

Your AI Call Agent Is Ready — Let's Test It!

Out-of-Hours Call Agent · Testing Mode — Not Yet Live

Your AI Call Agent is
built and ready — but
it's not live yet. This is
your testing phase.

Before we switch it on for real, we need you to put it through its paces. This is your chance to make sure it sounds right, follows the correct journeys, and handles all kinds of callers confidently. The number below is active now and can be called at any time — day or night.

Complete a minimum of 5 test calls using different real-life scenarios each time. Ask staff, friends, and family to call as though they are genuine customers. Different voices and perspectives make for much richer feedback.

What to Test



Call Journeys

Work through the specific journeys you walked through on your welcome call. Make calls you would typically receive to ensure it responds how you typically would.



Voice & Tone

Listen carefully to how the agent sounds. Is it professional, warm, and on-brand? Does it feel natural, or does anything sound off?



General Enquiries

Try both positive enquiries (e.g. booking info, pricing, opening hours) and negative ones (e.g. complaints, frustrated callers). How does the agent handle both?



Info Capture

Check that the agent collects the right information accurately — names, contact details, reason for calling, and any other key details.



Request a Callback

Ask the agent to arrange a callback. Verify it handles the request correctly and captures all the details you'd need to follow up.



Emergency Transfer

If an emergency transfer has been set up for your account, test it. Ask to be transferred urgently and confirm the handoff works as expected.

Minimum of 5 calls — use a different scenario each time. Don't repeat the same enquiry twice. Ask staff, friends, and family to call in too — different voices, accents, and phrasing styles will give you much richer feedback than testing alone.

Record Your Feedback After Each Call Your feedback helps us fine-tune the agent before going fully live. Please log each call using the form below.

[Click here to open the feedback form](#)