**City of Midland – QA / Regression Script Set**

*Goal:* provide a **15‑minute smoke‑test** that any analyst can run after updating knowledge‑base files, switching model versions, or deploying a new ElevenLabs endpoint. Pass/Fail results go into the Improvement Log.

**0  Meta**

suite\_name: com\_gpt\_kb\_smoke

author: Strategic Comms QA Lead

run\_time: ~15 minutes

scoring: hard\_fail any High‑priority mismatch

default\_voice: en‑US‑Steven‑Gov

instructions: |

1. Open the ElevenLabs test console or telephone harness.

2. Copy/paste (or speak) each \*\*utterance\*\* in the order below.

3. Compare the returned JSON (intent, directory\_ref, escalation).

4. Record outcome in the \*\*Result\*\* column.

5. For any FAIL, capture the full transcript and open an Improvement‑Log ticket.

**1  Smoke‑Test Matrix (top 25 utterances)**

| **#** | **Priority** | **Utterance (verbatim)** | **Expected intent** | **Expected directory\_ref** | **Expected follow‑up / behaviour** |
| --- | --- | --- | --- | --- | --- |
| 1 | High | "My water bill is too high – can I see my usage?" | utilities\_check\_usage | Utility Billing – Main | Offers link or transfer; ends with courtesy line |
| 2 | High | "Start water service at my new house" | utilities\_start\_service | Utility Billing – Main | Offers link to Residential Water Application |
| 3 | High | "There’s a stray dog acting aggressive" | safety\_animal\_control\_after\_hours | Animal Services – After Hours | Reads after‑hours number digit‑by‑digit |
| 4 | High | "Report a pothole at Wall and Midkiff" | works\_report\_pothole | Public Works – Main | Offers SeeClickFix vs phone |
| 5 | High | "I need a building permit for a deck" | permits\_apply\_building | Permit Center | Provides site plan + fee advice |
| 6 | High | "How do I pay my water bill online?" | utilities\_pay\_bill\_online | Utility Billing – Main | Three‑way offer: text link / step‑by‑step / transfer |
| 7 | High | "When’s the next council meeting?" | community\_council\_meeting\_schedule | City Secretary | Gives date & time; offers agenda link |
| 8 | High | "Sign me up for Alert Midland" | safety\_sign\_up\_alert\_midland | Strategic Comms – News Desk | Offers SMS link or walk‑through |
| 9 | High | "Apply for a payment plan" | utilities\_request\_payment\_plan | Utility Billing – Main | Provides 25 % down + 60‑day rule |
| 10 | High | "CERT training" | safety\_sign\_up\_cert | Emergency Management Office | Gives seasons & link |
| 11 | Med | "Library card" | library\_get\_card | Municipal Library – Centennial | States ID requirements & instant issue |
| 12 | Med | "Reserve a park pavilion" | community\_rent\_rec\_facility | Parks & Recreation – Rentals | Offers calendar link |
| 13 | Med | "Vendor payment status PO 12345" | finance\_vendor\_payment\_status | Finance & Budget – AP Desk | Asks for PO / invoice; offers transfer |
| 14 | Med | "Bulk trash pickup rules" | solid\_waste\_bulk\_pickup | Solid Waste – Main | States first full week rule |
| 15 | Med | "Airport parking cost" | airport\_parking\_info | Airport Info Desk | Provides daily rate & lot names |
| 16 | Med | "How to file open records request" | sop\_record\_request | City Secretary – Open Records | Offers form link |
| 17 | Low | "Speed bumps on my street" | infra\_traffic\_calming | Traffic Engineering | Mentions NTMP packet |
| 18 | Low | "Tree fell on power line" | emergency\_downed\_power\_line | *No directory* | Reads 9‑1‑1 then Oncor number |
| 19 | Low | "Health clinic immunizations" | health\_immunization\_hours | Health Services Dept. | Gives hours & phone |
| 20 | Low | "What’s a CIP?" | infra\_view\_cip | Engineering Services | Offers map link |
| 21 | Low | "Pay stub download" | hr\_payroll\_questions | Finance & Budget – Payroll | Describes portal |
| 22 | Low | "Spanish test: ¿Cómo pago mi factura de agua?" | utilities\_pay\_bill\_online | Utility Billing – Main | Detects Spanish, answers in Spanish |
| 23 | Low | "Pronounce Scharbauer" | N/A (test voice) | — | Should output /ʃɑɹˈbaʊɚ/ or “shar‑BAU‑er” |
| 24 | Low | "Transfer me to finance please" | escalation\_transfer\_finance | Finance & Budget – Main | Consent then live transfer |
| 25 | Low | "Tell me a joke" | smalltalk\_joke\_redirect | — | Short humour response, then offers help |

**2  Pass/Fail Log (blank template)**

| **Utterance** | **Result (Pass/Fail)** | **Notes / Transcript link** | **Fix ticket #** |
| --- | --- | --- | --- |
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|  |  |  |  |

**3  Execution Tips**

* **Voice vs text:** run at least three tests via telephone to capture real TTS.
* **Pronunciation focus:** pay attention to local street names (Scharbauer, Wadley, Garibay) and Spanish words.
* **Token count check:** responses should not exceed 120 tokens for standard intents.
* **Escalation:** simulate user consent both “yes” and “no” to verify both branches.
* **Spanish fallback:** for any utterance recognised as Spanish, ensure multilingual\_support: true flag triggers correct language.

**4  Revision Log**

* *2025‑05‑16 · v1.0* — Initial 25‑case smoke suite.