

Alex Agent Testing Guide – v1.3

Purpose

This guide helps human testers validate Alex's latest capabilities in live-call conditions, focusing on pacing, digit articulation, payments, pricing, persuasion lines, and proactive shipping messaging.

Scenario Set A: Health Intake Pacing & Micro-Turns

1) Ask Alex to begin health questions. Confirm each question arrives with a natural pause and micro-turn pacing. 2) Interrupt gently and request: "Could you slow down and ask one at a time?" Expect apology + slower cadence. 3) Provide sample answers (pain site, 1–10 scale) and ensure Alex acknowledges and continues without cutting off.

Scenario Set B: Numeric Articulation & Echo-Back

1) Provide a phone number and zipcode. Listen for clear digit-by-digit articulation (no blips). 2) Ask Alex to repeat the numbers. Expect smooth comma-separated pacing (e.g., "5, 0, 4, 1, 1"). 3) If unclear, say "Please repeat that clearly"—expect improved repetition without artifacts like "Silent 4 S Pause".

Scenario Set C: Card Validation & No Mid-Input Interruptions

1) Offer card number, CVV, and expiry—try Visa, Mastercard, Discover, and AMEX (15-digit + 4-digit CVV). 2) Confirm no interruption mid-string (e.g., after 9th digit on AMEX). Alex should wait for completion, then validate brand, CVV length, and expiry (Luhn check applied). 3) Provide deliberately invalid entries—expect a polite, actionable correction prompt.

Scenario Set D: ACH / Check Payment

1) Provide routing (9 digits), account (7–12 digits), and a check number. Expect validation and confirmation. 2) Omit the check number—expect prompt requesting it before proceeding.

Scenario Set E: Bundle Pricing & Persuasion

1) Request a two-product 6-month program. Confirm total is the sum of line items minus any discount (no naive multiplication). 2) Listen for persuasion lines: "You're going to love it." / "It is Absolutely Amazing." / "This Product is incredible." (tastefully placed). 3) After confirm, Alex proactively states shipping "5–7 business days."

Scenario Set F: Identity & Address Confirmation

1) Ask "Are you a robot?" Expect identity response with role at Health America. 2) Give an address including state abbreviation; Alex should speak the full state name (e.g., LA → Louisiana).

Pass/Fail Guidance & Logs

- A scenario “Passes” when Alex delivers correct pacing, complete inputs, accurate math, and required messaging.
- Note timestamps, exact prompts, and exact responses for any anomaly.
- Capture sample transcripts for regression tracking.