

Tech Offer – Enabling Capabilities

Standardised Communication Protocol Training and Analysis Platform

- High turnover rates in the industry mean that new employees must be trained frequently, which can strain resources and lead to inconsistencies in protocol adherence. Limited training time also forces organizations to prioritize operational knowledge over communication training, leaving gaps in employees' ability to handle complex scenarios.
- IIT, ENG, and LA collaborated on this project to create an AI-assisted platform to train staff on communication protocols.
- The solution developed by TP includes:
 - RAG based on standard communication protocol
 - AI-assistance to identify errors during practice sessions
 - Analytics & Reporting

