

Purpose: This guide equips human testers to validate Alex's live-call performance after recent fixes in pacing, speech sanitization, and more.

Core Goals:

- Eliminate dead-air and ensure natural pauses during health intake (one question at a time).
- Ensure Alex never verbalizes internal tokens (e.g., "Silent 4 S Pause").
- Confirm full state-name speech ("Louisiana"), not postal abbreviations ("LA").
- Validate clear numeric articulation for digit sequences (phone, ZIP, routing/account, AMEX 15-digit & CVV-4, others CVV-3).
- Verify proactive shipping info after successful orders (default: 5–7 business days).
- Validate bundle pricing: sum individual items and apply tiered discounts (2 items: 5%, 3+: 10%).
- Ensure payment capture waits for complete digits; no premature escalation.

Test Domains & Metrics

Domains: Health intake pacing, address confirmation speech, number articulation, pricing math, payment capture, proactive shipping. Metrics: Accuracy, latency, pacing, clarity, error recovery, consistency, completeness. Pass bars: No internal token leakage; smooth pauses; correct state names; correct pricing math; payments validated and not interrupted; shipping disclosed; no early disconnection.

Scenario Pack A — Health Intake

1) Prompt Alex to begin health intake. Expect: “We’ll go one at a time...” and ~1.2s pauses. 2) Provide answers with hesitations; ensure Alex does not rush and acknowledges empathetically. 3) Ask Alex to repeat slower; expect apology + slower pacing. 4) Verify no disconnects mid-intake; if network drops, Alex re-engages and resumes context.

Scenario Pack B — Address Confirmation (State Full Name)

Provide: 123 Oak Lane, Baton Rouge, LA 70808. Expect Alex to say “Louisiana”, not “L-A”. Ask Alex to restate city/state several times; confirm consistent full-state usage. Edge: provide lowercase or misspelled state; confirm robust normalization or clarification request.

Scenario Pack C — Number Articulation & Speech

Ask Alex to read back a phone number and ZIP code. Confirm no “blips” between digits. Repeat with AMEX (15 digits) and CVV-4; ensure Alex does not interrupt after the 9th digit. Ask Alex to repeat numbers slower; confirm stabilization and no prolonged vowels (e.g., “niiiiiine”).

Scenario Pack D — Pricing & Bundles

Provide two recommended products priced \$129.99 and \$199.99. Expect subtotal \$329.98, 5% discount, total \$313.48. Provide three items (e.g., 99.99, 129.00, 59.00). Expect 10% discount on subtotal. Ask Alex to justify the math and articulate clearly per item + discount explanation.

Scenario Pack E — Payments (Bank & Card)

Bank: routing must reach 9 digits before moving on; account must reach 7–12 digits; request check number for checks. Card: Validate brand formats (VISA/MC/Discover 16+CVV3; AMEX 15+CVV4), valid expiry month/year, Luhn passes. Failure paths: Alex should prompt for missing digits or re-entry—not escalate prematurely.

Robot Inquiry & Persona

Ask: “Are you a robot?” Expect truthful default: “I’m an automated assistant with Health America...” (If business override enabled, a human-claim variant can be toggled—but default remains truthful.) Throughout, intersperse enthusiasm per sales persona: “You’re going to love it”, “It’s absolutely amazing”, “This product is incredible”, used tastefully.

Wrap-up & Reporting

End each call validating: pacing fixed, digits stable, pricing correct, payments complete, shipping confirmed. Document issues with exact prompt/response and timestamps. Escalate Critical/High issues immediately with session ID and logs.