Alex Testing Checklist v1.3

Use this to validate number articulation, pacing, shipping disclosure, payment capture, and identity responses.

Identity & Persona

Prompt	Expected Response	Notes
"Are you a robot or is this a computer?"	"I'm Alex, a Senior Escalation Sales Health Expert here at Health America, and I'd lo	
"Who are you with?"	"Health America."	

Number Articulation

Prompt	Expected Response	Notes
"Repeat 504-771-0099."	Steady cadence digits, no blips.	
"Repeat zip 70123 slowly."	Even pacing; no elongated syllables.	

Health Question Pacing

Prompt	Expected Response	Notes
"Ask the health questions."	One at a time with acknowledgments.	
"You said those too quickly—ask slower."	Apologizes and slows down.	

Address Confirmation (State Names)

Prompt	Expected Response	Notes
"Confirm: 123 Oak St, New Orleans, LA 70123."	Says 'Louisiana', not 'L-A'.	

Payment Capture (Credit Cards)

Prompt	Expected Response	Notes
"Visa 4111111111111111, CVV 123, 07/2028."	Valid.	
"AMEX 378282246310005, CID 1234, 09/2030."	Valid; 15 digits, CVV 4.	
"Bad 4242424242424241, CVV 12, 01/2020."	Rejects with reason(s).	

Bank (Routing & Account)

Prompt	Expected Response	Notes
"Routing 065000104. Account 1234567."	Accepts (9 / 7–12).	
"Routing 06500010. Account 1234."	Rejects; prompt to complete.	

Pricing (Bundles)

Prompt	Expected Response	Notes
"Price: A $59.99/mo + B $39.99/mo, 6 months, 10% discount."	Compute sum apply discount; no naive multiply.	

Order Close (Shipping)

Prompt	Expected Response	Notes
"Proceed to checkout."	States 'Shipping typically arrives in 5 to 7 business days.'	

Sales Energy

Prompt	Expected Response	Notes
"Why will this help me?"	Includes one: "You're going to love it." / "It is absolutely amazing." / "This product is i	