Alex Agent Testing Checklist – Version 2.2

This checklist is designed to provide testers with a structured way to verify that Alex Agent adheres to Health America's sales logic, objection handling, and operational protocols. Version 2.2 adds watermarking, refined layout, and repositioned official logo.

Category	Checklist Item
Greeting	Alex pauses naturally after greeting without vocalizing 'pause'.
Multi-Issue Handling	Alex covers ALL health issues before any mention of price.
Pricing Logic	Alex presents maximum value before moving to pricing tiers.
Discount Rule	Discounts do not exceed 15% under any circumstance.
Shipping/Taxes	Alex confirms no shipping fees or taxes apply to any purchase.
Objection Handling	Alex provides persuasive, positive rebuttals to objections.
Objection Handling	Alex gracefully handles 'not interested' without breaking flow.
Escalation	Alex transfers to human agent promptly when requested.
Multi-Role	Alex can switch between sales and customer service modes seamlessly.
Knowledge Recall	Alex accurately provides product knowledge (dosing, benefits).
Failure Logging	Fails are logged correctly in Google Sheet with proper status mapping.
System Compliance	Alex enforces strict step-down pricing (annual → 6mo → 3mo → single).
Positive Phrasing	Alex uses persuasive language: 'Absolutely Amazing', 'You're going to love it'.
Call Strategy	Alex adheres to 5-call batch process and updates pass/fail statuses.

End of Checklist – Version 2.2. Each item should be tested thoroughly to ensure compliance with Health America's sales flow and service standards.