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| **Use Case ID** | **Use Case Name** | **Scenario** | **Required Inputs / Context Data** | **Example User Intent** | **Expected AI Behavior** | **Example Output** |
| UC1.1.1 | **Recommend products to improve SCS score** | Goal = improve SCS score, Current SCS score = 0-500 | User goal, SCS score | - Which supplements should I recommend for a score of 300? - What can I take to improve my score of 300? - What can my customer take to improve her score of 300? | Recommend 3 SCS-Certified products at varying price points. In response, assisgn 3 products to 3 options: Good, Better, Best, ranked by price ascending. Point out SCS Level if available, a key benefit, one-time price and subscription price. | Given your score is not high, we recommend these products that can help raise your scanner score:  Good foundation nutrition: **Eye Formula** Protects cells from oxidative damage. Buy now for $56.00 or Subscribe for $50.40  Better bioactive protection: **Beauty Focus® Powder Mix-In Collagen+ Citrus** This product is Level-I SCS-Certified.  A study showed that after 4 months, Beauty Focus® Collagen+ was shown to significantly improve skin texture, radiance, and overall appearance. Buy now for $75.00 or Subscribe for $67.50  Best for anti-aging nutrition: **LifePak® Anti-Aging Formula Supplements** LifePak is Level-II SCS-Certified, so it will raise your scanner score if you take it as directed for two months.  Buy now for $118.00 or Subscribe for $84.60 |
| Goal = improve SCS score, Current SCS score = 501–1400 | User goal, SCS score | - Which supplements should I recommend for a score of 600? - What can I take to improve my score of 600? - What can my customer take to improve her score of 600? | Congratulate on having a high score, recommend 3 SCS-Certified products at varying price points. In response, assisgn 3 products to 3 options: Good, Better, Best, ranked by price ascending. Point out SCS Level if available, a key benefit, one-time price and subscription price. | Congratulations on having a healthy skin! Given that your score is high, we recommend these products with maintenance benefits  Good foundation nutrition: **Eye Formula** Protects cells from oxidative damage. Buy now for $56.00 or Subscribe for $50.40  Better bioactive protection: **Beauty Focus® Powder Mix-In Collagen+ Citrus** This product is Level-I SCS-Certified.  A study showed that after 4 months, Beauty Focus® Collagen+ was shown to significantly improve skin texture, radiance, and overall appearance. Buy now for $75.00 or Subscribe for $67.50  Best for anti-aging nutrition: **LifePak® Anti-Aging Formula Supplements** LifePak is Level-II SCS-Certified, so it will raise your scanner score if you take it as directed for two months.  Buy now for $118.00 or Subscribe for $84.60 |
| UC1.1.2 | **Recommend products to maintain SCS score** | Goal = maintain SCS score | User goal | Which products are best for maintaining a high score? | Recommend products focused on maintaining high score | Given that your score is high, we recommend **g3 Single Serve Pouch 15 pack** with maintenance benefits g3 is Level-I SCS-Certified, so you know carotenoids are being absorbed and increasing your scanner score. Fortifies antioxidant defenses against cellular free radical damage. Buy now for $93.00 or Subscribe for $66.60 |
| UC1.1.3 | **Recommend products for sleep improvement** | Goal = sleep | User goal | What product can help me sleep better? | Recommend products aligned with sleep improvement | We recommend **MYND360™ Night Time**, which starts helping support better sleep after just one dose. Buy now for $60.00 or Subscribe for $54.00 |
| UC1.1.4 | **Recommend products for eye health** | Goal = eye health | User goal | What product helps protect my eyes? | Recommend products aligned with eye health | We recommend **Eye Formula**, which helps support eye health and protection. Buy now for $56.00 or Subscribe for $50.40 |
| UC1.1.5 | **Recommend products for weight control** | Goal = weight control, Age < 18 | User goal, Age | What product can help me manage weight? | Recommend products for weight control | We recommend the **TRMe product line**, which supports weight control when used as part of a regular exercise routine  **TRMe® GO Recovery+** Supports recovery from exercise, encouraging more frequent workouts. Buy now for $68.00 or Subscribe for $61.20  **TRMe® GO Protein+** Supports muscle health, repair, and your exercise efforts. Buy now for $81.00 or Subscribe for $72.90  **TRMe® GO PreWorkout+** Supports your efforts to build muscle, enhancing your exercise results. Buy now for $68.00 or Subscribe for $61.20 |
| UC1.1.6 | **Recommend products for joint pain** | Goal = joint pain | User goal | What product helps with joint pain? | Recommend products aligned with joint health | We recommend **Bone Formula**that supports three aspects of healthy bones—bone formation, calcium absorption, and inhibition of bone loss. Buy now for $56.00 or Subscribe for $50.40 |
| UC1.1.7 | **Recommend products for dietary gaps** | Goal = nutrition | User goal | What product can help with my nutrition? | Recommend products that fill dietary gaps | We recommend **ageLOC® Youth Anti-aging Supplement**, which provides a potent blend of anti-aging ingredients, including concentrated extracts standardized for active compounds that would be difficult, if not impossible, to obtain at the same levels and on a regular basis—even from a healthy, well-balanced diet. Buy now for $169.00 or Subscribe for $122.40  Alternatively, we recommend **g3 Single Serve Pouch 15 pack**, a nutritious fruit juice that’s delicious and refreshing. Buy now for $93.00 or Subscribe for $66.60 |
| UC1.1.8 | **Recommend products for user** | User has score 0-500 | User SCS Score | - What should I take? - What products are good for me? | Recommend products based on User's SCS Score | Given your score is not high, we recommend these products that can help raise your scanner score:  Good foundation nutrition: Eye Formula Protects cells from oxidative damage. Buy now for $56.00 or Subscribe for $50.40  Better bioactive protection: Beauty Focus® Powder Mix-In Collagen+ Citrus This product is Level-I SCS-Certified.  A study showed that after 4 months, Beauty Focus® Collagen+ was shown to significantly improve skin texture, radiance, and overall appearance. Buy now for $75.00 or Subscribe for $67.50  Best for anti-aging nutrition: LifePak® Anti-Aging Formula Supplements LifePak is Level-II SCS-Certified, so it will raise your scanner score if you take it as directed for two months.  Buy now for $118.00 or Subscribe for $84.60 |
| User is over 50 | User Prysm Profile | - What should I take? - What products are good for me? | Recommend products based on User's Prysm Profile | Given that you are over 50, we recommend **Bone Formula**, which supports three aspects of healthy bones—bone formation, calcium absorption, and inhibition of bone loss. Buy now for $56.00 or Subscribe for $50.40 |
| User lacks sleep | User Prysm Profile | - What should I take? - What products are good for me? | Recommend products based on User's Prysm Profile | Given that you are sleep-deprived, we recommend **MYND360™ Night Time**, which starts helping support better sleep after just one dose. Buy now for $60.00 or Subscribe for $54.00 |
| User is high sun-exposed | User Prysm Profile | - What should I take? - What products are good for me? | Recommend products based on User's Prysm Profile | Given that you are high sun-exposed, we recommend **Eye Formula**, which protects cells from oxidative damage. Buy now for $56.00 or Subscribe for $50.40 |
| User has diet lacking fruit & vegetable | User Prysm Profile | - What should I take? - What products are good for me? | Recommend products based on User's Prysm Profile | Given that you have diet lacking fruit & vegetable, we recommend **ageLOC® Youth Anti-aging Supplement**, which provides a potent blend of anti-aging ingredients, including concentrated extracts standardized for active compounds that would be difficult, if not impossible, to obtain at the same levels and on a regular basis—even from a healthy, well-balanced diet. Buy now for $169.00 or Subscribe for $122.40 |
| User is overweight or obese | User Prysm Profile | - What should I take? - What products are good for me? | Recommend products based on User's Prysm Profile | Given that you are overweight, we recommend the **TRMe product line**, which supports weight control when used as part of a regular exercise routine  **TRMe® GO Recovery+** Supports recovery from exercise, encouraging more frequent workouts. Buy now for $68.00 or Subscribe for $61.20  **TRMe® GO Protein+** Supports muscle health, repair, and your exercise efforts. Buy now for $81.00 or Subscribe for $72.90  **TRMe® GO PreWorkout+** Supports your efforts to build muscle, enhancing your exercise results. Buy now for $68.00 or Subscribe for $61.20 |
| User exercises frequently | User Prysm Profile | - What should I take? - What products are good for me? | Recommend products based on User's Prysm Profile | Given that you exercise frequently, we recommend the **TRMe product line**, which has specialized benefits to help you get the most out of your exercise.   **TRMe® GO Recovery+** Supports recovery from exercise, encouraging more frequent workouts. Buy now for $68.00 or Subscribe for $61.20  **TRMe® GO Protein+** Supports muscle health, repair, and your exercise efforts. Buy now for $81.00 or Subscribe for $72.90  **TRMe® GO PreWorkout+** Supports your efforts to build muscle, enhancing your exercise results. Buy now for $68.00 or Subscribe for $61.20 |
| User meets multiple Prysm Profile assessment triggers, eg. Age > 50, Sleep < 7hrs/day, High sun-exposed, Overweight | User persona | - What should I take? - What products are good for me? | Recommend 3 products aligned with 3 most weighted triggers. Triggers are weighted in the following order: Age > Sleep > Sun Exposure > Fruit & Vegetable Intake > BMI > Exercise | Given that you are over 50, we recommend **Bone Formula**, which supports three aspects of healthy bones—bone formation, calcium absorption, and inhibition of bone loss. Buy now for $56.00 or Subscribe for $50.40  Additionally, since you are sleep-deprived, we recommend **MYND360™ Night Time**, which starts helping support better sleep after just one dose. Buy now for $60.00 or Subscribe for $54.00  Furthermore, you have diet lacking fruit & vegetable, we recommend **ageLOC® Youth Anti-aging Supplement**, which provides a potent blend of anti-aging ingredients, including concentrated extracts standardized for active compounds that would be difficult, if not impossible, to obtain at the same levels and on a regular basis—even from a healthy, well-balanced diet. Buy now for $169.00 or Subscribe for $122.40 |
| UC1.1.9 | **Recommend products for customer X** | User persona = Affiliate, Customer X is identified as a customer of the user, Customer X's SCS score is 0-500 | User persona, Customer list, Customer SCS score |  |  | Given Tina's score is not high, we recommend these products that can help raise her scanner score:  Good foundation nutrition: **Eye Formula** Protects cells from oxidative damage. Buy now for $56.00 or Subscribe for $50.40  Better bioactive protection: **Beauty Focus® Powder Mix-In Collagen+ Citrus** This product is Level-I SCS-Certified.  A study showed that after 4 months, Beauty Focus® Collagen+ was shown to significantly improve skin texture, radiance, and overall appearance. Buy now for $75.00 or Subscribe for $67.50  Best for anti-aging nutrition: **LifePak® Anti-Aging Formula Supplements** LifePak is Level-II SCS-Certified, so it will raise your scanner score if you take it as directed for two months.  Buy now for $118.00 or Subscribe for $84.60 |
| User persona = Affiliate, Customer X is identified as a customer of the user, Customer X is over 50 | User persona, Customer list, Customer Prysm Profile | - What’s a good product to recommend to Tina?  - What can I recommend for Tina? | Recommend products based on Customer's Prysm Profile | Given that Tina is over 50, we recommend **Bone Formula**, which supports three aspects of healthy bones—bone formation, calcium absorption, and inhibition of bone loss. Buy now for $56.00 or Subscribe for $50.40  Alternatively, we recommend **Cartilage Formula**, which also supports joint and cartilage. Buy now for $81.00 or Subscribe for $72.90 |
| User persona = Affiliate, Customer X is identified as a customer of the user, Customer X lacks sleep | User persona, Customer list, Customer Prysm Profile | - What’s a good product to recommend to Tina?  - What can I recommend for Tina? | Recommend products based on Customer's Prysm Profile | Given that Tina is sleep-deprived, we recommend **MYND360™ Night Time**, which starts helping support better sleep after just one dose. Buy now for $60.00 or Subscribe for $54.00 |
| User persona = Affiliate, Customer X is identified as a customer of the user, Customer X is high sun-exposed | User persona, Customer list, Customer Prysm Profile | - What’s a good product to recommend to Tina?  - What can I recommend for Tina? | Recommend products based on Customer's Prysm Profile | Given that Tina is high sun-exposed, we recommend **Eye Formula**, which protects cells from oxidative damage. Buy now for $56.00 or Subscribe for $50.40 |
| User persona = Affiliate, Customer X is identified as a customer of the user, Customer X has diet lacking fruit & vegetable | User persona, Customer list, Customer Prysm Profile | - What’s a good product to recommend to Tina?  - What can I recommend for Tina? | Recommend products based on Customer's Prysm Profile | Given that Tina has diet lacking fruit & vegetable, we recommend **ageLOC® Youth Anti-aging Supplement**, which provides a potent blend of anti-aging ingredients, including concentrated extracts standardized for active compounds that would be difficult, if not impossible, to obtain at the same levels and on a regular basis—even from a healthy, well-balanced diet. Buy now for $169.00 or Subscribe for $122.40 |
| User persona = Affiliate, Customer X is identified as a customer of the user, Customer X is overweight or obese | User persona, Customer list, Customer Prysm Profile | - What’s a good product to recommend to Tina?  - What can I recommend for Tina? | Recommend products based on Customer's Prysm Profile | Given that Tina is overweight, we recommend the **TRMe product line**, which supports weight control when used as part of a regular exercise routine  **TRMe® GO Recovery+** Supports recovery from exercise, encouraging more frequent workouts. Buy now for $68.00 or Subscribe for $61.20  **TRMe® GO Protein+** Supports muscle health, repair, and her exercise efforts. Buy now for $81.00 or Subscribe for $72.90  **TRMe® GO PreWorkout+** Supports her efforts to build muscle, enhancing her exercise results. Buy now for $68.00 or Subscribe for $61.20 |
| User persona = Affiliate, Customer X is identified as a customer of the user, Customer X exercises frequently | User persona, Customer list, Customer Prysm Profile | - What’s a good product to recommend to Tina?  - What can I recommend for Tina? | Recommend products based on Customer's Prysm Profile | Given that Tina exercises frequently, we recommend the **TRMe product line**, which has specialized benefits to help her get the most out of her exercise.   **TRMe® GO Recovery+** Supports recovery from exercise, encouraging more frequent workouts. Buy now for $68.00 or Subscribe for $61.20  **TRMe® GO Protein+** Supports muscle health, repair, and her exercise efforts. Buy now for $81.00 or Subscribe for $72.90  **TRMe® GO PreWorkout+** Supports her efforts to build muscle, enhancing her exercise results. Buy now for $68.00 or Subscribe for $61.20 |
| Customer meets multiple Prysm Profile assessment triggers, eg. Age > 50, Sleep < 7hrs/day, High sun-exposed, Overweight | User persona, Customer list, Customer Prysm Profile | - What’s a good product to recommend to Tina?  - What can I recommend for Tina? | Recommend 3 products aligned with 3 most weighted triggers. Triggers are weighted in the following order: Age > Sleep > Sun Exposure > Fruit & Vegetable Intake > BMI > Exercise | Given that Tina is over 50, we recommend **Bone Formula**, which supports three aspects of healthy bones—bone formation, calcium absorption, and inhibition of bone loss. Buy now for $56.00 or Subscribe for $50.40  Additionally, since Tina is sleep-deprived, we recommend **MYND360™ Night Time**, which starts helping support better sleep after just one dose. Buy now for $60.00 or Subscribe for $54.00  Furthermore, Tina has diet lacking fruit & vegetable, we recommend **ageLOC® Youth Anti-aging Supplement**, which provides a potent blend of anti-aging ingredients, including concentrated extracts standardized for active compounds that would be difficult, if not impossible, to obtain at the same levels and on a regular basis—even from a healthy, well-balanced diet. Buy now for $169.00 or Subscribe for $122.40 |
| User persona = Affiliate, Customer X is not identified as a customer of the user | User persona, Customer list | - What’s a good product to recommend to Tina?  - What can I recommend for Tina? | Identify the customer by prompting the full list of user's customers | We do not recognize Tina, who would you like to give product recommendations to? - Hugo - Luara - Jasper - Anne |
| UC1.1.10 | **Recommend products for a person not meeting any specific Prysm Profile assessment trigger** | User is 18-50, Sleep > 7hrs/day, BMI is normal | User's Prysm Profile or Customer's Prysm Profile | - What should I take? - What products are good for me? - What’s a good product to recommend to Tina?  - What can I recommend for Tina? | Prompt the user to specify a goal or concern | Would you like to improve your Prysm score, sleep better, or manage your weight? |
| UC1.1.11 | **User's intent is out of scope** | Out-of-scope questions are those that: - Do not align with the supported product goals (e.g., SCS improvement, sleep, eye health, weight control, etc.) - Ask for medical diagnosis or treatment - Request recommendations for conditions not covered by Nu Skin’s product portfolio | User goal | - What product should I take to heal skin flammation? - Can you recommend something for eczema? - What should I use for acne scars? | Decline to answer and suggest supported goals | I’m sorry, but I can’t provide recommendations for that topic. Would you like help with improving your Prysm score, sleep, eye health, or another supported wellness goal? |
| UC1.1.12 | **User's intent is unclear** | Unclear questions are those for which the AI Agent cannot immediately determine what the user wants to achieve | User goal | What’s the best product? | Identify user's goal | Could you tell me what you’re hoping to achieve? For example, are you looking to improve your Prysm score, sleep better, or manage your weight? |
| UC1.1.13 | **User has multiple intents** | User goal = Eye health + Sleep | User goal | What products help me to sleep well and protect my eyes? | Recommend all products aligned with each user's goal | We recommend **MYND360™ Night Time**, which starts helping support better sleep after just one dose. Buy now for $60.00 or Subscribe for $54.00  Additionally, we recommend **Eye Formula**, which helps support eye health and protection. Buy now for $56.00 or Subscribe for $50.40 |