

# Amazon Alexa Voice Services Testing

Alexa is Amazon's cloud-based voice service available on more than 100 million devices from Amazon and third-party device manufacturers. With Alexa, you can build natural voice experiences that offer customers a more intuitive way to interact with the technology they use every day. Amazon offers a collection of tools, APIs, reference solutions, and documentation to make it easier to build for Alexa.



## Authorized Test Lab for Alexa

We are an Authorized Test Lab for Alexa. You can work directly with us and utilize our lab to test and submit your product for certification. During the test, we will use test automation and a series of checklists provided by Amazon to ensure that your product meets acoustics, music, functional, and user experience (UX) requirements. We will also generate certification test results in the form of Alexa Qualification Tool (AQT) reports and manual checklists, for submission to Amazon.

- **Functional tests** to verify both the mandatory and optional AVS functionalities, from the product's ability to transmit user interactions to the cloud, to how it is turned on by voice and by contact.
- **UX tests** that determine whether the product follows the Alexa guidelines for aspects such as setup, authentication, and the way in which the user can interrupt Alexa. This section also covers the correct usage of the brand and logo in the user interface.
- **Acoustic tests** to verify the ability of the product to listen and respond appropriately to the user's orders and ensure there are no connectivity problems or system failures.
- **Additional testing for music, podcasts and audiobook services** that users control through Alexa, like Amazon Music, Audible, Kindle books or Spotify.



For more information about the Alexa Voice Services testing, contact our experts.