

Test common questions

Check ten routine questions against approved answers.

THE FINISHED RESULT

All routine answers match the approved facts and every expected action is actually observed.

Before you start

Environment: HighLevel Conversation AI and supported knowledge-base tools

Access and plan: Demo account with the relevant AI feature enabled and an approved test budget.
Voice AI and chat may have different configuration and usage requirements.

Practice project: Harbor enquiry helper

Use a separate demo project and fictional information. Record the exact project and version you use.
Keep passwords, verification codes and private customer information out of screenshots and notes.

Official walkthroughs

HighLevel: [Create and attach knowledge bases](#)

HighLevel: [Conversation AI agent logs](#)

Open the credited publisher walkthrough for current interface instructions and available screenshots, then return to the SETLY exercise. External courses remain with their publishers; this PDF does not reproduce their complete tutorial.

Your practice task

Finish one action at a time. Inspect the resulting screen or record before moving on. If a control differs, check the matching official instructions instead of guessing.

01 / Step 1

Create a test table with question, approved facts, expected action, observed answer and result.

Check: record what changed and confirm you are still working in the intended demo project.

02 / Step 2

Include services, hours, coverage, booking, cancellation information and contacting a person. Phrase some questions informally.

Check: record what changed and confirm you are still working in the intended demo project.

03 / Step 3

Run the questions in fresh conversations where context should not influence the answer. Preserve only non-sensitive test evidence.

Check: record what changed and confirm you are still working in the intended demo project.

04 / Step 4

Mark factual errors separately from tone improvements. Update the underlying source before retesting the same cases.

Check: record what changed and confirm you are still working in the intended demo project.

Test, troubleshoot, repeat.

If something goes wrong

If a corrected question passes only in an existing conversation, repeat in a fresh session to distinguish context from a real configuration fix.

If your screen is different

Compare the product, editor, user permissions and selected account with the guide. Open the official reference for your version. Do not perform a live change whose effect you cannot verify.

Final verification

All routine answers match the approved facts and every expected action is actually observed.

Repeat the task with one small variation. Record the test date, project/version, expected result, observed result and a non-sensitive evidence reference. Mark skipped checks as untested.

Your evidence record

Test date: _____ Project/version: _____

Observed result: _____

Evidence reference: _____

Remaining issue and next action: _____

Sources and guide status

Original exercise by Ray / SETLY. Credited technical references are linked on page one. Prepared 1 October 2026. SETLY screen recording and independent learner reproduction are not yet complete. No platform affiliation is implied.

[Open the online practice guide and editable checklist](#)