Voice go-live checklist

Latency, barge-in, entity accuracy, consent, escalation and cost checks before a voice agent takes real calls.

QA | Product | Developer

MEASURE ON REAL CALLS

- End-to-end latency from the caller stopping to the agent starting, with your own prompt and voice, under load
- Barge-in stops speech at once and the agent listens
- End-of-turn detection neither cuts people off nor leaves dead air

GET THE DETAILS RIGHT

- Entity accuracy on names, numbers and codes, not only overall accuracy
- Read-back confirmation for important values
- Another channel to send a code by text
- Accents, noise and slow speakers tested (see the voice localization module)

LAW AND TRUST

- Say it is an AI in the first sentence
- Recording and consent rules checked for each country and state
- Escalation to a person and its hours
- Behavior when speech recognition fails twice

COST AND OPERATIONS

- Cost per resolved call measured on real traffic
- Monitoring for latency, interruptions, escalations and failures
- A kill switch and a tested fallback