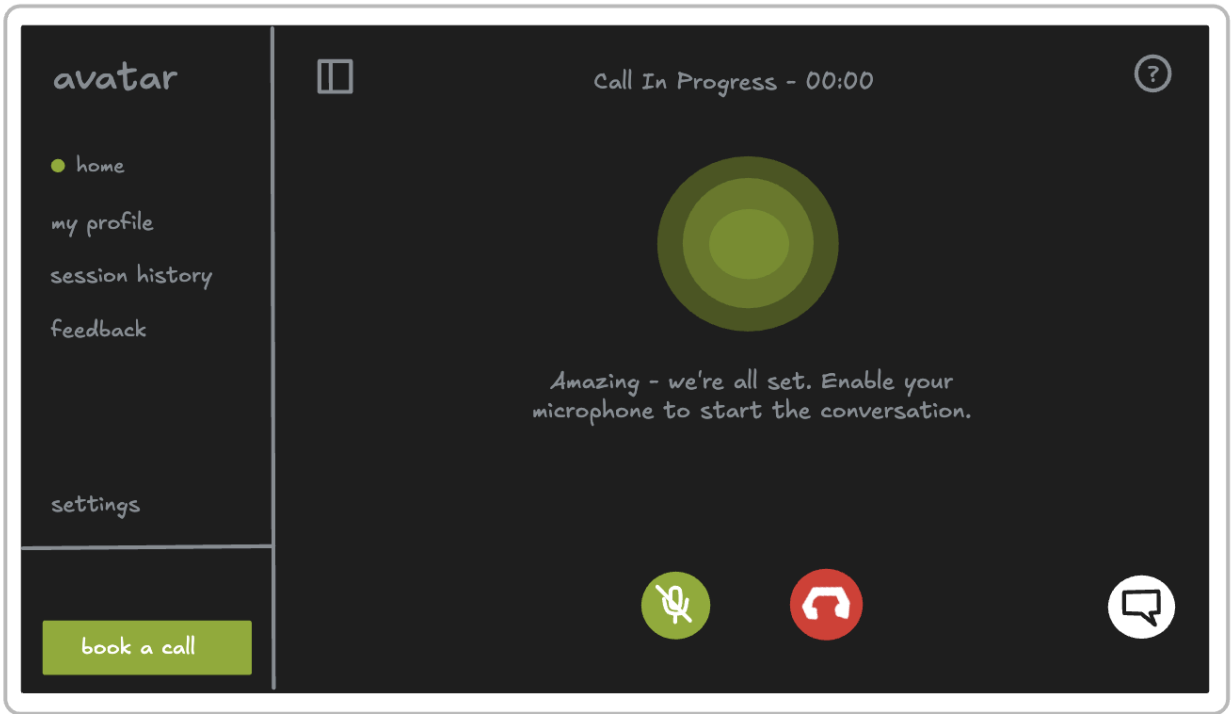
(for the left hand side side-bar, when you click the icon, the full side bar opens, and when you click the icon again, the side-bar collapses)







(in this page, when you click the message icon in the bottom right, you can open these options for 'pick a pathway' - here we will include the possible roleplaying/coaching scenarios for the employee)



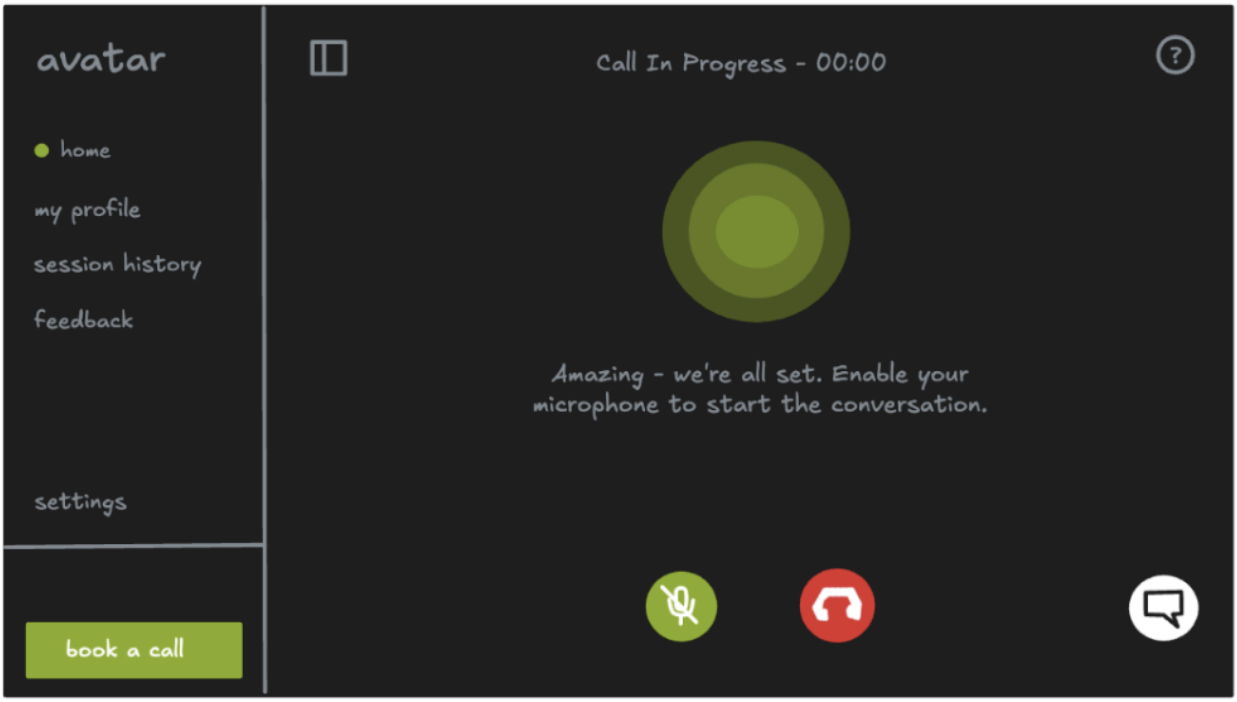
Once the conversation starts, these icons appear to mute the conversation/end the call

We will need to design the ‘voice orb’ (i.e. the circle in the middle) so that it modulates in size depending on the speaking of the user. There should be pre-built libraries which handle this modulation - I think we can speak to piotr about the best way to handle this - he says there are many standard solutions online.

It would be great if we could implement a change in the UI for when the human user is speaking, vs when they are listening.

When the human user is speaking - we could use a page like the one above - where the voice orb changes colour slightly and there is a waveform for the audio they are speaking (we have this in the current elara application - we can ask piotr how to implement this)

But when the voice avatar ‘Elara’ is speaking, and the human user is listening, we can implement this UI design:



Where we show the transcript live under the voice orb

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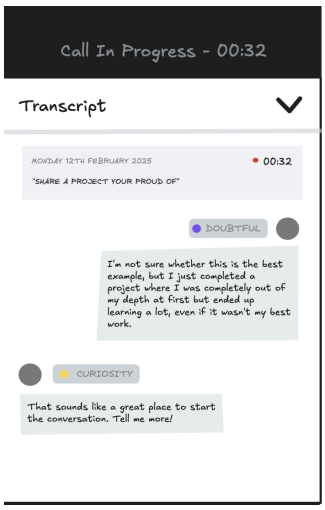
Once the conversation has started, the ‘message’ icon in the bottom right could transition into displaying the following transcript and emotion measurements when you click on it:



And when the conversation finishes, clicking on the message icon could display the summary of the conversation:

Here is an example conversation summary - we can iterate on this more and design exactly how this fits into the current design