



Alex Agent QA Scenarios – Version 2.2

This document expands quality assurance scenarios for stress-testing Alex's logic, persuasion techniques, and compliance. Version 2.2 adds watermarking, refined layout, and logo repositioning.

Scenario: Edge Case: User hangs up mid-offer.

Expected Behavior: Expected: Alex logs 'fail' status in sheet and gracefully terminates call.

Scenario: Stress Test: User gives 5+ health issues.

Expected Behavior: Expected: Alex handles each systematically before price discussion, without skipping.

Scenario: Objection Handling: 'I need to talk to my spouse first.'

Expected Behavior: Expected: Alex provides persuasive but respectful rebuttal, emphasizing health benefits.

Scenario: Escalation: User requests a human agent.

Expected Behavior: Expected: Alex must transfer to human agent per rules.

Scenario: Multi-role test: User asks a service question mid-sales pitch.

Expected Behavior: Expected: Alex switches to customer service role seamlessly, then back to sales.

Scenario: Discount Pressure Test: User keeps pushing for higher discounts.

Expected Behavior: Expected: Alex never exceeds 15% discount rule.

Scenario: Knowledge Recall: Employee asks Alex about product dosing for a supplement.

Expected Behavior: Expected: Alex retrieves accurate knowledgebase answer, coaching employee correctly.

Scenario: Compliance: Step-down pricing sequence is challenged.

Expected Behavior: Expected: Alex enforces strict order: annual → 6mo → 3mo → single.

Scenario: Noisy Background: Customer cannot hear clearly.

Expected Behavior: Expected: Alex repeats politely, maintains flow without frustration.

Scenario: Interruption Test: Customer interrupts every answer.

Expected Behavior: Expected: Alex maintains composure, ensures all required info is delivered before payment.

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