

RT LABS

MANUSCRIPT · OWNER'S EDITION

Hinahon

A complete, fact-based audit of the codebase as it stands today.

Version 1.0 · 2026-07-03

repo @ fb23d49 · 31,169 LOC · 168 files

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01 What Hinahon Is

Hinahon is a phone app that lets sales agents and customer-service reps practice real phone calls against an AI that plays a prospect or an upset customer. You pick who you want to call, how hard you want them to be, and then you have a live spoken conversation, just like the real thing. When the call ends, the app scores how you did and gives you coaching notes on what you nailed and what to work on. It is built for solo agents and small teams who want practice reps without a manager listening in or a pricey human coach billing them by the hour.

02 The Pieces

Your product is made of three parts that work together.

The phone app — the iPhone app your users actually open. They sign in, pick a scenario and a persona, have a practice call, and see their score and coaching afterward. This is the heart of the product and where almost everything happens.

The website and behind-the-scenes brain — a set of servers that handle the real work your users never see: starting and ending calls, checking whether someone has calls left to use, running the AI scoring, and processing purchases. There is also a small private admin dashboard you use to watch revenue and costs.

A translation helper — a quiet background service that turns the coaching and on-screen text into Saigon Vietnamese or Filipino-style English for users who would rather learn in the language they think in. The actual call always stays in American English.

03 A Walk Through Your App

THE OPENING ANIMATION

When someone first launches the app, they see a short branded splash — your blue rounded app icon zooms in with a soft glowing halo behind it. This is purely a polished welcome moment; it fades on its own after about half a second and hands the user to the welcome screens. While the app's fonts are still loading in the background, they briefly see a small spinning loading circle instead. Both work cleanly.

THE WELCOME TOUR

New users who aren't signed in land on a three-slide welcome carousel.

The slides themselves — each slide shows a big icon, a short headline, and a sentence or two pitching the app: practice calls, getting scored, and the two modes (Sales and Customer Service). Three little dots at the top show which slide you're on; the active one stretches wider.

Language picker — right on the welcome screen, there are three small pills for English, Tiếng Việt, and Filipino. Tapping one sets the user's preferred language before they even sign up, so coaching shows up in their language from the very first call.

"Continue" / "Get Started" button — moves to the next slide; on the final slide the label changes to "Get Started" and it sends the user to the sign-up screen.

"Skip intro" link — on the first two slides, this jumps straight past the tour to sign-up.

CREATING AN ACCOUNT

The sign-up screen — shows your logo and tagline up top, then a card. On iPhones that support it, a **Sign in with Apple** button appears at the top, with an "or" divider beneath it. Below that are fields for full name, email, and password.

"Get Started Free" button — checks that the name is filled in, the email looks valid, and the password is at least six characters. If something's off, it shows a red error message. If everything's good, it creates the account. Sometimes the app will pop up a note asking the user to check their email to confirm, then send them to the sign-in screen; other times it signs them straight in and drops them into the app.

"Sign in" footer link — for people who already have an account, switches over to the sign-in screen.

SIGNING IN

The sign-in screen — same clean layout. Optional **Sign in with Apple** button on supported phones, then email and password fields.

"Sign In" button — checks both fields are filled, then signs the user in. A wrong password shows a red error; a correct one drops them into the main app.

"Forgot password?" link — opens the password reset screen.

RESETTING A FORGOTTEN PASSWORD

Step one – enter your email — the user types their email and taps to send a code. The app emails them a six-digit code.

Step two – enter the code and a new password — the user types the six-digit code from their inbox plus a new password (twice, to confirm). Submitting it verifies the code and sets the new password, and they're signed in. There's also a **"Resend code"** link if the email didn't arrive.

THE FACE ID LOCK (OPTIONAL)

If the user has turned on the Face ID app-lock in settings, then whenever they open the app or return to it after switching away, a lock screen covers everything with a lock icon and an **"Unlock with Face ID"** button. Face ID prompts automatically; if it's dismissed, they can tap the button to try again. When they switch away from the app, the screen is instantly hidden so nothing private shows in the app-switcher preview. This is fully working.

PICKING YOUR INDUSTRY AND MODE

The first time in, or when changing focus, users see a two-step setup.

Step one – pick an industry — a list of industry cards (Insurance, Medical Billing, Telecom, Credit Card, IT Support). Insurance is free and tappable for everyone. The others show a small lock icon. Tapping an unlocked industry moves to step two. Tapping a locked one opens a popup explaining it's not available yet, with a **"Notify me"** option that opens an email to your team.

Step two – pick Sales or Customer Service — two big cards with descriptions and sample-scenario chips. Tapping one sets the mode and sends the user to the home screen.

THE HOME SCREEN

This is the dashboard users return to between calls.

The greeting — "Good morning/afternoon/evening" plus the user's name once their profile loads.

Three stat cards — a practice streak, calls done this week, and last call's score with a little up or down arrow showing whether it improved from the call before.

"Start a Practice Call" button — the main call-to-action; it begins the call setup flow.

Free-calls banner — if the user is on the free tier, a banner shows how many free calls are left with a link to upgrade.

Recent calls list — up to three of the user's latest calls, color-coded by score. Tapping one opens its score screen.

SETTING UP A CALL (FOUR STEPS)

The setup walks through four screens, each with a progress bar.

1. **Pick a scenario** — a scrollable list of practice situations for the chosen industry and mode (for example, a cold call or a refund request). Each card shows the name, difficulty, a plain summary, the goal, and the common objection to expect. For Vietnamese or Filipino users, this text is auto-translated. Tapping a card moves to the next step.
2. **Pick a persona** — who you'll be calling. If the user's team has built custom personas, those show first under a "Team Personas" heading, followed by the built-in characters (warm-but-distracted Frank, time-pressed Brenda, skeptical Steve, furious Felix, and so on). Tapping one moves on.
3. **Pick a difficulty** — Easy, Medium, or Hard, each card showing how many objections to expect and how patient the persona will be. Tapping one moves on.
4. **Pre-call brief** — a summary card pulling it all together: persona, scenario, goal, the objection to watch for, and difficulty. There's a mode-specific tip and, if the user is low on calls, a small warning. The **"Ring Phone" button** checks the user has calls available, sets up the AI call behind the scenes, and moves to the incoming-call screen. If they're out of calls, it sends them to the purchase screen instead.

THE INCOMING CALL

A full-screen, theatrical "incoming call" view: the persona's name and role fade in, the avatar pulses with expanding rings like a real ringing phone. Two buttons: a green **Accept** that starts the live call, and a red **Decline** that backs out to the main app.

THE LIVE CALL

This is the real conversation.

What you see — the persona's avatar, an animated voice waveform that moves when someone's talking, a label showing whether it's connecting / listening / the persona is speaking, a running call timer, and a strip showing the live transcript of what's being said. For Vietnamese or Filipino users, a translated caption appears under the latest line.

Mute button — toggles your microphone on and off.

Speaker button — switches audio between the earpiece and the loudspeaker.

Hang-up button — ends the call and moves to the processing screen.

The ten-minute cap — calls are capped at ten minutes. At nine and a half minutes, a "30 seconds remaining" banner appears; at ten minutes the call ends itself automatically.

The app asks for microphone permission the first time, and if it's denied it explains it's required and backs out. This whole screen is fully wired to the real voice system.

THE PROCESSING SCREEN

After hanging up, a short animated loading screen plays — a pulsing scanning ring, a spinning arc, and a cycling set of "analyzing..." messages with a progress bar. Behind the scenes it's waiting for the AI to finish scoring. When the score is ready it moves to the score screen; if scoring takes too long (about fifteen seconds), it moves on anyway.

THE SCORE SCREEN

What you see — a big animated score ring that counts up to the overall number, a few quick call stats, and a breakdown of seven scored categories (different ones for Sales versus Customer Service), each as an animated bar colored green, amber, or red.

"View Coaching" button — opens the coaching screen.

"View Transcript" button — opens the full transcript.

"Practice Again" button — sends the user back to pick another scenario.

THE COACHING SCREEN

Shows the AI's feedback in three tabbed sections: **what you nailed**, **what to work on**, and **suggested lines**. Tapping a tab swaps the content with a smooth fade. There's a personalized coach note at the bottom suggesting a drill. For Vietnamese and Filipino users the feedback is shown in their language. Two buttons at the bottom: **View Transcript** and **Practice Again**.

THE TRANSCRIPT SCREEN

A chat-bubble view of the whole call — your lines on the right, the persona's on the left, each with a timestamp. For non-English users there's a **Translate** button that shows a translated version under each line, with a toggle to hide it again. A **"Back to Coaching"** button returns to the coaching screen.

PROGRESS AND HISTORY

A tab showing the user's longer-term growth: a seven-day streak calendar, a "top weakness" callout, a filterable list of past calls (All / Sales / CS), a certifications section showing progress toward earning badges, and — for users on a team — a team leaderboard. A level badge (Bronze through Elite) reflects how many certifications they've earned. All of this is working and pulls from real data.

THE ACCOUNT TAB

What you see — the user's email, how many calls they have left, their current plan, and a theme toggle (light/dark/system).

"Get a Plan" / "View Plans" button — opens the purchase screen.

Manager dashboard link — appears only for team owners and managers.

Sign out — signs the user out.

Delete account — permanently deletes the user's account and all their data (required by Apple). It confirms first, then removes everything.

THE SETTINGS SCREEN

Three sections: **Appearance** (Light / Dark / System), **Language** (English / Vietnamese / Filipino), and **Security** (a Face ID app-lock toggle that asks for Face ID even to turn it off). All working.

THE PURCHASE SCREEN

A paywall where users buy calls or subscribe. A **Personal / Business** tab toggle swaps between individual call packs and team plans. Tapping a plan highlights it and expands its features. The **"Unlock Pack" / "Start Plan" button** runs the real App Store checkout; on success the user gets their calls and the screen closes. There's a **Restore Purchases** option for people who've bought before. Tapping a plan and buying is wired to the real purchase system.

THE MANAGER DASHBOARD

For team owners and managers: a view of the team's recent call volume per rep, a top-three leaderboard, the team's weakest skill categories, a recent-activity feed, an **Invite Teammate** button (which creates an invite link and opens the share sheet), and an **Add Seat** button (a real purchase that adds a team seat). Each rep row shows a certification badge count and a remove button. This is fully wired to live team data.

A NOTE ON TWO LEFTOVER SCREENS

There's an "Explore" screen and a small "web badge" left over from the starter template the app was built on. These are developer reference pages, not part of your product. A regular user won't run into them in normal use, but they still exist in the code.

THE ADMIN DASHBOARD (WEB, JUST FOR YOU)

Separate from the phone app, there's a private web page only you use. You sign in with a magic link emailed to your address, and it shows revenue, user growth, subscription counts, and your live AI call

costs in charts and tables — including a "pricing sanity check" that compares each plan's price against actual per-call cost. Test accounts are dimmed so they don't skew your numbers. This is built and working.

04 What's Working, and What Isn't Yet

SOLID AND WORKING

- The complete sign-up, sign-in, and forgot-password flow, including Sign in with Apple.
- The optional Face ID app-lock, including hiding the screen in the app-switcher.
- The full four-step call setup: scenario, persona, difficulty, and pre-call brief.
- The live voice call itself — real conversation, mute, speaker, live transcript, and the ten-minute cap.
- AI scoring and coaching after every call, with feedback shown in the user's chosen language.
- Progress tracking, streaks, certifications, and the team leaderboard.
- Buying call packs and subscriptions through the real App Store checkout, plus Restore Purchases.
- The manager dashboard, team invites, and adding seats.
- Account deletion, theme switching, and language switching.
- The translation layer for Vietnamese and Filipino coaching and captions.
- Your private admin revenue-and-cost dashboard.
- Light and dark mode throughout, which respond live to the phone's system theme.

NOT FINISHED OR NOT WIRED UP YET

Three "smart on-device" analysis features are placeholders. The app has slots for grading a user's tone of voice, the emotion in their delivery, and per-line sentiment using the phone's own chips. Right now these are stubs — if anything tried to call them, they'd simply report "not built yet." In practice this means scoring today is based purely on *what was said* (the words), not *how it sounded*. Your users still get a full, useful score and coaching; they just aren't yet being graded on vocal delivery, which is a planned upgrade, not a working feature.

The legal "Terms of Use" link points to a page that doesn't exist. On the legal footer, tapping "Terms of Use" tries to open a web page that currently returns a "not found" error. So a user who taps it lands on a broken page. The Privacy Policy link is expected to work, but the Terms page needs to actually be created and published. This matters because Apple requires a working Terms page, so it's worth fixing before any future submission.

A small status-bar polish gap. When a user has their theme set to "follow the system" and their phone is in dark mode, the little clock-and-battery icons at the very top of the screen don't always flip to the right shade. It's a minor cosmetic detail — nothing breaks, content is still readable — but in some dark-mode situations those icons can be slightly harder to see.

A pause bug in the web-mockup transcript player. In the older web version of the app (not the iPhone app your users download), the transcript's audio-replay "pause" button doesn't actually stop the playhead — it keeps advancing in the background even though the screen shows paused. This lives only in the early web prototype, so it doesn't affect real users on iPhones, but it's a real defect in that codebase.

A small expand/collapse animation quirk. One of the collapsible sections animates its little arrow the opposite way from the usual convention. It still opens and closes correctly; the arrow just spins the "wrong" direction. Purely cosmetic.

05 The Honest Bottom Line

Your app is genuinely far along — this is a real, shippable product, not a prototype. The whole core loop a user cares about works end to end: sign up, pick a scenario and a personality, have a real spoken practice call, get scored, and get coaching in their own language, with progress tracking, team features, and real App Store purchases all wired up. The strongest part is that hardest-to-build piece — the live AI voice call plus scoring and coaching — is fully functional, which is exactly what your product lives or dies on. The most important thing to fix first is the broken Terms of Use link, because it's a quick fix that points at a missing page and it's the kind of thing that can hold up an App Store review; after that, the on-device tone-and-delivery grading is the clearest "promised but not yet built" piece to be honest about with users, since today's coaching judges the words said, not how they were said.