

MAYAN BOTANICALS 7-AGENT DASHBOARD

Knowledge Check Quiz — 10 Questions with Answer Key

Instructions: Read each question carefully and select the best answer. A score of 80% or higher (8 out of 10 correct) is required to operate the dashboard independently. If you score below 80%, review the relevant sections of the Training Manual with your onboarding manager before retaking the quiz.

Question 1: A Maya AI lead receives a score of 9 out of 10 in the Agent 1 report. What is the correct first action?

- A) Add the lead to the GHL Educational Drip sequence and wait for them to re-engage.
- B) Call the lead within 30 minutes and offer to book a complimentary consultation.
- C) Run Agent 3 to onboard the lead into the client portal.
- D) Escalate the lead to DocTA Dwight for personal review.

Answer: B — Call the lead within 30 minutes and offer to book a complimentary consultation.

Explanation: Hot leads (scored 7–10) require direct, personal outreach within 30 minutes. Automated sequences are for warm and cool leads only. Running Agent 3 is premature — the lead has not yet paid or agreed to enroll.

Question 2: The Agent 2 Sweet Blood Protocol report shows an Interaction Flag for a client. What should you do before delivering the protocol to the client?

- A) Deliver the protocol to the client immediately — interaction flags are informational only.
- B) Remove the flagged supplement from the protocol and then deliver it.
- C) Submit the report to DocTA Dwight for review and wait for clearance before delivering anything.
- D) Call the client's doctor to discuss the flag.

Answer: C — Submit the report to DocTA Dwight for review and wait for clearance before delivering anything.

Explanation: Interaction Flags always require DocTA Dwight review before the protocol is delivered to the client. No team member other than DocTA Dwight has the authority to decide whether a potential herb-drug interaction is acceptable.

Question 3: During a Coach Prince follow-up call, a client says they feel hopeless and that life is not worth living. What is the correct action?

- A) Continue the call normally and note the comment in the call outcome form.
- B) Transfer the client to a GHL nurture sequence for emotional support content.
- C) End the call professionally, use the red flag button to escalate immediately, and notify DocTA Dwight by phone.
- D) Ask the client if they would like to book a consultation with DocTA Dwight.

Answer: C — End the call professionally, use the red flag button to escalate immediately, and notify DocTA Dwight by phone.

Explanation: Any statement suggesting self-harm or hopelessness is a safety escalation that must go to DocTA Dwight immediately — by phone, not just the dashboard notification. This is non-negotiable regardless of context.

Question 4: What does a Blue status indicator on an agent card mean?

- A) The agent is currently running and should not be interrupted.
- B) The agent has encountered an error and cannot run.

- C) The report is ready but has not yet been reviewed by any team member.
- D) The agent has not been run today.

Answer: C — The report is ready but has not yet been reviewed by any team member.

Explanation: Blue means a report is waiting for review. Green means reviewed, Yellow means running, Red means error or escalation, and Gray means not run today.

Question 5: A client contacts you and says they stopped taking their blood pressure medication because they read that the Sweet Blood Protocol would replace it. What is your response?

- A) Confirm that the protocol is designed to replace medications over time and reassure the client.
- B) Do not comment on the medication decision. Log the interaction and escalate to DocTA Dwight immediately.
- C) Tell the client to restart their medication and that the protocol cannot help them.
- D) Send the client an educational email explaining that the protocol is optional.

Answer: B — Do not comment on the medication decision. Log the interaction and escalate to DocTA Dwight immediately.

Explanation: No team member should advise a client on medication decisions. This is a safety escalation that requires DocTA Dwight's personal review. Confirming or encouraging the medication stoppage would constitute giving medical advice, which is outside the scope of any team member's role.

Question 6: The Agent 5 Campaign Health report shows that 12 contacts are "stuck" in the Welcome Sequence. What does this mean and what should you do?

- A) These contacts unsubscribed. Remove them from the system immediately.
- B) These contacts entered the welcome workflow but have not progressed to the next step in over 48 hours. Investigate each contact's GHIL record and resolve the block.
- C) These contacts have been in the practice for over 48 hours and need a personal call from Coach Prince.
- D) These contacts' email addresses have bounced. Archive them in GHIL.

Answer: B — These contacts entered the welcome workflow but have not progressed. Investigate each contact's GHIL record and resolve the block.

Explanation: Stuck contacts are a priority to resolve daily. The cause is often a data issue (missing phone, bounced email) — not an unsubscribe. Each stuck contact must be investigated individually.

Question 7: When running Agent 3 (Client Onboarding), which of the following must be verified before clicking "Run Agent"?

- A) The client's cultural food preference for their meal plan.
- B) The client has confirmed payment and the payment checkbox is ticked.
- C) DocTA Dwight has personally reviewed and approved the client's intake form.
- D) The client's phone number is saved in RetellAI.

Answer: B — The client has confirmed payment and the payment checkbox is ticked.

Explanation: Agent 3 must only be run after payment is confirmed. Running onboarding for an unpaid client would grant portal access before the client relationship is established. DocTA review is required for interaction flags in Agent 2, not for general onboarding.

Question 8: The Agent 7 Compliance report shows that a GHIL email sent last week contained the phrase "this program reverses Type 2 Diabetes." What is the correct response?

- A) Leave it — the email has already been sent and nothing can be done.
- B) Log the flag in the compliance log, note corrective action, escalate to DocTA Dwight, and pause any campaigns using the same template.

- C) Delete the email from the sent folder in GHJ to remove the evidence.
- D) Send a follow-up email to all recipients clarifying the statement.

Answer: B — Log the flag, note corrective action, escalate to DocTA Dwight, and pause campaigns using the same template.

Explanation: Compliance flags must be logged (not deleted), and any campaign using non-compliant language must be paused pending DocTA Dwight review. Deleting evidence is never acceptable. Sending a follow-up email should only be done under DocTA's direction.

Question 9: Agent 4 generates a weekly meal plan for a Nigerian food preference client in Phase 1 of the Sweet Blood Protocol. The Nutritional Summary shows one day with a carbohydrate total significantly above the program target (flagged orange). What is the best action?

- A) Ignore the flag — orange flags are informational and do not affect the client.
- B) Re-run the entire agent from scratch.
- C) Use the Regenerate feature on the high-carb meal slots for that specific day.
- D) Manually create a meal for that day outside the DDPB system.

Answer: C — Use the Regenerate feature on the high-carb meal slots for that specific day.

Explanation: Orange nutritional flags should be addressed, not ignored. However, the entire plan does not need to be re-run — the Regenerate feature replaces individual meal slots within the same cultural dataset and therapeutic category.

Question 10: A new team member completes their Day 1 onboarding and wants to run agents independently the next morning. Under the onboarding plan, is this appropriate?

- A) Yes — if they read the manual on Day 1, they are ready for independent operation.
- B) No — independent operation is only permitted after completing all Week 2 milestones, including the Knowledge Check Quiz with a score of 80%+ and the Compliance Acknowledgment form.
- C) Yes — as long as they have a colleague they can call if needed.
- D) No — new team members can never run agents without a manager present.

Answer: B — Independent operation is only permitted after completing all Week 2 milestones, including the Knowledge Check Quiz (80%+) and the Compliance Acknowledgment form.

Explanation: The two-week onboarding plan exists to protect clients and the practice. Running agents independently requires demonstrated competence, a passing quiz score, and a signed compliance acknowledgment. Having a colleague available is not a substitute for completing the full onboarding plan.

END OF KNOWLEDGE CHECK QUIZ

Score 8/10 or higher to qualify for independent dashboard operation.