



User Panel

Login

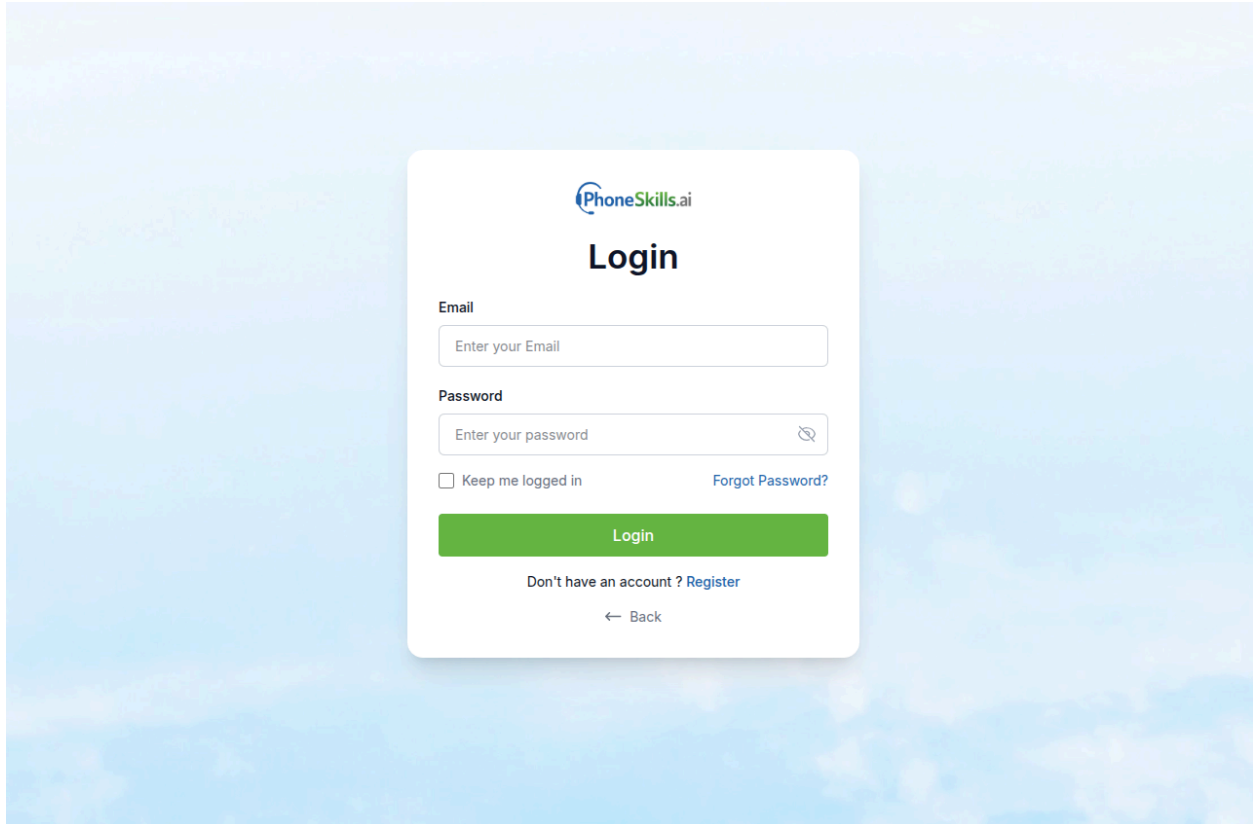
URL: <https://ai-phoneskills.itechnolabs.tech/auth/login>

Please use the below credentials to log in to the user panel.

User Portal

username: testdemo@yopmail.com

password: Test@12345



After logging in, you will be redirected to the dashboard.

Simulation Lab

Here in this dashboard, you can see all the call types for the practice :

PhoneSkills.ai
Simulation Lab
FG Faith Gross

Welcome to PhoneSkills!

Simulation Lab

Analytics

Inbound
Outbound
Objections

Call Types
Select a training scenario

Anytime

Anytime Script
Follow this guide

Thanks for calling AutoCare Experts, this is Sarah. How can I help you today?

I understand, you're hearing a noise when you start your Toyota engine. Great news—this is a common issue we handle all the time, and you've definitely called the right place.

Would you mind if I ask a quick question or two so I can get a better idea of what might be happening? Can you describe the noise a little more for me? Is it a squeal, a grind, a clunk, or something else? And does the noise happen every time you start the car, or only sometimes? Also, does the noise go away once the engine is running, or does it continue?

A noise when starting the engine can point to a few different things, from something simple like a belt to components within the starting system or even deeper engine issues. It's important to get it checked out promptly, especially since it could affect your vehicle's reliability and potentially lead to more expensive repairs if left unaddressed.

The best way forward is for us to get your Toyota in for a proper inspection and diagnosis. Great news—we can typically diagnose this within the hour. We have a few openings coming up soon. How does tomorrow morning, say around 9:00 AM, or perhaps tomorrow afternoon at 2:00 PM, look for you?


Our diagnostic fee for an issue like this is \$129.95. That fee covers the time it takes our certified technicians to pinpoint exactly what's causing the noise, and we'll provide you with a detailed report and an estimate for any necessary repairs before we do any work.

Perfect, so we'll get you down for tomorrow morning at 9:00 AM. You can expect to hear from us within about an hour of dropping off your car with our findings. Great news—we'll have answers for you quickly and get you back on the road safely. We're located at 123 Main Street. Do you have any other questions for me before we confirm?

Customer Scenario
Practice your response

Scenario: Scenario for Anytime

Anne King
Customer • Active Call



▶ Start Simulation

PhoneSkills.ai
Simulation Lab
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Welcome to PhoneSkills!

Simulation Lab

Analytics

Inbound
Outbound
Objections

Call Types
Select a training scenario

ISO

Additional

Maintenance

ISO Script
Follow this guide

Hi, this is Mark from AutoCare Experts. I'm calling about your Honda Civic. Is now a good time to talk for a few minutes?

Great, thanks. I just wanted to give you an update. I personally inspected your vehicle with our lead ASE-certified technician, John, and we've completed our thorough digital inspection. Before I dive into the details, did you get a chance to look at the photos and videos we sent over to your phone or email? No worries at all if you haven't, I can walk you through it right now. Did you want me to send that link again just in case?

Okay, so let's start with the good news first. We did a full digital inspection on your Civic, and I'm happy to report that your brakes are in excellent shape, tires have plenty of tread, and your suspension components all look solid. We also checked all your fluids, and everything else looks really good on the inspection report.

Now, regarding the transmission, which is what brought you in, we did find a few things during our inspection with John. We've identified a pretty significant leak coming from the transmission pan gasket, and unfortunately, the fluid level is quite low. This is concerning because low transmission fluid can definitely lead to serious internal damage over time. But the good news is, we caught this early, and addressing this leak and topping off the fluid now can absolutely prevent much more expensive repairs down the road.


We also noticed some unusual metal shavings in the transmission fluid when we drained a sample. This does indicate some internal wear and tear. The great news here is that while it's a sign of wear, we can perform a comprehensive transmission flush and filter replacement using a specialized additive that's designed to help extend the life of your transmission and improve its performance, rather than needing a full replacement.

While the immediate leak isn't a direct safety hazard right now, if the fluid level continues to drop, it could lead to the transmission slipping or even

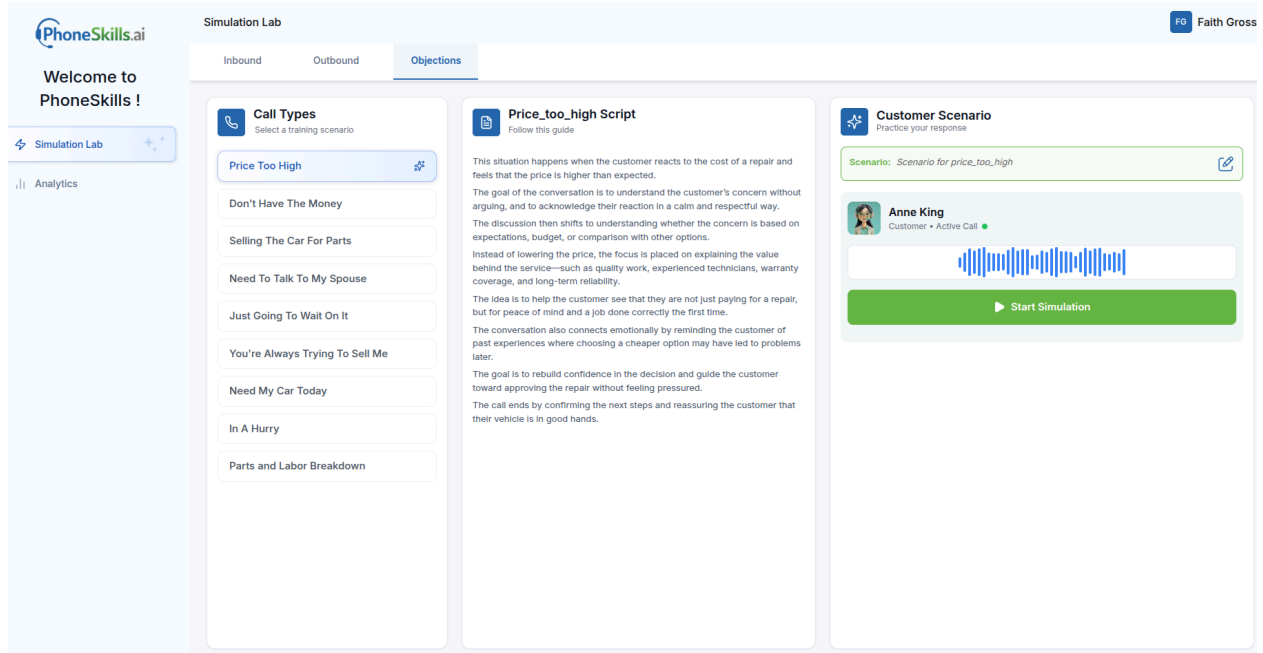
Customer Scenario
Practice your response

Scenario: Scenario for Iso

Anne King
Customer • Active Call

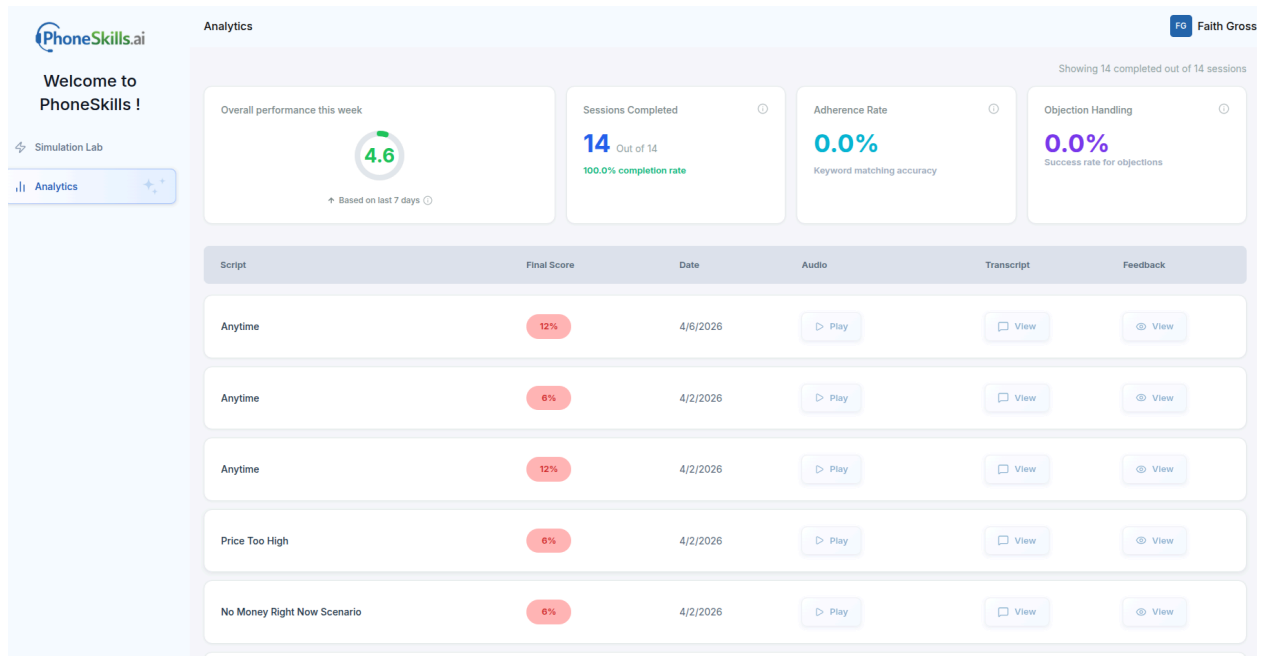


▶ Start Simulation



When the user clicks on **Start Simulation**, the call should begin based on the selected call type. During the call, the system must dynamically apply a relevant scenario to that specific call type to ensure a realistic and contextual conversation.

After the Call end the user will be redirected to Analytics page



Admin Panel

Login

URL: <https://ai-phoneskills.itechnolabs.tech/admin>

Please use the below credentials to log in to the admin panel.

admin creds:

username:admin@yopmail.com

password:Admin12345

Admin Dashboard

PhoneSkills.ai

MAIN

- Dashboard
- Simulation Lab
- Training Scripts

ADMIN

- Users
- Settings

Dashboard

Welcome back! Here's what's happening with your training platform.

[+ New Script](#)

Overview Performance Reports

Total Trainees **6**

Active Scripts **16**

Total Sessions **102**

Avg Score **78%**

Call Types

Category	Count
OUTBOUND	
ISO	4
Additional	3
Maintenance	2
INBOUND	
Anytime	6
OBJECTIONS	
Price Too High	1
Don't Have the Money	1
Selling the Car for Parts	1
I Need to Talk to My Spouse	1
I'm Just Going to Wait on It	1
You're Always Trying to Sell Me	1
I Need My Car Today	1
I'm in a Hurry	1
Parts and Labor Breakdown	1

Recent Sessions

User	Score	Time
Faith Gross	7%	06/04/2026, 13:48:57
Testdemo	0%	03/04/2026, 12:08:59
Rahul	7%	27/03/2026, 14:06:21
Admin User	0%	24/03/2026, 14:23:53

Top Performers

User	Sessions	Score
Tom R.	24 sessions	93%
Sarah M.	18 sessions	89%
Dana W.	31 sessions	86%
James K.	15 sessions	81%

PhoneSkills.ai v1.0

This is the admin dashboard where you can view all the essential details, including user and Simulation calls. You can also see all other data here. Newly submitted calls will appear in the table below. There are multiple features available; for example, clicking on the user count will redirect you to the user list, where you can edit user details. Similarly, clicking on the New Script will redirect on the add script page.

Training Script

Admin Can add the default Scripts from here which will be visible to all the users.

The screenshot shows the 'Create Training Script' page in the iPhoneSkills.ai admin dashboard. The page is divided into several sections:

- Navigation:** A sidebar on the left contains 'MAIN' (Dashboard, Simulation Lab, Training Scripts) and 'ADMIN' (Users, Settings) sections.
- Header:** The top right corner features a user profile icon labeled 'A'.
- Breadcrumbs:** 'Training Scripts / New Script' is displayed above the main heading.
- Main Content:**
 - Create Training Script:** The main heading, with a sub-heading 'Set up a new call training scenario' and a '< Back' button.
 - 1 Basic Information:** A section containing three text input fields:
 - Script Title:** Pre-filled with 'e.g., Customer Service — Product Return Handling'. A note below reads: 'A clear, descriptive name trainees will see'.
 - Description (optional):** A larger text area with the placeholder 'Describe what this training script covers...'.
 - Paste Full Script Content (optional):** A large text area with the placeholder 'Paste full script text here (Level headings or double-newlines will be used to split into sections)'. A note below states: 'If provided, the system will attempt to split the content into sections and create them automatically.'
- Preview:** A 'PREVIEW' section on the right shows a card for 'Untitled Script' with a 'Anytime' status.
- Next Steps:** A 'NEXT STEPS' section on the right lists four tasks:
 - 1 Add training sections with scripts
 - 2 Order sections by conversation flow
 - 3 Set scoring weights per section
 - 4 Activate for live simulations