

# AI Agent Supervisor Workstation Challenge

## Overview

Build a workstation interface that allows human supervisors to monitor, intervene, and improve AI customer service agents.

## Scenario

Zangoh is deploying AI agents for customer service. Human supervisors need a workstation to monitor agent performance, intervene when necessary, and continuously improve the system.

## Requirements

1. Agent Monitoring Dashboard
  - Real-time view of conversations
  - Key metrics display (resolution rate, response time, satisfaction)
  - Alert system for problematic conversations
  - Filtering options
2. Intervention Interface
  - View full conversation history
  - "Take over" functionality to assume control from AI
  - Option to return control to AI with notes
  - Ability to send messages as supervisor
3. Agent Configuration
  - Adjust AI parameters (temperature, max tokens)
  - Enable/disable specific capabilities
  - Configure escalation thresholds
  - Save configuration presets

## UI Design Reference

Implement the interface according to the provided design mockups. All screens have been designed for you - focus on making them functional.

Figma Link:

<https://www.figma.com/design/HpF8Zgv1ba6LX70rQZYvRp/Test-files?node-id=1172-2429>

## Resources and Setup

All necessary code and resources are available at this Google Drive link:

The Google Drive folder contains:

- Docker environment configuration
- Backend starter code

- Frontend starter code
- Mock LLM API and Vector DB setup
- Data samples (conversations, agent configs, etc.)
- UI design screenshots and assets
- README with detailed setup instructions

## Submission Requirements

1. Complete codebase (frontend and backend) implementing the provided designs
2. README with setup instructions and architecture overview
3. Brief description of challenges faced and solutions

- Variable substitution should be clearly indicated to users

### Updated Design Reference

We've added screens for the template feature to the Figma designs:

- Template Management Screen
- Template Creation Modal
- Template Usage Interface

Review these designs before implementation: [Figma Link:

<https://www.figma.com/design/HpF8Zgv1ba6LX70rQZYvRp/Test-files?node-id=1172-2429>]

You have until the end of the challenge to implement this feature.