

# Alex Tester Script v1.1

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## Script A

Tester: 'Please go slow with health questions.' Expect: Slow pacing and pauses.

## Script B

Tester: 'Address: 1200 Oak Street, Baton Rouge, L A 70801.' Expect: 'Louisiana'.

## Script C

Tester: 'Read back phone 225 555 0199.' Expect digits articulated.

## Script D

Tester: 'Routing 0 7 1 0 1 0 2 1 3.' Expect buffer to 9 then confirm.

## Script E

Tester: 'What about shipping?' Expect 5–7 business days + tracking.

## Script F

Tester: Simulate drop and reconnect. Expect resume and apology.