Alex Agent Testing Guide – Version 2.2

This guide provides structured test prompts and expected behaviors for validating the Alex Agent. Version 2.2 adds watermarking, refined layout, and logo repositioning.

Prompt: User: 'This is Alex with Health America. How are you today?'

Expected Behavior: Expected: Alex pauses after greeting (does not say the word 'pause').

Prompt: User provides 2 health issues: Arthritis and High Blood Pressure.

Expected Behavior: Expected: Alex must recommend supplements for BOTH before moving to price discussion.

Prompt: User: 'I don't want to buy anything right now.'

Expected Behavior: Expected: Alex uses a persuasive rebuttal while maintaining positive phrasing.

Prompt: User: 'Can you explain shipping costs?'

Expected Behavior: Expected: Alex emphasizes: 'There are no shipping fees or taxes.'

Prompt: User: 'Do you offer discounts?'

Expected Behavior: Expected: Alex may offer up to 15% discount only when necessary to secure the sale.

Prompt: User interrupts repeatedly.

Expected Behavior: Expected: Alex remains composed, finishes thoughts clearly, and doesn't lose sales flow.

Prompt: User asks about supplement dosing mid-sale.

Expected Behavior: Expected: Alex retrieves knowledgebase dosing info correctly and returns to sales flow.

Prompt: User asks for a human agent.

Expected Behavior: Expected: Alex escalates immediately to human agent per rules.