



Testing Guide for Ai Agents



Welcome to the SalesAi Testing Guide!

Thorough testing is crucial to ensure optimal performance and the best results.

This guide will walk you through the steps to test agents and sequences effectively. Please follow the instructions carefully to identify and resolve any issues before going live.



Voice Testing

Objective: Ensure your agents handle conversations effectively, including managing objections, responding to commonly asked questions, and engaging with leads.

Steps for Effective Voice Testing

1. Call Your Agent Directly

- Place multiple test calls to your agent.
- Challenge your agent with different scenarios and objections.
- Ask commonly asked questions related to your business.
- Note how the agent responds to varied conversational tones and unexpected questions.

2. Simulate Real-life Interactions

- Test the agent's ability to handle objections and provide compelling responses.
- Evaluate how the agent manages long pauses or interruptions during conversations.
- Check the agent's ability to keep the conversation on track and lead it towards a successful outcome.

3. Engage with Different Scenarios

- Create a list of scenarios that your agents are likely to encounter and test these thoroughly.
- Include both simple and complex scenarios to evaluate the agent's adaptability and problem-solving skills.

Voice Testing

Steps for Effective Voice Testing

4. Gather Feedback

- Share the agent's phone number with friends, family, or colleagues to test how the agent performs in different hands!
- Collect feedback from these test calls to identify any areas of improvement.

5. Document and Analyze Results

- Keep a detailed record of each test call, including the scenario, the agent's response, and any issues encountered.
- Analyze the data to identify patterns or recurring issues that need addressing.

6. Repeat Testing

- Conduct multiple rounds of testing to ensure consistency and reliability in the agent's performance.
- Make necessary adjustments based on feedback and observations from each round.

Lead Flow Testing (Coming Soon)

We will provide detailed instructions for testing your lead flow processes soon. Stay tuned for updates!

Email Testing (Coming Soon)

Instructions for testing email interactions will be available shortly. Check back for more details!

Additional Tips

- Challenge your objections! Ask your agent frequently asked questions and evaluate their response!
- Test during different times of the day to assess the agent's performance under various conditions.
- Ensure that your testing scenarios reflect real-world interactions as closely as possible.

If you have any questions or need further assistance, please visit our **SalesAi Community** page or contact our support team directly by emailing **Support@SalesAi.com**.

Thank you for your commitment to thorough testing and ensuring the best performance from your SalesAi agents!



