

Test difficult questions

Verify boundaries, ambiguity and handoff under pressure.

THE FINISHED RESULT

The assistant handles uncertainty without inventing facts, leaking private data or claiming actions that did not happen.

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: [Human handover action](#)

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

Prepare scenarios with conflicting dates, unavailable services, unsupported discounts, unclear intent and requests for private information.

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

02 / Step 2

Specify the safe expected response or human handoff for each case before testing.

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

03 / Step 3

Run each case and inspect the response plus action logs. Check that quoted customer text does not override the assistant's configured role.

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

04 / Step 4

Correct one failure at a time and rerun both the difficult case and a routine question to catch regressions.

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

Test, troubleshoot, repeat.

If something goes wrong

If a prompt change fixes one case but breaks normal answers, narrow the instruction and verify the knowledge source remains correct.

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

The assistant handles uncertainty without inventing facts, leaking private data or claiming actions that did not happen.

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](#)