
Certification feedback for your Alexa skill Transporte Público de Madrid

1 message

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To: Jaime Martínez Rincón <mrjaime1999@gmail.com>

Thu, Dec 13, 2018 at 11:34 AM



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)

1. 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: "Está funcionando, bien!", and the session gets closed

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

2. After the skill completes a task, the session remains open with no prompt to the user. The skill must close the session after fulfilling requests if it does not prompt the user for any input.

Steps To Reproduce:

User: "Alexa, pregúntale a consorcio de transportes qué día me va a dejar de funcionar la tarjeta"

Skill: "No se ha podido extraer la información. Intentalo mas tarde", and the session remains open.

Please refer to test case 4.1 from the [Submission Checklist](#).

3. The skill's Home cards are not appropriate to the context of the skill's functionality as defined in its description.

A) Steps To Reproduce:

User: "Alexa, pregúntale a consorcio de transportes qué día me va a dejar de funcionar la tarjeta"

Skill: "No se ha podido extraer la información. Intentalo mas tarde", and the session remains open.

User: "para"

Skill: "Goodbye"

Please note that words such "Error" and "HelloWorld" are displayed in the skill's home cards.

Please refer to test case 3.3 of the [Submission Checklist](#) for expected behavior.

4. The skill does not exit/respond appropriately when users say "stop".

Steps To Reproduce:

User: "Alexa, pregúntale a consorcio de transportes qué día me va a dejar de funcionar la tarjeta"

Skill: "No se ha podido extraer la información. Intentalo mas tarde"

User: "para"

Skill: "Goodbye"

Please make sure the skill response is in Spanish for the Spanish version of the skill.

Please see test case 4.13 from our [Submission Checklist](#) for guidance on skill exiting.

5. When invoking the skill with one or more of the intent(s) or sample utterances, the skill's response is irrelevant to the request or contains an error.

Issue: [ExpirationDateIntent] Intent

Steps To Reproduce:

User: "Alexa, pregúntale a consorcio de transportes qué día me va a dejar de funcionar la tarjeta"

Skill: "No se ha podido extraer la información. Intentalo mas tarde", and the session remains open

Please see our [Submission Checklist](#) for guidance on intent responses.

Additional, please refer to our [documentation](#) regarding the implementation of Built-in Intents.

6. The skill does not exit/respond appropriately when users say "cancel".

Steps To Reproduce:

User: "Alexa, pregúntale a consorcio de transportes qué día me va a dejar de funcionar la tarjeta"

Skill: "No se ha podido extraer la información. Intentalo mas tarde"

User: "cancela"

Skill: "Goodbye"

Please make sure the skill response is in Spanish for the Spanish version of the skill.

Please see test case 4.13 from our [Submission Checklist](#) for guidance on skill exiting.

7. 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 y que día va a dejar de ser válida mi tarjeta"

Skill: "No se ha podido extraer la información. Intentalo mas tarde"

User: "ayuda"

Skill: "Se ha producido un error con la respuesta de la Skill que has pedido"

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.

8. 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, pregúntale a consorcio de transportes cuando caduca mi tarjeta"

Skill: "Dame los diez dígitos de la segunda línea"

User: "cero cero uno uno seis cinco dos ocho tres uno"

Skill: "No se ha podido extraer la información. Intentalo mas tarde", and the session remains open.

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

*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](#).