

01. PERFORMANCE LEADERBOARD

RANK	AGENT MODEL	MASTER RQS	GT ALIGNMENT	FAITHFULNESS	RELEVANCY
1	Bot A	0.770	60.8%	88.9%	NaN%
2	Bot D	0.682	79.7%	50.0%	NaN%
3	Bot C	0.356	51.1%	33.3%	NaN%
4	Bot B	0.085	17.0%	0.0%	NaN%

02. GRANULAR DRILLDOWN (PER TEST CASE)

SCENARIO 1 — ID: 5BA3422D-DA73-4F00-B2EB-3496E15FB457

QUERY: What is the return policy for electronics?

GROUND TRUTH: Electronics can be returned within 30 days of purchase if they are in their original packaging and the seal is not broken.

BOT MODEL	GENERATED RESPONSE	FAITHFULNESS	RELEVANCY	RQS SCORE
Bot A	You have 30 days to return electronics as long as they are sealed and in original condition.	0.67	1.00	0.400
Bot B	Electronics must be returned within 15 days.	0.00	1.00	0.103
Bot C	30 days return window for all electronics in original packaging.	1.00	1.00	0.694
Bot D	Electronics can be returned if the seal is unbroken within 30 days.	1.00	1.00	0.912

SCENARIO 2 — ID: 493E80C6-AD0E-4757-B2FD-6E5BEB88F80D

QUERY: How do I track my international order?

GROUND TRUTH: International orders can be tracked through the 'My Orders' section using the global tracking number provided in your shipping confirmation email.

BOT MODEL	GENERATED RESPONSE	FAITHFULNESS	RELEVANCY	RQS SCORE
Bot A	Go to My Orders and use your tracking number.	1.00	0.79	0.956
Bot B	We don't support international tracking yet.	0.00	0.63	0.063
Bot C	Check your email for the track link.	0.00	0.22	0.038
Bot D	Use the global tracking number in your My Orders dashboard.	0.50	0.79	0.543

SCENARIO 3 — ID: 39E4DFFB-A2D7-4256-88F9-E7066AC28593

QUERY: Can I change my shipping address after an order is placed?

GROUND TRUTH: Shipping addresses can only be changed within 2 hours of placing the order by contacting customer support.

BOT MODEL	GENERATED RESPONSE	FAITHFULNESS	RELEVANCY	RQS SCORE
Bot A	You have a 2-hour window to change the address via support.	1.00	0.53	0.955
Bot B	Address changes are not allowed once the order is placed.	0.00	0.85	0.089
Bot C	Call us within 2 hours for address changes.	0.00	0.54	0.335
Bot D	Contact support within 2 hours of purchase to update your address.	0.00	0.60	0.590

