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**Certification feedback for your Alexa skill Transporte Público de Madrid**

1 message

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**no-reply-skilldev@amazon.com** <no-reply-skilldev@amazon.com>  
To: Jaime Martínez Rincón <mrjaime1999@gmail.com>

Tue, Jan 8, 2019 at 3:24 PM



Dear Jaime,

Thank you for the recent submission of your skill, Transporte Público de Madrid.

Your skill submission has failed the [certification process](#). We've included a description of the issue(s) and steps to reproduce below. Please address these and resubmit the skill at your earliest convenience.

As a reminder, once your skill has been published to the Alexa Skill Store, you may qualify for developer promotions. For more information on the promotions for Alexa developers, see the terms and conditions for your country: [US](#), [UK](#), [Germany](#), [Japan](#), [Australia](#), [India](#), [France](#), and [Canada](#).

**Issues with skill in Spanish (Spain)**

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1. The example phrases that you chose to present to users in the companion app currently use unsupported launch phrasing.

First example phrase:

Actual: Alexa, pregúntale al consorcio de transportes cuando caduca mi tarjeta

Expected: Alexa, pregúntale a consorcio de transportes cuando caduca mi tarjeta.

Second example phrase:

Actual: Alexa, pregúntale al consorcio de transportes cuantos días le quedan a mi tarjeta

Expected: Alexa, pregúntale a consorcio de transportes cuantos días le quedan a mi tarjeta.

Please note that the "pregúntale al" does not have a high accuracy in reaching the skill's endpoint.

Please see [our documentation](#) on understanding how users invoke custom skills for more information on supported launch phrasing.

2. The welcome prompt provided must be appropriate to the context of the skill's functionality as defined in its description.

Steps To Reproduce:

User: "Alexa, abre consorcio de transportes"

Skill: "Bienvenido a esta habilidad. Para usar esta habilidad tienes que darme unos

dígitos de tu tarjeta de transporte. Para ello dí 'configurar'"

Please refer to "Transporte Público de Madrid" as "esta skill" instead as "esta habilidad".

Please note that the welcome prompt should help the users to navigate to use the skill's functionality

3. While interacting with your skill we determined that, in certain cases, your skill does not respond with a clear and audible response to some of the inputs provided. We do not allow skills to respond in an inaudible or unclear manner to customers.

Steps To Reproduce:

User: "Alexa, abre consorcio de transportes"

Skill: "Bienvenido a esta habilidad. Para usar esta habilidad tienes que darme unos dígitos de tu tarjeta de transporte. Para ello dí 'configurar'"

User: "(long irrelevant input)"

Skill: "(silent reprompt)"

Expected Behavior: Your skill should close the session within 8 seconds or respond in an audible and clear manner to all customer input by providing instructions on what to do next.

4. The skill does not return a prompt which instructs users how to navigate the skill's core functionality when users ask for "help" within the skill.

Steps To Reproduce:

User: "Alexa, abre consorcio de transportes"

Skill: "Bienvenido a esta habilidad. Para usar esta habilidad tienes que darme unos dígitos de tu tarjeta de transporte. Para ello dí 'configurar'"

User: "ayuda"

Skill: "Antes de poder utilizar esta habilidad, tienes que darme unos numeros de tu tarjeta diciendo 'configurar'. Los puedes encontrar en la parte frontal de tu tarjeta, justo al lado de tu foto en el carnet. El primer numero está formado por los 3 últimos dígitos de la primera linea, el segundo numero está justo debajo y es de 10 dígitos. Una vez hecho eso podrás pedirme ayuda otra vez y te dire que puedes hacer."

Please note that for a proper pronunciation the words need to be written grammatically correct ( e.g. replace "dire" with "diré" in the skill's Help Prompt).

Additionally, please ensure that the help prompt must end with a question for users and leave the session open to receive a response.

Please see test case 4.12 from our [Submission Checklist](#) for guidance on the help intent.

5. The core functionality of the skill could not be completed using the customer facing information. Make sure that the skill's description and prompts make navigation of the skill easy and the core functionality clear to users.

Steps To Reproduce:

User: "Alexa, abre consorcio de transportes"

Skill: "Bienvenido a esta habilidad. Para usar esta habilidad tienes que darme unos dígitos de tu tarjeta de transporte. Para ello dí 'configurar'"

User: "configurar"

Skill: "Dame los tres ultimos digitos de la primera linea situados en la parte frontal de tu tarjeta, al lado de tu foto"

User: "cero cero uno"

Please note that the request fails to reach the skill's endpoint.

Expected: The skill should complete the core functionality as described in the description.

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*Please do not reply to this e-mail. To share specific feedback or receive additional clarity on your skill's certification results, please use our contact form [here](#). Please note that you will be directed to a login page before submitting your feedback. **Providing your skill's name and skill ID will assist us in helping you as quickly as possible.***

**For other general questions, visit our Amazon-moderated [forums](#) or sign up to attend our Alexa Skills Kit [weekly office hours](#).**

**Additional links: [Submission Checklist](#)**

To help us improve our certification process, please respond to the question below by clicking on the most appropriate answer.

**The certification feedback above will help me improve the quality of my skill.**

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither
- ☐ Disagree
- ☐ Strongly Disagree

Regards,  
The Alexa Skills Team

**Want to stay up to date on Alexa?** Read recent news and updates on our [blog](#) or subscribe to our [developer newsletter](#).