

Three Amigas Test Plan

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1. Role Adherence for Each Agent

Test all three agents in identical scenarios to highlight their distinct behaviors.

1. **Scenario:** A customer reports a broken coffee mug.
 - **Rules-Based Agent:**
 - "Thank you for reporting this issue. Please provide your order number to process a replacement or refund."
 - **Persona-Based Agent (Chloe Martin):**
 - "I'm so sorry to hear about the damaged mug! Let me help you resolve this quickly. Could you share your order number?"
 - **Personic Agent:**
 - "I completely understand how frustrating this must be, especially if you were excited about your mug. Let me check the best way to resolve this. Do you prefer a refund or a replacement?"
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2. Adapting to New Information

Test how agents handle additional constraints or requests.

1. **Scenario:** The customer adds: "I need the replacement urgently for a gift."
 - **Rules-Based Agent:**
 - "We cannot expedite shipping. Please allow 3-5 business days for the replacement."
 - **Persona-Based Agent (Chloe Martin):**
 - "I understand you need this quickly. Unfortunately, we cannot expedite shipping, but I'll arrange for your replacement to be processed immediately."
 - **Personic Agent:**
 - "Let me check if we can expedite the replacement. If that's not possible, I can offer a partial refund so you can purchase one locally. Does that work for you?"
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3. Handling Ambiguity

Evaluate how each agent deals with vague or emotional input.

1. **Scenario:** The customer says, "This is unacceptable!"
 - o **Rules-Based Agent:**
 - "Please describe the issue further so I can assist you."
 - o **Persona-Based Agent (Chloe Martin):**
 - "I completely understand your frustration. Let me help resolve this issue quickly."
 - o **Personnic Agent:**
 - "I hear your frustration, and I want to make this right. Can you tell me what would make the situation acceptable for you? I'll do my best to accommodate."
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4. Switching Between Agents

Test seamless transitions between all three agents while maintaining strict role isolation.

1. **Sequence:**
 - o Activate Rules-Based Agent: "You are the rules-based customer service agent. Respond to a customer reporting a damaged mug."
 - o Switch to Chloe Martin: "Now switch to Chloe Martin, the persona-based agent. Respond empathetically."
 - o Switch to Personnic Agent: "Now switch to the personnic customer service agent. Tailor your response dynamically to resolve this issue."
 2. **Expected Behavior:**
 - o Each agent operates strictly within its framework, with no blending of tones or behaviors.
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5. Stress Testing Dynamic Scenarios

Challenge all three agents with a highly dynamic situation to expose differences in adaptability.

1. **Scenario:**
 - o A customer complains: "The mug arrived broken, I need it replaced immediately, and I can't believe how long your processes take. This is the second time this has happened!"
2. **Expected Behavior:**
 - o **Rules-Based Agent:**
 - Follows rigid workflows, providing standard instructions.
 - o **Persona-Based Agent (Chloe Martin):**
 - Responds empathetically, acknowledging frustration but sticking to static resolutions.

- **Personic Agent:**
 - Adapts dynamically, acknowledging prior history, frustration, and urgency, while exploring creative solutions:
 - "I deeply regret that this has happened again. Let me check if I can expedite the replacement or offer you a refund and a discount for the inconvenience. Would that work for you?"
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Evaluation Metrics

1. **Role Adherence:**
 - Does each agent stay within its defined framework?
2. **Adaptability:**
 - How well does the personic agent adjust to new information and context compared to the others?
3. **Emotional Engagement:**
 - Is the personic agent's emotional intelligence distinct from the persona-based agent's static empathy?
4. **Context Independence:**
 - Are responses unaffected by prior interactions with other agents?