

Use Case: Generating Training Scenarios

Title:

Training Manager Generates Training Scenarios for Employee Training

Actors:

- **Primary Actor:** Training Manager/Administrator
-

Preconditions:

1. The Training Manager has access to the system via their organization's credentials.
 2. Relevant training documents and materials are stored in SharePoint or the training manager has access to these documents in order to upload directly to the system.
-

Trigger:

The Training Manager logs into the system to create customized training scenarios for a specific team or department.

Basic Flow (Main Success Scenario):

1. **Login and Access:**
 - The Training Manager logs into the platform using secure credentials.
 - The system authenticates using Microsoft Authentication Library (MSAL).
2. **Upload or Select Training Data:**
 - The Training Manager uploads new training content (e.g., PDFs, Word documents) or selects existing materials from SharePoint.
 - The system organizes and tags the files, enabling easy selection.
3. **Configure Scenario Settings:**
 - The Training Manager navigates to the Scenario Generation interface.
 - They select key parameters:
 - Training objective
 - Persona configurations (e.g., customer profiles)
 - Desired tone and complexity of dialogues

4. **Schedule Scenario Generation:**
 - The Training Manager sets a specific date and time for the scenarios to be generated or opts for immediate generation.
 - The system schedules the task and provides a confirmation notification.
 5. **Generate Scenarios:**
 - The system processes the training data using Azure Open AI and generates one or multiple training scenarios.
 - AI services create customized dialogues, including diverse variants for employee-customer interactions.
 6. **Review and Save Scenarios:**
 - The Training Manager reviews the generated scenarios via the platform's interface.
 - Scenarios are saved into the Scenario Library and cloud-based storage (e.g., blob containers) for easy retrieval.
 7. **Distribute Scenarios:**
 - Scenarios are exported for development of VR Scenario.
 - Audio clips are generated using Eleven Labs, simulating real-world conversational tones.
 - The training manager shares the scenarios with relevant stakeholders.
-

Alternate Flows:

1. **Training Data Unavailable:**
 - If no relevant data exists, the Training Manager is prompted to upload or sync additional content from SharePoint.
 2. **Error in Scenario Generation:**
 - If the system encounters an issue (e.g., incomplete parameters), it provides actionable feedback to the Training Manager for correction.
 3. **Adjust Scenarios Post-Generation:**
 - The Training Manager edits generated scenarios, refining content, personas, or prompts before finalizing.
-

Postconditions:

1. Training scenarios are successfully generated and stored in the Scenario Library.
 2. Scenarios are accessible for deployment in VR training sessions.
 3. Training materials remain securely stored and accessible for future updates.
-

Success Metrics:

- Scenarios align with training objectives and persona configurations.
- Scenarios are generated within the scheduled timeframe.
- Positive feedback from trainers on scenario quality and relevance.