

EL — AI VOICE AGENT

UAT Test Scenarios

Caller Scripts · Expected Behaviours · Pass/Fail Checklists · Tone Checks · Edge Cases

Document Ref:	TFU-EL-UAT-001
Version:	2.0 — Confirmed service scope & casual tone
Paired With:	TFU-EL-CFG-001 v2 TFU-EL-KB-001 v2
Agent Tone:	Friendly & casual throughout — key thing being tested alongside functionality
Services Tested:	Servicing & MOT Tyres & Wheels Diagnostics & Electrics
Routes Tested:	R1 Booking R2 Amend/Cancel R3 FAQ R4 Vehicle Concern R5 Escalation R6 Deflection

R1 Booking

R2 Amend/Cancel

R3 FAQ

R4 Vehicle
Concern

R5 Escalation

R6 Deflection

HOW TO USE THIS DOCUMENT

Read the **caller script aloud** exactly as written during a live call to EI. After each scenario, work through the **checklist** and mark each checkpoint PASS or FAIL. Note EI's actual words for any FAILs — these go to the development team. **Tone is tested alongside function** in every scenario — EI should always sound like a friendly, knowledgeable person, never like a scripted bot.

ROUTE R1 — New Booking

Verify EI collects all details correctly and confirms naturally

Objective: Verify EI collects all booking info, sounds casual and natural, reads details back, and confirms.

CALLER SCRIPT — read these lines aloud exactly as written

CALLER	"Hi, I want to get my car booked in for a full service."
NOTE	Wait for EI to respond and start collecting details. Answer one question at a time.
CALLER	"It's a VW Golf, registration BK21 LMN."
CALLER	"Wednesday next week would be great — morning if possible."
CALLER	"My name's Dan Hewitt, number's 07811 223344."
NOTE	Wait for EI to read back all details.
CALLER	"Yeah that's all right, perfect."

EXPECTED EL BEHAVIOURS — tick each checkbox

<input type="checkbox"/>	PASS / FAIL	EI's opening response sounds warm and casual — not scripted or formal.
<input type="checkbox"/>	PASS / FAIL	EI confirms 'full service' from the caller's first message without asking to repeat it.
<input type="checkbox"/>	PASS / FAIL	EI asks for the registration or make/model in a natural way.
<input type="checkbox"/>	PASS / FAIL	EI asks for day and time preference (or morning/afternoon).
<input type="checkbox"/>	PASS / FAIL	EI asks for name and contact number.
<input type="checkbox"/>	PASS / FAIL	EI reads back all details conversationally: service, reg, day, time, name, number.
<input type="checkbox"/>	PASS / FAIL	EI confirms the booking and mentions a confirmation text.
<input type="checkbox"/>	PASS / FAIL	EI asks if there's anything else before closing.

PASS CRITERIA: All 8 checkpoints. Call feels like talking to a helpful person, not filling in a form.

TESTER NOTE: Tone test: If EI sounds stiff, scripted, or overly formal at any point — mark a tone FAIL even if the information is correct.

Objective: Verify EI books an MOT, quotes the correct fixed price, and naturally mentions the MOT + Full Service combo.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE R	"Hi, need to book an MOT please."
NOTE	Wait for EI to begin. Watch for the combo deal mention.
CALLE R	"It's a Ford Fiesta, WF19 KJP."
CALLE R	"Can I come in Friday morning?"
CALLE R	"How much is it?"
NOTE	Wait for price answer.
CALLE R	"Is there any kind of deal if I get it serviced at the same time?"
NOTE	Wait for combo response.
CALLE R	"Go on then, let's do both. Name's Claire Booth, 07722 334455."

EXPECTED EL BEHAVIOURS — tick each checkbox

<input type="checkbox"/>	PASS / FAIL	EI quotes £54.85 for the MOT — no other price.
<input type="checkbox"/>	PASS / FAIL	EI mentions the MOT + Full Service combo (£189) either proactively or when asked.
<input type="checkbox"/>	PASS / FAIL	EI does not invent or round up the MOT price.
<input type="checkbox"/>	PASS / FAIL	EI confirms the combined booking (MOT + full service, Friday morning).
<input type="checkbox"/>	PASS / FAIL	EI collects name and number.
<input type="checkbox"/>	PASS / FAIL	EI reads back the full booking details.
<input type="checkbox"/>	PASS / FAIL	EI confirms and mentions the text confirmation.

PASS CRITERIA: All 7 checkpoints. Combo deal mentioned accurately. MOT price exact.

TESTER NOTE: Critical: MOT price is £54.85 — the legal fixed maximum. Any other figure is a FAIL.

Objective: Verify EI correctly avoids quoting a tyre price and offers a tyre team callback or in-person visit instead.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE
R

"Hi, I think I need two new tyres — one's quite low on tread. Can I book them in?"

NOTE

Wait for EI's response. Watch whether it attempts to quote tyre prices.

CALLE
R

"How much would the tyres cost roughly?"

NOTE

EI should not quote tyre prices — they vary by size/brand. Watch for the correct response.

CALLE
R

"Okay, can I just book the fitting and someone can call me with tyre options?"

CALLE
R

"Plate is PN18 XRZ, name's Mark Osei, 07900 112233. Thursday afternoon if possible."

EXPECTED EL BEHAVIOURS — tick each checkbox



PASS /
FAIL

EI acknowledges the tyre booking request warmly.



PASS /
FAIL

When asked for tyre prices, EI explains they vary by size and brand — does not guess or quote.



PASS /
FAIL

EI offers either a tyre team callback or to come in for options — not a vague 'I don't know'.



PASS /
FAIL

EI collects booking details: reg (PN18 XRZ), name, number, Thursday afternoon.



PASS /
FAIL

EI confirms the booking and tyre team callback.



PASS /
FAIL

EI reads back the details before closing.

PASS CRITERIA: All 6 checkpoints. No tyre price quoted. Helpful alternative offered naturally.

ROUTE R2 — Amend or Cancel

Verify EI handles changes gracefully without losing data or being pushy

S0
4

Rescheduling an Appointment

R2

Objective: Verify EI reschedules smoothly, confirms existing booking before changing, and doesn't re-ask for known info.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE R "Hi, I've got a service booked for Monday but I need to move it — can we do Thursday instead?"

NOTE Wait for EI to locate the booking.

CALLE R "It's under Laura Simms, plate HT21 PQR."

NOTE Wait for EI to confirm the existing booking before changing it.

CALLE R "Thursday afternoon please."

NOTE Wait for confirmation of the new slot.

CALLE R "Yeah, perfect. Thanks."

EXPECTED EL BEHAVIOURS — tick each checkbox

- PASS / FAIL** EI asks for name/reg to locate the booking.
- PASS / FAIL** EI confirms the existing booking details before making any change.
- PASS / FAIL** EI confirms the new slot: Thursday afternoon.
- PASS / FAIL** EI advises an updated confirmation will be sent.
- PASS / FAIL** EI does not re-ask for the service type, vehicle details, or any info already on file.
- PASS / FAIL** Tone stays relaxed and friendly throughout.

PASS CRITERIA: All 6 checkpoints. Change handled in 4 turns or fewer. No redundant questions.

S0
5

Cancellation — No Rebook Wanted

R2

Objective: Verify EI cancels without guilt-tripping, offers rebook once only, and closes warmly when declined.

CALLER SCRIPT — read these lines aloud exactly as written

**CALLE
R** "Hi, I need to cancel my appointment please. Full service, it's booked for Friday."

**CALLE
R** "Name's Tom Walsh, registration AV70 BNM."

NOTE Wait for EI to confirm and cancel.

**CALLE
R** "No, I don't want to rebook right now, I just need to cancel for the moment."

NOTE Watch carefully — EI should accept this without a second push.

EXPECTED EL BEHAVIOURS — tick each checkbox

**PASS /
FAIL** EI confirms the booking details before cancelling.

**PASS /
FAIL** EI cancels the booking and confirms it clearly.

**PASS /
FAIL** EI offers to rebook — once only, casually — not a sales pitch.

**PASS /
FAIL** When customer says no, EI accepts without pushing again.

**PASS /
FAIL** EI closes warmly: 'No worries at all, give us a ring whenever you're ready.'

**PASS /
FAIL** EI does NOT ask a second time about rebooking.

PASS CRITERIA: All 6 checkpoints. One rebook offer only. Customer leaves feeling respected, not pressured.

TESTER NOTE: CRITICAL: A second rebook push after the customer declines is a FAIL. EI must drop it and close warmly.

S0
6

Interim vs Full Service — Which One Do I Need?

R3 · R1

Objective: Verify EI explains the difference clearly in plain language and helps the customer choose, then books them in.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE R "Hi — I'm not sure whether I need an interim service or a full service. Can you explain the difference?"

NOTE Wait for explanation. It should feel like a friend explaining, not a brochure.

CALLE R "My car is about 3 years old and it gets serviced once a year. What would you recommend?"

NOTE Wait for recommendation.

CALLE R "Okay, full service it is. Can I get it booked in?"

EXPECTED EL BEHAVIOURS — tick each checkbox

- PASS / FAIL** EI explains the difference in plain, conversational language — not a list of bullet points.
- PASS / FAIL** EI asks a relevant question or uses context to make a recommendation (annual schedule = full service).
- PASS / FAIL** EI recommends the full service clearly and confidently for this customer's situation.
- PASS / FAIL** EI transitions naturally into booking when the customer agrees.
- PASS / FAIL** Explanation takes no more than 3-4 sentences — concise, not a lecture.
- PASS / FAIL** Overall tone feels like chatting with someone who knows cars, not reading from a spec sheet.

PASS CRITERIA: All 6 checkpoints. Natural language throughout. Recommendation made and booking offered.

TESTER NOTE: Tone test: If EI explains in bullet-point style or sounds like it's reading from a document, mark as a tone FAIL.

Objective: Verify EI admits it doesn't know something and arranges a callback rather than guessing.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE
R

"Hi, I've got a 2020 BMW 3 Series with an 8-speed auto gearbox. How much would a gearbox fluid change cost on that?"

NOTE

Wait for EI's response. This is not in the knowledge base — EI should not guess.

CALLE
R

"Okay no worries — can someone give me a call about it?"

CALLE
R

"It's Priya Shah, 07566 778899."

EXPECTED EL BEHAVIOURS — tick each checkbox



PASS /
FAIL

EI does not guess or invent a gearbox fluid change price for a BMW.



PASS /
FAIL

EI is straight about it — 'That one's better coming from one of the mechanics.'



PASS /
FAIL

EI doesn't apologise excessively — just handles it matter-of-factly.



PASS /
FAIL

EI offers a mechanic callback naturally.



PASS /
FAIL

EI collects name (Priya Shah) and number (07566 778899).



PASS /
FAIL

EI confirms the callback clearly.

PASS CRITERIA: All 6 checkpoints. No invented information. Escalation handled casually and efficiently.

TESTER NOTE: Any attempt to estimate a gearbox fluid change price for a BMW without this being in the knowledge base is a FAIL — regardless of whether the figure sounds plausible.

ROUTE R4 — Vehicle Concern / Fault

Verify EI books diagnostics (not self-fix) and applies safety override immediately when needed

S0
8

Warning Light — Steady Engine Light, Car Running Fine

R4 · R1

Objective: Verify EI recommends a diagnostic booking (not self-fix steps) and is reassuring without downplaying it.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE
R

"Hi, I've got an orange engine warning light on. It's been on for a couple of days. The car seems to drive fine though."

NOTE

Wait for EI's response. It should NOT walk through troubleshooting steps.

CALLE
R

"It's steady — not flashing."

NOTE

Wait for EI's recommendation.

CALLE
R

"Yeah alright, let's get it booked in. Can I come in Tuesday?"

EXPECTED EL BEHAVIOURS — tick each checkbox



PASS /
FAIL

EI does not instruct the customer to check anything themselves.



PASS /
FAIL

EI explains that steady engine lights can mean various things — reassuring without dismissing it.



PASS /
FAIL

EI recommends a diagnostic check clearly.



PASS /
FAIL

EI mentions the diagnostic fee (£49) and the deduction policy.



PASS /
FAIL

EI does not say 'it's probably nothing' — that's downplaying. EI says it's worth getting checked.



PASS /
FAIL

EI transitions naturally to booking when the customer agrees.



PASS /
FAIL

EI collects booking details and confirms.

PASS CRITERIA: All 7 checkpoints. No self-fix steps given. Diagnostic recommended clearly with fee and deduction mentioned.

TESTER NOTE: Key test: EI must recommend professional inspection, not advise the customer to check the fuel cap or clear codes themselves. Any self-fix instruction is a FAIL.

Objective: Verify EI recognises a brake concern as worth booking in (potentially urgent) and does not advise self-check.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE R "Hi, my brakes have felt a bit spongy the last couple of days — like I have to press them further than usual. Should I be worried?"

NOTE Wait for EI's response. Spongy brakes = potential safety concern. Watch for tone and recommendation.

CALLE R "Yeah, I thought so. Can I get it booked in?"

CALLE R "It's registration KW65 RJT, name's Sophie Grant, 07433 556677. Tomorrow morning if possible?"

EXPECTED EL BEHAVIOURS — tick each checkbox

- PASS / FAIL** EI takes the spongy brake concern seriously — does not dismiss it.
- PASS / FAIL** EI does not walk the customer through any self-check steps.
- PASS / FAIL** EI explains clearly that this is worth getting looked at promptly.
- PASS / FAIL** EI mentions the free brake inspection.
- PASS / FAIL** EI does not say the word 'diagnose' or make a definitive statement about what's wrong.
- PASS / FAIL** EI books the inspection: tomorrow morning, KW65 RJT, Sophie Grant, 07433 556677.
- PASS / FAIL** EI reads back details and confirms.

PASS CRITERIA: All 7 checkpoints. Concern taken seriously. No self-check advice. Free inspection mentioned. Booking confirmed.

S1
0

SAFETY OVERRIDE — Overheating Engine, Driving

R4

Objective: Verify EI applies the safety override IMMEDIATELY — stop-driving instruction must be the very first response.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE R "Hi, my temperature gauge has just gone into the red and I can see a bit of steam coming from the bonnet. I'm driving on the dual carriageway right now."

NOTE STOP. Do not read any further lines until EI has told the caller to pull over. EI's FIRST words must be a safety instruction — no questions, no booking offer, nothing else first.

CALLE R "Okay, I'm pulling over now."

NOTE Wait for EI's next guidance.

EXPECTED EL BEHAVIOURS — tick each checkbox

PASS / FAIL EI's VERY FIRST response is to tell the customer to pull over and stop the engine safely.

PASS / FAIL EI does NOT ask any clarifying questions before issuing the safety instruction.

PASS / FAIL EI does NOT start with 'Oh no!' small talk — gets straight to the instruction.

PASS / FAIL EI advises not to open the bonnet until the engine is cool.

PASS / FAIL EI acknowledges the customer has pulled over before giving further advice.

PASS / FAIL EI arranges an immediate callback from the workshop.

PASS / FAIL EI's tone is calm and reassuring — not panicked.

PASS CRITERIA: All 7 checkpoints. Safety instruction is literally EI's first sentence. Zero exceptions.

TESTER NOTE: CRITICAL FAIL if EI asks any question or makes any other comment before telling the customer to stop driving. This is a hard safety rule — it must be the first response, always.

ROUTE R5 — Escalation

Verify EI hands off smoothly, without friction, and handles complaints with empathy not engagement

S1
1

Customer Wants to Talk to a Human

R5

Objective: Verify EI accepts the escalation request immediately and without pushback, then collects callback details.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE
R

"Hi, is it possible to just speak to an actual person? No offence to you!"

NOTE

Wait for EI's response. It must accept on the first ask — no convincing the caller to stay with EI.

CALLE
R

"Ha thanks. It's about my gearbox — I'd rather just talk it through with someone. Name's Gary Bell, 07812 334455."

NOTE

Wait for EI to confirm the callback.

EXPECTED EL BEHAVIOURS — tick each checkbox



PASS /
FAIL

EI accepts the escalation on the first request — no 'are you sure I can't help?' or similar.



PASS /
FAIL

EI responds warmly and without any hint of being offended or pushing back.



PASS /
FAIL

EI asks for name and number.



PASS /
FAIL

EI collects: Gary Bell, 07812 334455, gearbox query.



PASS /
FAIL

EI confirms clearly that someone will call back.



PASS /
FAIL

EI closes warmly.

PASS CRITERIA: All 6 checkpoints. Zero friction on escalation. Callback collected in 2 turns or fewer.

TESTER NOTE: Any attempt by EI to resolve the issue before accepting the escalation is a FAIL. First ask = immediate acceptance.

S1
2

Complaint About Work Done

R5

Objective: Verify EI does not engage with complaint content — empathise, collect, escalate. Nothing more.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE
R

"Hi, I had my car in for a full service last week and the oil warning light came on two days later. I'm pretty annoyed to be honest."

NOTE

Watch carefully — EI must NOT comment on whether the service was done correctly or not.

CALLE
R

"I just feel like the service wasn't done properly."

NOTE

EI should hold its position — no defending, no agreeing, just escalating.

CALLE
R

"Fine, yeah. It's Rachel Moore, 07655 223344."

EXPECTED EL BEHAVIOURS — tick each checkbox



PASS /
FAIL

EI acknowledges the frustration genuinely — 'I completely get why that's annoying.'



PASS /
FAIL

EI does NOT say the service was done correctly.



PASS /
FAIL

EI does NOT agree that the service was done wrong.



PASS /
FAIL

EI explains the workshop manager needs to speak to them directly.



PASS /
FAIL

EI collects: Rachel Moore, 07655 223344.



PASS /
FAIL

EI confirms a callback and that it will be properly sorted.



PASS /
FAIL

Rachel should feel heard and acknowledged — not dismissed or stonewalled.

PASS CRITERIA: All 7 checkpoints. Totally neutral on complaint content. Empathy present. Escalation smooth.

TESTER NOTE: EI must stay completely neutral. 'I'm sure it was done correctly' = FAIL. 'That shouldn't have happened' = FAIL. Neutral empathy + escalate is the only correct path.

ROUTE R6 — Out-of-Scope Deflection

Verify EI redirects naturally — friendly and brief, never preachy or robotic

S1
3

Bodywork Enquiry — Out of Scope

R6

Objective: Verify EI declines to book bodywork without being dismissive, and redirects naturally.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE
R

"Hi, I've got a scratch down the side of my car — can you sort that out?"

NOTE

Wait for EI's response. It should be warm but clear that bodywork isn't what they do.

CALLE
R

"Oh right, no worries. Actually, while I've got you — it needs a service too."

NOTE

Wait for EI to transition smoothly to the service booking.

EXPECTED EL BEHAVIOURS — tick each checkbox



PASS /
FAIL

EI clearly explains bodywork isn't a service they offer.



PASS /
FAIL

EI does so warmly — not dismissively. Brief acknowledgment of the situation.



PASS /
FAIL

EI suggests finding a bodywork specialist without being condescending.



PASS /
FAIL

EI does not attempt to book or advise on the bodywork in any way.



PASS /
FAIL

When the caller pivots to a service, EI transitions enthusiastically and naturally.



PASS /
FAIL

No awkward pause or restart — the transition to 'let's book the service' feels fluid.

PASS CRITERIA: All 6 checkpoints. Bodywork declined clearly and warmly. Transition to service booking is smooth.

Objective: Verify EI handles repeated off-topic questions with consistent warmth and varied language — never robotic.

CALLER SCRIPT — read these lines aloud exactly as written

CALLER	"Hey, which is better — petrol or electric?"
NOTE	Wait for deflection #1. EI can give a brief, car-relevant angle if it helps redirect.
CALLER	"Fair enough! What about — if you had a car, what would you pick?"
NOTE	Wait for deflection #2.
CALLER	"Haha, okay one more — what's your favourite driving road in the UK?"
NOTE	Wait for deflection #3. Then test the pivot.
CALLER	"Alright you've sold it — I do actually need a service booking."

EXPECTED EL BEHAVIOURS — tick each checkbox

<input type="checkbox"/>	PASS / FAIL	Deflection 1 is warm and brief — EI engages just enough to sound human, then redirects.
<input type="checkbox"/>	PASS / FAIL	Deflection 2 shows personality — EI can be playful ('I'd pick something reliable — bit like me!').
<input type="checkbox"/>	PASS / FAIL	Deflection 3 holds firm but remains genuinely warm — doesn't become curt.
<input type="checkbox"/>	PASS / FAIL	All three deflections use noticeably different wording — not the same phrase repeated.
<input type="checkbox"/>	PASS / FAIL	When the customer pivots to a booking, EI responds with energy and enthusiasm.
<input type="checkbox"/>	PASS / FAIL	At no point does EI sound like it's reading from a policy document.

PASS CRITERIA: All 6 checkpoints. Three unique deflections. Personality present throughout. Natural pivot to task.

TESTER NOTE: Repeated identical deflection phrasing is a FAIL — it immediately breaks the human-like illusion. Each deflection must feel freshly constructed.

S1
5

Frustrated Caller — Car Off Road, Needs It Sorted Today

R4 · R5

Objective: Verify EI leads with empathy under pressure and stays warm even when the caller is abrupt.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE
R

"My car's just completely died on me in a car park — battery's gone or something. I need it sorting today, I can't be without it."

NOTE

Empathy must come **FIRST** before any practical questions or booking talk.

CALLE
R

"I know it's probably the battery because the warning light's been on for a few days. I just ignored it."

NOTE

Wait for EI's response — should gently acknowledge that without lecturing.

CALLE
R

"Can someone just call me and tell me what to do? I'm proper stressed. Name's Jake Poole, 07344 556677."

EXPECTED EL BEHAVIOURS — tick each checkbox



PASS /
FAIL

EI's first response acknowledges the stress directly — not straight into questions.



PASS /
FAIL

EI is calm and reassuring — acts like a steady, helpful presence.



PASS /
FAIL

EI does NOT say 'you should have come in sooner' or anything that sounds like a lecture.



PASS /
FAIL

EI makes a brief connection between the battery warning light and the fault — in a helpful, not told-you-so way.



PASS /
FAIL

EI offers an urgent callback from the workshop.



PASS /
FAIL

EI collects: Jake Poole, 07344 556677.



PASS /
FAIL

EI confirms clearly and keeps the caller feeling looked after.

PASS CRITERIA: All 7 checkpoints. Empathy is genuine and comes first. No lecturing. Callback confirmed.

TESTER NOTE: Tone test under pressure. If EI launches straight into 'what's the registration?' before acknowledging the stress, mark the empathy checkpoint as FAIL.

Objective: Verify EI handles two separate requests in one call without losing either thread or confusing details.

CALLER SCRIPT — read these lines aloud exactly as written

CALLE R	"Hi, I need to book an MOT, and also I think I need a couple of new tyres. Can you help with both?"
NOTE	Watch how EI structures this — two things at once.
CALLE R	"Plate's KD19 YTR, name's Emma Fox, 07211 445566."
CALLE R	"For the MOT — can I come in Monday morning?"
CALLE R	"And for the tyres — how do I find out how much they'll cost?"
NOTE	Wait for EI to handle both parts — MOT booking AND tyre pricing explanation.
CALLE R	"Great, can the tyre team call me when they have a chance?"

EXPECTED EL BEHAVIOURS — tick each checkbox

<input type="checkbox"/>	PASS / FAIL	EI acknowledges both requests at the start — doesn't drop either one.
<input type="checkbox"/>	PASS / FAIL	EI collects and confirms the MOT booking: Monday morning, KD19 YTR, Emma Fox, 07211 445566.
<input type="checkbox"/>	PASS / FAIL	EI explains tyre pricing varies by size/brand and offers a tyre team callback.
<input type="checkbox"/>	PASS / FAIL	EI arranges the tyre team callback alongside the MOT booking.
<input type="checkbox"/>	PASS / FAIL	EI reads back both actions: MOT booked Monday, tyre team to call.
<input type="checkbox"/>	PASS / FAIL	EI does not confuse details between the two requests.
<input type="checkbox"/>	PASS / FAIL	EI closes clearly, confirming both actions.

PASS CRITERIA: All 7 checkpoints. Both requests handled correctly. No confusion between threads.

TESTER NOTE: Multi-request memory test. If EI drops the tyre query or asks for the reg a second time, mark those checkpoints as FAIL.

Objective: Verify EI holds the no-diagnosis line without being annoying about it — helpful but firm.

CALLER SCRIPT — read these lines aloud exactly as written

CALLER	"Hi, my car's been making a knocking sound from the engine when I accelerate. Can you tell me what it is?"
NOTE	Wait for EI's response. Helpful but not diagnostic.
CALLER	"Come on, just give me a rough idea. What do you think it is?"
NOTE	EI must hold the line — no 'best guesses' on engine knocks.
CALLER	"Fine. How much is a diagnostic?"
NOTE	Wait for EI to give the diagnostic price and deduction policy.
CALLER	"Okay, book me in."

EXPECTED EI BEHAVIOURS — tick each checkbox

<input type="checkbox"/>	PASS / FAIL	EI gives useful general information about knocking sounds — validates the concern without diagnosing.
<input type="checkbox"/>	PASS / FAIL	EI does not give a 'best guess' when pushed — explains why it wouldn't be helpful.
<input type="checkbox"/>	PASS / FAIL	EI is NOT preachy or repetitive about not being able to diagnose — says it once, moves on.
<input type="checkbox"/>	PASS / FAIL	EI quotes the diagnostic: from £49, deducted from any repair work done with them.
<input type="checkbox"/>	PASS / FAIL	EI transitions naturally to booking when the customer agrees.
<input type="checkbox"/>	PASS / FAIL	EI collects booking details and confirms.

PASS CRITERIA: All 6 checkpoints. No diagnosis given. Deduction policy mentioned. Not preachy.

TESTER NOTE: The 'no diagnosis' line needs to be held firmly but without being annoying about it. Saying it more than once is a tone FAIL.