

1 - MOTIVATION



Emergency medical call operators (155) must react quickly, calmly, and accurately in extremely stressful situations. Traditional training methods are limited by:

- High costs of live actors
- Limited availability of instructors
- Lack of realistic and repeatable scenarios

This project introduces an AI-driven training/testing platform that enables operators to safely practice emergency calls in a realistic and repeatable environment.



2 - PROBLEM STATEMENT

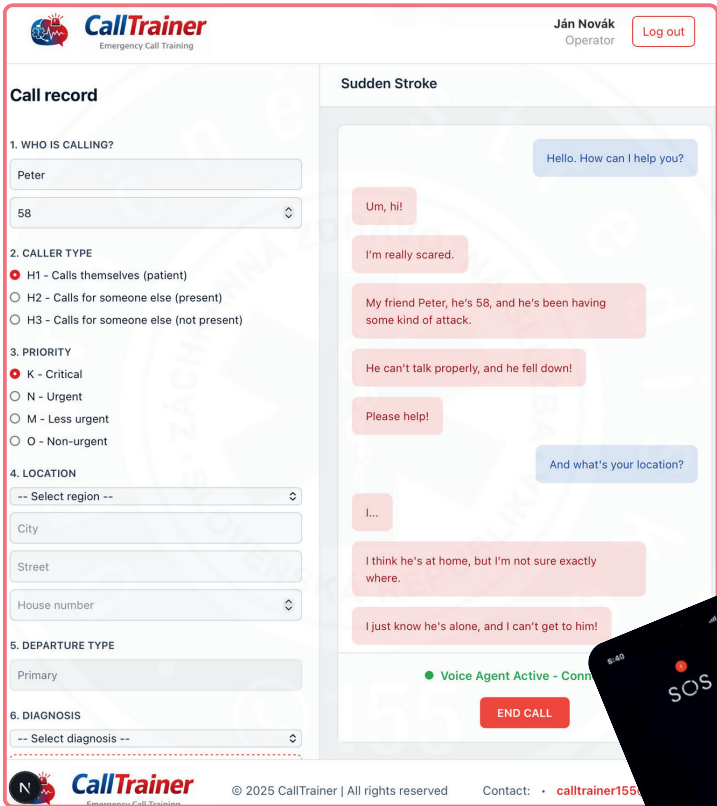
- Limited access to realistic emergency call simulations
- High cost of training with live actors
- Difficulties in objective evaluation of operator performance
- Lack of detailed conversation analysis and feedback
- Limited scalability of traditional training methods

3 - PROPOSED SOLUTION

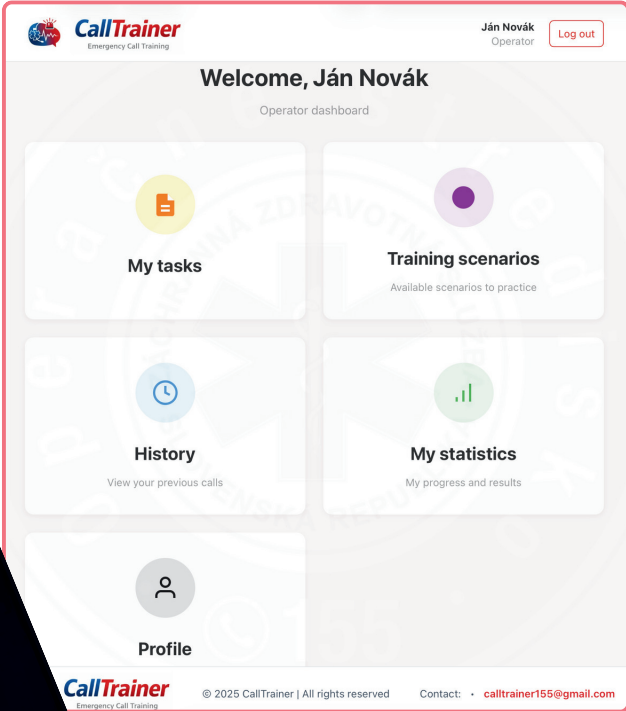
We designed and implemented a web-base AI training/testing platform that:

- Simulates real emergency calls using AI-driven callers
- Allows operators to call a simulated patient via phone
- Displays live speech-to-text transcription during the call
- Guides the operator through structured call handling
- Automatically evaluates operator performance after each session

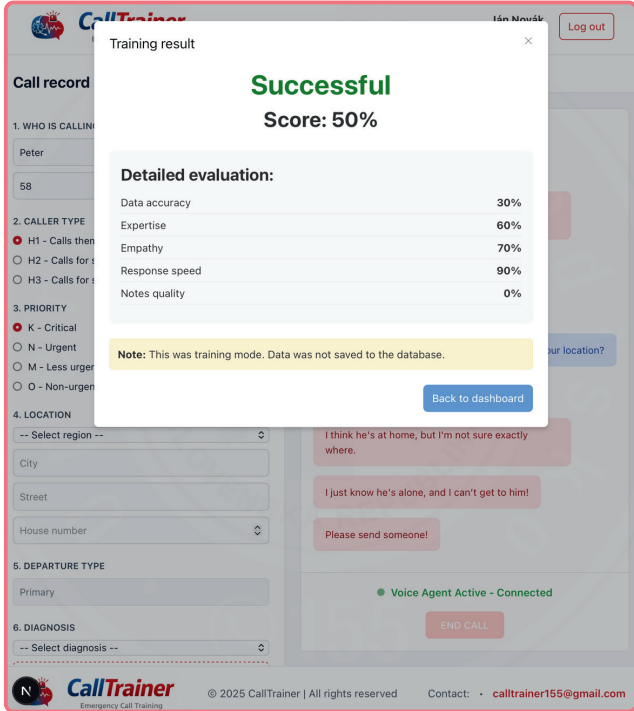
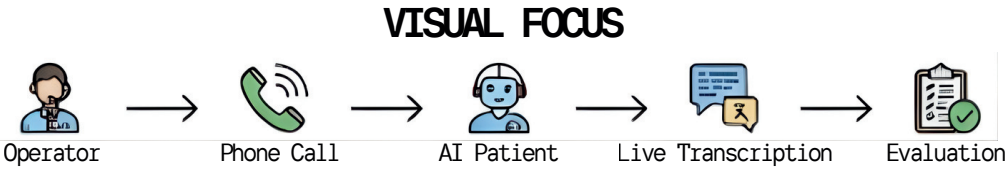
4 - SYSTEM OVERVIEW



LIVE CALL SCREEN



OPERATOR DASHBOARD

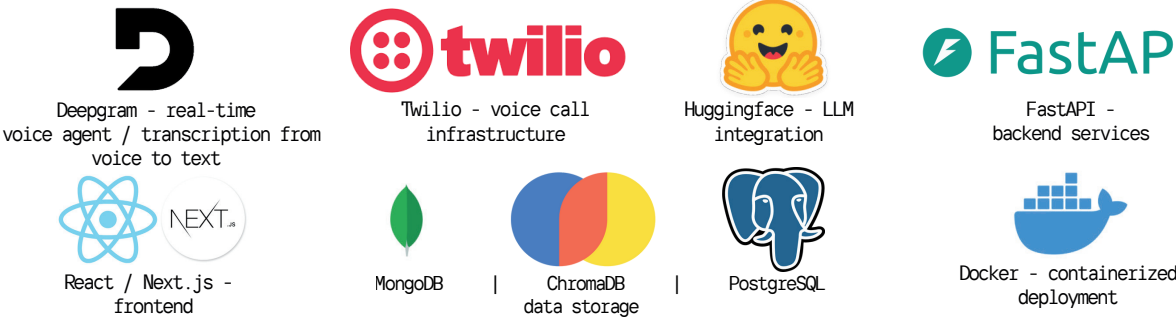


POST-CALL EVALUATION

5 - KEY FEATURES

- Real-time voice calls (operator ↔ AI patient)
- AI-generated caller emotions and behavior
- Live transcription displayed on screen
- Structured emergency call workflow
- Post-call evaluation and feedback
- Scenario-based training (medical emergencies)

6 - TECHNOLOGIES USED



7 - EVALUATION & FEEDBACK

After each training session, the system evaluates:

- Clarity of operator communication
- Accuracy of questions asked
- Reaction time and call structure
- Compliance with emergency procedures
- Overall performance score

8 - TARGET USERS

- Emergency medical call operators (155)
- Training centers
- Educational institutions
- Emergency response organizations

9 - BENEFITS

- Scalable and repeatable training
- Reduced training costs
- Objective and consistent evaluation
- Improved operator preparedness
- Safe environment for learning from mistakes
- Realistic emergency simulations without real risk