zobi

# Reply-quality test pack

Keep the example, the test and the next decision together.




## Start with one answer family

Choose a repeatable buying question and the current approved source. Name the person who owns an exception. Record the actual answer beside the expected action.

## Completed method example

Question: Can this arrive by Friday? Destination missing. Expected: ask for destination and check approved delivery information; do not promise arrival. Worked observation: the reply asks for destination. Assessment: meets this case; source accuracy still needs the actual answer checked.

## The financial hurdle

$300 extra monthly cost ÷ $30 contribution per additional order = 10 additional orders. Conversation count is a workload measure, not evidence those orders were caused.

## Use it with your team

## Before the pilot

Use the editable twelve-case pack for unsupported facts, contradictory sources, expired offers, opt-outs and handoffs. Missing observations remain Not run.

## Review question

Which failure would make you stop the pilot? Write the serious errors down first, so many easy correct answers cannot hide them.

## Write the next decision

Owner: _____ Review date: _____

The evidence we still need: _____

Current source check: 28 October 2026. Original examples are teaching material, not customer or product results.

## Source notes

attentive-keywords · attentive-concierge

Discuss the relevant shopper workflow with Zobi