



Alex Testing Guide v1.5

Introduction

This guide provides step-by-step instructions for live human testing of Vapi Agent Alex. It ensures that modifications are thoroughly validated in realistic scenarios.

Core Testing Focus Areas

- Pricing consistency across multiple product recommendations.
- Validation of payment inputs (credit card, bank routing, account numbers).
- Conversational pacing improvements (pauses between health questions).
- Clear articulation of number sequences without blips.
- Consistent shipping details after transactions.
- Response to 'Are you a robot?' inquiries.

Testing Methodology

Agents should follow structured scenarios, ask scripted questions, and take detailed notes on Alex's responses. Variations in tone and phrasing should be introduced to mimic real customer behavior.

Key Scenarios

1. Health Question Flow: Confirm pauses, clarity, and adaptability.
2. Multi-Product Sales Flow: Verify accurate pricing logic with bundles.
3. Payment Processing: Ensure full input capture and proper validation.
4. Robot Inquiry: Confirm Alex reassures with human-centric response.
5. Transaction Closing: Ensure proactive shipping details are given.

Notes for Human Testers

Take detailed notes on Alex's tone, pacing, and logic flow. Document exact prompts used, Alex's responses, and whether behavior matched expectations.